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The battle against the Federal Government's WorkChoices legislation continues on two fronts ... the ongoing campaigns and the actual impact of the legalisation on Australia's workforce. Our members in Queensland, Victorian and the ACT covered by our Federal Awards have had their Award rates frozen, pending the outcome of a review by the newly created Australian Fair Pay Commission (AFPC) due some time late November or, possibly, early December. CMAA Senior Industrial Relations Advocate **PETER COOPER** looks at the latest I.R. developments...
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Gosford RSL Club recently followed through on an opportunity to further support the Gosford community by donating property worth almost \$9 million to local aged-care facility, Leisure Living. Gosford RSL General Manager **Dave Brace** announced the club's remarkable gesture at a ceremony attended by state and local politicians and dignitaries headed by Federal Member for Robertson, **Jim Lloyd** and NSW Gaming and Racing Minister, **Grant McBride** ...

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The Prime Minister's Award for Employer of the Year recognises Castle Hill RSL Club's commitment, work and employment of people with disabilities. Federal Member for Mitchell, **Alan Cadman, MP**, presented Castle Hill RSL Club General Manager **David O'Neil** and Castle Hill RSL Club President **Warren Glenn** with a Certificate of Recognition from Prime Minister **John Howard** which recognises the club's work and employment of people with disabilities ...

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In May 2006, Club Marconi introduced an innovative driver safety program – the Youth Driver Safety Program (YDSP) - which offers local high school students free driving lessons. In extending its community support, Club Marconi created YDSP to provide young people with the tools and resources to ensure life-long skills with an emphasis on driver safety and responsible driving ...

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CMAA thinking outside the square



From
**TERRY
CONDON**
Executive Officer

The CMAA stepped into the world of online recruitment, marketing and promotion last month with the launch of the *ozjobfindit.com* website.

All sections of the hospitality industry gathered at the Wallaby Bar at Cockle Bay in Sydney's Darling Harbour for the launch of the revolutionary employment website.

The CMAA have been searching for a way to address the problems managers experience trying to get back into the workforce after leaving managerial positions in clubs and we hope *ozjobfindit.com* will assist in finding



At the launch of the CMAA's ozjobfindit.com recruitment website.

re-employment. It also offers clubs and club managers the opportunity of directly advertising for and recruiting staff with skills and interests specific to the hospitality industry.

It's a wonderful opportunity for the hospitality industry – clubs and hotels in particular – to take hold of and drive their own recruitment, advertising

and promotion agenda through online resources.

Perhaps the most attractive aspect of the *ozjobfindit.com* venture is that it's free, and anything that helps to save significant dollars is important to all club managers in the current environment.

CONTINUED P. 10



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Exciting times and challenges ahead

By **BILL CLEGG, ACCM,**
CMAA Federal President

The CMAA is reviewing all aspects of the Association to plan and cater for growth into the future.

The Association's staffing will be restructured to ensure the RTO status is maintained and that communications and Zone support is enhanced.

A review of the CMAA Constitution also is under way.

It will be proposed to the membership that the Constitution be altered to allow for the President to be elected by the Executive.

Another aspect of Constitution change will be that the Federal Council be reduced to eight (8) members from the current 16. The CMAA's Zone network will not be changed or diminished by the Federal Executive restructure.

This Executive appreciates the importance of close contact and communication with our Zones, which are the heart and sole of the CMAA, so we are going to offer greater and better support.

In fact, Zones will benefit through Federal Councillors being made responsible for closer liaison, supporting and integrally driving Zone agendas.

The reduced number of Federal Councillors means they will be expected to take a more-active role with the Executive at meetings and provide the Association's leaders of the future.

The BMS have worked on the Strategic Plan for the CMDA and have identified the maintenance of the RTO status as crucial to the Association's future.

The Executive is mindful that a broader income base is required to remove the Association's reliance on subscription fees.

The Career Development Centre's Sponsors and Bursary supporters need to be better supported and the Executive is investigating ways of enhancing and increasing the value of their support.

In doing so, we must protect the integrity of the CMAA and CMDA brands.



It's the Executive's position that our commercial relationships need to be supportive of the Association's values and endorsement of products will occur when a product is considered to be a genuine management tool.

A good example of this philosophy is the CMAA's decision to endorse the online recruitment venture **ozjobfindit.com** which was launched at an impressive function at the Wallaby Bar at Darling Harbour last month.

Recognising an opportunity in the employment marketplace, the CMAA has partnered Smartek Solutions in developing this new enterprise.

Smartek Solutions is a service division of the Barrington Group, which has initiated, built and expanded

its relationship with the CMAA in building its profile as an industry leader and innovator.

Smartek Solutions develops integrated online solutions that specifically address the challenges confronting Australian business today.

The CMAA and Barringtons – through Smartek Solutions in this venture – share and endorse many of the same values.

The Executive feels this is an excellent fit for the Association, based on the challenges facing our industry – plus the opportunities this project offers.

We believe it is a strong and positive fit with the Association's brand and, more importantly, our professional image.

The Executive have financially supported the concept of the Armed Robbery Induction Program, designed by Barringtons, to ensure club managers have the opportunity to support every club employee that faces the potential of being placed at risk.

It is with great pleasure that we welcome Tim McAleer as a member of the CMAA Federal Executive.

Tim fills the final Executive position that was made vacant through the retirement of past Federal President Jim Henry, OAM, CCM, and my elevation to the Federal Presidency.

Tim, the Sutherland Trade Union Club CEO, brings a great deal of enthusiasm and vision to the Association, and we look forward to his energetic contribution into the future.

He joins an energetic, enthusiastic team who are working and planning to take the Association to bigger and better things in the coming years.



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FROM P. 6

CMAA managers in Queensland are experiencing the “lows” that our Victorian managers felt in 2005 when they had non-smoking laws introduced into gaming venues.

July saw an across-the-board downturn in gaming revenue of 6% when compared to July 2005, with August seeing these figures starting to come back around.

Needless to say, there are swings of 22% down to 18% up which shows that those clubs who provided outdoor recreation areas for their smokers are reaping the rewards.

This is a lesson for all managers in NSW.

If you start working on your venues now – inform and educate your patrons – you will not have the projected 15% downturn in gaming revenue that “experts” are forecasting in July 2007.

I appeared before the Gaming Commission in Melbourne in July to support a CMAA submission regarding the future of Gaming in Victoria beyond 2012 when the duopoly’s – Tabcorp and Tattersalls – licence expires.

The CMAA submitted that clubs should be allowed to choose whether they stay with the duopoly, or have the right to purchase – and reap the rewards of owning – their own gaming machines.



From
**TERRY
CONDON**
Executive Officer

of significant changes will be made in the present sitting of Parliament which will be well received by the club industry.




Darryl Brohman

On July 27 I had the pleasure to represent the CMAA at a Fundraising Appeal for the Ben Harper Trust, organised by the Griffith District club managers. The event was to assist a local footballer Ben Harper who, on his bucks’ night in Melbourne, suffered spinal injuries and will spend the rest of his life in a wheelchair and require 24-hour attention.

Rugby League and Konami personalities Gary Freeman and Darryl Brohman gave their time to orchestrate the fundraising activities – as only they can do.

Australian mateship is alive and well when a group of mates get together to support a friend in need.

Congratulations to Gus Lico, Wayne Moat and their committee for doing such a great job. – **Full Report P.24**



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Gary Lewis

Six new ACCMs

CMAA Executive Officer Terry Condon has offered his congratulations to the Association's most recent ACCM Award recipients ...

- » Michael Clare - Operations Manager at Huskisson RSL Sub-Branch Club;
- » Sarah-Ellen Maxwell - Human Resources Manager at Leo MacCarthy Memorial Smithfield RSL Club;
- » Ben Williamson - Employment Relations Consultant at Mounties;
- » Gary Lewis - Secretary-Manager at Cooma Ex-Services Club;
- » Phil Ticehurst - Secretary-Manager at Swansea Workers Club;
- » Carl Pozzato - Gaming Manager at NSW Leagues Club.

Cooma Ex-Services Club Secretary-Manager Gary Lewis received his Award at the Far South Coast Zone meeting held at Queanbeyan last month.

Gary is one of six CMAA members to receive ACCM accreditation through the CMAA's comprehensive education and development programs.

Garry said he was honoured to join the now-extensive list of ACCM recipients in the Club Industry. "My path to my ACCM involved mainly study through the Centre for Professional Development in Club and Gaming Management at Southern Cross University," Gary said.

"Working this way enabled me to complete most of the modules from home through cross accreditation.

"Although I found the university course studies hard going, it is very rewarding in the end."

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Gosford RSL Club donates \$9 million property to local aged-care community

Gosford RSL Club has put its money – and its property – where its motto is with a remarkably generous donation to the area's aged community.

The Club recently followed through on further supporting the Gosford community by donating property worth almost \$9 million to local aged-care facility, Leisure Living.

The NSW Valuer General has valued the prime water-front 7.16 hectare (17.71 acre) site – located adjacent to Gosford RSL Club in Yallambee Avenue, West Gosford – at \$8,990,000.

Gosford RSL General Manager Dave Brace announced the club's remarkable gesture at a ceremony on July 28 attended by state and local politicians and dignitaries headed by Federal Member for Robertson, Jim Lloyd, NSW Gaming and Racing Minister, Grant McBride, Labor Member for Peats, Marie Andrews, Lady Susan Martin and Central Coast Chamber of Commerce and Industry Chairman Louise De Martin (pictured below).

"Thanks to the support of Gosford RSL Club's members, we are a strong and growing club," Dave Brace said.

"Because we are in a position to give something back to the community, the Board has decided to make a gift of land to the worthy cause of charitable aged care."

The first in a series of announcements by Gosford RSL Club in relation to community giving, the donation means that Leisure Living – a registered charity – now owns outright the land on which its aged-care residential facility is built.

Leisure Living, which provides 149 self-care units and 91 hostel units and dementia accommodation for more than 300 residents, previously had rented the land from Gosford RSL Club.

"There is a strong link between our club's reason for being ... to provide a community-based entertainment and leisure facility for returned servicemen and women and their families and friends ... and Leisure Living's approach to providing a quality lifestyle for the aged," David added. "To make a donation that supports that link is important to Gosford RSL Club."



Leisure Living CEO Glen Gillingham (right) congratulates and thanks Gosford RSL Club General Manager Dave Brace (left) for the club's donation of a \$9 million property to the area's aged community.

In thanking Gosford RSL Club on behalf of Leisure Living residents and their families, Leisure Living CEO Glen Gillingham said the charity now owned a valuable asset and was financially able to make significant improvements, such as building a new community centre.

"Gosford RSL Club's extraordinarily generous gift means that Leisure Living can improve its facilities for the aged in Gosford overall – in reality, the whole community will benefit," Glen said.

David said Gosford RSL Club remains committed to the community and lives by its motto ... "We're here for you".

"Gosford RSL continues to actively seek ways to demonstrate our 'we're here for you' motto and we will announce another major donation in the coming weeks," David added.



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Industry accreditation for Rentokil

Rentokil Tropical Plants has received industry accreditation, which will assist the company in meeting client requirements for Green Star building ratings points.

"We went through the accreditation process set by the independent industry body, the National Interior Plantscape Association (NIPA), and have become only the second firm to qualify since accreditation was introduced," said Ray Borg, Division Manager for Rentokil Tropical Plants in Australia.

"This is also timely as more architects and designers are looking towards the new 'Office Interiors' requirements to help buildings qualify for Green Star rating.



"When indoor plants are being considered in the rating process, a range of factors are taken into account such as a horticultural maintenance plan - all these are covered in NIPA accreditation."

In 2005, the Green Building Council of Australia announced that indoor plants score credit points towards a building's energy efficiency rating, in recognition of their role in removing volatile organic compounds (VOCs) among other environmental benefits.

They fall within the "Office Interiors" category which will assist interior designers, architects, project construction teams and tenants to assess the environmental impact of an interior fit out.

According to the Council, the new Green Star - Office Interiors IEQ-15 'Indoor Plants' - credit is to actively improve the indoor environment quality and provide physiological and psychological benefits for occupants.

"NIPA and companies like ours presented the case for the contribution that indoor plants make to the indoor office environment which the Green Building Council accepted after examining the evidence," Ray said.

A recent study conducted by the University of Technology, Sydney, showed three large plants greatly reduced the VOCs in both air-conditioned and non air-conditioned offices. Professor Margaret Burchett, who coordinated the research, will be working with Rentokil Tropical Plants in its staff training.

"It's important that our field staff know about the important role indoor plants can play, not just about the servicing, technical needs and requirements," Ray added. "Professor Burchett is joined by NIPA Board member Peter Shields in our training, so that staff are fully familiar with Green Building Star requirements as well."

