

Publisher Jim Henry, OAM

Editor Peter Sharp
Phone: (02) 9643 2300
Mobile: 0410 140 036
Email: sharpee1@tpg.com.au

Contributors
Henri Lach, Katie Cincotta.
Photographer Barry Norman.

Advertising Manager Judy Rayner
Advertising Bookings
(02) 9332 2363 & 9360 6177
Fax (02) 9361 5142

Correspondence
The Editor,
c/- Club Managers' Association Australia
67-73 St. Hilliers Road
Auburn NSW 2144
P.O. Box 845 Auburn NSW 1835
Phone (02) 9643 2300 Fax (02) 9643 2400



Bill Clegg ACCM
Federal President



Allan Peter ACCM
Federal Secretary



Danny Munk ACCM
Federal Executive Member



David O'Neil ACCM
Federal Executive Member



Tim McAleer ACCM
Federal Executive Member



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Registered Office

67-73 St. Hilliers Road
Auburn NSW 2144
Phone (02) 9643 2300
Fax (02) 9643 2400
P.O. Box 845 Auburn NSW, 1835
Email - cmaa@cmma.asn.au

Office Hours

Monday to Friday 9am to 5pm
Seven day telephone answering service in operation.



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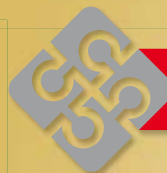
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IT'S that time of year when it's important to take stock of goals and achievements and look back on 2006 to review how it all turned out. NSW Gaming and Racing Minister **GRANT McBRIDE (P10)** leads the batting as *CMA Magazine* takes a look at the Year in Review. CMAA Federal President **BILL CLEGG (P8)**, CMAA Executive Officer **TERRY CONDON (P12)**, CMAA Senior Industrial Advocate **PETER COOPER (P24&25)** and CMDA Education Manager **RALPH KOBER (P28&29)** also take a look at the events that shaped and affected the CMAA and CMDA during 2006.



AUSTRALIA'S High Court last month dismissed the challenge to the Federal Government's workplace relations laws. The states and the unions challenged the validity of the new laws, claiming they were unconstitutional because they were set up under the corporations power in the Constitution. However the High Court found the laws are valid, and that it was appropriate for the Government to base its new laws on the corporations power. The High Court's finding and a summary of the consequences are on **Pages 26&27**



QUEENSLAND licensed clubs engaged in a flurry of capital spending during 2006, unparalleled since the heady days that followed the introduction of poker machines in the early 1990s. Much of the expenditure was driven by the State's tough new, anti-smoking laws, because clubs were forced to provide special areas to cater for smokers. The result of work to accommodate the legislation has meant a win for members and club patrons - better, more-modern facilities, a more-pleasant ambience, and clubs becoming generally a nice place to visit. Queensland writer **HENRI LACH** looks at the eventful year and events on **Pages 54&55**



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A challenging year of change

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

Over the past months I have been advising the membership of the Executive's progress in the areas that are considered essential to the future growth and relevance of the Association.

With a clear view towards the future, the Executive is developing the key platforms that we see as being essential to tell the story of value of the Association to all professional managers.

While we are committed to the future, generally at this time of year, we also reflect on the past 12 months.

Across all jurisdictions where members are supported, there was significant activity.

In Victoria, the CMAA made a presentation before the public consultations on Victoria gaming machine licence arrangements post-2012, supporting our members on the view that clubs should have the right to purchase and control their own gaming machines.

Members in Queensland, while not being the first in the country to have smoking legislation introduced, had to come to terms with probably what are arguably the most draconian to contend with.

Since the smoking bans that have been introduced in Queensland, the clear indication is that club managers who proactively implemented strategies to cater for their smoking patrons, have suffered less of an impact than managers who made no contingency planning.

All members should be proud of the role the CMAA has played – and continues to play – in the "Fair Tax" fight.

The industry's solidarity greatly contributed to the Iemma Government's realisation that a fair and equitable resolution was required.

Importantly, there was also a realisation that clubs required concessions to assist them in meeting what many consider to be an excessive tax rate.

Management has proven in the past that, given the right tools to meet challenges, they can – and will – adapt.

The CMAA will remind the NSW Government – at every opportunity – of the issues as managers see them.

The Iemma Government's initiatives to work with the Club Industry to develop an Industry Plan are fully supported and members have strong representation in this process.

The Association also supported the NSW Coalition's Memorandum of Understanding on their plan for the Club Industry and their recognition and support of the role the industry plays was another contributing factor to the tax resolution.

At the Darling Harbour Conference, Coalition and

Opposition Leader Peter Debnam clearly defined the advantages he saw in going to the next election, using the Club Industry as an example of how they propose to be a low-taxing government beyond 2007.

Virtually, at the same time we thought one fight had come to an end, another fight evolved with the start of the Federal Government's WorkChoices workplace legislation.

This issue now unites all members from all states and territories in the coverage of industrial matters.

The fight for fairness in workplace employment is no different to seeking fairness in taxation.

The Association believes that the unique position that club managers operate in requires clearer understanding by many in the industry – and it is our role to communicate this into the future.

The CMAA staged two hugely successful conferences during 2006 and the new Expo format proved popular and productive with members and Club Industry trade and service providers.

The integration of a well-organised and valuable education program into the Expo – at no charge – was a calculated risk that paid strong dividends.

Clubs and managers both can now take advantage of the opportunities that is format offer.

The Mid-Year Executive Leadership Conference again was demanding and rewarding ... covering "Corporate Governance", "Managing the Board" and "Customer Service Systems".

The response from managers and their clubs have prompted further development of these key areas for manager education.

One of the most rewarding roles the CMAA played during the year was our fundraising effort.

While the CMAA as a whole raised funds for the Ted Noffs Foundation, across the country individual zones raised significant amounts for local charities.

Typical of these efforts was the combined Brisbane/Gold Coast Zones efforts during the Mid-Year Conference in raising \$40,000 for local needs.

During the year, Jim Henry OAM CCM, stood down from the President's role he had held for the past 16 years.

The tributes paid to Jim at events and functions acknowledging his remarkable contribution are testimony to the man and his vision for the

Association.

To follow Jim into the President's chair is a great honour and remains a most humbling experience and one that I am indebted to the Executive for.

On behalf of the CMAA's Executive members, I take this opportunity to wish all members, sponsors and staff of the CMAA and their families, the happiest of Christmas and festive seasons.

May the New Year bring good health, prosperity and success.



BILL CLEGG, ACCM



JIM HENRY, OAM CCM

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Government and Clubs working together

By **GRANT McBRIDE**

NSW Minister for Gaming and Racing

The year 2006 will be remembered as heralding a new era for registered clubs.

This year saw a re-invigorated and re-energised partnership between the club movement and the Iemma Government.

This strong working relationship is securing the future of registered clubs in this State through a simple philosophy – the industry and Government listening to each other and working together.

Together we have achieved some important milestones over the past 12 months – a just reward for hard work and commitment during a busy year.

In March, as one of his first commitments as Premier, Morris Iemma reached agreement with the club industry over gaming taxation.

This resolution set a new beginning and a new direction for clubs and the Government and fostered an overriding commitment to work together to find practical solutions.

In June, representatives from the Government, *ClubsNSW*, Club Managers' Association of Australia, highly experienced club CEOs and my office formed the Club Industry Working Group, which has now been expanded to include the Leagues Clubs' Association of NSW and the RSL & Services Club's Association.

In just a short period of time, this group has proven its ability to deliver on strategic initiatives and address structural reform to ensure prosperity for the club industry for decades to come.

Legislative changes, developed in true partnership with the industry, have

been passed by State Parliament to help secure the future of clubs in our State.

The Registered Clubs Amendment Bill 2006, introduced into Parliament on November 14, provides a common-sense approach to improving club governance and cutting red tape.

A more practical application of the five kilometre rule, improving current restrictions on club amalgamations to protect community assets and greater flexibility for clubs seeking to dispose of or lease club land and property are all positive steps forward.

In coming months the Club Industry Working Group will continue to examine other significant issues facing the industry.

At the *ClubsNSW* Annual Conference in October I announced that the Iemma Government would engage the Independent Pricing and Regulatory Tribunal of NSW (IPART) to conduct an independent review of the club industry.

This review will lay the groundwork for development of a shared Government-club vision.

I have no doubt that this plan for the future will become a landmark in the proud history of the club industry.

Communication between Government and club managers has also strengthened this year. Many club representatives have participated in innovative panel discussions during Club Governance Workshops held by the Office of Liquor, Gaming and Racing in various locations across NSW.

These panel discussions not only allow clubs to air any looming issues directly with senior departmental staff, they also allow the Government to gain valuable

feedback to make compliance easier for club managers.

This consultative approach has also continued through the successful Club Industry Advisory Council of which the Club Managers' Association is a committed member.

Clubs have once again demonstrated their commitment to the Government's focus on rights, respect and responsibility.

Many clubs are members of Liquor Accords to help make our communities and neighbourhoods more harmonious, while this year has seen an increasing number of registered clubs employ compliance managers and establish compliance committees to improve day-to-day management of their venues.

The Iemma Government recognises that clubs are an essential part of our social fabric. They are strong supporters of communities across NSW.

This year clubs have again worked tirelessly to improve the quality of life for many people through an unrivalled spirit of generosity that continues to shine throughout the club movement.

Many successful fundraising appeals and programs have been staged this year to help those less fortunate.

I am confident that the spirit of co-operation between clubs and the Iemma Government will continue throughout 2007.

Clubs are determined to grow and prosper and serve their members and local communities to the fullest.

The Iemma Government is committed to supporting the industry to achieve this goal, and we will continue to work together to secure the future viability of all registered clubs in NSW.



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2006 IN REVIEW



**From
TERRY
CONDON
Executive Officer**

The year kicked off controversially when the Department of Gaming and Racing angered the NSW Registered Clubs Industry by posting on their website the full list of clubs taxation duty, pre-duty profit and Community Development Support Expenditure (CDSE) program details.

In mid-February, more than 1,000 representatives of NSW Registered Clubs overwhelmingly rejected NSW Premier Morris Iemma's plan to marginally reduce the Government's \$1.6 billion poker machine tax increases.

Despite rejecting the Government's offer, ClubsNSW and CMAA senior executives met Premier Iemma the following day to resume talks on a reasonable increase in the poker machine tax rate that could halt club closures, job losses and reduced donations to community groups.

March produced a major triumph from a major gamble by the CMAA with the success of the CMAA Annual Conference, AGM, Hospitality Exposition and Charity Gala Awards Dinner held at Sydney's Darling Harbour Convention Centre.

The CMAA Federal Council met on Monday March 27 and ratified changes to the Federal constitution to bring in it line with the State constitution regarding eligibility of members holding Executive office.

Federal and State President Jim Henry, OAM, announced at the meeting that he would be standing down from the role as President to allow "new blood" to be involved with the Association before its next elections in 2007.

March 28 produced a record 350 members attend the AGM where members were presented with reports



RAY AGOSTINO

on the financial status of the Association, WorkChoices Legislation, Education and the Memorandum of Understanding that was signed with Premier Morris Iemma's NSW Labor Government just 24 hours earlier.

More than 700 delegates, their partners and industry guests attend the CMAA Charity Awards Dinner where the Peter Cameron Award was presented to Ray Agostino, of Asquith Rugby League Club.

Managers Roger Cowan and John Turnbull were inducted into the CMAA Hall of Fame along with Industry Inductees Garry Boyd and David MacIntosh of Paynter Dixon, Warren Jowett of Aristocrat Gaming and Peter Hodge of PKF Chartered Accountants & Business Advisers.

CMAA members Ray Agostino, of Asquith Rugby League Club, Chris Bowden, of NSW Leagues Club, David O'Neil, of Castle Hill RSL Club, Michael O'Sullivan, of Milton Ulladulla Bowling Club and Wayne Saley, of Wauchope RSL Club were presented with their 21 Year Badges by outgoing CMAA Federal and State President Jim Henry, OAM.

Jim also launched "The Genesis and History of the CMAA" – an historical document of the Association's 47 years of administration, organisation and friendship, which was distributed to all in attendance in electronic format.

The Ted Noffs Charity Auction was a huge success with donations and auction items raising \$303,000 for the Association's preferred charity.

The move from Rosehill Racecourse to the Sydney Convention and Exhibition Centre at Darling Harbour appears to have been successful with an increase of more than 42% in attendees.

In April, with new Federal President Bill Clegg, ACCM, we represented the CMAA at the Club Managers Association of Singapore's



BRUCE TYRRELL

Sixth Bi-Annual Conference in Singapore.

The Conference was staged in conjunction with the 15th International Food and Hospitality Association Exhibition at Raffles Town Club and attracted delegates from the United States, Australia, Hong Kong, China, Malaya, Korea and Indonesia and was sponsored

by Aristocrat Asia Pacific.

I addressed the delegates on the Australian Club scene and the challenges we face in the future.

It was a great thrill to see so many very worthy Australians honoured in the Queen's Birthday Honour's list in June. Four of those honoured have strong links to our Association ... Bruce Tyrrell, AM, Father Chris Riley, AM, Greg Combet, AM, and Brad Fittler, AM.

In late June, more than 400 delegates registered for the four-day Mid-Year Executive Leadership Conference on the Gold Coast.

Bill Clegg addressed a Members General Meeting on June 25, pledging member participation in the CMAA's new Strategic Plan.

The Combined Gold Coast-Brisbane Zones Race Day at the Gold Coast Race Club raised more than \$30,000 for two Queensland charities thanks to the efforts of Steve Condren (Gold Coast Zone) and Pam Shelton (Brisbane Zone) and their teams.

Bill made special presentations to Vaughan Clarke, of Presidential Card, and Danny Gladstone, of Konami, for their 10-year support and sponsorship of the CMDA.

Queensland CMAA managers battled away in July, experiencing some "lows" that our Victorian managers felt in 2005 when they had non-smoking laws introduced into gaming venues.

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

Success continues

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.

Later in July, I represented 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.

The CMAA stepped into the world of online recruitment, marketing and promotion in August with the launch of the ozjobsfindit.com 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



DANNY GLADSTONE

positions in clubs and we hope ozjobsfindit.com will assist in finding re-employment.

In September, the CMAA's NSW Executive foreshadowed changes to the NSW State rules on how the Executive and State office bearers are elected.

The Federal Executive and Federal Council later discussed similar

changes to Federal rules, which included reduction in the number of Divisions and Federal Councillors along with a number of other rule changes to update our rules to align with the Federal Workplace Relations Act.

And, along the way, we farewelled a few elder statesman of the club management profession – CMAA Life Member Fred Chubb, Rev

Fletcher and Windang Bowling Club Duty Manager Brett Cashman, a young man with his life and career in front of him, taken before his time. Our thoughts and prayers are with these families and CMAA members who lost a loved one during the past year.

The CMAA's 2007 Annual Conference and Hospitality Exposition will be held at Sydney's Darling Harbour Convention Centre on April 3 and 4.

After the great success of the 2006 Hospitality Exposition, the number of trade exhibitor stands has been increased and are selling fast and the conference will be "free of charge" to delegates.

I wish all CMAA members and their families the compliments of the holiday season, thank you for your support and commitment to the CMAA's cause and invite you to take some big steps towards a better-educated and more-professional Association in 2007 and beyond.



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CMAA STRATEGIC PLAN

New faces join administration team

The CMAA's administration team has a new look with some new faces.

The personnel changes are an important step in the Association's Strategic Plan to offer better and more sophisticated education programs through the CMDA and provide better service and liaison to the CMAA Membership and the Association's CMDA Sponsors and CMA Magazine advertisers.

Brad Jones CCM, Estelle McDonald, Vivian Milkovitsch and Peter Sharp are now members of the CMAA team at Auburn.

Brad (Training Course Administrator – RTO and Special Projects) and Estelle (Training Course Administrator) join CMDA Education Manager Ralph Kober, Career Development Co-ordinator Narell Harrison and Training and Venue Co-ordinator Maria Hudson to expand and upgrade the CMDA's range of programs, courses and services.

Maria moves from the Reception Desk to replace Kerrie Treasure, who has taken maternity leave and will return in 2007.

Vivian takes Maria's former role (Assistant Reception and Venue Co-ordinator) and joins Receptionist Carol Quirke at the front counter.

Peter Sharp has moved into a full-time role as Communication Services Manager after taking over as Editor of the

Association's *CMA (Club Management in Australia) Magazine* in September, 2005.

His full-time role takes in new work with CMAA Zones, CMDA Sponsors, magazine advertisers and explores new business opportunities with current and potential corporate supporters.

The new team members join long-serving staff members, Ralph, Narell, Maria, Carol, Senior Industrial Advocate Peter Cooper, Office Manager Geraldine "Gerry" Sarlemyn and



BRAD JONES, CCM

Accounts Officer Priscilla San Luis at the Association's Auburn headquarters.

Brad Jones started his club/hospitality career at Bankstown Sports Club as a casual and worked through all areas of club operations while studying Bachelor of Business in Club Management through a Southern Cross University correspondence program.

During the course of his tertiary studies, Brad became a permanent employee and was promoted to management after some five years.

"I achieved the Associate Degree with the support of the Board and senior management," he said.

After more than a decade of service and experience at Bankstown Sports Club, he moved to Cronulla

Sharks as Human Resources Manager, which also gave him experience in managing the logistics of large-scale football and sporting events.

"During this time I continued my education, particularly in the areas of training and assessment," he added.

This culminated, after six years, into a dedicated training role with Club Menai and now with the CMDA.

"Along the way, I achieved my ACCM and feel I am well qualified to help other managers achieve success in the industry through further educational opportunities through the CMDA," Brad added. "I look forward to using my skills to help advance the standards of the industry's club managers."

Estelle's role covers all CMDA courses at Auburn and the expanded regional program for 2007.

She worked for the CMAA previously as an Accounts Receivable Officer and left in 2002 for a working holiday in the United Kingdom.

Returning to Australia in 2003, Estelle started at The Children's Hospital at Westmead in the Education Centre, which she says is a very similar role to her new CMAA position.

She moved to the Oncology Section as a Secretary and Co-ordinator of a clinic for long-term survivors of cancer.

"I found this work at the children's hospital very rewarding but am looking forward to the challenge of my new position here at CMAA," Estelle added.

Having worked in a various fields, Vivian is a versatile person who has developed many skills and

many different qualifications.

She started as a data entry operator for the Health Department and worked for the Liberal Party in Sydney, eventually at the Parramatta Regional Office assisting then-Attorney General John Hannaford.

She spent some time at home raising two beautiful daughters and moved back into "temping", including tele-marketing, demonstrating and merchandising food products, which led to a supervisory role, rostering and training 25 staff.

Next was a stint as Customer Service Representative for Toll Ipec Transport,

before joining TWT Couriers at Ingleburn.

"Although I am only new to the CMAA, I'm looking forward to doing a good job with my reception and catering skills joined," Vivian said. "I already feel that is an honour and great opportunity to work with such a professional team."



VIVIAN MILKOVITSCH



ESTELLE McDONALD



PETER SHARP

Women managers in the spotlight



**From
TERRY
CONDON
Executive Officer**

Congratulations to the RSL and Services Clubs Association on their successful Annual Conference held in Canberra in late October and early November.

At this conference – from October 20 to November 1 – I had the pleasure to be on a discussion panel which investigated the topic, “*Women in Management*”.

The other three panelists were The Richmond Club’s General Manager of Aged Care Margaret Merlin, Club Marconi CEO Debbie Feening and Canterbury Hurlstone Park Director Michelle Boon and Conference Master

of Ceremonies Susie Elelman facilitated the very interesting session.

The main topic of the session was why woman had not made it to top positions in club management and why there were so few women on RSL Club Boards.

From the management perspective, one in four (25%) managers across all managerial categories are woman, whereas in the top positions – CEOs, General Managers or Secretary Managers – that statistic drops to one in 11 (9%).

Although the panel agreed that women were getting the opportunities in the management field in clubs, they had to be highly trained and more committed than their male counterparts.

Those female executives who had made it to the top were managing their clubs very successfully.

From the lack of Board representation perspective, Michelle Boon asked the audience of more than 400 delegates at the session how many female directors were present ... a response came from



DEBBIE FEENING

three women.

It has been highlighted previously that RSL and Services clubs are struggling to attract new people to stand for Board positions and Michelle suggested that, perhaps with some encouragement, more women would nominate for Board positions.

Margaret Merlin advised conference delegates that, in the nursing field, women were seen as the “supporters” to the medical staff.

And, although in the past the top echelon was dominated by men, it has been changing over the past five years.

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Thank you to everyone who either attended the forum on the day or who were not able to yet forwarded their comments and opinions prior to the day for inclusion in the discussion. The forum – on Thursday, October 26, at the CMAA's Auburn headquarters - consisted of two parts. The first was an open discussion led by Australian Club Entertainment Awards (ACE) Chairman Craig Fantom. The second was the presentation of a proposed education program for club managers to assist them in *"Making Managing Entertainment Easy"*.

Part 1

With *ClubsNSW* Chief Executive Officer, David Costello, I represented the CMAA in opening the forum by acknowledging that the entertainment industry has taken a significant downturn in trade as a result of many influences, but more so as a result of the impost on clubs of the NSW Government's Gaming Tax.

Craig Fantom led the discussion in questioning club managers, entertainers and agents represented regarding their views and possible solutions to the challenges identified.

Outlined below is an overview of the forum ...

It was felt that clubs needed to have in place a dedicated person responsible for marketing and promoting entertainment particularly with respect to outside the club and with staff.

Entertainers need to constantly refresh their marketing material for clubs to use in any marketing and promotion, including photographs, bios, DVDs and material.

Where appropriate, links from an entertainer's website to the club would be useful.

Other media such as text messaging to members, looping excerpts of actual performances on strategically placed plasmas around a club and direct marketing also should be utilised or at least considered.

Entertainers could consider preparing their own "Marketing Kit" where essential components of the artist's portfolio are made available to the club for promotion.

This may include a promotional DVD of the artist for placement on plasma screens in club foyers to promote the

event well in advance and to create customer awareness.

This, of course, could be cost prohibitive for some entertainers, however it would go a long way in ensuring that clubs have ready access to marketing material which could be used strategically to drive customer awareness and, hopefully, take up of the entertainer's event.

It is acknowledged that entertainers are challenged with the responsibility of funding their own public liability, OH&S and other expenses.

Clubs and entertainers have encountered rising costs associated with providing entertainment and, as such, it was agreed by all stakeholders that a "business partnership" relationship should be facilitated where an informed decision as to what entertainment and how it is to be offered and paid for could be made against an agreed costing model.



DAVID COSTELLO

Entertainers would benefit more where a club utilises a sound pricing philosophy with respect to a costing model for each event.

The question of subsidising entertainment was raised, however it was determined that this was more an individual club's position to take and difficult to enforce a blanket model.

It was suggested that more impact could be made in the area of programming of entertainment events based on identifying market demographics and matching acts with those demographics. Consistency in programming acts i.e. on a regular rotation and/or on certain nights exclusive of functions should be considered.



From
**TERRY
CONDON**
Executive Officer

The challenge of how young talent emerges into the entertainment ranks was identified and discussed.

The current direction of the Talent Development Program (TDP) was seen to be less inclined to expose young talent towards clubs versus corporate events.

The forum agreed that more needed to be done in influencing the TDP management into forging stronger links with the club movement as a potential launch platform for young talent.

The Mentoring Model was seen as a possible solution where young talent could be matched up with an entertainer prepared to assist in a young entertainer's development through actual show time exposure and advice.

This would have a two-fold effect in the entertainment industry ... nurturing its own for the future of the industry and giving clubs and other venues a wider range of entertainers to draw on as acts in the future.

Without this forward planning, the entertainment industry could find itself devoid of any quality entertainers and, as a reaction to that, venues could be less inclined to book acts.

In this regard, there is a need for entertainers to be more collegial in their attitude and more willing to assist others in their development.

Managers voiced concerns - acknowledged by agents present - that some consideration should be given to saturation and over exposure of entertainment acts in local areas.

Clubs feel less inclined to book acts which will attract differing door dollars within their geographical area and feel compromised as a result.

It was agreed that clubs need to be more analytical in their approach to the sales mix of entertainment they each offer.

unities Forum

The CMAA and *ClubsNSW* have offered to assist the entertainment industry where possible through magazine articles, websites and other forms of media.

There was a suggestion that the Association's sites could feature differing club size versus appropriate entertainment styles models to help clubs in deciding which acts to book.

Standard Contracts and agreements were discussed with consensus from participants for the need to standardise them to further assist all stakeholders.

These contracts would define responsibilities and act to educate managers and their boards regarding the rights and responsibilities of agents, clubs and entertainers.

Part 2

A proposed education program for club managers called "*Making Managing Entertainment Easy*" was presented to the forum with strong support from all for the need to help managers in gaining a better understanding of the processes involved in managing the entertainment function in their clubs.

The scope of the program is listed below ... (note that the content underneath each of these elements requires further detail)

It is envisaged that the program would be rolled out by the CMAA and supported by entertainers, agents and clubs.

It is also envisaged that it would be delivered by presenters who are specialists in their respective area of entertainment.

Seminar Elements ...

1. Understand where entertainment "fits in" with respect to the current club industry environment
2. Identify the "Essential Ground Rules" (EGRs) of managing the entertainment function
3. Analyse the club's demographics
4. Identify entertainment genre that is the "right fit" for each club's demographics
5. Source and negotiate with the appropriate entertainment providers
6. Market the entertainment event
7. Present the entertainment event
8. Debrief the entertainment event

ACEs trumps at 2006 awards

Melinda Schneider and Darren Carr carried off the major categories at the ninth Australian Club Entertainment Awards.

Canterbury-Hurlstone Park RSL Club again hosted the annual awards presentation gala on October 25 in front of a packed auditorium.

A highlight of the showcase of Australia's club entertainment was a "Lifetime Achievement Award" presented to popular and timeless entertainment icon Don Lane. Don, also patron of the ACE Awards, accepted the *ClubsNSW*-sponsored award that recognised his enduring and generous contribution to the entertainment industry in his adopted country.



DON LANE

Melinda Schneider and Darren Carr shared the "Most Outstanding Club Performer of the Year", sponsored by Ainsworth. Melinda also collected the CMAA-sponsored "Country Female Performer" award, while Darren also picked up the "Sight Act" award, sponsored by the event host club, Canterbury-Hurlstone Park RSL.

Paul Martell, who did a wonderful job as compere of the CMAA's Gala Fundraiser at the 2006 Hospitality Expo at Darling Harbour, picked up "Best Comedy Act" award, while the internationally successful group The Wiggles were named "Children's Show" award winners. There was a strong representation among the winners of the heritage and golden years of Australian club entertainment when The Delltones won the Tooheys-sponsored "Showband" award, Mental As Anything collected the "Original Music Group" award and Brian Cadd was named "Original Music Performer".

ACE Awards Chairman Craig Fantom said he was delighted with the sell-out audience for the gala presentation event. "It was a superb night and a wonderful presentation of the top performers in the Australian Club Industry," Craig said. "Everyone got a huge thrill with Don Lane's award and they gave him a wonderful ovation. The live performances were world class and this awards night each year brings together the most talented entertainers in our industry."

The CMAA and *ClubsNSW* hosted a "Maximising Entertainment Opportunities Forum" at the CMAA's Auburn offices on October 26.

The forum consisted of two parts - an open discussion led by Craig Fantom and a presentation of a proposed education program - "Making Managing Entertainment Easy" - for club managers.

THE WINNERS

Special Acknowledgement Award - Sponsored by *ClubsNSW* - Lifetime Achievement - Don Lane

Most Outstanding Club Performer of the Year

- Sponsored by Ainsworth Game Technology

- Male: Darren Carr. Female: Melinda Schneider

Male Vocal Performer - Sponsored by Mounties

- Adam Scicluna

Female Vocal Performer - Sponsored by

Campbelltown Catholic Club - Tracy Ellis

Comedy Act - Sponsored by Sydney Markets Club

& The Echidnas - Paul Martell

Children's Show - Sponsored by Wests Illawarra

Leagues Club - The Wiggles

Vocal Group (2 or more) - Sponsored by

Ramsgate RSL Club - Cotton, Keays & Morris

Variety Production Show - Sponsored by Boden

Projects - Magic to the Max (Brendan Montanner)

Showband - Sponsored by Tooheys - The

Delltones

Tribute Show - Sponsored by Blacktown Workers

Club - Forever Diamond - Peter Byrne

Compere - Sponsored by James Clifford

Constructions - Rikki Organ

Instrumental Act - Sponsored by Canterbury-

Hurlstone Park RSL Club - String Fever

Versatile Variety Act - Sponsored by Petersham

RSL Club Ltd - Joey Fimmano

Sight Act - Sponsored by Canterbury-Hurlstone Park RSL Club - Darren Carr

Best New Talent - Sponsored by Robin Hunt

Organisation - Mahogany

Country Male Performer - Sponsored by

Smithfield RSL Club - Troy Cassar-Daley

Country Female Performer - Sponsored by CMAA

- Melinda Schneider

Country Group/Band - Sponsored by Lahood

Corporation - Feral Swing Katz

Solo Piano/Vocalist - Sponsored by Bankstown

Sports Club - Michael Bellemore

Solo Guitar/Vocalist - Sponsored by St Mary's

Rugby League Club - Fallon

Covers Band (2 or 3 person) - Sponsored by

Marrickville RSL Club - The Robertson Bros

Covers Band (4 or more) - Sponsored by Coca-

Cola Amatil - Jellybean Jam

Original Music Group - Sponsored by InfoGenesis

- Mental As Anything

Original Music Performer - Sponsored by Twin

Towns Services Club - Brian Cadd

Technical Support - Sponsored by RSL &

Services Clubs Association - Toni Venditti

(Petersham RSL Club)

Accompanying Band - Sponsored by Fosters

Group - Western Front (Mounties)

CMAA ANNUAL APPRECIATION LUNCHEON

CMDA sponso



CMAA Federal President Bill Clegg, CMAA, paid tribute to the CMDA's sponsors and corporate partners at the Association's Annual Appreciation Luncheon in Sydney late last month.

Bill also acknowledged the CMAA Life Members and CMAA Hall of Fame Members who attended the luncheon, which was staged for the first time at the Botany Bay Seafood Restaurant at Brighton le Sands.

Bill presented appreciation gifts to the CMDA's 24 sponsors, including Centre Sponsor Maxgaming, represented by John Newson.

"These remarkably generous companies and friends of the CMDA and CMAA make it possible to present and deliver the now comprehensive and significant schedule of education and training programs to the Association's membership," Bill said.

"The CMDA training program for 2007 has again been expanded dramatically with a focus on delivering courses to the smaller clubs in their country and regional centres.

"It's on through the significant support of our CMDA Sponsors that Ralph Kober and his CMDA Education team are able to co-ordinate and deliver these courses and save regional and country managers the logistical and cost issues of attending courses in Sydney.

Bill spoke about the commitment and dedication of the CMDA's Board of Management Studies, led by CMAA Federal Executive Member and Castle Hill RSL General Manager David O'Neil, ACCM, and his Board in driving and expanding the CMDA's impressive training agenda.



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CMAA ANNUAL APPRECIATION LUNCHEON

He also acknowledged the role of CMAA Executive Officer Terry Condon, CCM, and his administration team, particularly Office Manager Gerry Sarlemyn, the CMDA's Education Manager Ralph Kober and Student Services Co-ordinator Narell Harrison.

Apart from the presentation to each of the CMDA sponsor representatives who attended the luncheon, Master of Ceremonies Terry Condon recognised the support of Tony Gapes of Foster's Group, Nick Montague of Tyrrell's Wines, Doug May of Tooheys and Keno, who were not able to attend the event.

Bill Clegg concluded the formalities with a special presentation to CMA Magazine photographer Barry Norman (pictured right), who is hanging up his camera after more than 15 years of work with the Association and the magazine.





CMAA Federal President Bill Clegg with CMDA Centre Sponsor representative John Newson, of Maxgaming.



Darren Pressley, of Coca-Cola.



Len Ainsworth, of Ainsworth Game Technology.



Paul Oneile of Aristocrat.



Todd Triebler, of Aruze Gaming.



Warren O'Brien, of BankWest.



Graham West, of Barringtons.



Adam Joseph, of British-American Tobacco.



John Tancevski, of Community First Credit Union.



John Wallace, of Generate Group.



Norris Goudy, of IGT.



Danny Gladstone, of Konami.



Steve Cowan, of Paltronics



Garry Boyd, of Paynter Dixon.



Peter Hodge, of PKF.



Dwayne De Souza, of Presidential Card.



Jim James, of StarGames.



Brett Boon, of Thomson Playford.



Thurid Bouzaid, of TCP.

Bill Amendment before NSW Parliament

NSW Minister for Gaming and Racing, the Hon Grant McBride, MP, introduced the Registered Clubs Amendment Bill 2006 into the NSW Parliament on Tuesday, November 14.

The *ClubsNSW "E-Circular"* of November 20 reported that the Bill was expected pass through the Parliament before it rises on November 30.

CMAA members will be kept informed of the Bill's passage, any amendments, likely commencement dates and when the consequent Regulations will be drafted and introduced.

The Bill is the result of work by the Industry Working Group's (IWG), which was established by NSW Premier Morris Iemma in June, after the gaming machine tax dispute was resolved.

The IWG is made of club and hospitality industry representatives, including the CMAA, *ClubsNSW*, other industry representatives and Government representatives from the offices of Minister McBride and Premier Iemma.

If Parliament approves the Bill, it will achieve a number of important and welcome amendments to the Registered Clubs Act 1976 (the Act) ...

Amalgamations

The Bill increases – from 4 to 10 – the number of clubs with which any particular club may amalgamate. It also allows clubs to amalgamate, in the first instance, with clubs within a 50-kilometre radius of the "parent club" – regardless of whether the clubs are located in a metropolitan or regional area. The "same area" test currently has a 1-kilometre limit for metropolitan area clubs.

'For the information of members and guests'

The Bill removes the requirement for any promotional or advertising matter relating to a club to include a statement, "for the information of members and their guests".

Reporting

The Bill removes many of the Act's reporting requirements, which will be streamlined, updated and consolidated into a single section of the regulation. Also, the Act removes the requirement that section 41H information be sent to members. This is the written report

that must be sent to members annually containing information on required disclosures and returns, top executive remuneration above \$100,000, overseas travel, employee loans and controlled contracts. The regulations, instead, will require a club displays a notice advising members that the information will be available for viewing in the secretary's register.



MORRIS IEMMA

Disposal of club property

The Bill creates a distinction between "core property" (e.g. the club's premises) and "non-core property" (e.g. an investment property that club owns) and requires that disposal of "core property" only be subject to the provisions of section 41J (including the requirement for member approval of the disposal). Club members will have the ability, through a general meeting, to classify club property as either "core" or "non-core". The Regulation – yet to be drafted – will allow exemptions to permit, among other things, disposal of "core property" through private treaty in certain circumstances. It will also exempt from the requirements of section 41J leases and licences of "core property" with terms not exceeding six years and which are supported by a valuation (currently three years). There are no restrictions specified to dispose of "non-core property".

Five-kilometre rule

The Bill allows Regulations to be made to improve the operation of the 5-kilometre rule for clubs which are geographically disadvantaged by the rule. Where, for example, the application of the rule becomes problematic where the vast majority of the club's catchment covers ocean or river systems, the club may apply to the Director of Liquor and Gaming for a variation in how the 5-kilometre distance is measured.