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PM's Award for Castle Hill RSL Club

The Prime Minister's Award for Employer of the Year recognises Castle Hill RSL Club's commitment, work and employment of people with disabilities.

Castle Hill RSL Club General Manager David O'Neil said the club employs several people with physical and intellectual disabilities.

He said the club assists these employees in undertaking their daily duties and works with them to develop skills and confidence to allow them to assimilate into the work environment.

Federal Member for Mitchell, Alan Cadman, MP, presented David O'Neil and Castle Hill RSL Club President Warren Glenny with a Certificate of Recognition from Prime Minister John Howard which recognises the club's work and employment of



Castle Hill RSL Club President Warren Glenny (left) and Board members watch as Federal Member for Mitchell, Alan Cadman, MP, (centre) presents General Manager David O'Neil with the Prime Minister's Certificate of Recognition which awards the club's work and employment of people with disabilities.

people with disabilities.

Mr Cadman said the Prime Minister's Certificate of Recognition was a significant award and represents an area that the Prime Minister feels very passionately about.

"Castle Hill RSL Club is a role model and their commitment to assisting people with disabilities and assimilating them into the general workforce is appreciated, invaluable and is just another example of the club's commitment to the community," Mr Cadman added.

Mr O'Neil said the club has benefited from its employment programs by gaining the services of dedicated and committed individuals.

"It has been a great mutual benefit because, like the club, our employees also have benefited enormously – personally and professionally," Mr O'Neil added. "They have benefited from obtaining the obvious employment opportunities but, more importantly, gaining invaluable life skills."

Russell Fairweather, an Employment Consultant for Choice Solution – an organisation specialising in the employment placement of people with a disability – nominated Castle Hill RSL Club for the award.

"It is satisfying to see supportive employers being recognised for the commitment they have made to employ persons with a disability," Mr

Fairweather said.

"I was aware that the club industry – and the Management of Castle Hill RSL, in particular – were supportive of various community organisations and disadvantaged individuals.

"For this reason, I approached the club to give my client an opportunity to 'show what she was capable of'.

"After a trial period, the Club's Management offered my client a Traineeship in Hospitality and, between us, we ensured that the training organisation made special provision to overcome learning difficulties.

"The exercise has been extremely successful and my client has almost completed the traineeship and has rewarded the faith placed in her by providing excellent service.

"In addition, she received the nomination of her colleagues for the 2005 Employee of the Year.

"A key factor in the success of this program has been the structured and supportive work environment Castle Hill RSL has provided and I compliment and applaud all who have been involved in this venture."

David O'Neil said Castle Hill RSL Club remains committed to providing employment opportunities to people with disabilities and would continue to work with companies such as Choice Solutions to develop mutually beneficial relationships.



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WorkChoices battle continues

By **PETER COOPER**,
CMAA Senior Industrial Relations Advocate

The battle against the Federal Government's WorkChoices legislation continues on two fronts ... the ongoing campaigns and the actual impact of the legalisation on Australia's workforce.

On the first point – the ongoing campaign – despite the Federal Government's \$55 million advertising campaign – spent, with more to come – the Government has not only appointed Human Services Minister Joe Hockey to assist Workplace Relations Minister Kevin Andrews, but another taskforce of coalition MPs to sell the concepts of the new I.R. laws to the Australian public.

It's understood that part of the Minister's spending came from the Government's I.R. "slush fund".

Focus groups were commissioned to obtain information about how the Government's laws were being viewed by the wider community.

This begs the question: How can these Members of Parliament be so out of step with the current concern of their constituents?

On the second point – the ongoing impact of the I.R. laws upon Australian worker – "it's not just rhetoric".

In addition to other real-life circumstances listed below, the CMAA also has been feeling the effects of these unfair laws ... unfortunately it appears the term, "fairness", has become an outmoded concept in our new Australian society.

Our members in Queensland, Victoria and the ACT covered by our Federal Awards have had their Award rates frozen, pending the outcome of a review by the newly created Australian Fair Pay Commission (AFPC) due some time in late November or, possibly, early December.

The Australian Industrial Relations Commission (AIRC) last varied these Awards in July 2005 upon an application filed by the Association for members.

Once the AFPC hands down its decision, we understand the process will then require the AIRC to proceed to vary Industry Awards to reflect any possible increase.

This, again, could delay possible flow-on into the New Year.

There will not be any delays in the flow-on of the next anticipated interest rate rise or further increase in petrol prices.

The head of this Government-appointed AFPC, Professor Harper, has already admitted publicly ... "the minimum wage could fall in real terms".

Jetstar takes off on AWAs

Qantas CEO Geoff Dixon recently announced that the Qantas-owned airline Jetstar will insist that all international cabin crew staff to sign pay-cutting AWA individual contracts.

Under the new Jetstar AWA that all Jetstar



Joe Hockey

international cabin staff will have to sign to get a job, workers will be paid between \$2,600 and \$8,200 a year – up to \$160 a week – less than other Australian cabin crews on international flights.

Reduced allowances also will mean that the income of many workers on the AWA individual contracts will be reduced by considerable more than this amount.

The AWAs also provide for a major potential increase in working hours for cabin crew.

Jetstar have claimed that an employee bonus scheme based on selling items in-flight will compensate cabin crew for cuts in their base rate of pay and allowances.

With a \$10,000 a year pay cut for cabin crew, that's a lot of \$3 headsets and passenger blankets that will need to be moved at 30,000 feet.

Case Study ...

The following is the transcript of a radio interview broadcast on Radio 5AA on Tuesday, August 15, 2006. Program host Leon Byner speaks to industrial lawyer Josh Bernstein and

Federal Shadow Industrial Relations spokesman, Stephen Smith about a 17-year-old service station worker punished and victimised by circumstances that involve the Federal Government's WorkChoices legislation, Australian Workplace Agreements and the spiralling price of petrol ...

BYNER: Many of your children may have worked at a servo to earn a bit of extra money. What happened to Bill is that, during his shift, there was a drive-off. Now that's not particularly unusual ... it's happening all too often, unfortunately. But, the security cameras that most servos have, you'd expect to be there to capture graphically the licence plate number or, sometimes, some of them are stolen, or sometimes the vehicle doesn't have (registration plates) any at all. Because the young guy working at the servo did not get the registration number of the vehicle, he was suspended for two weeks.

Now, I'm not sure this is necessarily because of WorkChoices, but it's an issue that comes up all too often.

Let's talk to industrial lawyer Josh Bernstein. Josh, thanks for talking to us today. What's your observation about the legality of this?

BERNSTEIN: It would depend upon the terms of the individual contract of employment, or, these days, more and more individuals being put on Australian Workplace Agreements or AWAs. It sounds to me like there is a policy in place at that workplace and the policy has been applied, if somewhat harshly, to a 17-year-old in that situation. It's difficult to speak about, obviously, when you don't know the full details and everyone's version of events, but it sounds like a very harsh application of a policy at that place.

BYNER: Josh, stay on the line because I want to bring in the Federal Shadow Industrial Relations spokesman, Stephen Smith. Thanks for coming on our program. You know a little bit more about this don't you?

SMITH: Well, I've had access to some of the documentation. Josh is quite right, young Bill is employed on an AWA. It's a pre-WorkChoices AWA and it incorporates an operations handbook which delineates how drive-offs are supposed to be affected. And



Kevin Andrews



Geoff Dixon

CONTINUED P.21

FROM P.20

what's occurred here is that, because young Bill has not been able to get a registration number of another drive-off, he has effectively been suspended for two weeks and he has suffered financially as a consequence. Kate Ellis, the Member for Adelaide, raised this with the Prime Minister in the House yesterday, not in the context of WorkChoices and industrial relations, but in the context of record high petrol prices, people under pressure and more drive-offs. But the entire onus - and all the burden - falls on a young 17-year-old kid who was there by himself, who's basically got a part-time job to help him through school and the like.

BYNER: Stephen stay on the line. Josh, as an industrial lawyer, what we are really saying is irrespective of WorkChoices, it is possible for a boss to contract unfairly and in circumstances which the general community would find unreasonable?

BERNSTEIN: Oh definitely, and you'll see as more people are put on AWAs that many of them are drafted in such a way as to ensure that this sort of situation can occur more and more. For example, it's becoming very common, if not fashionable, to require a person to comply with policies that vary from time to time and that allow the employer to unilaterally change the conditions of employment without any consultation or agreement with the employee. That's a very new development in terms of our industrial relations history and standard. Ordinarily, a contract is supposed to be about an agreement between two people, but lawyers are now drafting these AWAs in such a way as to disadvantage employees.

BYNER: Stephen, your comment on that?

SMITH: Well, I agree entirely. That it is an obvious danger and the starting point comes because of the Howard Government's legislation, which removes all of the standard protections and leaves only five minimum standards protected and everything else is effectively at risk. There is a straight WorkChoices AWA aspect to young Bill's case because, in early August, he was actually offered a new AWA to continue working at the site because, as I understand it, there is going to be a change of ownership. So, the new employer put to Bill, or offered him, a new AWA. The AWA that Bill is currently on, he gets something like \$9 per hour. The new AWA he gets something like \$7 an hour. And what I understand from what Bill's said is that, when he queried the \$2 an hour difference, he was told that it was to compensate the company for the increasing number of drive-offs. So you have an AWA here. He's actually being asked to continue work at \$2 an hour less and there's no indication other than, as Josh described, a very harsh and unfair approach on drive-offs will continue.

BYNER: Josh, using your legal brain here - what can we do to make this fair for ordinary Australians? Because I wouldn't have thought that any politician of any persuasion would think that's a fair deal?

BERNSTEIN: No and I'm not aware of those facts that Stephen has just conveyed. I must confess when I heard explanations for the change in his hourly rate, I felt sick ... that's very disturbing. Unfortunately the Government has used its majority in both Houses to ram through the WorkChoices legislation. So, until such time as that legislation is changed we are going to see more and more examples of these sorts of situations. I can mention one that we are currently involved in through my colleagues in our Sydney office and that is the case which has attracted a bit of publicity. Larissa Stephens, the female mine worker in NSW, was asked to sign an AWA that contained a provision to the effect that if she did not give 12 hours notice of sickness, then the company was authorised to deduct \$200 from her wages. Now, that's another example of the sort of exploitative clauses that are starting to appear more and more in these AWAs. And, as I say, this is now a political issue because the legislation offers employers a vast menu of opportunities to cut wages and to terminate staff. And, until such

time as the legislation is fairly addressed and changed, we are going to continue to see these issues arise from time to time.

BYNER: Josh, thank you for your contribution, in the legal sense, for what we have heard today. In finishing Stephen, are you going to introduce into the Parliament some proposition that allows the Government, on the Opposition's behalf, to change the legislation to make it fairer? Because I don't think anyone listening to this scenario today would consider it a fair thing?

SMITH: Well let's just put Industrial Relations legislation to one side. I think the real unfairness of this is that the burden here, the onus and the penalty falls on a 17-year-old kid working by himself and not on the employer and the industry. And, if drive-offs are going to occur, the burden for that should fall upon the industry and employer - not on 17-year-old kids. That's my general comment first. Secondly, one of our Members is looking at introducing a Private Members Bill to seek to deal with this matter. But, in the end, Josh's point is right. The only way, in the end, you can stop these unfair things occurring is by throwing out the Government's legislation ... by throwing out WorkChoices and, at the next election, you've got to throw out John Howard and his Government so we can set up a system that's fair for the future - in this particular aspect and also more generally.

BYNER: Surely though, if you're concerned about ordinary workers, like Bill for example, you could put in a proposition to the Parliament now and give the Government the opportunity to make the change?

SMITH: And that's what I'm saying. One of our Members is working on a Private Members Bill that will seek to prevent what has happened to Bill from happening to other people and the Government will have the Opportunity of taking that up. But, I'm not going to hold my breath. But, in the end, if you want to get rid of these injustices, you've got to get rid of the Howard Government and allow Labor to tear up the legislation and put in place a fair system for the future.

BYNER: Stephen, thanks for joining us.



John Howard



Peter Cooper

University funding depends on AWAs

Sydney University has begun offering AWAs to its 6,000 academic and general staff. The university said it was offering the individual agreements to comply with the Howard Government's Higher Education Workplace Relations Requirements. Some \$13 million was at risk if the university failed to offer AWAs by August 30. All universities had been required to offer AWAs to get their share of the \$260 million in federal funding. Staff who signed AWAs "will retain the core assurances of the EBA but accept the risks of simplified procedures for disciplinary action and employment termination". The university was claiming the AWA was more attractive than the certified agreement, but its removal of the disciplinary and termination provisions meant that wasn't the case.

These AWAs remove the AIRC's ability to arbitrate disputes over discipline or termination of employment.

It has been suggested that there is no "coercion" involved in the offer to employees.