Club elections

The Bill requires clubs with more than 10,000 full members to use an accredited independent returning officer for the election of Club Directors. The Office of Liquor, Gaming and Racing (OLGR) will be responsible for accrediting private-sector organisations to provide the function of independent returning officer. An accredited independent returning officer also will be an option for clubs with fewer than 10,000 members. *ClubsNSW* will assist the OLGR in establishing a set of rules or procedures for elections to provide guidance for clubs with fewer than 10,000 members. Anyone who nominates for election as a Club Director also will be required to receive a pre-election education package. *ClubsNSW* has developed a pre-nomination education package that will be made available to clubs.

"50% + 1 rule"

The Bill changes the proportion of club members who must be full voting members. Section 9 of the Registered Clubs Act effectively places a limit on how many social or non-voting members a club can have. The Bill reduces – from 50% to 25% – the number of members of the club who must be full voting members.

General Defence for Secretary

The Bill provides that the "general defence" available to a Club Secretary for an offence, applies also to the person appointed as manager of any premises of the club.

Definition of 'top executive'

The Bill creates a more appropriate definition of "top executive" in association with the Regulation. The existing definition captured many employees with no managerial responsibilities.

Australian Defence Forces Personnel

The Bill will allow any serving member of the Australian Defence Forces to be admitted as an honorary member of any RSL or Services Club on each day that person attends the club's premises. The relevant club(s) should keep a separate register for this purpose.

> From *ClubsNSW "E-Circular"*

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INDUSTRIAL RELATIONS - 2006 IN REVIEW

The wages, choices and wor

The Association started the year on a firm and positive footing with NSW members having received the first wage instalment of 3.2% under our new two-year term State Award – with a guaranteed further 3.2% increase on January 4, 2007.

Our Federal Members, working under the Liquor and Accommodation Industry – Licensed Clubs – Managers and Secretaries Award 2002 (Qld Vic) and Liquor and Accommodation Industry – Licensed Clubs – Managers and Secretaries Award 2003 (Australian Capital Territory) had their Minimum safety net conditions protected with, more importantly, the employer's legal obligations to apply a practice of procedural fairness which enabled the Association to represent members before their Boards.

Oh what a difference a year makes.

We have seen – and experienced – a year of deception and lies or, if you prefer, smoke and mirrors.

We were all aware in December 2005 that the Workplace Relations Act had been amended (WorkChoices), but we had to wait until March 27, 2006, to fully appreciate the full range of implications spelt out in the Act's Regulations.

At that time, Prime Minister John Howard assured all Australians that no-one would be disadvantaged under WorkChoices ... "You could elect to retain your current conditions of employment or negotiate directly with your employer on new conditions via an individual workplace agreement – that's that choice is all about".

Our message to Mr Howard is that this Association – on behalf of its members – did not agree to negotiate away a 3.2% increase in favour of a \$22.04 Australian Fair Pay Commission pay scale increase.

And, as for Kevin Andrews – the Minister responsible, he is now on record on six separate occasions in response to individual negative impacts of the laws by saying ... "That it is an unintended consequences of WorkChoices" ... together with an undertaking that the Government would review the laws.

As an example, it was an "unintended consequence" that a Hunter Valley employee was docked \$240 from her pay because she failed to give her employer 12 hours notice that she was to fall ill.

It was also an "unintended consequence" that a group of Victorian workers would lose their full week's wages for attending a one-hour union meeting.

Let's make no mistake, it was clearly the Government's intention to give the employer groups the upper hand.

It's fair to say that most employers will continue to do the right thing by their employees and treat them fairly in the workplace.

However, when you are not lawfully compelled to act fairly

and reasonably, it's open slather for recalcitrant employers to destroy individual livelihoods and that of their employee's family – just because they can.

Even one of our industry employer associations has given advice when commenting on a dispute resolution process suggested by the Association, stating ... "We see little benefit;

arguably none. All it purports to do is expose the club to a liability." (that is, of course, if the employer is found to have acted unfairly)

This is a clear message.

If you are an employer employing less than 100 staff, there is no legal impediment to terminate an employee without cause.

Returning to the Prime Minister's undertaking in March this year ... the Association and *ClubsNSW* negotiated in good faith on the Terms Conditions and Salary to be contained in new replacement Award for clubs in NSW.

These understandings were put to a hearing before a judicial member of the NSW Industrial Relations Commission – Justice Schmidt – who acknowledged the Award had to be agreed to between the parties on behalf of their respective members on a consent basis and formally ratified a lawful industrial instrument to be referred to as the Club Managers (State) Award 2006 to operate for two years.

This gazetted Award of the NSW Commission contained the provision of wage increases of 6.4% over the Award's two-year term.

Then came the WorkChoices Regulations, which guaranteed both existing State and Federal Awards protection over a legislated transitional period.

Our NSW State Awards became a NAPSA (Notional Agreement Preserving State Awards) for the purposes of the Act and our Federal Awards became known as Pre-Reform Federal Instruments with a five-year life – unless shortened

by the Federal Award Taskforce Process (this taskforce is a story on its own with wide-ranging implications for all Club Managers).

The abolition of the Australian Industrial Relations Commission's (AIRC) authority to conduct National Wage case hearings means Federal Award employees are locked in to Australian Fair Pay Commission (AFPC) decisions.

The AFPC is made up of five Government-selected and appointed persons – the Chairman, Professor Harper, and four Commissioners.

This group could hardly be referred to as "worker friendly" and it's understandable that their credibility as an independent umpire is tainted by their creation and the lack of opportunity for unions to make applications to vary Awards.

Their first decision could not be categorised as "mean spirited", particularly after allowing Federal Award employees to wait 18 months for a General Wage Review after a period of volatile petrol prices and three successive interest rate rises.



PETER COOPER



JOHN HOWARD

INDUSTRIAL RELATIONS - 2006 IN REVIEW

kers' rights merry-go-round

In their October 2006 decision (effective from midnight on November 30, 2006) increases applied to the Australian Pay Classification Scales (APCS) of \$27.36 per week to \$700 per week and then \$22.04 per week to \$700 per week.

Our pre-reform Federal Awards will wither on the vine as they cannot be varied for wage increases or conditions. The only application permissible by unions is to add respondents to these Awards. In reality, why would you seek to rope a club in to an Award frozen in time with a short life expectancy?

They also foreshadowed that the next decision would be handed down by mid-2007 – just before the Federal Election (the earliest the Government can call an election is July 2007 and the smart money is on late October or early November 2007).

What is surprising is the fact the AFPC decision can nullify and replace any fully endorsed increase under a NAPSAs, determined before March 27, 2006, for future increases granted by a State Industrial Tribunal – unless the relative State Award increase was as a result – wholly or partly – on the grounds of work value or pay equity.

In the terms of the minimum salary ranges, Classifications Level A base to Level G+ 50% the application of the flat \$22.04 increase represents a loss per week for our members ranging from \$3.13 to \$29.60 (calculations are based on the published Award Rates that were to apply after January 4, 2007). Obviously, this is another “unintended consequence” of WorkChoices to actually take away already-agreed wage rates under an existing State Award.

Coalition Federal Members continue to spin the line ... “see, the world didn’t come to an end as a result of WorkChoices” ... but, for many Australians, the world as they



ALLAN PETER

knew it certainly has. And it could happen to any of us.

With the CMAA’s Federal Secretary, Allan Peter, we got to hear first-hand testimony from individual workers at the 2006 ACTU Congress in Melbourne on their personal circumstances.

As an example, there were the Optus technicians who were sacked, then offered their same jobs back as contractors paying their former employer \$14,000 for a work van – with no superannuation or workers’ compensation. It appears that the media has lost interest in the personal hardship of these stories as these

outcomes are now “old news” and become part of our new industrial landscape. These practises may be unfair but, they may be legal.

It was disappointing to note that the three-day ACTU Triennial Congress received extremely limited media coverage. The ACTU is a progressive organisation with the welfare of all Australians at heart and strong desire to work with Federal and State Governments in a constructive and consultative way. The policies adopted at the Congress demonstrate that Australia’s Trade Union Movement is adaptive to change and, when there is a change of Government, there will not be a return to the past but a new and fairer system of industrial laws to accommodate all sectors of society. Collective Agreements and/or Individual Agreements will be driven by individual members and not imposed by unions or governments.

I would like to recognise those Clubs and their respective Boards of Directors in Queensland, New South Wales, Victoria and the ACT who have continued to recognise the Association’s representation of its Members in providing assistance to resolve issues at their clubs.



KEVIN ANDREWS

Carl joins ACCM ranks

NSW Leagues Club Gaming Manager Carl Pozzato says achieving his ACCM Award is one of the most important milestones in his life and career. In a letter to CMAA Executive Officer Terry Condon, CCM, Carl, who achieved his ACCM in August, said he had been working towards ACCM status for some time and was honoured to join the ranks of professionally accredited CMAA members.

Other CMAA members who recently achieved ACCM Awards are ...

- » Peter Hemingway - Club Manager at Lorn Park Bowling Club
- » Ben Sada - Secretary Manager at Guildford Bowling and Recreation Club

» Angela McDonald - Finance Manager at Gladesville RSL Club

Carl paid tribute to NSW Leagues Club Chief Executive Chris Bowden and the club’s Board of Directors “for the opportunity to be an active member of the CMAA both in a networking and training perspective”.

“I also thank Narell Harrison [CMDA Training Co-ordinator] and the CMAA team for their assistance in helping me achieve this award,” Carl added.

“For the past 10 years I have been an active member of the Club Industry, which is a short time in comparison to other

CMAA members but, like others, my aim is to become a leader in the industry and a respected CMAA member. I feel this is just one way of the industry showing that I am heading in the right direction.

Carl got his start in the Club Industry at Wests Ashfield in 1995 and worked there until 2000 when he made the switch to NSW Leagues Club.

“This award is important for my development and advancement in the industry and shows my dedication to the CMAA and Club Industry in general. “This award is essential in my career aims and ambitions in many ways.”



CARL POZZATO

WORKCHOICES - THE FINDING ...

High Court of Australia dismisses challenge to Federal Government's WorkChoices Legislation

STATE OF NEW SOUTH WALES v COMMONWEALTH OF AUSTRALIA
 STATE OF WESTERN AUSTRALIA v COMMONWEALTH OF AUSTRALIA
 STATE OF SOUTH AUSTRALIA v COMMONWEALTH OF AUSTRALIA
 STATE OF QUEENSLAND v COMMONWEALTH OF AUSTRALIA
 STATE OF VICTORIA v COMMONWEALTH OF AUSTRALIA
 AUSTRALIAN WORKERS' UNION & ANOTHER v COMMONWEALTH OF AUSTRALIA
 UNIONS NSW & OTHERS v COMMONWEALTH OF AUSTRALIA

The High Court of Australia - by a 5-2 majority - last month dismissed challenges to the validity of the WorkChoices legislation.

In December 2005, Commonwealth Parliament enacted the Workplace Relations Amendment (Work Choices) Act (Work Choices Act) which extensively amended the Workplace Relations Act 1996 (WRA).

The principal amendments commenced on 27 March 2006.

One of the most important changes was to invoke section 51(xx) of the Constitution (the corporations power) as the basis for a new legislative framework, creating a scheme of regulation of industrial relations between corporations and their employees.

The corporations power was not the only power invoked, but it was relied on to support much of the new legislation.

Some provisions of the earlier legislation had been based on the corporations power but the Work Choices Act placed more extensive reliance on that power and used it to alter the focus of the regulatory system.

The earlier legislative scheme had depended largely on the power conferred by section 51(xxxv), that is, the power to make laws with respect to conciliation and arbitration for the prevention and settlement of industrial disputes extending beyond the limits of any one State.

The Work Choices Act did not take section 51(xxxv) as its primary focus.

In its Australia-wide application to corporations and their employees, it established key minimum contained entitlements of employment relating to basic rates of pay and casual loadings, maximum ordinary hours of work, annual leave, personal leave, and parental leave and related entitlements, many of which had formerly been contained in industrial relations awards.

It established the Australian Fair Pay Commission to perform many of the functions previously performed by the Australian Industrial Relations Commission (AIRC).

It provided for workplace agreements between employers and employees or involving unions which are registered organisations.

The Act regulated certain aspects of the content of workplace agreements.

It dealt with industrial action and bargaining in respect of agreements.

It altered the role and powers of the AIRC. Other aspects of the Work Choices Act are described in the reasons for judgment.

The States of New South Wales, Victoria, Queensland, South Australia and Western Australia and two trade union organisations commenced proceedings in the High Court to challenge the constitutional validity of the Work Choices Act.

The challenges were to the whole of the Act or alternatively to particular aspects.

The Attorneys-General of Tasmania, the Northern Territory and the Australian Capital Territory intervened in support of the plaintiffs challenge to the constitutional validity of the law.

Much of the argument was directed to the legislative power conferred by section 51(xx), and the relationship between section 51(xx) and section 51(xxxv).

The plaintiffs claimed the Commonwealth's use of the corporations power to underpin what the legislation described as "a framework for cooperative workplace relations" was constitutionally impermissible.

This claim involved arguments both generally as to the scope of the corporations power and specifically as to its potential use by Parliament to regulate directly relations between corporations and their employees.

The plaintiffs argued that Parliament's power to make laws with respect to foreign, trading and financial corporations was limited in one or more ways.

They submitted that section 51(xx) was limited to laws with respect to the "external relationships" of such corporations.

The external relationships of corporations, and the trading and financial activities of such corporations, were said not to include relationships between a corporation and its actual or prospective employees.

The plaintiffs also submitted that the meaning ambit of section 51(xx) of the Constitution was affected by the existence in the Constitution of the power under section 51(xxxv) so that Parliament has no power to legislate with respect to the relationship between a corporation and its employees except pursuant to section 51(xxxv), which gives Parliament the power to make laws for "conciliation and arbitration for the prevention and settlement of industrial disputes extending beyond the limits of any one State".

The High Court, by a 5-2 majority, rejected these submissions and upheld the Commonwealth's reliance on the corporations power.

It rejected the challenge to the central features of the Work Choices Act and also the various challenges to particular provisions.

In each action there was judgment for the Commonwealth and the plaintiffs were ordered to pay costs.

• This statement is not intended to be a substitute for the reasons of the High Court or to be used in any later consideration of the Court's reasons.

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WORKCHOICES - THE REACTION ...

Battle will resume at ballot box

Federal Opposition Leader Kim Beazley summed up the reaction of the states, their premiers, national unions and concerned workers when he claimed the only remaining strategy to fight WorkChoices was at the ballot box.

When the High Court dismissed the challenge by the Labor states and unions to the Federal Government's workplace relations laws in mid-November, Mr Beazley declared the only way to protect the rights of middle Australia was at the next Federal Election.

"More and more people in middle Australia are telling me that they know the best way to deal with this problem is to elect a Labor Government," he said.

The states and the unions challenged the validity of the new laws, saying they were unconstitutional because they were set up under the corporations power in the Constitution.

However the High Court found the laws are valid and that it was appropriate for the Government to base its new laws on the corporations power.

The Court also rejected the challenges to particular sections of the Act.

Two of the seven judges - Justice Michael Kirby and Justice Ian Callinan - dissented from the majority.

Federal Human Services Minister Joe Hockey said Australians just want to move on. "The campaign led by the State Labor governments and the trade union movement has failed," he said.

Most legal experts believe the decision gives Canberra a green light to expand its influence over the states - if it wants to. Justice Callinan predicted that State Parliaments could be reduced to "impotent debating societies".

Australian Workers Union chief Bill Shorten backed Mr Beazley, saying the only way to change "these unfair laws" would be at the next election and by re-electing State Labor Governments. "I'd say the legal door is closed, despite strong dissenting judgements," he said. "As one famous person once said, 'this is not the end ... it's just the end of the beginning', and it makes the elections in Victoria and NSW significant."

Mike Rann, the Premier of South Australia and his Queensland counterpart, Peter Beattie, called

for a constitutional convention and referendum in 2008 on the future of the Federation in response to the High Court's decision in favour of the Commonwealth workplace relations laws.

Mr Rann says he is concerned by the decision. "Ultimately, it twists the Constitution," he said. "It also gives the thin end of the wedge for the Federal Government to use its corporations power to interfere in other areas of state responsibility, such as health, education, the environment or planning."

Former Victoria Premier Jeff Kennett warned the ruling means the Commonwealth could seize control of an area when it suited politically.

The Howard Government went out of its way to insist there were no sinister intentions and Treasurer Peter Costello played down the implications, saying the Federal Government would not sideline the states.

"To say that because of this decision, that somehow this destroys federalism as we know it, is not right," Mr Costello said. "It's a limited power ... it's in relation to corporations."

"I believe the High Court got it right."

"I think this will mean we'll have a better system of national industrial relations legislation, and it will enable the Commonwealth Parliament to use its power for a national economy."

Federal Workplace Relations Minister Kevin Andrews also attempted to reassure the States his Government did not have its eye on expanding its powers.

"This is not a green light for the Commonwealth to take over health or education or the police services, or whatever ... they traditionally are run by the states," he said.

"The Commonwealth doesn't have that approach to it. What the High Court decision recognised, constitutionally, was that we operate in one economy in Australia."

Unions NSW Secretary John Robertson, who took part in the challenge, described the result as "disappointing".

"There is nothing stopping this Government from going even further with these laws and now it is clear we

have to get rid of this Government to get rid of these laws," he said.

The NSW Iemma Government denied it was badly advised that it could win the case saying the issues had major implications for the workforce and had to be challenged.

Industrial Relations Minister John Della Bosca said despite the loss, it was a closely run case.

"Two of the judges - including one of the judges appointed by the Howard Government - have found in our favour and the Court took six months to find they could uphold the WorkChoices laws," he said.

While the Government will have to pay a share of the Commonwealth's legal costs as well as its own, Premier Morris Iemma says it was not a waste of money.

"It's never that when you're fighting to protect workers' jobs, their pay packets and to ease the financial pressure on their families," he said.

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CMDA - 2006 IN REVIEW

CMDA resets training and

The CMDA has enjoyed a tremendous 2006, providing a variety of professional development products and services to members and their staff.

Training Courses

While the year started off slowly with regard to training course numbers, a surge of enrolments from close to 3,000 students nationally ensured almost nearly all of the training courses scheduled were presented in the CMDA's Career Development Centre at Auburn and in more than 100 non-metropolitan Sydney locations across the states.

Both the Duty Manager Development Program and the Gaming Analysis Program attracted high participation numbers and continue to be the CMDA's premier training courses.

In 2007, these courses will be offered widely across the membership.

Seminars

A diverse range of seminars were presented to members in 2006, including:

- » Kitchen Efficiency
- » Organising Profitable Functions
- » Café Espresso
- » Advanced Functions
- » Food and Beverage Loyalty Online Marketing
- » Catering Contracts
- » Email Management
- » Building a Mentoring Program
- » Club Business Marketing

Conferences

The inaugural Darling Harbour Conference and Trade Exposition - "Dare to Be Different" - certainly was just that.

It attracted an increase of 42% in visitors to the workshops and the trade show compared to the 2005 Rosehill event.

A unique feature of the conference was that the CMAA offered free educational workshops over two days to delegates including a club study tour taking in Castle Hill RSL Club and Campbelltown Catholic Club.

The workshop sessions featured a range of topics presented by CMAA Centre Sponsors and senior club managers.

These sessions included ...

- » gaming room design - case studies, installation considerations and more
- » F&B - balance between people and profit, inventory management, menu design and product mix
- » review of code of practice, compliance issues, industrial awards and management contracts
- » environmental issues such as water usage/management, noise pollution, OH&S
- » security and integration, workplace surveillance and media communication.



CMDA Education Manager Ralph Kober

The Mid-Year Executive Leadership Conference at Conrad Jupiters at the Gold Coast attracted a record 400 delegates who enjoyed three intense days of workshops delivered by the Australian Institute of Management, the Customer Service Institute of Australia and Paul Lyons.

Topics covered Corporate Governance, Building a Mentoring Program and EQ, and Developing and Implementing Customer Service Systems.

Despite the late nights watching the Socceroos in the World Cup, delegates performed wonderfully coping with the early starts and the information presented.

ACCM Awards

The prestigious ACCM Award program continues to attract many focused and ambitious members keen to gain recognition for their professional development activities.

Congratulations to the 25 recipients of the award in 2006.

2007 National Bursary and Scholarship Program

This year, a number of changes were made to the program in order to add value to the bursaries and scholarships generously sponsored by the CMAA's Centre and Bursary Sponsors.

New to the program were ...

- » study tours to Macau and Hong Kong Gaming and Hospitality Conferences and Trade Expositions
- » residential study bursaries offered by IGT to Las Vegas and one week of tuition at the University of Las Vegas

education targets for 2007

- » study tours to attend the US CMAA Annual Conference in California with the recipient of the *Coca-Cola* Amatil bursary taking in a hosted tour of CCA's Head Office in Atlanta and more.

Zone Training and Bursary Programs

The CMDA has been encouraging Zones to focus more on developing the grassroots membership to ensure sustainability and relevance.

The CMDA has an array of educational workshops which Zones can select from to feature at their Zone Meetings to attract more members out to their meetings and many Zones utilised this service.

Zones can contact Education Manager Ralph Kober at the CMDA to have the workshop directory sent out to them.

Many Zones, including the Illawarra and City East Zones, are doing something about the apathy from members regarding applying for overseas bursaries offered at the Zone level.

These Zones are diverting money away from the overseas bursaries – where only one member benefits – towards offering multiple educational bursaries to junior managers and others in the form of paid places on the CMDA's Duty Manager Development Program, Visionary Leadership Program and subsidised courses.

This has resulted in an increase in the number of applications received by the Zones for their bursary programs and one that the CMDA is keen for other Zones to take up.

If you require advice on how to create a revitalised Zone bursary program to increase interest and participation contact Ralph Kober at the CMDA.

Armed Robbery Survival Skills Training

The CMAA joined with the Barrington Group in 2006 to provide clubs with a sophisticated online training module to help club staff survive the very real likelihood of being involved in armed robberies in their clubs.

There is an increasing prevalence of armed robberies in the hospitality sector with clubs being very much a target due to their holding large amounts of cash and being open till late hours.

The training module may not stop an armed robbery occurring in any club however it will help staff survive the experience.

The face-to-face training module is also a great way to supplement the online module and is available at a very reasonable cost to clubs.

Contact the CMDA to assist in making your club safer.

Board of Management Studies

The Board of Management Studies (BMS) continued to represent the broader membership with respect to assisting the Education Manager Ralph Kober in identifying relevant and meaningful professional development products and services during 2006.

Tracey Van Rossum left the BMS earlier in the year to pursue her travel plans and was replaced by Mounties Group Employment Relations Manager Jodie Dickson.

Stuart Jamieson from Club Rivers and Luke Simmons from North Sydney Leagues also took their places on the BMS representing particularly the needs of those members under 35 years of age.

CMDA Staff

Peter Schmidt a long-serving member of the CMDA administration team left in October and is sorely missed.

Kerrie Treasure has taken maternity leave and will be back on deck in the new year.

Fortunately for the CMDA, two new additions – Estelle McDonald and Brad Jones – have joined the team in Training Administrator roles and will provide the CMDA with renewed vigour and enthusiasm for the challenges ahead in 2007.

The year ahead – 2007

It will be an exciting year for the CMDA with more than 300 training courses offered on the CMDA 2007 Calendar within a dedicated NSW Regional and Interstate Training Calendar as well as the Auburn Centre.

All regional members are urged to support the courses scheduled in their location as minimum numbers are required on each in order to allow them to be run.

Interstate, country and regional CMAA members can save big dollars by attending local courses versus the trip to Auburn.

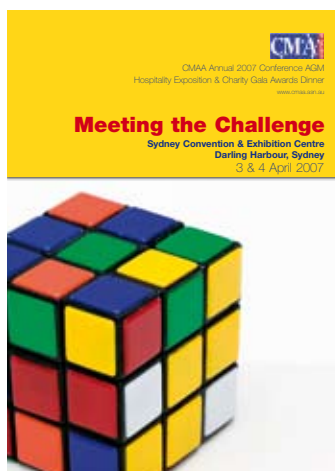
Both calendars are published in the centrespread pages (31-38) of this edition of the CMAA Magazine posted on the CMAA's website www.cmaa.asn.au

Both CMDA Training calendars will be published again in the February edition of this magazine.

The CMAA's Darling Harbour Hospitality Expo is scheduled for April 3 and 4 with four-page program published on **Pages 33 to 36** and registrations forms downloadable from the CMAA website www.cmaa.asn.au

The Mid-Year Executive Conference – scheduled for July 4 to 6 – will prove to be challenging and is one that all senior managers are encouraged to attend.

Each conference will provide CMAA members with an array of educational workshops and information that can be applied immediately in their club operations.



2007 CMAA DIARY DATES ZONE

Day	Date	Meeting	Venue	Zone	Lunch
JANUARY					
Friday	19/1/2007	11:00	Brisbane Waters	Central Coast Social Cruise	13:00
FEBRUARY					
Tuesday	6/2/2007	10:30	Coffs Harbour Catholic Club	Mid North Coast Zone Meeting	13:00
Wednesday	7/2/2007	09:30	Sydney	Club Industry Advisory Council	
Thursday	8/2/2007	09:30	Batemans Bay Soldiers	Far South Coast Zone Meeting	13:00
Friday	9/2/2007	07:00	Carnarvon Golf Club	Inner West Golf day	12:00
Friday	9/2/2007	13:30	Carnarvon Golf Club	Inner West – AGM	
Tuesday	13/2/2007	09:30	Caloundra RSL Club	Sunshine Coast Zone Meeting	13:00
Thursday	15/2/2007	09:30	Auburn	CMAA Executive Meeting	
Friday	16/2/2007	11:00	Woonona Bulli RSL	Illawarra Shoalhaven Zone Meeting	13:00
Tuesday	20/2/2007	10:00	Everglades Country	Central Coast AGM	13:00
Tuesday	20/2/2007	09:30	Curumbin Sports	Gold Coast AGM	13:00
Wednesday	21/2/2007	09:30	Asquith Leagues Club	Manly Northern Suburbs – AGM	13:00
Friday	23/2/2007 to 10/3/2007		Anaheim, San Francisco, Las Vegas,	81st World Conference on Club Management in Anaheim	www.cmaa.asn.au
MARCH					
Tuesday	6/3/2007	09:30	Botany RSL Club	City & Eastern Suburbs Zone Meeting	13:00
Wednesday	7/3/2007	09:30	TBA	North West State Zone Meeting	13:00
Tuesday	13/3/2007	09:30	Greenbank RSL	Brisbane Zone Meeting	13:00
Wednesday	14/3/2007	09:30	Kingscliff TAFE	Far North Coast Zone Meeting	13:00
Tuesday	20/3/2007	09:00	Kingsgrove RSL	St George Cronulla Sutherland Zone Meeting	13:00
Wednesday	21/3/2007	09:00	East Maitland Bowling	Hunter Zone Meeting	13:00
Thursday	22/3/2007	09:30	St Marys Band Club	Nepean Zone Meeting	13:00
Saturday	31/3/2007	11:00	CMAA / ClubsNSW Race Day	Gunnedah Racecourse	13:00
APRIL					
Monday	2/4/2007	17:30	Darling Harbour	Federal Council Meeting	
Tuesday	3/4/2007	09:00	Darling Harbour	CMAA Annual General Meeting	
Tuesday	3/4/2007	18:00	Darling Harbour	CMAA Annual Awards Presentation Gala Dinner	19:00
Wednesday	4/4/2007	09:30	Sydney	Club Industry Advisory Council	
Friday	6/4/2007	11:00	Horton Park Golf Club	Sunshine Coast Golf Day	13:00
EASTER – 06/4/2007 TO 09/4/2007					
Tuesday	17/4/2007	11:00	Camden Haven Golf	Great Lakes Zone Meeting	13:00
*** Thursday	19/4/2007	07:00	TBA	Manly Northern Suburbs Golf Day	13:00
Thursday	26/4/2007	09:30	Auburn	CMAA Executive Meeting	
MAY					
Monday*	15/5/2007 to 17/5/2007		Novotel Wollongong	Leagues Club Association Gaming Conference	
Tuesday	8/5/2007	10:30	Woolgoolga RSL	Mid North Coast Zone Meeting	13:00
Wednesday	9/5/2007	09:30	Moree Services Club	North West State Zone Meeting	13:00
Wednesday	9/5/2007	09:30	Southport Workers	Combined Brisbane / Gold Coast Meeting	13:00
Thursday	10/5/2007	07:30	Fox Hills Golf Club	Nepean Annual Golf Day	
Thursday	10/5/2007	09:30	Goulburn Workers	Far South Coast Zone Meeting	13:00
Tuesday	15/5/2007	09:30	Tewantin Noosa RSL	Sunshine Coast Zone Meeting	13:00
Tuesday	22/5/2007	10:00	Halekulani Bowling	Central Coast Zone Meeting	13:00
Wednesday	23/5/2007	11:00	South Newcastle Leagues Club	Hunter Zone Meeting	13:00
Thursday	31/5/2007	09:30	Auburn	CMAA Executive Meeting	
Tuesday	29/5/2007	07:30	Dooleys Lidcombe	Inner West Zone Meeting	
Tuesday	29/5/2007	07:00	Coast Golf Club	City East Peter Cameron Golf Day	
JUNE					
Tuesday	5/6/2007	09:00	Engadine Bowling	St George Cronulla Sutherland Zone Meeting	13:00
Wednesday	6/6/2007	09:30	Sydney	Club Industry Advisory Council	
Thursday	7/6/2007	09:30	Penrith RSL	Nepean Zone Meeting	13:00
Tuesday	8/6/2007 to 16/6/2007		Hong Kong Macau	Asian Gaming Expo www.asiangamingexpo.com	
Tuesday	19/6/2007	09:30	Southport Workers	Gold Coast Zone Meeting	13:00
Wednesday	20/6/2007	09:30	Ballina RSL Club	Far North Coast Zone Meeting	13:00
JULY					
Wednesday	4/7/2007	14:00	Jupiters Gold Coast	CMAA Federal Council Meeting	15:30
Wednesday	4/7/2007	16:00	Jupiters Gold Coast	CMAA General Meeting	17:30
Wednesday – Friday	4/7/2007 – 6/7/2007	9:00	Jupiters Gold Coast	CMAA Mid-Year Conference	
Saturday	7/7/2007	11:00	Gold Coast Turf Club	Gold Coast Zone Charity Race Day	14:00
Tuesday	10/7/2007	09:30	Maroubra RSL Club	City Eastern Suburbs Zone Meeting	13:00



Development Centre Training Calendar

March	April	May	June	July	August	September	October	November	December
		M14			M6			Th1	
	W11			T3				Th1	
	W18			W4			W3		
			T5 & W6				W3 & Th4		
W21					Th9				Th6
	M23					W5			M10
M5	Th19	M7	Th7	T3	T14	M10	M8	M19	Th6
Th15	M16	Th17	T12	W18	M13	W19	T2 & M29	W14	W5
			W13				T9		
(S1) M5 - W7 (S2) M26 - W28				(S1) M9 - W11 (S2) M30, T31 & 1	W1		(S1) M29 - W31	(S2) T13 - Th15	
	(S1) M30 & 1	T1 & W2 (S2) M21 - W23					(S1) M22 - W24	(S2) M26 - W28	
	W11 & Th12			M16 & T17		M10 & T11			T11 & W12
(S2) M12 - W14		(S1) M14 - W16	(S2) T12 - Th14		(S1) M13 - W15	(S2) M3 - W5		(S1) M19 - W21	(S2) M3 - W5
			M18 & T19						
(S1) M12 & T13	(S2) M16 - W18			(S1) M16 & T17	(S2) M20 - W22				
M19 & T20				M23 & T24					W5 & Th6
	(S1) M23 & T24	(S2) M7 & T8				(S1) M17 & T18 (S2) M24 & T25			
T6				T10			T30		
				W25 & Th26					M10 & T11
	T10 & W11				M20 & T21				
	(S1) M30 & 1	T1 (S2) T8 & W9						(S1) M26 & T27	(S2) M3 & T4
		(S1) M14 & T15 (S2) M28					(S1) W17 & Th18 (S2) W24		
W7 & Th8				Th12 & F13				W28 & Th29	
	(S1) W11 & Th12 (S2) M23 & T24				(S1) W15 & Th16	(S2) M3 & T4			
						(S1) M10 & T11	(S2) M15 - W17		

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2007 CMDA Regional NSW & Inter

	Duration	Cost			January	February	
Frontline Operational Development		Member	Non-Member	In-House			
Armed Robbery Survival Skills <i>(In Conjunction with Barringtons)</i>	.5 Day	\$140(+GST)	\$140(+GST)	\$1800(+GST)	Hunter Th25		Il
Business and Report Writing	1 Day	\$280(+GST)	\$300(+GST)	\$3,500(+GST)		Central Coast T13	
Coaching Skills for 'Buddy System' Line Trainers THHGTR01B	1 Day	\$190	\$190	\$2,000		Far Nth Coast W7 Cairns W21	Mid
Deal With Conflict Situations THHGCS03B	2 Days	\$290	\$290	\$3,500	Central Coast T23 & W24		Mid M
Plan and Establish Systems and Procedures THHGGA08B	1 Day	\$240	\$280	\$3,000			Cen
Duty Management							
Duty Manager Development Program <i>Ideal for supervisors and frontline Duty Managers</i>	6 Days	\$1,450(+GST)	\$1,450(+GST)	POA		Great Lakes (S1) M26 - W28	Gr (S2)
Gaming Management							
Analyse and Report on Gaming Machine Data - Stage 1: THHADG01B ACCM Unit <i>(Prerequisite for Stage 2)</i>	2 Days	\$440	\$480	\$4,600		Hunter M12 & T13 Townsville M19 & T20	Far M
Finance Management							
Financial Fundamentals - Stage 1: THHGF06A and THHGLE13B <i>(Prerequisite for Stage 2)</i>	2 Days	\$440	\$480	\$4,600			Far M
Financial Management - Stage 2: THHGLE14B and THHGLE15B ACCM Units	5 Days	\$1,100	\$1,200	\$8,000			
Marketing Management							
Marketing Fundamentals - Stage 1: <i>(Prerequisite for Stage 2)</i>	2 Days	\$440(+GST)	\$480(+GST)	\$4,600(+GST)	Hunter M29 & T30		
Human Resource Management							
Roster Staff THHGLE05B ACCM Unit	1 Day	\$240	\$280	\$3,000		Great Lakes T6	
Monitor Staff Performance THHGLE06B ACCM Unit	2 Days	\$440	\$480	\$4,600			M M
Recruit and Select Staff THHGLE07B ACCM Unit	2 Days	\$440	\$480	\$4,600		ACT M19 & T20	E W2
Compliance Essentials							
OH&S Risk Management for Supervisors and Managers (THHGLE02B Equivalent)	2 Days	\$390	\$440	\$4,600	Far Sth Coast M29 & T30	Nth West M5 & T6	
OH&S Consultation <i>(WorkCover Approved)</i> (THHGLE04B Equivalent)	4 Days	\$690	\$720	\$5,800		Mid State (S1) M5 & T6 (S2) M26 & T27	F (S1) (S2)



Courses that feature a code prefixed by BSB or THH are nationally recognised and accredited training units. Upon successful completion of BSB or THH unit assessment requirements, participants will be issued with a Statement of Attainment and/or a Qualification.



Log onto www.cmaa.asn.au for outlines and a course register.