It's a pity the same can not be said of the Federal Government's funding offer to the University Campus management.

Again ... we remind all members to check with your Association before entering into any new employment agreement "post WorkChoices".

Club Marconi driving you

In May, Club Marconi introduced an innovative driver safety program – the Youth Driver Safety Program (YDSP) – which offers local high school students free driving lessons. In extending its community support, Club Marconi created YDSP to provide young people with the tools and resources to ensure life-long skills with an emphasis on driver safety and responsible driving.

Club Marconi President Tony Campolongo, OAM, said the youth are the future of our club and the community.

“Young people are often blamed for negligence on the road, though it is obvious the consequences of unsafe drivers effect the entire community, therefore it is a community issue... that’s where the club fits in to provide community support,” he said.

Club Marconi Marketing and Entertainment Manager Stella Tripodi said results have been positive and encouraging with six schools taking part in the program’s first term.

NSW Roads Minister Eric

Roosendaal officially launched the Youth Driver Safety Program at the club’s Marconi Plaza at Bossley Park on July 20. Other guests at the launch included representatives from the NSW Parliament, the RTA, NRMA, Fairfield City Council and *ClubsNSW*.

The Fairfield-based club started the program where selected students from six local high schools each term have free driving lessons from L Trent – the

student. Stella said the club decided to fund driving lessons after a series of fatal car accidents involving P-plate drivers in the area. Five young people died in car accidents – all due to speeding – in Fairfield between October and December last year.

The RTA’s most recent figures for the Fairfield area show that 400 P-plate drivers were involved in car accidents in the area – 12 months earlier that

number was 169. Similarly, the number of accidents involving unlicensed drivers during the same period has jumped from 47 to 275.

Club CEO, Debbie Feening said Fairfield has the unfortunate title of lowest average weekly wage in NSW, so driving lessons for many young people are out of the question.

“This – and other damning statistics regarding the youth and road safety in

our community – inspired the club to create such a program,” Debbie added. “It is the club’s opportunity to provide a much-needed community program.”

Warwick Farm car dealership, the Peter



Club Marconi President Tony Campolongo (from left) with Peter Warren Group Marketing Manager Michael Shehadie, Peter Karoksi from L Trent Driving School and NSW Roads Minister Eric Roosendaal with a Bossley Park High School student at the launch of Club Marconi’s Youth Driver Safety Program.

state’s biggest “L-plater” school.

The program, costing the club more than \$100,000 a year, offers students a one-hour lesson each week for a term encompassing 10 or 11 lessons per

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th safety lessons

Warren Group, donated a new car for the lessons – a major step in establishing this generous and valuable initiative.

The NRMA supplied road safety materials for the students and a “mini road show”, which teaches the importance of car maintenance, driver safety, alcohol awareness and other vital messages, for the participating schools.

Schools that are involved in the Youth Driver Safety Program for terms 3 and 4 are Bossley Park High School, William Carey Christian School, Cecil Hills High School, Liverpool Girls High School, Mary McKillop High School and Cabramatta High School.

Bossley Park High School Principal Ian Parnaby, who spoke at the program launch, said he believed the YDSP initiative was the most curriculum add-on he had experienced. Bossley Park High students were part of the initial intake for the program in term 2 and are participating in the term 3 and 4 packages.

Mr Parnaby said his school had varied the program slightly and was accommodating eight Year 11 students per term – boys in terms 2 and 4 and girls in term 3.

“The response from the students – and their parents – has been exactly what Club Marconi was seeking when it formulated the program and I have the greatest respect for Club Marconi, Peter Warren Motor Group and L Trent for their commitment to such an innovative and important program for senior students,” Mr Parnaby added.

“I’m the one with the most difficult task ... selecting the students who will benefit most from the program and formulating a criteria that is fair across the board. A good indicator of the quality and success of the program is that I have been swamped by parental inquiries about getting students into the program and many are opting to arrange professional driving classes whether or not their children are nominated.

“The school has given the program a very high profile and almost every eligible student has sought information about the course or applied for a place in the program. To ensure this remarkable opportunity has strong meaning for our students, I have



*Club Marconi President
Tony Campologno.*

changed the selection process by asking students to lodge a submission as to why they should be granted the opportunity to undertake the program and it has allowed me to follow through on the consequences of the course and it has been a very impressive outcome,

“When the program was first floated, I was driving home thinking there has to be a catch to this, it’s too good to be true, but I looked at Club Marconi, Peter Warren Motor Group and L Trent driving school and understood what a remarkable program and opportunity it was for these students.”

Mr Parnaby acknowledged the cost would prohibit the Education Department from making a program such as YDSP available across the senior secondary curriculum, but perhaps there was a place for a theoretical program to offer learner-driver-age students a technical, if not practical, head start on the major responsibility of getting a licence.

Due to the popularity and demand of the program Club Marconi’s Board of Directors and CEO recently approved to purchase a second car to be used in the program.

In 2007, Club Marconi will offer two learner driver cars, offering twice the number of schools and students the opportunity to benefit from this invaluable program.

THEFT UNDERMINES PROFIT

The Australian Institute of Criminology estimates that retail theft costs approximately 2-3% of sales, which could affect profit by a staggering 25%. Research cannot recognise exactly who, when or how theft occurs but studies indicate that shrinkage is typically 43% customer theft, 30% staff theft, 17% staff error and 10% suppliers. A survey conducted in 1997 by Bill Lahey of Victorian Casino and Gaming Authority showed that the main areas of “theft in gaming venues appeared to be cash, (from the main safe or strong room, or the cashiers till) by employees of the venue.

In “non-gaming” venues the major threat appears to be the theft of alcohol followed by theft of cash from cash registers. The average loss suffered was \$3,435 for theft of alcohol and \$2,371 for cash.



What can be done to assist in tightening cash and stock control? Axeze, an Australian Company has developed a range of radio frequency identification systems including a keyboard enabler, which can be used to manage point of sales processing as well as controlling access. Staff wear a wristband tag and when they approach the till, door, cash drawer, stock area, etc an antenna picks up the code number of that employee and allows or disallows the process attempted.

In the past staff were given specific pin numbers to use that would reflect their level of access. Magnetic stripe cards often breakdown without warning. Finger print readers have proved to deteriorate quickly in bar environments due to wet hands, etc. The Axeze system overcomes this and allows one tag access to hundreds of sites anywhere in the world. No more big bunches of keys! No more carrying different tags for different sites! One tag does it all! The true secret of Axeze is “Convenience” because clients and staff can carry one tag only to have access to any site anywhere in the world and can use that tag to handle any task within the building.

For enquiries contact sales@axeze.com.au or Taryn Elder at Axeze on +61 8 83408200.

Griffith digs deep to help out a mate

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- » Hanwood Sports Club
- » Griffith Golf Club
- » Hillston Ex-Services Club
- » MIA Sports Club
- » Leeton and District Bowls Club
- » Narrandera Golf Club
- » Griffith Ex-Services Club
- » Yanco Ex-Services Club
- » Coleambally Bowling Club
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- » Coro Club
- » Yoogali Club
- » Narrandera Bowls Club
- » Whitton Bowling Club
- » Narrandera Ex-Services Club
- » Leeton Soldiers Club
- » Hay Services Club
- » Leeton Golf Club
- » Darlington Point Club
- » Temora Services Club
- » West Wyalong Services Club
- » Hay Bowls & Golf Club.



Wayne Moat

More than 170 people packed Griffith Ex-Servicemen's Club in August to raise more than \$46,000 for the Ben Harper Trust Fund Appeal. Ben, 25, who will marry his fiancée Jo in October, is confined to a wheelchair for the rest of his life after an accident in March.

The money donated – \$46,220 – will go towards refurbishing a house the Trust Fund Appeal has purchased for Ben Harper and Jo to live in.

The house, which they hope to move into as soon as possible, requires major modifications to accommodate Ben's mobility and comfort.

Rugby League internationals Gary Freeman and Darryl Brohman hosted the fundraiser, which was organised by the Griffith & District Combined Club Managers Association.

CMAA Executive Officer Terry Condon went to Griffith for the event to lend the Federal Executive's support to this generous and invaluable fundraiser.

Gary Freeman, a league commentator on Fox Sport and Darryl Brohman, a radio broadcaster with 2GB and newspaper columnist with the Sunday Telegraph, both work with Konami and donated their time to host the fundraiser.

"Gary and Darryl did a wonderful job, conducting the auction and making it a memorable night for everyone – particularly Ben and Jo," Griffith & District Combined Club Managers



Gus Lico

Association Secretary Wayne Moat said. "On behalf of the Griffith & District Combined Club Managers Association, I thank everyone involved for making the effort to attend our fundraiser."

"The attendance was remarkable, considering that around 20 of the 170 guests would know Ben personally, which show the fantastic community support that we can generate in our area."

The Appeal Committee also thanked the poker machine companies – IGT, Konami, StarGames, Aristocrat and Ainsworth – who donated conversions, which were brought by clubs in the area and the money – \$22,000 – was donated to the Appeal.

Maxgaming also donated a Harry Kewell memorabilia item to the auction.

Wayne also thanked Foster's Australia, Tooheys and DeBortoli Wines for donating tap beer and wine for the dinner.

Auction items included signed and framed NRL and AFL jerseys, a soccer ball signed by the legendary Pele, Manchester United framed shirt, cricket print – "The Destroyers, The Ashes Victory 1989", a three-pack of award-winning De Bortoli wines and life-size autographed and framed Muhammed Ali photo.

The auction raised \$14,400 with another \$9,820 raised through dinner ticket sales, donations, raffles, sale items along with Gary and Darryl's "Heads & Tails" game.



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Gary Freeman and Darryl Brohman.

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CMAA pioneers innovation

ozjobfindit.com answers club managers prayers

The CMAA has stepped outside “the square” to develop an exciting venture to take the pain out of hospitality industry recruitment.

And the venture – with leading information technology company Smartek Solutions – brings opportunities and exposure in the global marketplace.

Recruitment within any industry can be an expensive and time-consuming task, but the hospitality industry provides a unique set of parameters and challenges for club managers.

Recognising an opportunity in the employment marketplace, the CMAA has partnered Smartek Solutions in developing an exciting new enterprise – **ozjobfindit.com**

Smartek Solutions, a service division of the Barrington Group, develop integrated online solutions that specifically address the challenges confronting Australian business today.

CMAA Federal President Bill Clegg said the CMAA and Smartek Solutions have developed a spectacular marketing program to inform Association members and potential users about the site.

“This new venture is another example of the visionary approach that your Association has taken to business,” Bill said at the Sydney launch last month.

“We exist and function to assist and serve our members and, where possible, our corporate supporters.

“We need members’ venues to support the concept and the Association and use the system.”

ozjobfindit.com is a free-to-use web-based recruitment site for employers, employees and job seekers.

ozjobfindit.com has a series of second-level domains – **clubs.ozjobfindit.com** and **casinos.ozjobfindit.com** – which are partly owned, controlled and endorsed by the CMAA.

This concept is intended for the global market with corresponding



CMAA Federal President Bill Clegg with his wife, Val, and Sunday Telegraph senior production editor Debbie Schipp at the ozjobfindit.com launch at the Wallaby Bar at Darling Harbour.

domains registered in all parts of the developed world.

The CMAA is part of this global expansion plan – and it’s all about

members having the benefits.

ozjobfindit.com is a revolutionary and free service for clubs.

To facilitate the venture, clubs will be linked to the **clubs.ozjobfindit.com** domain.

CMAA Executive Officer Terry Condon said there was no down side for any stakeholders in this venture.

“With the right support, ozjobfindit.com could take our Association – and our members – to the global stage,” Terry said.

“This is a remarkable venture and opportunity for CMAA members, their clubs and the Association’s corporate supporters.”

Clubs will be able to place job advertisements covering the full range of employment opportunities – from casual bar staff to Chief Executive Officers.

This is not an introductory offer to entice prospective employers and/or job seekers.

This is the way standard **ozjobfindit.com** job advertisements will operate – free.

CMAA sponsors are included and invited to participate in this venture.



AHA NSW Senior Vice-President Lyn Humphreys speaks at the ozjobfindit.com launch last month.

n in industry recruitment



More than 200 guests from club, hotel and newsagent industries attended the ozjobfindit.com website launch at the Wallaby Bar.



Within the Clubs Section of **ozjobfindit.com** there will be provision to advertise positions available for "industry representatives".

This means CMDA sponsor organisations and CMAA-affiliated companies can advertise positions vacant within specific industry groups - free.

In fact, CMDA and CMAA sponsor and affiliated organisations can advertise across a number of **ozjobfindit.com** domains - free.

An additional benefit for CMDA sponsors is they will receive 12 months of free logo advertising on the **clubs.ozjobfindit.com** website when a link to their website is provided.

As a job advertiser, sponsors and affiliated companies will be issued with a logon to the domain administration section which allows for positions available to be posted

and to check the progress of previous postings.

Applicants will apply directly to the relevant advertisement - via email, or by complying with employer instructions in the advertisement.

Graphics in **ozjobfindit.com** job advertisement are welcome and technically supported (technical details appear in the other article opposite this page).

ozjobfindit.com also offers job seekers the ability to pre-register.

Should a club or company's advertised position fit the job criteria that the applicant is seeking, **ozjobfindit.com** will notify the applicant.

By developing **ozjobfindit.com**, the CMAA has provided all clubs with a framework to assist with business efficiencies and cost savings.



Value and success rests with members

Ultimately, the success of the CMAA's **ozjobfindit.com** venture rests with members, their clubs and support for the concept.

So much of the potential and success of this exciting venture hinges on getting the message to the masses.

"The CMAA is asking members and corporate associates to help themselves and assist in marketing **ozjobfindit.com** to patrons, members and all businesses and individuals who have an association with clubs and organizations," CMAA Education Manager Ralph Kober said after the official launch in Sydney last month.

"We are also asking our members and corporate associates to encourage these groups to pass on the marketing material that will be sent to members."

Ralph said the CMAA's only request to members, clubs and corporate associates to access and benefit from this free service is that a link to **ozjobfindit.com** is provided on their own websites and home pages. "We want clubs to add this link to their website in a prominent position and any other website where the club has an interest," Ralph added.

The CMAA also requests clubs add to every website(s) page, the supporting statement ...

"For Jobs in the Club Industry, we support ozjobfindit.com"

For website managers, the following HTML code should be inserted into their HTML pages

For Jobs in the Club Industry we support OZJOBFINDIT.COM.

If clubs want to insert graphics in an advertisement - which is not mandatory - the following information needs to be considered

- » Graphics can be in JPG or GIF format;
- » Maximum horizontal size 175pixels;
- » Maximum vertical size 60pixels;
- » Background colour is #e76817;
- » Animated GIFs are not accepted;
- » A URL (e.g.) "**http://www.smartek.biz**" should be provided to link back to the club site.

ozjobfindit.com website launch



ozjobfindit.com website launch



ozjobfindit.com homepage



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Making the Net Work

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Website an industry asset

The **ozjobfindit.com** launch presentation was stylish, bold and impressive ... in fact it impressed many of the industry executives from club, hotel and newsagent associations.

The bold new online jobs recruitment venture certainly got the attention of high-profile Sydney CMAA executive Andy Timbs. The Wests Ashfield General Manager said he would definitely access the website to both advertise for staff and recruit staff who have posted resumes on the site.

"This is a terrific initiative and we will definitely be using it," Andy said. "It's a wonderful idea ... a broad-spectrum approach for the hospitality industry – particularly clubs and hotels – and offer the industry the chance of a more flexible workforce."

Wests Ashfield spends up to \$10,000 annually in online recruitment through the **seek.com** website.



Andy Timbs

"The big attraction is that **ozjobfindit.com** is a free service, but I'm impressed with the fact that it brings clubs and hotels closer together in the challenge to find qualified and professional staff ... whether it's a manager or a casual to work behind the bar," he added.

Wests Ashfield, in inner-western Sydney employs 185 staff and Andy said **ozjobfindit.com** offered a more-focused range of candidates to identify and evaluate.

A former Gaming Manager at Wests Illawarra, Andy said he would continue to use **seek.com** while the **ozjobfindit.com** site became established, but expected to move all of the club's recruitment to the new domain at the appropriate time.

"With the full support of clubs and hotels, **ozjobfindit.com** will be a remarkable asset to our industry," he added.

Smartek delivers online

Smartek Solutions has delivered on the expectations of all stakeholders in the new employment recruitment venture, **ozjobfindit.com**

At a spectacular launch in late August at the Wallaby Bar at Darling Harbour, more than 200 guests got a first-hand look at a revolutionary and online service offering two-way employment recruitment and position advertising.

The industry-specific website has the direct backing of the Club Managers Association Australia, the Australian Hotels Association (NSW) and Australian Newsagents' Federation.

And the aspect of the **ozjobfindit.com** venture that has senior management buzzing in all three groups is that the service is free.

Smartek Solutions, a service division of the Barrington Group, develop integrated online solutions that specifically address the challenges confronting Australian business today.



Steve Finn

Smartek Solutions Chief Software Architect Steve Finn, former South-East Asian Regional I.T. Director for Microsoft did remarkable work on research and development for **ozjobfindit.com**

A leading provider of "on-demand" compliance management solutions, Smartek Solutions provide a comprehensive, cost-effective,

systematic, and easy to manage process for compliance management.

The **ozjobfindit.com** venture is a significant change of direction for Steve Finn and his team, but Smartek Solutions, regarded as innovators and leaders in the field, will continue to specialise in regulatory and operational compliance in relation to people, plant, places, and processes.

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Being a **ozjobfindit.com** user offers the power to connect directly with key markets and individuals.

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Being first in allows clubs and corporate associates to take a key position in site advertising.

ozjobfindit.com has valuable introductory offers for users who get in early with pricing starting at \$150 per month. How does that compare with what you are paying for on-line job advertising?

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City digs new-look Ex-Servos



Seven months and \$5 million after work started, City Diggers in Wollongong was delivered on time and on budget.

By **PETER SHARP**,
CMA Magazine Editor

Phil Ryan knew he was taking on plenty when he approached the Wollongong Ex-Services Club Board to give the inner-city club a new lease on life.

Phil, the club's General Manager, decided to subscribe to the theory that says you should bite off more than you can chew – and chew like hell!

Like other senior executives running long-established CBD clubs, Phil was looking for a miracle as much as a makeover for the "Ex-Servos".

Before taking his concept to the Board, which quickly gave its full support to the new-look approach, Phil decided it had to be striking, modern, innovative, top quality, hi-tech and different from any other redesigns he had seen. There were a few problems ... big problems. There was no room for expansion – the "new" club had to fit on the old club footprint.

And, the construction site was smack bang in the middle of one of Australia's biggest and busiest cities.

To summarise a vast and challenging project plan ... seven months and \$5 million later, the new City Diggers was delivered on time, on budget – and without losing a trading day.

Phil Ryan's dream evolved from logistical nightmare to redesign masterpiece and has become one of Wollongong's rediscovered gems.

City Diggers membership jumped by 1,000 in the first two months of new trading and has increased by 40% in the first six months ... catering sales are up 200%, bar sales are up 30% and gaming is up 20%. It's fair to say that the City Diggers project has hit the mark with old members and the rapidly increasing register of new members.

Despite these impressive barometers of success, Phil's personality and style is low-key, but is certainly upbeat about the direction the club is headed and the mark it is making in the city.

The 30-month planning process started almost as soon as Phil arrived and made his recommendation to the Board before the design brief and master plan were formulated.

When Phil, who has been in the club industry more than 16 years, came to the Ex-Services Club, he gave Chairman Kevin Highland and his Board a frank assessment of the club's status and the prospects for the future.

"My report to the Board amounted to the fact that there was money in the bank, but the club was going downhill and probably – eventually – out backwards, so what did they want to

do about it? We sat down, had a good look at the options and decided on this project. Once we decided to go with the redesign, I had tremendous support from Kevin and the Board ... I know they are happy with the result.

"They could have sat back and said the club was financially safe and sound for the next 20 years but, between management and board and project managers and builders, it has been a remarkably successful team effort."

Don Maseh's BN Design Group, based in Crows Nest, although not previously involved with the club industry, won the redesign job when Phil asked for "something that doesn't look like a club". The brief to the designers was that City Diggers be female friendly and family friendly, but still cater for traditional club patrons. "Don's team did a remarkable job and we couldn't be happier with the final product," Phil said. "It was interesting and valuable to work outside the square."

Project Manager Gordon King, from Club Innovations, brought a wealth of experience in club projects. Phil described Gordon as, "perhaps the most professional bloke I have ever met".

Edwards Constructions, with many years and projects in the club

CONTINUED P35

FROM P34

industry encountered one of the most demanding and challenging projects of their successful and impressive history.

The company, based in Batemans Bay, walked onto perhaps the worst site they have ever worked due the amount of demolition involved and the nature of the site brought major issues with loading zones, construction zones and deliveries, to name a few.

There more than a few unforeseen problems that weren't on the project plan, but City Diggers has become a showpiece for everyone involved in the project with all project partners having brought clients to inspect the results.

"I regularly have groups of club people down from Sydney to look at what was achieved ... in a way, I think we have created something of a blueprint for the way clubs are going," Phil added.

TechnoProm's Norm Jones and Dennis Simpson, also a Wollongong-based company, provided the audio-visual technology, plasma and LCD screens and even pioneered their outdoor screens on the City Diggers verandah.

"It has been a huge success with people who enjoy a drink outside on a beautiful day or for smokers who enjoy some entertainment while they are outside the club for a smoke," TechnoProm Sales Manager Norm Jones said. "What has been achieved at City Diggers is nothing short of amazing and we are proud to have contributed to such a wonderful social asset to our city."

The club was established in 1929 on corner of Church and Crown streets in the centre of the city. It was moved to the current site in 1930 and had major renovations in the mid-'80s and mid-'90s before this latest revamp.

The club's catering has traditionally lost more than \$250,000 annually



General Manager Phil Ryan with his senior management team.

The makeover turned a club bistro and barbecue area upstairs with small coffee shop downstairs running two full kitchens along with very small lounge area and small main bar area into a spacious and stylish modern facility.

The work created breakout areas for smokers, completely refurbished the gaming room, constructed a new café and opened up the front of the club, constructed a new 130-seat bistro, created new bar area upstairs, a second gaming room, new sports lounge and loft area. "We can seat 60% to 70% more people than the way the club was set up previously because of how we opened walls and demolished columns ... it has been a remarkable transformation."

The response from the original and older membership also has been nothing but positive ... "They love it," Phil said. "A lot of the older Ex-Services members were worried that it could become a venue where they didn't feel welcome or they would be shut out, but they love it."

"The mix of patrons in the club these days is anywhere from 18 to 80.

"Of the 1000 people who joined the club in December and January, around 40% were people aged over 50, which surprised us but reflects how happy people are with the new club.

But Phil is confident the new-look dining venues will turn that into a very healthy revenue stream, thanks to quality catering through Glen Gatlin and Wendy King from Cedar Catering Services. "Glen and Wendy have raised the bar – a long way – and the change will mean a \$350,000 to \$400,000 turnaround in the club's financial results, which takes some pressure off the gaming tax issues," Phil said. "I suggested Glen and Wendy take a few weeks off in January because it is such a quiet time around town, but their trading numbers were better in January than December which is traditionally our best month.

"Our figures for January were sensational compared to any other January on record.

"Groups from Myer, David Jones and local business houses are staging functions and events at the club and that would not have happened before the renovation.

"We have created a lot of new space with the bar area, lounges, the sports area, verandah, the loft, café and new gaming room having appeal to all ages."



City Diggers General Manager Phil Ryan

Work experience everything for Phil

At 30 years old, after running his own business, Phil Ryan signed on for six weeks of unpaid work experience at Port Kembla RSL Club in 1989.

"I wanted to try something different ... had always been interested in clubs and Darcy Martin offered to give me a look at the industry," Phil said. He had worked at BHP – now BlueScope Steel – for nine years, then tried his hand running his own pet food distribution business. "After 12 months, I knew I didn't want to do that anymore, so I looked around for something else ... something different from anything I had tried," Phil added. By the time his six weeks were up, Phil, who lives at Mt Warrigal on the southern side of Lake Illawarra, could do cellar work and operate a bar. He applied for a job and started at Windang Bowling Club as a cellarman and barman in 1989, staying there for four years. He moved a little further south to Kiama Leagues Club as Sub-Assistant Manager for 12 months, the about 40 minutes further south and a six-year stint as Secretary-Manager at Nowra Bowling Club. A CMAA member, Phil moved a lot closer to home in April 2002 when he took the General Manager position at then Wollongong Ex-Services Club, now City Diggers. "I took on a lot of TAFE studies to enhance my skills and worth in the club business and achieved my ACCM," he added.

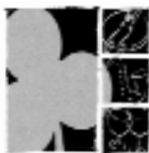


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Tony's primary purpose becomes tertiary triumph

Chatswood RSL Club CEO Tony Snowsill is a hard-working senior club executive, like many of his CMAA colleagues around Australia.

And, like many of those colleagues, he has grasped and undertaken tertiary studies to enhance and upgrade his skills and value in the club industry.

Before moving into clubs in 1984, Tony had extensive management experience in resort hotels in Fiji. Tony took on the CEO's role at Chatswood RSL Club in 1984.