CMAA CONFERENCE AND HOSPITALITY EXPOSITION

Darling Harbour, Sydney.
Tuesday 3rd and Wednesday 4th April 2007.

Check the CMAA website for further information.



CMAA Annual 2007 Conference AGM
Hospitality Exposition & Charity Gala Awards Dinner

www.cmaa.asn.au

Meeting the Challenge

**Sydney Convention & Exhibition Centre
Darling Harbour, Sydney**

3 & 4 April 2007





A Message From The President...

On behalf of the Federal Executive, Federal Council and the Board of Management Studies, it gives me great pleasure to welcome you to the CMAA's Annual 2007 Conference and Hospitality Exposition to be held at Sydney's premier meeting destination, the Sydney Convention & Exhibition Centre, Darling Harbour.

This event in 2006 proved to be a spectacular success with more conference delegates and trade show visitors attending than ever before.

As well the CMAA's Gala Charity Awards Dinner stamped its self as one of the club industry's finest events.

Your participation at this year's conference and exposition will ensure that the work done by the CMAA in heightening the industry's standing both professionally and in the eyes of the community continues to grow.

Thanks to our wonderful trade suppliers who again will provide an excellent array of innovative and exciting products and services for management to review.

Bill Clegg ACCM CMAA Federal President



Conference & Expo Overview

REGISTRATION FEES

Free for hospitality students, staff, management and directors of Clubs, Hotels, Casinos, Restaurants and Caterers.

\$550 per person for representatives of trade suppliers **NOT** accredited as a Hospitality Exposition Exhibitor with the Conference Organising Committee.

CONFERENCE SESSIONS

Conference sessions on both days will be held in the Conference Room Hall 6 accessible from within Hall 5.

ANNUAL GENERAL MEMBERS MEETING

9:00am-10:00am Tuesday 3 April in the Conference Room Hall 6 accessible from within Hall 5. CMAA members receive 10 activity points for attending and signing the register.

CMAA GALA CHARITY AWARDS DINNER

5:30pm Tuesday 3 April in the Bayside Grand Hall, Darling Harbour Convention Centre.

The Awards Dinner will feature:

- CMAA Hall of Fame Awards Presentations
- CMAA 21 Year Member Awards Presentations
- CMAA 30 Year Member Awards Presentations
- Peter Cameron Award Presentation
- Silent Charity Auction – proceeds to the Ted Noffs Foundation

To register for the Awards Dinner access the CMAA website: www.cmaa.asn.au – "Gala Dinner Tickets".

Timetable of Events

Tuesday 3 April 2007

7:30am

Registrations

9:00am – 10:00am

CMAA Annual General Members Meeting

10:30am – 11:30am

Keynote Presentation –

Greg Combet - ACTU Secretary
A Fairer Balance Between IR and the Economy

12:30pm – 2:30pm

Session 1 – Industry Representatives Panel
Drilling Down on Current Industry Issues

3:00pm – 3:30pm

CMAA 2007 National Bursary & Scholarship
Winners Presentation

5:30pm

CMAA Gala Charity Awards Dinner

Wednesday 4 April 2007

7:30am

Registrations

9:00am – 10:00am

Session 2 – Protecting Your Club Through
Better Understanding and
Negotiating Contracts and
Leases

10:30am-12:00pm

Session 3 – Evaluating the Cost Benefits of
Player Tracking Systems

1:30pm-2:30pm

Session 4 – Club Food – Innovation
and Trends

3:00pm-3:30pm

Session 5 – Have You Prepared Your Staff?
– Dealing with Customer
Dissatisfaction Around the
Smoking Bans

CMAA Hospitality Exposition Times

Tuesday 3 April 2007

10:00am-5:00pm

Wednesday 4 April 2007

10:00am-5:00pm

Conference Program

These sessions will feature senior club industry and trade representatives who have been selected for their expertise in the topics listed

Tuesday 3 April 2007

9:00am - 10:00am

Annual General Members Meeting

10:30am - 11:30am

Keynote Presentation Greg Combet - ACTU Secretary A Fairer Balance Between IR and the Economy

Greg Combet became Secretary of the Australian Council of Trade Unions (ACTU) in February 2000 and is a Director of AustralianSuper and Members Equity Bank.

Born in 1958, Greg has tertiary qualifications in engineering, economics and labour relations and the law. He worked as a miner and in minerals exploration before being employed by the NSW Tenants' Union as a project officer and then by the Lidcombe Workers' Health Centre.

Greg started work with the Waterside Workers' Federation in 1987, one of the unions that merged to form the Maritime Union of Australia. He became a Senior Industrial Officer at the ACTU in 1993 and was elected ACTU Assistant Secretary in 1996.

During this time, Greg worked with unions representing employees in a wide variety of industries, and has overseen the ACTU's Living Wage Case for low paid workers since 1997.

Greg became Secretary of the ACTU in February 2000, following the resignation of Bill Kelty.

Greg has coordinated numerous union campaigns, including the high profile 1998 waterfront dispute and the effort to rescue the jobs and entitlements of Ansett workers. In 2004 he led the campaign and negotiations with James Hardie to secure funding for compensation for asbestos victims.

In 2006 Greg became a member of the Order of Australia Honours in recognition of his work in industrial relations and on behalf of asbestos victims.

Greg is currently leading the "Your Rights at Work" Campaign against the recent industrial relations legislation changes.

12:30pm-2:30pm

Session 1 Industry Representatives Panel Drilling Down on Current Industry Issues

The club industry is constantly challenged with a variety of complex and often demanding issues which require detailed explanation and action. This is sometimes a confusing time for a lot of managers who have to report to and advise their boards on appropriate strategies in handling such issues. It could mean the difference in complying with legislation and moving forward or being ill prepared and subsequently taking a 'hit' either through litigation or in loss of revenue. This session aims to explore the current issues and those which may be close to hand so as to better prepare managers and their boards in meeting these issues in a proactive and professional manner.

3:00pm - 3:30pm

CMAA 2007 National Bursary & Scholarship Winners Presentation

5:30pm

CMAA Gala Charity Awards Dinner



Wednesday 4 April 2007

7:30am

Registrations

9:00am - 10:00am Session 2

Protecting Your Club Through Better Understanding of Contracts and Leases

Club managers are often challenged by having to interpret and demonstrate an understanding of complex contracts and leasing agreements as part of their responsibilities. This is not easy in fact a lot of managers learn by trial and error and sometimes with disastrous impact on themselves personally and their clubs. This outcome may also be influenced by a reluctance by the manager to renegotiate the terms of a contract or leasing agreement because of a fear of showing ignorance or not wanting to confront the 'hard issues' around a document which is not balanced or in the best interests of the club. Part of the solution is education. In this session specialists in the field of contracts and leasing will explain and identify ways in which managers can become more knowledgeable and confident in understanding these documents.

10:30am-12:00noon Session 3

Evaluating the Cost Benefits of Player Tracking Systems

There is a lot of uncertainty around what player tracking systems actually provide a venue with in terms of information and analysis. This panel session aims to explore the issues around player tracking systems and to provide managers with an insight to the benefits of introducing a range of systems into their club particularly in respect to cost benefit, compatibility with existing systems, capital expenditure, capability and labour savings.

1:30pm-2:30pm Session 4

Club Food - Innovation and Trends

There is no doubt that the quality of the food offered in clubs has risen dramatically over the past years. There is no real case for any club to be running at a controlled loss any more and relying on gaming subsidises, in fact there is now so much more potential for food to drive profits that are significant in a club's overall bottom line results. Part of being successful as a food operation is being aware of what are the innovations and the trends in the food area as well as what are the best practices a club could utilise to continue to be a competitive player in the food market. This session features a number of well known food 'entrepreneurs' who will discuss how clubs can ensure continued success as a result of better understanding the changes and trends in the food marketplace.

3:00pm-3:30pm Session 5

Have You Prepared Your Staff? - Dealing with Customer Dissatisfaction around the Smoking Bans

A part of club operations sometimes neglected in the whole issue of meeting the imminent smoking bans is the preparation of frontline staff in coping and dealing with potential complaints and customer dissatisfaction. Dealing with complaints and conflict are essential tools in ensuring a smooth transition to full smoking bans is effected with little impact on the club's operation and staff. This session will provide managers with some important tips and strategies in helping their staff effectively dealing with customers in this matter.

There will be a maximum seating capacity of 300 people per session.

To avoid disappointment ensure you are present in the room prior to the session commencing.

Registration Form

Pre-register online & you can avoid the registration queues. Complete the Registration Form online at www.cmaa.asn.au & receive your security ID badge prior to the event.

Registration Form

Conference & Hospitality Exposition

Sydney Convention & Exhibition Centre Darling Harbour, Tuesday 3 & Wednesday 4 April 2007

Conference Starting Times: Tuesday 3 April at 9:00am – Wednesday 4 at 9:00am

Hospitality Exposition Opening Times: 10.00am - 5.00pm both days

Hospitality students, staff, management and directors of Clubs, Hotels, Casinos, Restaurants and Caterers.	Free of Charge
Representatives of Trade Suppliers NOT accredited as a Hospitality Exposition Exhibitor	\$550 per person

For registrations received after the 21 March 2007, ID badges will be available for collection from the Registration Desk at the Sydney Convention & Exhibition Centre on either Tuesday 3 April or Wednesday 4 April 2007.

Select your registration options with a corresponding tick

- ☐ **01** I wish to apply now for my **Hospitality Exposition Visitor Identification Badge**
- ☐ **02** I will be attending the **Conference Sessions** (300 people maximum per session – first seated given preference)
- ☐ **03** I am a CMAA member and will be attending the **Annual General Members' Meeting** on Tuesday 3 April 2007 at 9:00am
- ☐ **04** I would be interested in participating in a club study tour on Monday 2 April preceding the Conference if offered (dependent on interest). An upfront cost of \$45 pp is required to secure your place on the tour (covers lunch and travel).

One form per person registering

Please print clearly

(Mr, Mrs, Ms) FIRST NAME

SURNAME

YOUR POSITION TITLE

Select the option which best describes your organisation with a corresponding tick:

- ☐ 10 - Registered Club ☐ 11 - Casino ☐ 12 - Caterer
- ☐ 13 - Licensed Hotel ☐ 14 - Restaurant ☐ 15 - Trade Supplier ☐ 16 - Hospitality Student

YOUR ORGANISATION

BUSINESS ADDRESS

SUBURB

POSTCODE

STATE

PHONE

FAX

MOBILE

EMAIL



If you are not going to register online fax the completed Registration Form to:

TRADEVENT Registrations on fax (02) 9211 1137

Or Mail the form to PO Box K550 HAYMARKET NSW 1240

Interstate Zones Training Calendar



March	April	May	June	July	August	September	October	November	December
Illawarra T6	Mid Nth Coast Th12		Central Coast W6	Nth West M2		Far Nth Coast W5	ACT M8		Melbourne W5
	Brisbane T10		Hunter M4				Illawarra W3	Great Lakes M19	
Mid Nth Coast W14		ACT W16			Sunshine W8	Nth West W19		Mid State Th1 Riverina Fri9	
Mid Nth Coast M12 & T13	Melbourne W11 & Th12	Brisbane M21 & T22		Far Sth Coast W11 & Th12	Sunshine M6 & T7 Townsville W8 & Th9	Gold Coast M10 & T11		Riverina W7 & Th8	
Central Coast W7	Brisbane W11			Far Nth Coast M9	Illawarra M13 Townsville T7	Gold Coast W12	Mid State W31	Great Lakes T20	
Great Lakes (S1) M16 - W18 (S2) M30 Apr T1 & W2 May	Sunshine (S1) M16 - W18 (S2) M30 Apr T1 & W2 May	Mid State (S1) M7 - W9 (S2) M28 - W30 Far Sth Coast (S1) M28 - W30	Far Sth Coast (S2) M25 - W27		Hunter (S1) M6 - W8	Hunter (S2) M3 - W5 Riverina (S1) M3 - W5 (S2) M24 - W26	Cairns (S1) M8 - W10	Townsville (S2) M19 - W21	
Far Sth Coast M19 & T20		Nth West M28 & T29	Great Lakes M18 & T19		Riverina W1 & Th2		Mid State T9 & W10	Central Coast M12 & T13	
Far Sth Coast M12 & T13		Far Nth Coast T1 & W2	Cairns W27 & Th28	Mid State M23 & T24	Nth West T14 & W15	Sunshine M24 & T25		Central Coast M26 & T27	
		Far Sth Coast (S1) M14 & T15	Far Sth Coast (S2) M4 - W6			Nth West (S1) M17 & T18	Nth West (S2) M15 - W17		
		Illawarra W9 & Th10			Gold Coast W8 & Th9		Mid Nth Coast M15 & T16		
	Sunshine T17	Mid State T8 Far Sth Coast T29			Hunter T7	Riverina T4	Cairns T7		
Mid State M26 & T27		Brisbane W23 & Th24	ACT W20 & Th21			Mid Nth Coast T11 & W12		Sunshine T20 & W21	
Brisbane W21 & Th22			Hunter W13 & Th14	Gold Coast W18 & Th19			Nth West M22 & T23		
	Mid State Th19 & F20	Riverina M21 & T22	Illawarra T5 & W6		Hunter W22 & Th23	Far Nth Coast W19 & Th20	Far Sth Coast T2 & W3		
Riverina (S1) M5 & T6 (S2) M26 & T27			Far Nth Coast (S1) M4 & T5 (S2) M25 & T26	Far Sth Coast (S1) M9 & T10 (S2) M30 & T31		Hunter (S1) M17 & T18 (S2) M24 & T25	Great Lakes (S1) W3 & Th4 (S2) M22 & T23		

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Log onto ozjobfindit.com the club industry's **BEST** recruitment and job placement website.



CMAA MID YEAR EXECUTIVE LEADERSHIP CONFERENCE

Conrad Jupiters, Gold Coast.
Wednesday 4th to Friday 6th July 2007.

For information closer to the dates.



2007 CMDA Auburn Career Deve

	Duration	Cost			January	February
Frontline Operational Development		Member	Non-Member	In-House		
Armed Robbery Survival Skills (In Conjunction with Barringtons)	.5 Day	\$140(+GST)	\$140(+GST)	\$1800(+GST)		W14
Business and Report Writing	1 Day	\$280(+GST)	\$300(+GST)	\$3,500(+GST)	T23	
Coaching Skills for 'Buddy System' Line Trainers THHGT01B	1 Day	\$190	\$190	\$2,000	M22	
Deal With Conflict Situations THHGS03B	2 Days	\$290	\$290	\$3,500		M19 & T20
Senior First Aid (WorkCover approved) In Conjunction with Barringtons	1 Day	\$120	\$120	\$120 pp (min 6)	W31	
Manage Workplace Diversity THHGLE09B	1 Day	\$240	\$240	\$3,000		
Responsible Conduct of Gambling THHADG03B (LAB approved)	1 Day	\$75	\$75	\$1,250	T16	Th15
Responsible Service of Alcohol THHBF09B (LAB approved)	1 Day	\$85	\$85	\$1,250	M15	M12
Plan and Establish Systems and Procedures THHGA08B	1 Day	\$240	\$280	\$3,000		M26
Duty Management						
Duty Manager Development Program Ideal for supervisors and frontline Duty Managers	6 Days	\$1,450(+GST)	\$1,450(+GST)	POA		
Food and Beverage Management						
Food and Beverage Manager Development Program Ideal for supervisors and frontline Duty Managers	6 Days	\$1,320(+GST)	\$1,320(+GST)	POA		
Gaming Management						
Analyse and Report on Gaming Machine Data - Stage 1: THHADG01B ACCM Unit (Prerequisite for Stage 2)	2 Days	\$440	\$480	\$4,600	T30 & W31	
Gaming Manager Development Program - Stage 2: (THHADG02A Equivalent) ACCM Unit This program is the equivalent of the Aristocrat/LCA GMDC program.	6 Days	\$1,320	\$1,320	POA		(S1) M12 - W14
Finance Management						
Financial Fundamentals - Stage 1: THHGFA06A and THHGLE13B (Prerequisite for Stage 2)	2 Days	\$440	\$480	\$4,600		T13 & W14
Financial Management - Stage 2: THHGLE14B and THHGLE15B ACCM Units	5 Days	\$1,100	\$1,200	\$8,000		
Marketing Management						
Marketing Fundamentals - Stage 1: (Prerequisite for Stage 2)	2 Days	\$440(+GST)	\$480(+GST)	\$4,600(+GST)		
Develop and Manage Marketing Strategies - Stage 2: THHGLE12B ACCM Unit	4 Days	\$800	\$880	\$6,800		
Human Resource Management						
Roster Staff THHGLE05B ACCM Unit	1 Day	\$240	\$280	\$3,000		
Monitor Staff Performance THHGLE06B ACCM Unit	2 Days	\$440	\$480	\$4,600		W21 & Th22
Recruit and Select Staff THHGLE07B ACCM Unit	2 Days	\$440	\$480	\$4,600	T23 & W24	
General Management						
Manage Physical Assets THHGLE16B ACCM Unit	4 Days	\$800	\$880	\$6,800		
Develop and Implement a Business Plan THHGLE19B ACCM Unit	3 Days	\$660	\$720	\$5,800		
Compliance Essentials						
OH&S Risk Management for Supervisors and Managers (THHGLE02B Equivalent)	2 Days	\$390	\$440	\$4,600		
OH&S Consultation (WorkCover Approved) (THHGLE04B Equivalent)	4 Days	\$690	\$720	\$5,800		
Legal Knowledge Required for Business Compliance THHGLE20B ACCM Unit	5 Days	\$1,100	1,200	\$8,000		(S1) W7 & Th8 (S2) M19 - W21



Courses that feature a code prefixed by BSB or THH are nationally recognised and accredited training units. Upon successful completion of BSB or THH unit assessment requirements, participants will be issued with a Statement of Attainment and/or a Qualification.