Almost 10 years later, in 1993, the CMAA, ClubsNSW and Southern Cross University (SCU) jointly formulated a suitable club-oriented degree course which Tony decided to tackle. He began studies at SCU that year, undertaking a Bachelor of Business in Club Management and completed the course in 1998.

He built upon that achievement when he started the Masters Degree in Gaming Management in 2001, completing the course in 2005 and having it conferred in April.

Tony tutored several SCU undergraduates in 1999-2000 and one of them qualified for a Bachelor of Business Club Management on the same day, which he described as "very gratifying".

He studied both degrees as an external student while holding down a very busy full-time position at Chatswood RSL Club.

"External study has given me the opportunity to enhance my knowledge while achieving a balance of work, study and life," Tony said of his tertiary education successes.

The qualifications – and attending numerous short courses, such as those organised by ClubsNSW and the CMAA – allowed Tony to better understand how various academic theories are put into practice in the workplace.

Tony paid tribute to Dr Douglas, Dr Hing along with tutors and relevant staff at SCU's School of Tourism and Hospitality Management for their wise counsel, courtesy and guidance during



Chatswood RSL Club CEO Tony Snowsill with his Masters Degree in Gaming Management from Southern Cross University.

his study years.

The Master Degree in Gaming Management involves the study of gaming, management, strategy, tourism and MICE topics.

Tony urged everyone involved in hospitality – especially the Club Industry – to test their "on-the-job" knowledge in the academic world – even if it meant starting at the bottom through an SCU Undergraduate Certificate in Club Management.

"Think of achieving some academic standing as a hobby," he said. "Trade in some leisure time to study and undertake 'a unit' in a degree course."

Tony said he was very grateful to the Chatswood RSL Club Board of Directors for their support in staff development.

"Informed and well-educated management could have greater awareness and ability to overcome organisational problems and outside influences and challenges that might otherwise affect the Club's trading," Tony said.

The Club has sponsored several other staff over the years who have undertaken SCU degree courses.

Tony's hobbies are fishing, rugby, swimming and studying.

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Club Kilsyth battles ba

By KATIE CINCOTTA

Tragedy, sometimes, brings out the best in people. After a devastating fire burnt Club Kilsyth to the ground last November, its 15 core staff members banded together to build a new club that would become the industry's envy. Now, more than halfway complete, the new Club Kilsyth at the foot of Victoria's Dandenong Ranges is rising proudly from the ash and rubble, promising better technology, new colour schemes and some furniture and design concepts with an exciting point of difference.

Club General Manager Sue Munro says the rebuild was a wonderful opportunity to take the eight-year-old club into a new era of design and technology.

"We've gone for more advanced technology, which is a bonus," Sue said.

"All of our air-conditioning and heating is zoned and controlled by a



computer. If it's malfunctioning, it shows you a visual of the equipment, and what's wrong."

Investigations revealed the most likely cause of the \$9 million fire was an electric fault in the ceiling.

Understandably paranoid about fire, Club Kilsyth's team has worked with the Country Fire Association to ensure the resurrected club is as fireproof as possible, installing a sprinkler system throughout the new building, both internally and at ceiling level.

But security concerns haven't dampened enthusiasm for a "new-look" interior, bursting with vibrant colour and contemporary style.

Sensual colours and textures, an eco-concrete bar and high-back dining

chairs all promise a club of distinction.

"We're still trying to keep the warm and fuzzy feel, like a home away from home with earthy colours and double-sided gas fires," Sue added.

"But there will be no open fires, and candles are out now at functions."

Sue's Personal Assistant, Kirstyn Martin, says the rebuilding project has been challenging, following her boss's decision to hand over major decisions to management staff members – as a way of letting them gain new skills and responsibility. "It was good to have the opportunity, but everybody having their input was interesting at times," Kirstyn said with a wry smile.

Sue says procrastination was one of the hurdles her staff had to overcome to move forward with the rebuild.

"I've been very hands-off," she added.

"I've given the ownership to them, but they have procrastinated about decisions."

"But I said, 'you're accountable, so make your decision ... and, when we open, if it doesn't work, you'll work through it'. You have to mediate and communicate with so many different groups that it's been very hard at times."

A team of four worked exclusively on choosing furniture for the new club, creating a mini-exhibition for the final purchase decisions.

"They had to go out and source furniture from wholesalers and retailers,



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Club Kilsyth General Manager Sue Munro with samples for the rebuilt club.

ck - bigger and better

looking at pricing, versatility and comfort, and then do a showing," Sue said. "We hired a function room to do that and we made a final decision with the architect based on those staff recommendations."

One of the furniture showpieces is a dual-stool for the gaming room, allowing two people to sit in the one chair. Club Kilsyth hopes to patent the design, which is similar to the "couple" chairs available at premium cinemas.

"It's definitely a point of difference ... I asked all staff to submit ideas for things that no other club has in gaming, bistro and the members' lounge," Sue added.

Club Kilsyth is also leaving the paper trail behind to deliver marketing promotions digitally on plasma screens, with touch-screen access for audio/visual equipment.

Built-in coffee stations, positioned in the wall with closing cupboards, will be available throughout the venue, replacing makeshift coffee spots.

The only original element of the club is its concrete slab, which underwent rigorous testing before building began on it in May.

The club is targeting November 1 for its launch, with Australian Idol star Shannon Noll on the wish list for opening night.

"He embodies the Aussie battler spirit, and the locals would love him," Sue said.

A group of 14 customers already has booked a table for the first night of trading - whatever the eventual date.

Eager locals have posted dozens of goodwill messages on the club's website, with one member describing the club as "a second family".

The new premises can't come too soon for the club's remaining staff members, who have been squashed together in a temporary office - a single room next to an adult bookshop, which has seen staff put their diplomacy to good use when customers have ventured through the wrong door.

"There's not one solid wall, there's no privacy and there's a unisex toilet out the back," Sue said.

When the new building eventually opens for business, Sue says it's not just new walls that the community can be



More than halfway complete, the new Club Kilsyth is rising proudly from the ashes of the November blaze that razed the property.



Club Kilsyth's team will appreciate the move back into the new premises after sharing Spartan temporary facilities during the rebuilding period.

proud of - but a new team, founded on resilience, who worked together to lay the new foundations.

The CEO recently dreamed about addressing her team's progress at a

dinner ... and will follow through with the real thing. "We're going to have a night out with the team and go through where everyone was before the fire, and where they are now," Sue said.

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Southport Sharks up the air

By HENRI LACH

A \$7 million redevelopment of the Southport Sharks Australian Football Club on Queensland's Gold Coast is redefining the way clubs relate to their members and to the community.

So say the club's executives, who are determined to make their club a major destination venue, as well as providing members and visitors with what they describe as an unprecedented level of service and facilities since the mammoth renovation project was completed last month.

And they have put Conrad Jupiters Casino at Broadbeach on notice that the Sharks Club is a force to be reckoned with.

"The casino is our main competitor," club spokesman Peter Idder said.

"But we can now compete with them on a better than level footing.

"We can provide service and facilities as good as theirs – for less money.

"We've introduced the 'wow' factor ... ambiance not found in any other club in Queensland."

What Peter describes as the "wow" factor is evident the moment members and visitors enter the club's new foyer.

A spectacular light show from the high



The "fish tanks" in the Sharks club foyer have even impressed the kids.

ceiling and two massive "fish" tanks at ground level greet them.

The tank on the left of the entry, with a capacity of 18,000 litres, contains a number of reef sharks ... well, why not?

A smaller tank – 12,000 litres – on the right is home to a kaleidoscope of colourful tropical fish.

The sharks and other fish are well looked after under a contract with Seaworld on the Gold Coast, whose expert staff feed the fish and monitor water conditions.

A \$40,000 on-site filtering plant maintains quality of the seawater, which is trucked in weekly in a tanker from

Hard act to follow

The \$7 million redevelopment of the Southport Sharks Australian Football Club, no doubt, is a hard act to follow, but what does the future hold for this exciting and progressive Gold Coast club?

One exciting opportunity is the club is aiming to take a bigger bite of the Gold Coast's international tourist dollar.

"Talks are going on with overseas tourist organisations to include the club in their itinerary," General Manager Peter Idder said.

"After all, the standard here is of international level."

Even before the redevelopment, Aussie Rules followers on holidays from Victoria and South Australia were surprised at the high standard of the Sharks Club.

"They were expecting the Sharks to be a tin shed ... they are even more surprised now," Peter said with a proud smile.

The club has purchased a freehold block of 10 hectares at Coomera, a suburb about 15 minutes by road north-west of Southport in the Brisbane-Gold Coast corridor, just north of the Coomera River.

There are plans to establish a sister club on the site – costing around \$30 million.

But that, as they say, is another story.



Southport Sharks Club's new main outdoor recreation facility overlooks the playing field.

nte with \$7 million facelift

RIGHT: Sharks staff member Kara Fryer is enjoying the ambience of the new sports bar.

the Southport Spit. The shark-feeding session is fast becoming an attraction in itself.

The club's innovative food hall includes a delicatessen section where patrons can buy quality cheeses and small goods on their way home.

Diners can choose their favourite white wines from a central cooler in the food hall, or from an adjacent rack of selected red wines.

"It's a great way for us to market our wine specials," Peter said.

All the catering is done in-house.

"We like to keep our eye on our food," he explained.

As well, the club now has a liquor shop that would be the envy of any major liquor outlet - with competitive



pricing, thanks to the club's own buying group, Q Liquor.

The new sports bar is impressive.

It includes an alcove housing 14 gaming machines for players who like to get away from the main poker machine area.

A new children's area accommodates up to 80 youngsters from five to pre-teens with hi-tech video games and a theatrette to entertain them while mum and dad enjoy the club's food and facilities.

Smokers are well catered for in the newly renovated club premises, with three areas for their comfort, which accounted for about \$750,000 of the overall cost of the redevelopment.

The major smoking area overlooks the Sharks' playing field.

At the club's lower level, a major area has been allocated to gymnasium facilities, under an arrangement with the Beachhouse Group health and fitness consortium.

The gym will offer membership to the public.

Sharks Club members will enjoy a discount, with Sharks footballers also using the facilities.

Peter Idder said that, before the redevelopment, an average of 15,000 people visited the club weekly.

"We are expecting that this will increase to 20,000 a week in the next few months," he said.

"Current members are very impressed with the 'new-look' club and membership is growing ... we're nearing the 60,000 mark."



Southport Sharks Australian Football Club General Manager Peter Idder (pictured) is looking forward to attaining 21 years of CMAA membership next March.

Peter, who came to the Gold Coast 10 years ago, with the previous 10 years in the NSW club industry, is justifiably proud of his association with the Sharks.

"The Sharks is now a unique club," he said.

"It's great being part of the team here."

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RSL Conference explores an evolving marketplace

Competing in an Evolving Market is the theme for the fifth annual RSL & Services Clubs Association conference, sponsored by Aristocrat Technologies.

Registrations are open for the conference, which will be staged at the Hyatt Hotel Canberra from October 29 to November 1.

It is not restricted to RSL and services clubs and is open to all club delegates.

Chief of the Australian Defence Force, Air Chief Marshall Angus Houston, will deliver the 2006 Keynote Address on the question of what role the RSL and services clubs can play in relation to today's defence personnel.

The Linchpin Group CEO Bill Hovey will address the complex issue of succession, which is challenging so many RSL and services clubs as a result of the declining number of sub-branch members available to fill director positions on Club Boards.

Mr Hovey will outline the key drivers of successful organisational succession, including the Board's leadership role and the linkages between tradition, values,

legacies and succession.

In a presentation, "Evolve or Dissolve", leading brand marketer Troy Hazard will look into how clubs can compete in a changing market.

He will also define his experiences working with some of the country's leading brands, including some of the largest hospitality chains.

Rounding out the 2006 conference will be comedian Vince Sorrenti, who will look at how the club industry has managed multi-culturalism.

The son of Italian immigrants who have grown up in suburban "clubland", Vince is highly qualified to comment on the subject.

In what will be a sometimes humorous and sometimes serious discussion, he will examine what it is about clubs that has created such a harmonious environment for all and what the real world can learn from the way clubs have handled the situation.

Other topics under the conference microscope include ...
» whether franchising can work for your



Angus Houston



Vince Sorrenti

club;
» what women managers and directors can add to club management beyond their male counterparts;
» consolidation of the club industry;
» understanding club taxation obligations;
» technology and the problem gambler;
» the age old question of contract catering versus in-house catering.

Lifestyle and fashion show host, keynote speaker and author Susie Elelman will host the conference.

The conference opens with a reception on Sunday, October 29, and concludes with a remembrance service and signature dinner at the Australian War Memorial

on Tuesday, October 31.

Delegates can register online via the Association's website at www.servicesclubs.asn.au

Inquiries to Conference Coordinator Zoe Blanus (02) 9579 4555.

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National Forum for RSL and Service Clubs

The RSL & Services Clubs Association has agreed to be part of a National Forum of RSL and services clubs and the RSL to pursue issues of mutual interest. At the recent National Conference of RSL and services clubs held at Twin Towns Services Club, representatives of the clubs and RSL in Victoria, NSW and Queensland adopted the recommendations of a Steering Committee to develop the Forum, which will meet to discuss matters of importance relating to National and State issues and other general business. The Forum is seen as providing the ideal platform where all states would be represented and have input into issues relating to the future of the RSL brand and will consider any potential marketing or business opportunities that could be of mutual benefit to both the RSL and clubs at a national and state level. The state Presidents and Secretaries of the RSL and the Chairman and CEOs of the relevant State RSL and Services Clubs Associations will be invited to form the executive of the Forum, which will be chaired by the RSL National Secretary Derek Robson. The Executive Committee will have the ability to co-opt other Forum members as required. The Forum will meet in conjunction with the National Conference of RSL and Services Clubs held each July at Twin Towns Services Club, the RSL & Services Clubs Association conference in Canberra in October/November and a State Meeting of Victorian clubs in April each year. Inquiries in relation to the forum can be directed to RSL & Services Clubs Association CEO Graeme Carroll (02) 9579 4555.



Graeme Carroll

TechnoPROM tunes in to outdoor entertainment

Norm Jones had no idea that tinkering with a small machine to print raffle tickets would redirect his career to the club industry.

A trained electrical engineer, Norm also had no plans to hook up with Dennis Simpson – also a trained electrical engineer – to help build and sell the machines.

Norm was manufacturing and marketing Primmcoy Sign In Systems and Dennis who decided that, after more than 30 years, it was time to get out of hotel management.

Neither fellow had an inkling of how valuable and successful that little machine might become but, 6 years – and more than 500 clubs – later the Wollongong-based mates have built TechnoPROM into a substantial player in the club industry.

Lyn Jones and Lynne Simpson are the company's directors with the former taking the administration role and the latter supervising financial matters.

TechnoPROM operates out of modest facilities in Kenny Street on the fringe of the Wollongong CBD, but the team has an eye on modern premises a stone's throw from the current base.

"We are turning over so much equipment these days, we have to find something bigger and suited to better present our products," Norm said.

Former CMAA Federal President Jim Henry, OAM, when General Manager at Norths Leagues Club, actually prompted Norm's start in the hospitality technology field when Jim asked Norm to come up with a temporary sign in machine, thus the Primmcoy Sign In System was developed.

Norm tackled Jim's challenge and continued to take on technical challenges to satisfy club industry needs.

"Wayne Kendrigan told me how much it was costing him – and other club managers – to have raffle tickets printed and I went away thinking I could probably come up with something to overcome that problem," Norm said.

"I tinkered with a few prototypes and came up with a design that is essentially the same today and used in clubs and hotels all around Australia, in New

RIGHT: TechnoPROM's all-weather enclosed outside LCD panels are stirring interest in the club and hotel industry.

BELOW: The TechnoPROM team (from left) Norm and Lyn Jones with Dennis Simpson.



Zealand and the Pacific islands."

The ticketing machine became so popular so quickly – with Norm, Lyn and Dennis assembling the machines on the lounge room floor – Norm had no time to market and sell them, so he talked Dennis, who was already helping out, out of hotels and into marketing and sales.

The business has expanded steadily and impressively ever since.

"It's been fun and club people are great people to work with ... especially when you take on the challenge of helping them solve a problem," Norm added.

TechnoPROM's range of products and services includes display screens, edgelit panels, ticketing and draw systems and promotional products.

Norm and Dennis are fielding calls and online inquiries from clubs and hotels around the country about their range of outside LCD panels.

New smoking laws are prompting venues to think laterally about

maintaining entertainment standards and facilities for smokers.

"It's not good enough to expect people who enjoy a cigarette to simply stand around outside without any form of recreation or entertainment and our PANDA screens have attracted a lot of interest," Dennis said.

"We had a call recently from David Ward, a club manager at Mareeba, who had seen our ad in the CMA Magazine and called to order an outdoor screen over the phone.

"All he wanted to know was how quickly we could get the screen to him and how we wanted him to pay ... he was calling from the Gulf of Carpentaria and we had the screen to him inside a week."

Norm said TechnoPROM installed all of the screen display technology for the \$7 million redevelopment of the City Diggers and installed outside screens there.

CONTINUED P. 45



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FROM P. 43

"The people walking past in Church Street stop to see what on the screens ... they are very popular with patrons enjoying a drink outside or having a quiet smoke," he added.

TechnoPROM's range of all-weather enclosed outside LCD panels are set up featuring heavy-gauge steel with powder coat finish, plexi-glass face, ceiling, wall or floor-mounted (20-inch only) and wall-mounted (32-inch and 40-inch only).

"I reckon it would take someone who knew what they were doing a couple of hours to steal one off a wall – and that's if they didn't electrocute themselves or do some terrible damage when the screen fell on them," Norm said with his trademark grin.

Dennis, Norm and the two Lyn's showcased their range of outdoor TVs at AGE 2006 at Darling Harbour earlier this month.

They also had a surprise for Expo guests when they launched their new 65-inch industrial LCD panel, which they expect to add yet another dimension to entertainment and presentation in clubs and hotels.

Las Vegas Sands wins Singapore Integrated Resort licence

Las Vegas Sands Corp President and Chief Operating Officer William Weidner said the company was honored that the Singapore Government had selected it to build and operate the Marina Bay Integrated Resort.

Mr Weidner said the company's priority was to partner with the Singapore Government to ensure the nation's economic and social goals to enhance its status as one of the world's greatest travel destinations is enhanced by the development.

"We are confident we have the strengths and capabilities to achieve this mandate based on our unique ability to develop successful, iconic Integrated Resorts from the ground up," Mr Weidner added.

He said the company's credentials and long-standing relationships in the meetings, incentive, convention and exhibition business with leading meeting and convention

organisers would produce a steady and predictable flow of visitors to Singapore.

"We know what it takes to optimally combine and maximise the synergies between the various components of an integrated resort," Mr Weidner added.

"Our presence in Singapore, combined with our footprint in North Asia and access to China – the largest source of tourism in the foreseeable future – will enable us to generate mutual benefits for both economies and for visitors alike."

Las Vegas Sands will ramp up its development plans to deliver on its promise of opening 100% of the Gross Floor Area (GFA) of The Marina Bay Sands in 2009.

"We believe that The Marina Bay Sands, which represents the welcoming hand of Singapore, embodies the key elements of Singapore's tourism future," Mr Weidner said.

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SUE MUNRO loves her sport. She kicked off in the club industry at Collingwood Football Club, moved on to property development with Tabcorp and, in 1997, built the impressive Club Kilsyth from the ground up – home of Victoria's largest basketball club. But it wasn't until her club was destroyed by fire in late 2005 that she had to put all her business skills to the test. The 48-year-old club executive and CMAA member is working towards a re-opening of Club Kilsyth before the end of 2006. Sue took some time out from the arduous and challenging task of keeping an eye on virtually everything related to the decisions that will ensure the new version of the club is the resounding success that the community expects to talk to **KATIE CINCOTTA** about life and sport ...



What is the best club meal you have every enjoyed?

I'm a bangers and mash girl - with gravy!

What is your favourite drink?

A good Sauvignon Blanc.

What is your pet hate?

Procrastination ... I encourage all of my staff to have an opinion and have directly involved them in the decision-making process of rebuilding the club.

You have so much on your plate at the moment, but there will come a time when you take some time off and put your feet up ... what is your favourite holiday spot?

I still love Bali ... the Kayumanis private villas in Nusa Dua. I've been five or six times, but my husband won't go back. I might go back.

What has been your toughest day on the job?

The day of the fire ... it was absolutely gut-wrenching.

Despite the dark days immediately after the fire and the difficulties of working in your current circumstance while the club is rebuilt, what has been your proudest career moment?

That's not too tough ... when we won "Best Metro Club" with *ClubsVic*.

What is your philosophy about making your club different and successful?

We've all got competition, and we want to give ourselves a point of difference – whether it's a food or function offer. You always have to come up with new ideas and concepts that will work in a club, and satisfy members."

What is the most dramatic change you've seen in the Club Industry?

Smoking legislation ... it really did impact on the industry. The next one in 2007

won't have that big an impact because people are getting used to it. And it's a good way for me to give up.

If you were a politician, what would you lobby for?

Better roads, because I travel to Phillip Island every week.

Catching Up ... with SUE MUNRO

Who are five people – dead or alive – you'd love to have dinner with?

Elvis Presley, Shirley Temple, Greg Norman, Kevin Sheedy and Andrew Gaze would make for good dinner conversation.

The best piece of advice I ever got and who passed it on?

My father told me ... "In life you can be the best through hard work, honesty and integrity".

A high-profile Australian you admire and why?

Essendon AFL club veteran coach Kevin Sheedy ... the motivator, who is always thinking outside the square on and off the field.

How, when and why you got started in the club/hospitality industry?

I joined Collingwood Football Club 17 years ago because I love sport, love people and love the club environment. Then I moved in to property development for Tabcorp, then, in 1997 I came to Club Kilsyth.

Music you have playing in your car right now?

No music. I listen to sport on AM radio.

If you get the opportunity to do it all again ... what would you love to be in your next life?

Footloose and fancy free! After all these years in the hospitality industry, sometimes you just like to let go and tell everyone to go away. It's a tough industry, because you're dealing with customers, staff, suppliers and there's this expectation to do everything right. In a way, you become very anti-social in your time out, because you're dealing with people all the time. I've also wanted to work with underprivileged kids. I'm a giver and I get into trouble for that sometimes. But I've always been an underdog.

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Alliance makes for sweet deal

CGS Group has adapted to venue trends in supplying a range of amusement and vending machine equipment that will ensure clubs get the right advice and equipment requirements.

Redcliffe Leagues Club, in Queensland, is the first club to take advantage of CGS Group's one-stop shop concept.

"This approach to the market will provide a high-quality benchmark for venues to reap the benefits in the future," Win n Grin Australia's (WGA) National Marketing Manager Greg O'Malley said.

CGS conducted its first National Operators Conference in Sydney in February, followed by a second in late April. The next conference is this month with the final event scheduled for 2006 in November.

Greg said the CGS Operators educational course, "Everybody on the Bus 2006", facilitated by Ros Ronning from C-Change NSW, contained valuable and detailed content.

The CGS Committee decided in May this year to strengthen the group's direction and established a project team to report back with a new business name - CGS Group - a purpose, vision and values.

CGS Group was launched internally to all members in July with strong support from Cadbury and its operator group.

Greg O'Malley said the CGS Group platform would ensure all corporate partners, members and suppliers have a balanced strategy for the future.

"The platform honours commitment, professionalism, quality, performance and a safety net platform from the manufacturer WGA for all venues," Greg said.

"This further strengthens the consistency of a partnership



between the CGS Group and the club market."

The CGS Group story started in 2004 when WGA engaged operators, confectionary wholesalers, club managers and Cadbury to construct a more professional and long-term viability for all parties and the input helped to form WGA/CGS key third party operators and Cadbury.

In August that year, at the Australasian Gaming Expo in Sydney, CGS released the new Cadbury "Special Treats" redemption game.

CGS also formed an alliance with the Smiths Snack Food Company's Vending Division to ensure a more-professional, business-like approach to venues with more clubs, operators and community involvement - fundraising

and donations - rather than simply a business transaction.

Cadbury and WGA decided in 2005 they would participate in future licensed club or hotel trade shows as joint ventures.

The massive growth in confectionary games continued and CGS members enjoyed increase in other crane games in the second half of 2005.

In 2006, CGS is on track with research and development of current and future products.

CGS National Conferences started in July 2005 with quarterly meetings starting earlier this year.

WGA is expanding the CGS product concepts overseas, with a focus on the search for new games and concepts to introduce into the Australian market.

The CGS Group Committee consists of Operators: Leigh Jennings (Victoria), Colin Mancey (Queensland), Wayne Meilak (Metro NSW), Wes Patterson (Regional NSW); Manufacturers from WGA: Len Fisher, Greg O'Malley (Queensland); Cadbury: Andrew Lloyd (Victoria).



Promotion ideas leave customers...

Gobsmacked Entertainment is a fresh and innovative company that specialise in gaming promotions. Director Danielle Rayner and her team have a wealth of experience in entertainment, gaming, presenting and voice training.

"We offer a variety of services and understand the importance of promotions to any business," Danielle said. "We also believe that each establishment is unique, so should their promotions."