Log onto www.cmaa.asn.au outlines and a course r

MEETINGS & INDUSTRY FUNCTIONS

JULY CONTINUED

Monday	16/7/2007	09:30	Commercial Club Albury	Riverina Murray Zone Meeting	13:00
Wednesday	18/7/2007	11:00	Club Old Bar	Great Lakes Zone Meeting	13:00
Wednesday	18/7/2007	15:00	Coolah Sports Club	Mid State Zone Mid-Year Meeting	
Tuesday	24/7/2007	09:30	North Ryde RSL	Manly Northern Suburbs Mid-Year	13:00
Thursday	26/7/2007	09:30	Auburn	CMAA Executive Meeting	
Friday	27/7/2007	11:00	Bomaderry Bowling	Illawarra/Shoalhaven Zone Meeting	13:00

AUGUST

Wednesday	1/8/2007	09:30	Sydney	Club Industry Advisory Council	
Tuesday	7/8/2007	10:30	Nambucca Heads RSL	Mid North Coast AGM	13:00
Tuesday	7/8/2007	09:30	Bribie Island RSL club	Sunshine Coast Zone Meeting	13:00
Wednesday	8/8/2007	09:30	TBA ✓ (dec)	North West State Zone Meeting	13:00
Thursday	9/8/2007	09:30	Queanbeyan Kangaroo	Far South Coast Zone Meeting	13:00
Tuesday	14/8/2007	09:30	TBA	Gold Coast Zone Meeting	13:00
Tuesday	14/8/2007	09:30	Mingara Recreation	Central Coast Zone Meeting	13:00
Wednesday	15/8/2007	09:30	Mayfield Ex-Services	Hunter Zone Meeting	13:00
Sunday	19/8/2007	09:30	Darling Harbour Sydney	Australian Gaming Expo	
	to 21/8/2007			www.austgamingexpo.com	
Thursday	30/8/2007	09:30	Auburn	CMAA Executive Meeting	

SEPTEMBER

Tuesday	4/9/2007	09:00	The Tradies	St George Cronulla Sutherland Zone Meeting	13:00
Tuesday	11/9/2007	09:30	Davistown RSL	Central Coast Zone Meeting	13:00
Wednesday	12/9/2007	09:00	Salemyn Theatre, CMAA Centre Auburn	Inner West Zone Meeting	13:00
Thursday	13/9/2007	09:30	Redlands Sporting club	Brisbane Zone Meeting	13:00
Tuesday	18/9/2007	07:30	Kogarah Golf Club	St George Neville Worton Golf Day	
Tuesday	18/9/2007	09:30	Maroubra RSL Club	City Eastern Suburbs Zone Meeting	13:00
Thursday	20/9/2007	09:30	St Johns Park Bowling	Nepean Zone Meeting	13:00
Wednesday	26/9/2007	09:30	Fosters Brewery Yatala	Far North Coast Zone Meeting	13:00
Thursday	27/9/2007	09:30	Auburn	CMAA Executive Meeting	
Friday-Monday	28/9/2007		Gold Coast Convention Centre	ClubsNSW Annual Conference	
	to 1/10/2007				

OCTOBER

Friday	19/10/2007	11:00	Horton Park Golf Club	Sunshine Coast Golf Day	
Thursday	25/10/2007	09:30	Auburn	CMAA Executive Meeting	
Friday	26/10/2007	11:00	Dapto Leagues Club	Illawarra/Shoalhaven AGM	13:00
Sunday	29/10/2007		Hyatt Hotel, Canberra	RSL & Services Clubs Association	
	to 1/11/2007			Annual Conference	

NOVEMBER

Thursday	1/11/2007		Gold Coast Convention Centre	Leagues Club Association National Conference	
	to 4/11/2007				
Monday	5/11/2007		Las Vegas	Global Gaming USA Tour	
	to 19/11/2007			www.ccmtravel.com.au	
Tuesday	13/11/2007	09:30	Gosford RSL	Central Coast Zone Meeting	13:00
Tuesday	13/11/2007	16:00	Park Beach Bowling	Mid North Coast Zone Meeting	19:00
Wednesday	14/11/07	15:00	Bathurst RSL Club	Mid State Zone AGM	
Tuesday	20/11/2007	09:30	Gilgandra Services	Mid State Zone Meeting	13:00
Wednesday	21/11/2007	09:30	Logan Diggers	Queensland Bursaries Presentations	13:00
Tuesday	27/11/2007	09:30	Bondi Waverley RSL	City Eastern Suburbs Zone Meeting	13:00
Wednesday	28/11/2007	09:30	TBA	Manly Northern Suburbs Christmas	13:00
Friday	30/11/2007	09:00	Brighton Le Sands	CMAA Executive Meeting	
Friday	30/11/2007	10:30	Brighton Le Sands	CMAA Federal Council Meeting	
Friday*	30/11/2007	13:00	Brighton Le Sands	CMAA Sponsors Luncheon	

DECEMBER

Monday	3/12/2007	09:30	Taree Race Club	Great Lakes Zone Meeting	13:00
Tuesday	4/12/2007	09:00	Cronulla Leagues Club	St George Cronulla Sutherland Zone Meeting	13:00
Wednesday*	5/12/2007	09:30	Sydney	Club Industry Advisory Council	
Wednesday	5/12/2007	09:30	Cardiff RSL Club	Hunter Zone Meeting	13:00
Thursday	6/12/2007	09:30	Liverpool Catholic	Nepean Zone Meeting	13:00
Friday	7/12/2007	09:30	Revesby Workers Club	Inner West Zone Meeting	13:00
Friday	7/12/2007	09:30	Maroochy Surf Club	Sunshine Coast Zone Meeting	13:00
Monday	10/12/2007	18:00	Burleigh Bears	Gold Coast Zone Meeting	13:00
Tuesday	11/12/2007	09:30	Yamba Bowling Club	Far North Coast Zone Meeting	13:00
Tuesday	11/12/2007	09:30	TBA ✓ (dec)	North West State Zone Meeting	13:00
Thursday	13/12/2007	09:30	Cooma RSL Club	Far South Coast Zone Meeting	13:00
Thursday	20/12/2007	09:30	Auburn	CMAA Executive Meeting	



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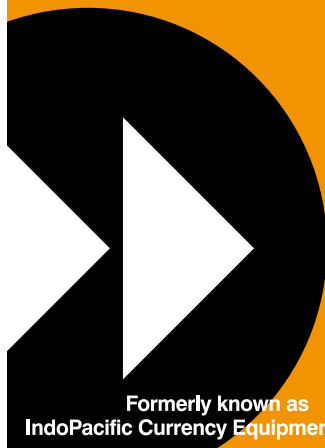
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Greta Evans
Woden Tradesmen's Union Club
PO Box 109
WODEN ACT 2606
Phone: (02) 6285 1995
Fax: (02) 6285 2592
Email: greta@wtuc.com.au

CENTRAL COAST

Dena Hynes
Mingara Recreation Club
PO Box 8003
TUMBI UMBI NSW 2261
Phone: (02) 4349 7799
Fax: (02) 4349 7800
Email: dhynes@mingara.com.au

CITY/EASTERN SUBURBS:

Graeme Tonks
Paddington-Woollahra RSL
PO Box 176
PADDINGTON NSW 2021
Phone: (02) 9331 1203
Fax: (02) 9332 3973

FAR SOUTH COAST:

Michael O'Sullivan, ACCM
Milton Ulladulla Bowling Club
PO Box 1
ULLADULLA NSW 2539
Phone: (02) 4455 1555
Fax: (02) 4454 0539
Email: micko@shoalhaven.net.au

MANLY/NORTHERN SUBURBS:

Luke Simmons
North Sydney Leagues Club
12 Abbott Street
CAMMERAY NSW 2062
Phone: (02) 9202 8888
Fax: (02) 9955 7619
Email: lukes@nslc.com.au

THE GREAT LAKES:

Christine Shannon
Forster Bowling Club
PO Box 83
FORSTER NSW 2428
Phone: (02) 6554 6155
Fax: (02) 6555 6526
Email: chris@forsterbowl.com.au

FAR NORTH COAST

Phillip Mallon, ACCM
Cabarita Beach Sports Club
Cabarita Road
BOGANGAR NSW 2488
Phone: (02) 6676 1135
Fax: (02) 6676 1245
Email: cabaritasportsclub@bigpond.com

INNER WESTERN SUBURBS:

Michelle Dennington
West Suburbs Leagues Club
PO Box 877
ASHFIELD NSW 2131
Phone: (02) 8752 2067
Fax: (02) 9799 3696
Email: michelle.dennington@westsashfield.com.au

HUNTER:

Ben Hamilton, ACCM
Cardiff RSL Memorial Club
PO Box 61
CARDIFF NSW 2285
Phone: (02) 4945 0766
Fax: (02) 4956 6627
Email: ben@cardiffsl.com.au

ILLAWARRA ZONE:

Matthew O'Hara
Oak Flats Bowling & Recreation Club
Cnr. Kingston & David Street
OAK FLATS NSW 2529
Phone: (02) 4256 1400
Fax: (02) 4257 1050
Email: m_ohara@ozemail.com.au

RIVERINA/MURRAY:

Paul Barnes, ACCM
Moama Bowling Club
PO Box 19
MOAMA NSW 2731
Phone: (03) 5480 9777
Fax: (03) 5480 9888
Email: paul@moamabowlingclub.com.au

NEPEAN:

Joseph Bayssari, ACCM
Seven Hills RSL Club
PO Box 67
SEVEN HILLS NSW 2147
Phone: (02) 9622 2800
Fax: (02) 9621 8121
Email: joeb@sevenhillsl.com.au

SOUTHERN RIVERINA:

Craig Muir
Coomealla Memorial Club
PO Box 42
DARETON NSW 2717
Phone: (03) 5027 4505
Fax: (03) 5027 4350
Email: craig@coomeallaclub.com.au

MID STATE:

Andrew Spice
Forbes Services Memorial Club
PO Box 150
FORBES NSW 2871
Phone: (02) 6852 1488
Fax: (02) 6852 3227
Email: andrew@forbesservices.com

MID NORTH COAST:

Glenn Buckley, ACCM
Woolgoolga R.S.S. & A Club
17 beach Street
WOOLGOOLGA NSW 2456
Phone: (02) 6654 1234
Fax: (02) 6654 0156
Email: woopirsl@westnet.com.au

NORTH WESTERN:

Sharon Goodhew
Narrabri RSL Club
PO Box 93
NARRABRI NSW 2390
Phone: (02) 6792 1844
Fax: (02) 6792 1696
Email: sharon@narrabrisl.com.au

ST GEORGE/CRONULLA

Shawn Morris
Caringbah Business & Sports Club
PO Box 195 CARINGBAH NSW 1495
Phone: (02) 9524 7358
Fax: (02) 9524 7412
Email: shawn@bizzos.com.au

VICTORIA:

Wayne Rinaldi, ACCM
Sebastopol Bowling Club
213-219 Albert Street
SEBASTOPOL VIC 3356
Phone: (03) 5335 9146
Fax: (03) 5335 5440
Email: sebasbowls@qonline.com.au

QUEENSLAND:

BRISBANE
Christine Mannix
Sunnybank Community & Sport Club
PO Box 96
SUNNYBANK QLD 4109
Phone: (07) 3344 7222
Fax: (07) 3344 2944
Email: operations@sbru.com.au

GOLD COAST:

Anne Stovin
Currumbin Palm Beach RSL & Ser. Mem. Club.
PO Box 65 CURRUMBIN QLD 4223
Phone: (07) 5534 7999
Fax: (07) 5534 7831
Email: astovin@onthenet.com.au

IPSWICH/

DARLING DOWNS:
Paul Phillips
Goondiwindi RSL Club
23 Albert Street
GOONDIWINDI QLD 4390
Phone: (07) 4671 1269
Fax: (07) 4671 3330
Email: pphillips@northnet.net.au

SUNSHINE COAST:

Tony Costain, ACCM
Caloundra RSL Club
19 West Terrace
CALOUNDRA QLD 4511
Phone: (07) 5491 1544
Fax: (07) 5491 7101
Email: tcostain@caloundrarsl.com.au

QUEENSLAND SUB ZONES:

FAR NORTH QUEENSLAND:
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Hellen Ryan
Hervey Bay RSL & Services Club
PO Box 3042 PIALBA QLD 4655
Phone: (07) 4128 1133
Fax: (07) 4124 2370
Email: hrm@herveybayrsl.com.au

ROCKHAMPTON/GLADSTONE

Will Schroeder, ACCM
Yaralla Sports Club
PO Box 8008
SOUTH GLADSTONE QLD 4680
Phone: (07) 4972 2244
Fax: (07) 4972 6355
Email: yaralla@iinet.net.au

CMAA winners join Fine Food Bursary tour

Why do Melbourne people say it's the best place in Australia for eating and drinking? This was a hot topic for the winners of the CMAA Fine Food Study Tour Bursary when they flew south in September.

Sponsored by Profitable Hospitality, the tour gives winners an insight into Melbourne's buzzing food scene and culinary delights through a series of tours and visits to the city's hot spots.

The bursary winners also experience first-hand the new food, equipment and services on offer to the Australian hospitality industry at the Fine Food Show.

Club Five Dock Food and Beverage Manager Merissa Proops, The Taxi Club Secretary Manager Joshua McAleer and Bateau Bay Bowling Club Operations Manager Lisa Caswell started the four-day adventure at the all-day "Kitchen Profit and Efficiency Workshop" run by Profitable Hospitality Director Ken Burgin.

With industry colleagues, they learnt first-hand how to cut costs, boost sales and improve profits.

Lisa Caswell said the workshop armed her with effective methods to increase business efficiency.

"What a great way to learn simple but very powerful ways to manage operations more efficiently and effectively," she said.

The Fine Food hospitality seminar program presented and facilitated by Ken Burgin, covered relevant topics to many facets of the hospitality industry: "Using Google to Promote a Hospitality Business", "Kitchen Systems" and "Practical Ways to create a Productive Workforce".

"The information in the seminars covered all aspects of catering," Merissa said.

"There was not one seminar that didn't give me an idea to bring back to work."

An adventurous evening walking tour started at Federation Square and took the Bursary winners through some of



The CMAA Fine Food Bursary winners at dinner with Profitable Hospitality Director Ken Burgin.

Melbourne's famous, trendy lanes to the city's best-kept dining secrets ... a visit to Upper+Lower House gave an insight into creating an inviting atmosphere; MoVida Tapas Bar provided inspiration for small, rustic morsels packed with flavour; and The Melbourne Supper Club set a fine example of exceptional wine lists that work in an "old-world club" setting.

A highlight of the tour was dinner at Raymond Capaldi's famous Fenix Restaurant where a mouth-watering selection of wacky but wonderful culinary fusions were a highlight ... wasabi ice-cream, beetroot sherbet, sashimi of yellow fin tuna with white chocolate, and cooking with liquid nitrogen were just some of the treats.

A meeting with Raymond Capaldi and a behind-the-scenes peep into the kitchen of his creations made the experience even more memorable.

This off-site training experience offered the three winners specialised education, the opportunity to network with industry peers and the motivation to make changes in their clubs.

The bursary winners left Melbourne buzzing with ideas ... improvements in service, décor, food and beverage operations and efficient kitchen management – to make a difference on the way home.

"It is extremely difficult to find the time and opportunity to access information and ideas on so many varied topics," Josh McAleer added.

"I am extremely pleased to have been successful in receiving this Bursary and enjoyed this experience."

Sponsoring the CMAA Bursary for the third year, Ken Burgin acknowledges the value that the Bursary Program offers CMAA members.

"It is so important for employees to get out of the house, and see the best in the business," Ken said.

"Wider educational opportunities and experiences offered by the CMAA Bursary Program, contributes much to the professionalism of the individual and ultimately the industry."



Fenix restaurateur Raymond Capaldi conducts a back-of-house tour of his Melbourne restaurant for CMAA Fine Food Bursary tour winners.

The bursary winners left Melbourne buzzing with ideas ... improvements in service, décor, food and beverage operations and efficient kitchen management – to make a difference on the way home.

Make hay while the

By KATIE CINCOTTA

IN the lead-up to Christmas and summer trade, club chefs across Victoria would do well to watch SBS television hit, "The Iron Chef".

It's an hilarious Japanese cooking contest that sees chefs in flashy costumes face off in a frenetic culinary battle involving a secret ingredient.

With patronage doubling over the festive season for many clubs in tourist areas, speed is the key for food and beverage departments feeding the hungry hordes on holiday.

Jason Wallace, General Manager for the Lakes Entrance Bowling Club on Victoria's beautiful expanse of inland waterways says the "crazy" period begins Boxing Day and stretches well into February.

"We definitely make hay while the sun shines," Jason said.

"We really bank on our holiday times because trade doubles.

"The first eight days from Boxing Day, our bistro does three sittings – at 6pm, 7.30pm and 9pm – otherwise they'd line up out the door."

The club boss who took over from Michael Kelly a year ago, says the club does an average 400 meals a night during January, compared to around 200 meals a night in the winter.

With the local Lakes population swelling from 6,000 to 40,000 across January, Jason says the club has to invest heavily in casual staff to meet demand, with a preference for hiring young locals on leave from university.

"Because we have university students who go to Melbourne, and then come back for holidays, we pick them up and keep it local," he added.

"We're topping up now with part-time positions from November."

In 2005, The Lakes Entrance



Bowling Club invested \$2.5 million on a renovation, hoping to impress holidaymakers heading to one of Victoria's hottest fishing spots.

But, being an average four-hour drive from Melbourne, Jason says the town is worried about the squeeze on holiday budgets, due to rising petrol prices and interest rates.

"Tourism is vital for us and we are concerned about petrol prices and the drought," he added.

"Last year, visitors were down by around 16%."

The bowling club didn't suffer that downturn, coming off the back of a complete club overhaul, which was unveiled last November.