Gobsmacked Entertainment has been operating for more than three years assisting clubs and hotels across Sydney with gaming and venue promotions, and training solutions specifically designed for each establishment.

"Game shows are created using both creative and mathematical techniques to ensure patrons have fun and venues boost profit," Danielle added.

Danielle believes that working alongside management and staff, to identify the establishment's needs and create quality games that specifically target clientele to boost profits and expand venue awareness. With a team of hand-picked MCs, professionally trained in voice and microphone technique, clubs will be sure to have their promotion conducted with charisma and expertise.

Blacktown Workers Sports Club and Workers Parramatta Group Gaming Manager Ross Siragusano said: "Since implementing Gobsmacked promotions, our club has seen a significant increase in gaming revenue and our patrons just



love their games."

Customer service and presentation skills are vital to the success of each venue and should establishments wish to run their own promotions, Gobsmacked Certified Training can assist in training staff.

Western Suburbs League Club (Campbelltown) Human Resources Officer Astrid Bodien said: "I found the training was completed in a very professional and timely manner. The communication of information was clear and concise, with care being taken in regards to the individual personalities of each trainee. As a result, there has been significant improvement with the delivery of each hostess."

Gobsmacked Entertainment understands that establishments often want to run their own promotions so, as a cost-effective solution, game show packages are available.

With a variety of promotions to choose from and no obligation to lock into a long-term contract, game show packages allow clubs with limited resources to experience the advantages of a Gobsmacked Entertainment promotion.

"Our promotions make a difference because we strive to provide the best service to clubs nationwide, no matter what size or budget," Danielle said.

For more information on Gobsmacked Entertainment or the range of services available to the industry, contact Danielle Rayner (0405 123 444).



Danielle Rayner

"Game shows are created using both creative and mathematical techniques to ensure patrons have fun and venues boost profit."

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Boag's St.George spreads the love online

Boag's St.George - J Boag & Son's newest premium beer - has launched a viral love song in support of its new upcoming "What is Gallantry" campaign. Since going live in late July, the site had recorded more than 850,000 hits with 225,000 songs previewed, 5,700 email sends and 96,000 song downloads by mid-August.

The idea revolves around the website www.gallantryisback.com which allows people to choose one of three specially-written love songs to send to a special someone in their lives.

Once the song is selected, the recipient's name is inserted into the song and they are emailed a link to the personalised song. The love ballads cover country and western, rock n' Barry White-esque soul, with titles such as, "I'd Slay a Dragon for You", "A Beer with You", and "My Gallant Knight".

J. Boag & Son's Sales and Marketing Director Lyndon Adams said, like the beer, the campaign was developed with a unisex target market in mind.

"Boag's St.George was looking to push beyond traditional media to extend the 'gallantry is back' campaign, which launched the brand in 2005. We thought writing someone a personalised love song typified a gallant act," Lyndon said.

"Not only is the act of sending the song gallant in itself, the lyrics of the songs all champion the idea of gallantry."

Boag's St.George is brewed with a combination of citrus hops, delivering an aromatic premium beer, which is less bitter and highly refreshing.

It was recently rewarded with a gold medal from the prestigious Monde Awards held every year in Belgium.

NCC expands in Australia

National Cash and Coin Pty Ltd - a new organisation developed by IndoPacific Gaming and Maximum Gaming to focus on currency equipment - has expanded its product range to include a currency scanner with bar code (pictured below) reading capabilities, coin wrapping machines, and specialised coin dispensers and sorters.

"The success of our IndoPacific Currency Equipment division within the gaming industry over the past few years has resulted in the creation of a one stop, national currency equipment sales and service agency to service hospitality, banking and other service industries," said Simon Best, National Cash and Coin (NCC) General Manager and IndoPacific Gaming VP Casino Operations.

The US-based Cummins product has been successfully installed in Star City Casino, SKYCITY Darwin and a number of NSW clubs, with additional pending orders for the gaming sector over the coming months.

NCC and Cummins have been working closely together to develop products that are customised for Australian coin and currency.

The direct result of these collaborative efforts is that customers in Australia now have access to new innovative products.

"We are the exclusive agents for a range of world renowned manufacturers such as Cummins-Allison and Musashi, as well as representing other quality suppliers such as REIS, GBS and Laurel," he said.

NCC's recent sales have been across a wide range of industries, including the supply of a large quantity of the Cummins JetSort 4191 high end note counting and sorting machines to Armaguard, the largest cash in transit company in Australia; and a Cummins currency handling system incorporating the Universal Two Pocket Jetscan, and JetSort 4000 to homewares chain IKEA.

JetScan™ units identify the denomination of mixed or sorted currency at speeds in excess of 1,000 notes per minute.

These products are available in a variety of sizes and



Simon Best

configurations, including very small, easy-to-use counter-top series.

JetSort® high-speed coin sorters process as many as 10,000 coins per minute, with only one moving part involved in sorting the coins.

"The extensive range of premium products available through NCC enables us to offer a turnkey solution to any organisation that deals in

cash," said Maximum Gaming Managing Director David Bolton, also holder of the NCC-based franchise for South Australia, Queensland, Western Australia and Northern Territory.

As part of its expansion, NCC is currently seeking strategic partners for parts of NSW, the ACT and Tasmania.

Products include coin counters, dispensers and sorters, change machines, note counters and clearance systems. The range of options also enhance existing equipment to suit requirements of IndoPacific and Maximum Gaming customers, such as coin clearance systems. In addition to currency equipment, NCC offers Bank Queuing systems and LED display signage.

For further information contact Simon Best, General Manager, National Cash & Coin Pty Ltd 0400 056 944 or at simon@nationalcashandcoin.com.au



Blacktown Workers chooses Samsung

Blacktown Workers Club, renowned for its wide range of services and activities, has opted for a Samsung solution to the communication challenges of running a major organisation.

Samsung Communications installed a Samsung telephone system, KIRK DECT wireless extensions and QuickPage Messaging system. This system ensures staff, no matter where they are located, can always attend to guest needs.

Located in Sydney's western suburbs, Blacktown Workers Club features five floors of sporting and health facilities, four restaurants and a coffee shop, function rooms and auditoriums and a host of other facilities for its members. Communication between staff constantly moving around this large site must be totally effective.

The integrated system comprises ...

- » Samsung OfficeServ 500 Telephone System - 10 executive deskphones and 80 basic digital desk phones;
- » KIRK Z1500 DECT Cordless System - 30 KIRK DECT wireless handsets, 16 DECT radio base stations to provide seamless radio coverage across the entire site, Supports delivery of SMS text messages from the QuickPage system to the KIRK wireless handsets;
- » QuickPage Plus radio paging and messaging system - interfaces to gaming software to generate SMS text messages



LEFT: Samsung I.T. Technician Daniel Moteby (right) shows Blacktown Workers Club Gaming Manager Ross Siragusano the DECT handset that alerts a Duty Manager of a poker machine jackpot.

which can be delivered to KIRK DECT handsets, allows free-hand and "canned" text messages to be sent to wireless users from a PC.

This system has improved staff responsiveness and customer service, controls communication costs and increases mobility around the workplace. Staff can

coordinate guest services more efficiently, with real-time wireless communications while wireless handsets offer improved security levels for gaming rooms and streamlining of conference services.

Samsung Communications Centre provides consultancy and solutions for all office communications with support for the range of Samsung PABX equipment and offer a Priority Service to clients with a team of experienced helpdesk staff and support engineers to all customers.

Samsung Communications has offices in all capital cities and a national network of qualified and authorised specialists.

For more information contact Samsung Communications on 1300 880 550 or log on to www.samcomcentre.com.au

Atelier range joins Accademia collection

Heightened consumer knowledge and interest in wines is inspiring the hospitality industry to meet higher standards of wine presentation. The industry and its clientele recognise that correct choice of glassware shape enhances the enjoyment and flavour of wine. The Atelier range by Luigi Bormioli, available exclusively from Crown Commercial, was designed to meet this growing market. Atelier joins Luigi Bormioli's Accademia collection of "top shelf" glassware created specifically to please wine aficionados.

The Accademia brand offers collections characterised by advanced technology, functionality and superior design.

Designed and manufactured in Italy, Atelier is a modern, elegant collection ideal for sophisticated dining occasions and situations. Recognised by its long slim stems and gently angled bowls, Atelier has a refined style and balance for effortless enjoyment.

With eight glasses in the range, each has been designed and structured to complement specific wines. The unique shape of each controls the flow of the wine to the palate to provide the best and most

lasting impression of the grape varietal.

The Atelier range:

- » 120 ml Spumante/Brachetto D'Acqui glass;
- » 270 ml Prosecco/Champagne glass;
- » 440 ml Riesling/Tocai glass;
- » 610 ml Pinot Noir/Rioja glass;
- » 700 ml Orvieto Classico/Chardonnay glass;
- » 700 ml Cabernet/Merlot glass; 800 ml Barolo/Shiraz glass;
- » 300 ml Cocktail glass

As with all Luigi Bormioli glassware, Atelier stemware is lead-free, blown crystal glass with exceptional brilliance and clarity. The fine bevelled rim and a bell-like tone are

also characteristics a true wine connoisseur seeks.

Despite this refined elegance, each glass is also tough and durable, being double fired for added chip resistance, of two-piece construction (which reduces the potential for breakage over three-step designs) and are commercial dishwasher-suitable.

To find your nearest Luigi Bormioli distributor, contact Crown Commercial 1800 252 360.





Tooheys appoints Tapper

Matt Tapper has taken over as Regional Director – Sales and Customer Service at Tooheys NSW. Matt (pictured above) brings to the role more than 10 years liquor industry in a range of roles across finance, marketing, sales strategy, national customer management.

The 37-year-old New Zealander, one of Lion Nathan's executives of the year in 2004, was most recently employed as Lion Nathan's National Sales Director for Independent Customers and Channel Strategy. Matt said that working with Tooheys' independent customers in recent years had given him a strong understanding of the diversity in the marketplace and changes taking place.

"Tooheys NSW will continue to take a partnership approach with our customers to build their businesses and grow value for them," Matt added.

"As anyone who knows me will testify, I'm genuinely passionate about our industry and I feel fortunate to be heading up a talented and committed team. "I'm looking forward to getting out into the trade and meeting all our customers."

Matt was one of the architects of the XXXX Gold national push with the brand enjoying a growth rate of more

than 20% a year in NSW.

"It's an exciting time to be involved at Tooheys NSW," he said.

"Our core brand portfolio is really firing and our customers are saying great things about the innovation we are conducting around our core brands.

"This is adding value for their businesses. Following the 'For the Love of Beer' campaign launch, Tooheys New is picking up real momentum".

Matt replaces Vincent Kelly, who has taken a new position with Lion Nathan as Director – Sales Strategy and Channel Operations. Matt's career started at MARS INC, suppliers of confectionery and pet food in Auckland. He joined Lion Nathan in 1997 in New Zealand, became Category Director for Popular Beers, and took the Speight's label nationally to become New Zealand's no.1 brand.

Arriving in Australia in 2002, he was appointed Marketing Director W.A./S.A. and later of the XXXX brand, taking responsibility for driving XXXX Gold outside Queensland.

Also during this period, Matt acted as Director for Sponsorship and Media, moving from marketing to sales in early 2005 and developed a sales strategy for Lion Nathan's large Independent retail customers.

Sony unveils I.P. Monitoring Solution

Sony Australia has released a simple, scalable internet protocol (I.P.) security solution for the traditional security and surveillance market.

The IPELA Easy I.P. Monitoring Solution offers simple, cost-effective solutions to new clients or upgrade existing clients from analogue/CCTV systems to a more powerful and flexible I.P.-based security and surveillance network.

Comprising a Sony Network Surveillance Recorder (NSR series) and two new compact I.P. cameras (CS Series), the IPELA Easy I.P. Monitoring Solution, is simple to install and configure.

It basically forms an I.P.-based stand-alone system that doesn't require a PC - except for added storage or archiving.

Sony Australia's Product Manager for I.P. Communication and Monitoring Les Boros said the trend in security monitoring is definitely moving towards I.P.-based systems and Sony's new IPELA Easy I.P. Monitoring Solution will create many more opportunities for security vendors.

"With Sony's Easy IP Monitoring Solution, vendors can mix and match the hardware to provide the best solution, while offering customers all the benefits of I.P.-based monitoring without the complications involved in setting up and configuring a PC and licensing software to run the system," he said.

"Essentially, the set-up is similar to CCTV systems used by many small businesses, pubs and clubs.

"It is simply a camera, or network of cameras, connected to an I.P. recorder, which is pre-loaded with Sony's I.P. monitoring software, pre-licensed to cater for up to 64 cameras (NSR100) and featuring a simple and intuitive GUI (Graphic User Interface)."