In fact, growth has been sizeable since the upgrades to the members' zone, bar and new alfresco dining.

"A year since the renovation, our gaming is up by about 30%, the bistro is up 35% and our bar is up by about 30% on the previous year," says the proud manager, who is hoping to score the best refurbishment gong at this year's ClubVic awards.

Mulgrave Country Club General Manager Michael Silcock says they're making the most of the



holidaymakers shine



festive season with three dedicated function rooms built almost three years ago, which cater for up to 300 people.

"Christmas day lunch has been booked out for two months now for 280 people," he said.

"This is the third year we've been in here for Christmas and they've all been exceptional."

Mulgrave's marketing motto is "functions first, entertainment second" as Michael believes pre-booked functions offer better margins.

But, while Christmas and New Year are big business, Michael says the club is consistently busy throughout the year with a strong focus on conferences and seminars.

"We're busy all the time, not just over Christmas," he said.

"But Christmas is exceptional, it's about another 50% but we have a lot of seminars, on a daily basis and sometimes weekends."

January does soften when local business shuts

up shop, which Michael says is a good opportunity to factor in staff holidays.

"You do find a bit of a lull, because people go down to the coast a bit more," he said.

Unlike some clubs that open 365 days a year, Mulgrave's kitchen closes on Good Friday and Boxing Day, which Michael believes is important for employees.

"It allows them all the chance to take a break, and have a breath," he added.

Alan Tymms, who has taken the reins from Yve Green at Deer Park Club, says their venue tries to cater for families who don't go on vacation with activities like face painting, making Christmas decorations and Carols by Candlelight with the Salvation Army.

"If mum and dad can't afford to get away, there's something around the area for them," Alan said.

The club is looking at ways to take advantage of daylight savings before Christmas to compensate for the slowing period over January.

"It's a pretty quiet period because a lot of locals, like the bowlers, head off," he said.

"It tends to pick up again by the Australia Day weekend.

"When you set budgets, you allow for that downturn and we hope to make it up during daylight savings with different activity around the place."

Alan, who recently moved from banking to the club sector, says those industries have their similarities, like customers wanting to offload concerns.

"In the bank, I was a sympathetic ear for different things ... it's the same thing in the club industry," he said.

Alan is hoping locals might release some of their stress in the club's beer garden, with its barbecue, play equipment and live music on Sundays.





What is ozjobfindit.com?

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

You can post as many jobs, as often as you like on ozjobfindit.com and we won't charge you a cent.

ozjobfindit.com has a series of second level domains which are partly owned, controlled and endorsed by industry associations.

This means that by using the site you are supporting the associations that support you.

Ozjobfindit.com is a free service that allows clubs to place advertisements for positions vacant – from casual staff to club managers. This is not just an introductory offer – this is the way that the standard ozjobfindit.com advertisements will operate: totally **free-of-charge**.

When you register you can select to be an advertiser. You will then have access to the administration section of the site. This allows you to post positions available and check the progress of previous postings.

Applicants will apply directly to your advertisement via email or by complying with your instructions in the advertisement. You can post your company logos in advertisements and provide other documents to interested applicants.

The site is easy to use and there are detailed instructions available on the site as well. Look for the 'First time to the site?' section.

By using ozjobfindit.com for your recruitment you immediately save money – no other recruitment website allows you to advertise for free. An innovative, online marketing campaign to inform employers and potential employees about the site will be circulated. Please pass it on.

How to logon to ozjobfindit.com

As a job applicant:

1. Go to www.ozjobfindit.com and select the club industry
2. Go to logon/register and enter your details. An email verifying your account will be sent. Ensure you select 'are you actively looking for work?'
3. Once you receive the email, verify your account and make sure you answer the profile questions
4. You can now search and apply for jobs using the site's search functions

As a job advertiser:

1. Go to www.ozjobfindit.com and select the club industry
2. Go to logon/register and enter your details. An email verifying your account will be sent
3. Once you receive the email verify your account. Ensure you select the 'enable your account to post jobs' link
4. To post a job go to the jobs workbench and select 'add new job'

ozjobfindit.com off and running

Ozjobfindit.com, the CMAA's joint-venture online recruitment site has exceeded all expectations.

Not only has the Club Managers site attracted brisk traffic in terms of clubs placing free job vacancies on the site, the network of associations involved with ozjobfindit.com has grown dramatically.

Confirmed partners with the CMAA in ozjobfindit.com are:

- » National Retailers Association
- » Restaurant and Caterers Association
- » Australian Hotels Association (NSW)
- » By the end of this year, it is expected that the CMAA will have additional recruitment partnerships with:
- » Australian Industry Group in engineering, mining and manufacturing
- » ASIS in security/risk
- » International Hairstylist Association/ Professional Hairdressers Association for hair and beauty
- » Master Grocers Association for grocers

There is also strong potential for partners in the training and construction fields.

What does this mean for the Club Industry?

It means the CMAA now has a vehicle to help market the Club Industry to other sectors of the business community.

With increasing numbers of corporate partners coming online, the opportunity for positive exposure and cross promotion is enormous.

It is important that clubs continue to place "Positions Vacant" on to the site.

It's a benefit that ozjobfindit.com provides to club managers as CMAA members.

It's appropriate that members investigate and research the other Associations involved in this online recruitment concept and consider how club managers can benefit from the synergy created by the partnership of Associations.

There are also major opportunities and benefits for CMDA sponsors.

ozjobfindit.com invites sponsors to take advantage of the offer of nine months of free name advertising on ozjobfindit.com when you link to the CMAA's site.

Companies that are eligible for this FREE advertising are:



- » Ainsworth Game Technology
- » Aristocrat
- » Aruze Gaming Australia
- » BankWest Business
- » British American Tobacco
- » Coca-Cola
- » Community First Credit Union
- » Fosters Group
- » Generate Group
- » IGT
- » Keno
- » KPMG
- » Konami Australia
- » MaxGaming
- » Paltronics Australasia
- » Paynter Dixon Hospitality
- » PKF Chartered Accountants & Business Advisers
- » Stargames
- » The Presidential Card
- » Thomson Playford
- » Tooheys
- » Total Concepts Projects Australia
- » Tyrell's Wines

If you are a CMDA sponsor, then contact Lorraine or Nick at Barringtons - (02) 9899 9391 for assistance with your advertisement.

Since its official launch in early September, ozjobfindit.com has attracted hundreds of businesses advertising positions vacant.

ozjobfindit.com has been built by Barringtons in association with the CMAA, Australian Hotels Association (NSW) and the Restaurant and Catering Association to provide free job advertising space on the internet. The Barrington Group of Companies has offered risk management, security, training and technology services for more than 15 years to the corporate and hospitality markets.

ozjobfindit.com continues to be developed using Smartek Technology, which makes the site easy to use and is constantly evolving to provide smarter solutions for job advertisers.

ozjobfindit.com is different to every other major recruitment site currently operating in Australia ...

- » free to advertise jobs
- » makes recruitment easier, less costly and time consuming
- » developed by businesses for businesses
- » allows businesses to automatically rank and cull applicants based on essential selection criteria that the advertiser can establish
- » interactive
- » provides job seekers with access to the latest jobs as they become available

ozjobfindit.com also offers job seekers a fun and interactive experience when searching for a job.

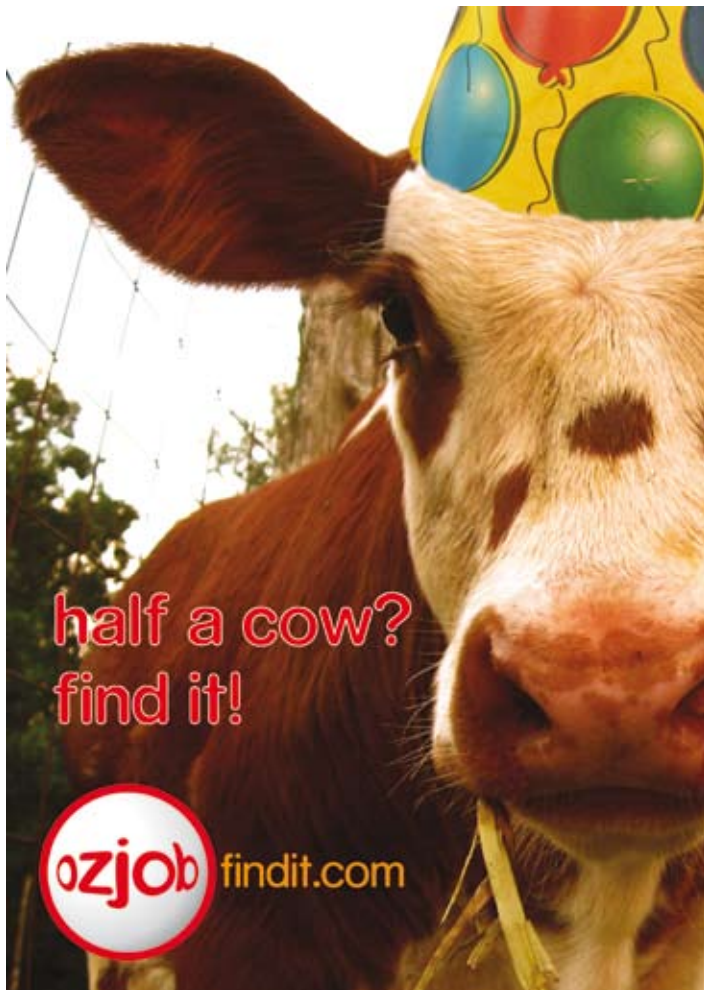
Regular competitions and newsletters keep job seekers interested and returning to the site.

ozjobfindit.com also provides helpful advice and information on resume development, job interview techniques and salary negotiation.

Because ozjobfindit.com is supported by major industry associations, it means that job seekers are able to see the latest positions on offer.

Free job advertising on ozjobfindit.com also means job seekers are able to access a broader range of positions that may have previously been filled only by "word of mouth".

Have (half) a cow – and a drink - on Australia Day



Australia ... land of the waratah and dalia.

ozjobfindit.com is going to make Australia Day 2007 something special for one lucky person.

Simply by registering your name on the site and having three of your friends register, you will go in the draw to win a massive Australia Day party.

Your Australia Day party will consist of **ozjobfindit.com** delivering to your back yard ... half a cow - properly prepared for the barbecue, of course - and refreshments of your choice with a combined value of \$2,000.

Simply register yourself and three friends and you will have the best Australia Day that half a cow and a good drink can provide.

To register, log onto **www.ozjobfindit.com/halfacow.htm** or click on the "Half a Cow" icon and follow the prompts to complete your user registration.

Nominate three friends and chase them up to ensure they help you qualify for the competition.

To qualify in the Australia Day draw, they also need to register three more friends in the competition ... and so it goes on.

The more friends you have, the greater your chance of hosting the party!

For full list of "Terms and Conditions", click on the panel advertisement on the **ozjobfindit.com** website.

'Just another recruitment site ... it won't help us to attract staff to our region ... they won't travel.'

ozjobfindit.com
can promote
regional jobs



Attracting qualified staff to regional destinations can be challenging – sometimes totally frustrating. **ozjobfindit.com** provides the timing and opportunity to think outside the square. On the CMAA's joint venture employment recruitment site club managers can advertise positions FREE for as long as it takes to fill that position – and, as many positions as you can think of. Why not think

about a paid advertisement on the site - in any of the many active and associated domains - telling people about the benefits of your region? You know how good you and your family have it, share this with the people that you want to attract. Give potential applicants a reason to come to your region, something more than a job. For advertising opportunities email **info@ozjobfindit.com**

Job advertising cost savings

Job advertising is a costly exercise. Traditional recruitment websites charge upwards of \$150 (+GST) for a standard job ad.

With the labour market being so competitive at the moment, job ads need to stand out and be noticed to get the attention of potential staff.

A basic ad just doesn't cut it.

To include your corporate logo and make your ad stand out, you could end up paying upwards of \$1,000 for

your recruitment ad. And the ad still doesn't guarantee that you will get any applicants, or any suitable applicants.

There is always the potential that you may have to readvertise or "settle for" an applicant that is not exactly what you want.

ozjobfindit.com makes online recruitment easier and cheaper than ever before.

There are no job advertising fees which is a huge cost saving.

ozjobfindit.com is built using Smartek technology. Employers advertising on **ozjobfindit.com** can set their own essential recruitment criteria for each position they advertise.

ozjobfindit.com will automatically rank applicants on whether they meet this criteria on behalf of the employer – taking a lot of the hassle deciding which applicants are suitable to interview.

All of this is provided for free to employers wanting to recruit staff.



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National



CHRISTMAS GIFT IDEAS



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TAYLORS CABERNET SAV 750ML
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PATONS DUETS MACADAMIAS
FERRERO ROCHER 5 PIECE
VIRTUOSO CHOCOLATE CINNAMON BISCUITS
ELSA STORY GARLIC CRACKERS
UNCLE CHARLIES VIENNESE ÉCLAIR 150G
AUSTRALIAN FUDGE
ELSA STORY DESIGNER BOX COOKIES
DROSTE CHOCOLATE PASTILLES 100G
BYRON BAY COFFEE 250G
OUTBACK SPIRIT KAKADU PLUM SAUCE 250ML

NATURAL GROCER ENTERTAINER BOX
CARAMELISED NUTS 125G
ROSENBORG BRIE CHEESE 125G
MAGGIE BEER PASTE 100G
MIXED TOFFEES WITH CHOC CHERRIES 100G
CHOCOLATE COATED COFFEE BEANS 150G
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National



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National



Indulge Fashion

Indulge Fashion aims to provide the highest quality products, the most efficient and pleasant shopping experience for our customers.

We understand that people have different tastes and preferences, and come in all shapes and sizes. For this reason we stock over 80 lingerie, sleepwear and swimwear brands for men and women. We support young Australian designers, and offer our customers a great range of Australian designed sleepwear, lingerie and casual wear. In addition to this we add first-class International labels such as I. D. Sarrieri, Huit Lingerie, Simone Perele and Arianne Lingerie, some of these available exclusively online at Indulge Fashion.

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SOLUTIONS FOR THE XMAS GIFT PUZZLE



The right Christmas gift is a challenge for everyone. It doesn't matter whether you are shopping for a 15-month-old grand-daughter or for the Chief Executive Officer of a major licensed club. The Christmas gift is a message of love, respect and thanks to someone important in your life.

Price is important, quality is important, but the right gift for that special someone remains the ultimate challenge. Choosing the right gift is a task that demands time ... time to eliminate the alternatives and time to locate the perfect gift. Time is not something that busy club executives are blessed with ... in fact many have little or no time to spend in shopping centres, cruising the stores for gifts.

On the other side of the coin ... what do you buy for the busy, hard-working and successful Chief Executive Officer, General Manager, Secretary Manager – in fact, almost any CMAA member, for that matter?

We set that task for the team at Presidential Card and Shoppers Advantage, great supporters of the CMAA and the CMDA as a sponsor. So, Dwayne de Souza – a man well known in the club and hospitality industry – joined forces with Sales and Marketing Co-ordinator Steve McKeown and Merchandise Manager Fred Curtis and donned their Santa hats and thinking caps to come up with some innovative and interesting gifts for busy club executives.

If your partner is scratching her/his head about the annual challenge of what to buy for the time-poor club executive, here are a few suggestions from our shopping brains trust.

Happy Christmas and happy shopping ...

Wine & Treats Basket

- Byron Bay Chocolate Coated Coffee Beans 125 gm
- Aurelio Pesto Classico Basil, Dried Tomato and Capsicum 230 gm
- Bruny Island Tasmanian Chocolate Fudge 95 gm
- Olivia's Chocolate Panforte with Glace Fruit & Roasted Nuts 130 gm
- Yarra Valley Fig & Almond Fruit Paste Pyramid 75 gm
- Valley Produce Crackerthins
- Lindemans Bin 95 Sauvignon Blanc 2006
- Delightfully presented in a natural timber box and wrapped in cellophane



Member Price
\$110
+ freight

Sweet Selection Hamper

- Chocolate Cherry Ripe 200 gm
- Chocolate Nougat 200 gm
- Chocolate Honeycomb 200 gm
- Chocolate Toffee Éclairs 200 gm
- Liquorice Allsorts 200 gm
- Fruit Jellies 200 gm
- Wine Gums 200 gm
- Strawberry & Cream 200 gm
- Black Cats 200 gm
- Beautifully presented in a coloured gift box



Member Price
\$60
+ freight

To place an order for a hamper, please call (03) 8330 6677.

Items ordered after 18 December cannot be guaranteed for delivery in time for Christmas Day.

The Australian Walkabout Picnic Pack®

Keeps the food and drinks icy cold for up to 8 hours and up to 24 hours when used with a freezer block. It features accessories for two, but there is lots of room for extra settings if needed, plates, mugs, cutlery and waiters friend are all stainless steel and the wine glasses are durable polycarbonate, with fully adjustable straps.

Capacity: Insulated section – 13 litres (3.43 gallons)

Model number AWPPPO



SAVE \$30

Member Price

\$169

+ freight

The Essential Satchel

A briefcase, laptop case or carry bag. The adjustable strap may be clipped onto the sides for use as a shoulder bag or attached at the top and base for conversion to a backpack. With a water repellent lining and back made from Teflon® coated canvas, ensuring that it protects both clothing and contents from any oil transfer from the oilskin fabric.