Being I.P. driven, the IPELA Easy I.P. Monitoring Solution offers the end user the flexibility to monitor security from remote locations and the convenience of on-board storage of up to one "terabyte" (1000 gigabytes – NSR100) – on four "hot swappable" RAID drives.

The IPELA Easy I.P. Monitoring Solution comprises the choice of two compact, I.P.-enabled security cameras – Sony Network Camera (SNC) CS10 and SNC-CS11 – and three different Network Series Recorders (NSR) models, NSR-25, NSR-50 and NSR-100, allowing vendors to build solutions around the core needs of their customer.

Ports and fortified wines have always enjoyed a place on the bar of every licensed club in Australia, an Aussie drinking tradition that goes back to when we started our love affair with alcoholic beverages.

The Australian Winemakers Federation however last month passed down a ruling that port has become a thing of the past, if only by name that is.

In an ongoing agreement with the European Community of trade in Wine and Protocol, first initiated in 1994, the decision is part of a phasing out of traditional old world wine terminology in the new world market places.

You might recall the name change of Penfolds Grange Hermitage to simply Penfolds "Grange" a few years back.

Well, this is another step in that process. Tawny Port will be referred to as Australian Tawny, and Vintage Port as Australian Vintage.

Other terms, such as Sherry, Tokay and Muscat will follow suit gradually.

The new language of Fortified wines will not in any way affect the outstanding quality of Ports and Sherries this country has become famous for.

We are renowned for deliciously complex styles, a tradition built over many decades of the last century. In fact up until the late '60s, our predilection with port styles was so established that they dominated wines sales with seven out of every 10 bottles sold being fortified.

To the rising overseas market of the early '70s, our winemakers, happy to indulge in fortified wine making, were famous for just that as opposed to the emerging table wines market.

According to Andrew Birks, who was chief fortified maker and Lindemans

from 1972 to 1980, the commitment in those days was quite outstanding.

"Dedicated vineyards, such as Seppeltsfeld in the Barossa, were planted exclusively for the fortified market," he said.

"The fruit was outstanding and concentrated – the grapes would have made world class table wine – but we saw overseas demand grow for premium fortified, and we followed our passion.

"For the Australian market, we were asked to make cheap and cheerful styles of sherry and the like, but with this wonderful aged base we had to make vintage Ports, and with local requests slowing, we just made better wines in smaller amounts."

Birks revealed that the demands from Great Britain and the European markets for Australian Ports, buoyed by the status

The '96 vintage of the King has been titled 2017, using the symbolic reference to 21 years, linking the Kings suggested optimum maturity with the age commonly associated with entry into adulthood. If you can wait that long! It has picked up a swag of show awards already and is an outstanding wine. Rich, opulent nose of brandies raisins and licorice, the palate is deliciously packed with Christmas fruit flavours and has a warm, dry finish. - **BRENDAN BATE**



BATE'S
VINTAGE

Pass the Port



Lion Nathan launches new McKenna bourbon

It seems Queensland males lead the way in reshaping drinking habits across Australia. After two years of strong growth, bourbon has overtaken dark rum as Queensland's most popular spirit. Enjoying high-quality bourbon is one of the fastest growing trends in Queensland with bourbon accounting for 37% of ready-to-drink (RTD) sales and climbing.

Nationally, the trend is similar with bourbon the most popular RTD segment by value and the second-largest spirits segment by value.

Lion Nathan, home to the XXXX, Tooheys and Hahn trademarks, has added McKenna Kentucky Straight Bourbon Whiskey to its

portfolio. Launching McKenna in Queensland last month, the Company believes its bourbon will drive sales among males in the key 18-to-29 years demographic.

Lion Nathan Marketing Director (Premium) Brett Grebert said the McKenna brand will be a favourite among market-setting "next generation drinkers" and compliment the company's established beer brands.

Lion Nathan's first foray into the spirits and RTD categories, McKenna Bourbon has broad marketing and sales support. McKenna Bourbon is available in full-strength spirit format (40% ABV) and as a 6% ABV and 9% ABV RTD with cola. Australia is the first market in which McKenna will be available in an RTD format.



CMDA Training Program October - November 2006

For full content details of each of the programs contact the CMDA on (02) 9643 2300 or refer to the 2006 calendar on our website; www.cmaa.asn.au

COURSES	OCTOBER	NOVEMBER
Provide Responsible Service of Alcohol (THHBF09B) (LAB approved) ACCM Unit - 1 Day	W 18	W 22
Provide Responsible Gambling Services (THHADG03B) (LAB approved) ACCM Unit - 1 Day	Th 19	Th 23
Duty Management Development Program 2 x 3 Day Sessions Content includes: HR Fundamentals, Cost Control, Leadership, Compliance/Risk Management. Participants receive a number of text books including Club Management in Australia and the guru of modern management Ken Blanchard's Leadership and the One Minute Manager situational leadership text and his revolutionary customer service book Raving Fans. This program targets Duty Managers and Senior Supervisors.		(S1) M 13, T 14 & W 15 Cont. December
Food & Beverage Management Development Program - 3 x 2 Day Sessions For Supervisors & Managers who want to learn about F&B Mgt, Cost & Stock Control, Menu Design, Preparing Tenders, F&B Reporting, Managing Food Safety, Managing Wine & Espresso Coffee Service, Combating F&B Fraud, Managing Poor Customer Service and more.	(S1) M 16 & T 17	(S2) W 8 & Th 9 (S3) W 29 & Th 30
Analyse & Report on Gaming Machine Data THHADG01B - ACCM Unit 2 Days (Prerequisite for Gaming Management Development Program) Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.		M 27 & T 28
Gaming Management Development Program - ACCM Unit - 3 x 2 Day Sessions (Develop & Manage Gaming Activities THHADG02A) Ideal for Gaming Supervisors and Managers. Covers; EGM install and floor layouts, LAB, Gaming, HR issues, gaming promotions, advanced analysis, poker machine fraud and minor gaming activities.	(S1) M 23, T 24 & W 25	(S2) M 20, T 21 & W 22
Interpret the NSW Club Employees State Award - 1 Day (Prerequisite for Payroll and Roster programs) Covers the provisions of the award. For those who are responsible for controlling shifts and adhering to labour/roster targets.	POSTPONED	
Manage Payroll BSBADM505A 1 Day Deals with managing payroll services, the calculation, processing of salary payments, group taxation and related payments.		Th 16
Roster Staff THHGLE05B - ACCM Unit - 1 Day Assists Managers in creating cost efficient base rosters that utilise the flexibility the award provides. Ideal for all managers.	Th 26	
Deal with Conflict Situations THHGCS03B - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers	M 9 & T 10	
Monitor Staff Performance THHGLE06B - ACCM Unit 2 Days Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.		W 1 & Th 2
Financial Fundamentals (Prerequisite for Financial Management) - 2 Days (Interpret Financial Information THHGFA06A & Manage Finances within a Budget THHGLE13B) Designed for operational level Supervisors and Managers who manage departmental finances within a Club's operations. The critical 1st step in understanding financial management.	W 11 & Th 12	
Financial Management - ACCM Units - 5 Days (Prepare and Monitor Budgets THHGLE14B & Manage Financial Operations THHGLE15B) Provides Managers with the skills and knowledge to develop budgets and manage a Club's financial operations. * Financial Fundamentals is the pre requisite for this program.		(S1) W 8 & Th 9 (S2) M 20, T 21 & W 22
OHS Risk Management for Supervisors and Managers (Implement Workplace Health, Safety & Security Procedures THHGLE02B) Ideal for all supervisors and managers. Meets the training requirements for supervisors and managers as stated in the OHS Regulation 2001		M 13 & T 14
OHS Consultation - 2 x 2 Day Sessions (THHGLE04B Establish & Maintain a Safe & Secure Workplace Equivalent) Meets the training requirements for OH&S Committees/ OH&S Representatives, as stated in the OH&S Regulation 2001.	(S1) W 11 & Th 12	(S2) W 29 & Th 30
Legal Knowledge Required for Business Compliance THHGLE20B ACCM Unit - 2 x 2 Day Sessions Covers the range of legislative compliance issues including; Trade Practices, OH&S, Privacy, RSA, RCG and more.	(S1) M 23, Tu 24 & W 25	(S2) M 27 & T 28
Coaching Skills for 'Buddy System' Line Trainers 1 Day (Coach Others in Job Skills THHGTR01B) Ideal for supervisors & managers who are responsible for on-the-job training of other staff members. Deals with planning & preparing for coaching sessions, conducting sessions in the workplace and following up to monitor participant progress.		Th 23
Visionary Leadership Program 2 x 2 Days	(S1) Th 19 & F 20	(S2) Th 16 & F 17
REGIONAL TRAINING...		
Analyse & Report on Gaming Machine Data THHADG01B ACCM Unit 2 Days (Prerequisite for Gaming Management Development Program) Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.	Tweed Heads W 18 & Th 19	Albury T 14 & W 15
Interpret the NSW Club Employees State Award 2 Days (Prerequisite for Payroll and Roster programs) Covers the provisions of the award. For those who are responsible for controlling shifts and adhering to labour/roster targets.	Tweed Heads POSTPONED	
Monitor Staff Performance THHGLE06B - ACCM Unit 2 Days Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.	Orange T 10 & W 11	Laurieton M 20 & T 21
Duty Management Development Program 6 days - 2 x 3 Day or 3 x 2 Sessions Content includes: HR Fundamentals, Cost Control, Leadership, Compliance/Risk Management, Staff Rostering and Customer Service Management. Participants receive text books including Club Management in Australia, Ken Blanchard's Leadership and the One Minute Manager and Raving Fans. This program targets Duty Managers and Senior Supervisors.	Illawarra (S1) M 9 & T 10 Central Coast (S1) M 23, T 24 & W 25	Illawarra (S2) M 13 & T 14 Cont. December Central Coast (S1) M 13, T 14 & W 15
Coaching Skills for 'Buddy System' Line Trainers 1 Day (Coach Others in Job Skills THHGTR01B) Ideal for supervisors & managers who are responsible for on-the-job training of other staff members. Deals with planning & preparing for coaching sessions, conducting sessions in the workplace and following up to monitor participant progress.		Laurieton W 22

Courses featuring a code prefixed by either BSB, BSZ or THH are nationally recognised & accredited training units. Upon successful completion of assessment requirements, participants will be issued with a Statement of Attainment and/or a Qualification. For further information contact Narell Harrison or Peter Schmidt at the CMDA, either; Phone: (02) 9643 2300 or Fax: (02) 9643 2400

CMAA DIARY DATES

ZONE MEETINGS & INDUSTRY FUNCTIONS

Day	Date	Meeting	Venue	Zone	Lunch
OCTOBER					
Sunday- Tuesday	7/10/2006 09:30 to 10/10/2006		Gold Coast Convention Centre	ClubsNSW Annual Conference	13:00
Thursday	26/10/2006 09:30		Auburn	CMAA Executive Meeting	N/A
Friday	27/10/2006 11:00		Horton Park Golf Club	Sunshine Coast Golf Day	13:00
Friday	27/10/2006 11:00		Dapto Leagues Club	Illawarra/Shoalhaven AGM	13:00
Sunday	29/10/2006 N/A to 1/11/2006		Hyatt Hotel, Canberra	RSL & Services Clubs Association Annual Conference	N/A
NOVEMBER					
Sunday	5/11/2006 N/A to 19/11/2006		New York / Reno / Las Vegas	Global Gaming USA Tour www.ccmtravel.com.au	N/A
Tuesday	7/11/2006 N/A to 10/11/2006		Gold Coast Convention Centre	Leagues Club Association National Conference	N/A
Tuesday	14/11/2006 16:00		Park Beach Bowling *	Mid North Coast	19:00
Tuesday	21/11/2006 09:30		Gosford RSL	Central Coast	13:00
Tuesday	21/11/2006 09:30		Gilgandra Services	Mid State	13:00
Wednesday	22/11/2006 09:30		Broncos Leagues Club	Brisbane Bursaries Presentations	13:00
Friday	24/11/2006 09:00		Brighton Le Sands	CMAA Executive Meeting	N/A
Friday	24/11/2006 10:30		Brighton Le Sands	CMAA Federal Council Meeting	13:00
Friday	24/11/2006 N/A		Brighton Le Sands	CMAA Sponsors Luncheon	13:00
Tuesday	28/11/2006 09:30		Bondi Waverley RSL	City Eastern Suburbs	13:00
Wednesday	29/11/2006 09:30		Cardiff RSL Club	Hunter	13:00
Wednesday	29/11/2006 09:30		TBA	Manly Northern Suburbs Christmas	13:00

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Zone Education Officers

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Woden Tradesmen's Union Club
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THE GREAT LAKES:

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Forster Bowling Club
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MID NORTH COAST:

Glenn Buckley, ACCM
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