Model number ESO



SAVE \$21

Member Price

\$99

+ freight

LG 6GB MP3 Player

- 1.77" 260K colours OLED display
- Memory Capacity: 8GB
- 8GB: Up to 2000 songs
- Long Battery Life
Li-Polymer (Up to 30 hours)
- Auto EQ setting
- File Format
Audio: MP3, WMA, OGG
Photo & Video:
TXT,BMP,JPEG
MPEG4
(AVI in MPEG4 Codec)
- FM tuner / Voice Recorder



SAVE \$60

Member Price

\$339

+ freight

Model number JM53

Burlwood Presentation Box

Wine presentation case in stylish, Burlwood pattern finish. Comes with Thermometer, pourer, drip pre-venter, corkscrew, opener and stopper. Takes a single bottle. A great gift item

Model number 5008FA



SAVE \$15

Member Price

\$54.⁹⁵

+ freight

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OVER 40% OFF!	BIG 40% PRICE CUT	AFFORDABLE STYLE	UNDER \$100!
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<u>Lenoxx Talking Notebook</u> 	<u>Lenoxx Sing Along CD Player</u> 	<u>Childrens Electronic Keyboard with Stand</u> 	<u>Thank God You're Here DVD - SEASON 1</u> 
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Club Marconi joins tribute to Victor Chang

Club Marconi sponsored the Victor Chang Crystal Dinner Dance and Charity Auction at the club in mid-October.

The night of five-course fine dining and live entertainment was a tribute to the 15-year anniversary of Victor Chang's passing ... a celebration of his life-saving research and work.

Not only an accomplished surgeon, Victor Chang also was a respected humanitarian and skilled campaigner in developing Australia's National Heart Transplant Program, which has performed more than 1,200 successful heart, heart-lung, and single lung transplants at St Vincent's Hospital since 1984.

Victor Chang was able to define and design medical instruments and technology that have saved thousands of lives, including the artificial heart valve,



Club Marconi President Tony Campolongo (centre) and his wife, Josephine, enjoy a drink with former NSW Premier Neville Wran at Victor Chang Dinner and Charity Auction.

leading to development of the artificial heart.

The Victor Chang Institute was founded to honour the life and work of the legendary surgeon and carry on his remarkable work.

Club Marconi CEO Debbie Feening said the club was keen to step up and support such a worthy cause.

"Victor Chang's work was remarkable and inspiring and, with the support

of our generous sponsors, we were able to help raise more than \$38,000 for the foundation," Debbie added.

Sponsors donated food, beverages and a massive range of auction items and raffle prizes. The "big-ticket" item was a one-carat heart-shaped diamond ring from Daniele Jewellers at Fairfield.

Debbie said Club Marconi acknowledged its sponsors for the event ...

» Daniele Jewellers
» Eric's Art
» Vaccaro Group

» All Art Displays
» Guilli Fine Foods
» Montecatini
» Andrews Meat Industries
» Costa Fine Foods
» Cavallaro Cakes
» D.F.G.
» R.J. Goon & Sons
» Penrith Seafood
» Chippy's Food

Victoria Government's policy 'disappointing'

Victoria's community clubs are disappointed with the State Government's recently released gambling policy.

ClubsVIC Executive Director Margaret Kearney said the community sector welcomed all efforts to strengthen effective problem gambling strategies, such as increased funding for services and education.

"However, there is little in the policy that will deliver anything extra for problem gamblers and much that will detract from the state's community clubs," she added.

Despite professing to adopt an "evidence-based approach" to the issue of problem gambling, the Government persists with the "junk science" that is promoted by gambling abolitionists, Margaret added.

"Steven Bracks has acknowledged publicly that caps on numbers of machines are ineffective in dealing with problem gambling, but here we go again with caps," she said.

"There is no evidence that limiting daily withdrawals from ATMs to \$400 will have any effect on problem gambling.

"Nor is there any evidence that paying all winnings over \$1000 totally by cheque will not have the adverse effect or that no winnings are cashed out when more than \$1000, ensuring gamblers spend more."

Margaret said recent research found that clubs are more benign providers of gambling than other providers.

"And, not only are clubs less likely to have problem gamblers, but as not-for-profit organisations, all the income from gaming in clubs goes directly back into the local community," she added.

"The state's community clubs provide the sporting and social infrastructure that keeps Victorians engaged and healthy – and, in many instances, the clubs rely on funding from the gaming machines to provide that infrastructure.

"There is nothing in this policy that acknowledges the huge contribution

that the community clubs make to our society.

"In fact, it would appear the Government is contemplating reducing clubs' ability to continue to make available the netball courts, the footy grounds, the cricket pitches, the soccer fields, the bowling greens, the aged-care facilities and the social assistance that clubs provide and instead provide only racing facilities."

While ClubsVIC – the umbrella group for the Victorian club network – is generally supportive of the racing clubs, it would be a tragedy if the only type of clubs that have access to gaming income are racing clubs, Margaret said.

ClubsVIC does not support the concept of "destination gambling", which would result reduced benefits of gaming – increased employment, business, local facilities – with no evidence that there will be any decrease in problem gambling. ClubsVIC is making strong representations to the Victorian Government on these issues.

RSL AND SERVICES CLUBS ASSOCIATION 5TH ANNUAL CONFERENCE



National RSL Secretary Derek Robson, (from left) Association CEO Graeme Carroll, Chief of Defence Air Chief Marshall Angus Houston and Association Chairman Tony Jeffcott at the launch of Operation CARE in conjunction with the Association's fifth Annual Conference in Canberra last month.

Photo courtesy of Canberra Times

Association joins forces to launch Operation CARE

The RSL and Services Clubs Association, the Returned and Services League of Australia and the Department of Defence have combined their formidable forces to launch "Operation CARE".

The scheme will provide up to one week of "rest and recuperation" at sites across the country for selected Defence personnel and their immediate family, where the Defence member has been repatriated to Australia as a consequence of wounds received in combat operations.

The aim of Operation CARE is to assist wounded Defence personnel and their immediate families to recover from both the physical scars incurred from combat, by providing them some quality time together in a relaxing and stress-free environment.

At the launch of the RSL and Services Clubs Association's fifth annual conference in Canberra, last month, Australian Defence Force Chief, Air Chief Marshall Angus Houston, said the program would improve morale and retention of personnel and strengthen the relationship between veterans and current personnel.

"We hold our forebearers in great regard and for them to be doing something like this for the young people who go out there today and serve is a huge step in the right direction and

certainly adds to morale and hopefully will be another thing that supports the need to retain people in the ADF," he said.

Association Chief Executive, Graeme Carroll, said that in a best case scenario it was hoped that Operation CARE was never required, but unfortunately the vagaries of war and other deployments are such that people do get wounded and need to be repatriated back to Australia. "This program provides with some respite so they can go away with the family and reflect on what has occurred prior to going back into active service," Graeme said.

The wife of the first recipient of the program said that Operation CARE was just what they needed to help them reconnect again and give them the chance to relax. "We were both really grateful for this weekend away and I think most of all, it was especially nice to think that the RSL and services clubs and the military cared enough to do this for us. It is things like this that really help with retention of people in the defence forces," she said.

Operation CARE has been developed by the RSL and Services Clubs Association from a proposal put to a National Conference of RSL and Services Clubs in 2005. It has been refined through discussions with the RSL and the Australian Defence Force

during the past 12 months.

The project has been made possible by member clubs of the RSL and Services Clubs Association in NSW, which have generously agreed to provide funding for the scheme which is in keeping with the clubs' objectives to support our ANZAC traditions.

Operation CARE reinforces the importance of the relationship between the Australian Defence Force, the RSL community and the RSL and Services Clubs.

The project received a significant funding boost with pledges of support at the Association's annual conference dinner totalling almost \$30,000.

Donations to the scheme came from Merrylands (\$10,000 in cash and kind through use of accommodation facilities at Foster), Albury SS&A Club (travel and accommodation to the region totalling \$10,000), Wollongong City Diggers (\$2,500 travel and accommodation in the Illawarra), Bathurst RSL (\$1,000) and Canterbury-Hurlstone Park RSL Club travel assistance.

This was in addition to support already provided by the Twin Towns Services Club (\$2,000 plus use of accommodation facilities), Earlwood-Bardwell Park RSL (\$2,000), Shoalhaven Ex-Servicesmen's Club (\$1,000), Wagga RSL (\$500), Coffs Ex-Services (\$500) and the Association (\$2,000).

RSL AND SERVICES CLUBS ASSOCIATION 5TH ANNUAL CONFERENCE

Conference breaks all records

All attendance records were broken at the RSL and Services Clubs Association's fifth Annual Conference at the Hyatt Hotel in Canberra late last month.

Delegate numbers for the conference – sponsored by Aristocrat Technologies – totalled 240 (up 20% on the previous year).

Almost 290 guests, delegates and partners attended the conference dinner in the Australian War Memorial.

Supporting sponsors for the conference were Tooheys and Fosters, Maxgaming, eBet, First Data-Cashcard, BizConnex, Coca-Cola, Lahood Bros and Gopher Graphics.

Themed, "Competing in an Evolving Market", the conference highlight was the keynote address by the Chief of Defence, Air Chief Marshall, Angus Houston, who spoke frankly about Australia's current deployments in overseas hotspots and praised the

Association's launch of Operation CARE, a holiday program for troops wounded in action which is seen as improving the morale and retention of defence personnel.

Led by conference Master of Ceremonies, Susie Elelman, the conference program featured speakers addressing issues such as succession planning, franchising, women in management, building the club of the future, making money from food and technology and the problem gambler. Vince Sorrenti wound up the conference tackling the issue of multiculturalism and the club industry and provided delegates with one of the best ever satirical overviews of the club industry.

Presentations by the speakers are available on the Association's website at www.servicesclubs.asn.au.

The conference will return to Canberra again next year from October 21 to 24.



Susie Elelman and Jock Wilson



Alan Jacobs and Mary O'Neill.

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QUEENSLAND - 2006 IN REVIEW

No butts about it, Queen

By HENRI LACH

Queensland licensed clubs engaged in a flurry of capital spending during 2006, unparalleled since the heady days that followed the introduction of poker machines in the early 1990s.

Much of the expenditure was driven by the State's tough new, anti-smoking laws, because clubs were forced to provide special areas to cater for smokers.

For many, however, it was a case of: "If we're going to make alterations, let's add some improvements at the same time."

The result of that sort of thinking has meant a win for members and club patrons - better, more-modern facilities, a more-pleasant ambiance, and clubs becoming generally a nice place to visit.

Not surprisingly, it was the big clubs that led the big spending spree - \$7 million for a major refurbishment at Southport Sharks Club on the Gold Coast, including three smoking areas; \$6 million at Greenbank RSL Club, with about \$750,000 of that going towards a lavish smoker area.

On the Sunshine Coast, Caloundra RSL Club completed \$3 million worth of improvements to its children's area, a new administration section, and smoker facilities, with a massive \$16 million worth of plans on the drawing board for next year.

Brisbane Broncos Club also had its chequebook out, albeit on a lesser scale, with \$800,000 worth of upgrades to its functions area.

In the far north, Cazaly's - the major club in Cairns - splurged \$1 million that included three smoker sections.

On Brisbane's north side, the Arana Leagues Club completed a new \$400,000 car park as part of its upgrade and provision of smoker facilities.

The list goes on.



ANNA BLIGH

And the sky didn't fall with the introduction of the tough new anti-smoking legislation.

Gloomy predictions of gaming revenue drops of 15-to-20% have not eventuated.

The consensus is that falls in gaming revenue since the introduction of total smoking bans on July 1 have averaged about 5%

across the board.

Some managers say this has been offset by an increase in turnover in bars and restaurants.

Caloundra RSL Club chief Tony Costain even had a compliment for the State Government over the anti-smoking issue.

"It's not often that we can say the Government got it right, but they did this time," Tony added.

"They have worked together with the clubs so we had plenty of notice about the impending legislation."

CMAA Brisbane Zone

President and Logan Diggers GM Pam Shelton is less charitable, but admits the introduction of the anti-smoking laws was, coincidentally, well timed for much of the industry in Queensland.

"Many clubs were preparing for extensions and renovations. They had plenty of warning about the anti-smoking laws so, in most cases, it was just a matter of making minor alterations to the plans," Pam said.

In Cairns, Cazaly's General Manager Joe Kelly is pleased at the way his members and patrons have responded to the new regime.

"We were budgeting for reduction of 7% in gaming turnover, but it's only been about 5.3%," he said.

Arana League Club's

Jason Lynch believes economic factors have contributed to any fall in gaming revenue more than the anti-smoking laws.

"The price of petrol and increases in mortgage rates ... these are more worrying for clubs," he said.

He has support for that proposition not only from many other managers, but also from the State Government.

A call to the office of State Treasurer and Deputy Premier Anna Bligh, whose portfolio includes responsibility for the gaming industry, produced this response:

"According to the ANZ Bank, in June 2006 petrol prices were 21% higher than in December 2005.

"The May and August increases in interest rates boosted interest payments on outstanding household debt by \$4.5 billion."

Therefore, the office says, people had less money to spend on frivolous pursuits like a flutter on the pokies.

But the picture is even brighter than that painted by the Club Industry in relation to gaming revenue, according to figures from the Minister's

office.

The official line is that for Queensland clubs, there has been a 3.8% reduction in "metered win" in the three months ending September 30, 2006. (figures shown in the table below are rounded to the nearest \$100,000)

Metered win '06	Metered win '05
July \$69.2mil	\$72.4mil
August \$71.1mil	\$73.9mil
September \$67.3mil	\$69.5mil
Total \$207.6mil	\$215.8mil

"Metered win" is a measure of gaming machine profit.

It represents the amount obtained by subtracting the metered payouts for the premises from the metered turnover for the premises.

To its credit, the Queensland Government continues to talk up the benefit of gaming to the community.



TONY BONELLO



JOE KELLY

QUEENSLAND - 2006 IN REVIEW

nsland clubs spent big



JASON LYNCH



PAM SHELTON



TONY COSTAIN

Treasurer Bligh told parliament recently:

"Gambling levies placed on Golden Casket lotteries, wagering, Keno, and gaming machines are redistributed to Queensland's communities through the Gambling Community Benefit Fund, a demonstration of our commitment to ensure that on balance the whole State benefits from gambling.

"Projects funded by these levies have wide-reaching benefits, boosting the ability of not-for-profit organisations to provide services, facilities and opportunities for Queenslanders right across the State."

Well said, Treasurer.

The State Government even produces a quarterly regional report, accessible on the Government's website, by which contributions to various charities and organisations are posted.

As to the future, the Government's official line is:

"It is anticipated that there will be a modest growth of around 4% to 5% in gaming revenue turnover for clubs in

the foreseeable future."

And what of any future legislation?

"There will be amendments, from time to time, to the Queensland gambling legislation that may impact on the way in which clubs provide gambling services. The Government will consult with the club industry before major changes to the legislation," the Minister's office reported.

This prompted a challenge from Pam Shelton for the Government to reconsider the structure of portfolios under which liquor and gaming is controlled in Queensland.

"Liquor and gaming should come under the same portfolio, as they do in NSW," Pam declared. "The two are related.

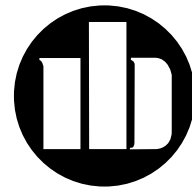
"This would be commonsense and provide a united approach to all the issues involved."

Responsibility for liquor licensing in Queensland currently rests with the Minister for Tourism and Fair Trading, Margaret Keech. Gaming is a Treasury responsibility.

Perhaps the last word on the year that was could go to Tony Bonello, Assistant Manager at Carina Leagues Club on Brisbane's southeast: "The impact of the anti-smoking legislation has been negligible.

"Queensland's Club Industry is buoyant.

"There wouldn't be many clubs that haven't spent money on improvements this year to benefit members."



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10 Questions for your Christmas Review Meeting

In the rush to handle Christmas crowds and parties, it's easy to miss opportunities to document any problems or issues experienced during the Christmas rush. Pressure puts all your systems to the test. It is a good idea to nominate one person who will ensure that oversights and errors are discussed at the January Review Meeting. Seize this chance to improve quality control ... it is not about pointing blame. Hospitality industry expert **KEN BURGIN**, of Profitable Hospitality, looks at this timely subject and offers some important topics to consider ...

1: How do you thank the people who organise and book Christmas parties at your club? The hard-working individuals at a workplace who arrange the wedding presents, the farewell parties and all the social events. A small gift voucher or thank you card will be deeply appreciated. These people are your heroes.

2: How did you thank staff for "going beyond the call of duty"? A personal letter from management is a great touch, and can be added to the CV, in addition to the staff party and bonus.

3: Were special menus available early enough, with a festive touch and special (slightly higher) prices? Were special features promoted such as chocolates, individual puddings and gift cards that can be redeemed in the new year? Next year, start promoting these in July.

4: Were you firm enough with deposits? Were bookings only confirmed when the money was paid? It's time to bring club policy in line with every other function business. Many groups will also accept having to pre-pay for the entire event. This cuts down on no-shows.

5: Friday and Saturday sell themselves. Valuable extra sales come from bookings on Monday to Thursday. How did you sell your "room inventory"? Airlines do all sorts of deals to fill every seat before take-off. Is more marketing ingenuity needed? Is there a minimum spend on popular dates? Set these figures early in the new year and hold firm until the last minute.

6: Were the decorations incredible, or supermarket specials? Source them from a retail display supplier (find them online). They have the extra-large ones used in department stores. Use lots of one-type of decoration to create the "wow" factor.

7: How was the music? Imaginative use of Christmas music creates good feelings, so add a couple of Christmas CDs to the mix, or specify them if you have a music management service.



8: Christmas parties bring a lot of new people to your club. This can create new members and regulars, so what was the deal to tempt them? Build your email list by passing around a clipboard for details. Offer goods and services as well as cash. For some non-member visitors, that's a strong incentive.

9: Were large groups managed carefully? Don't let rowdy party-lovers spoil the atmosphere for the regulars who come back for the other 11 months of the year.

10: Send New Year cards in January, instead of Christmas cards that will be lost in the pile and ignored. Put a personal signature on every one – impersonal printed cards don't mean much. It may mean starting the process much earlier, before the rush sets in. Emails with Christmas offers should be well under way by October.

See **www.ProfitableHospitality.com** for more information on how to make the most of your Christmas functions.

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Rosemount finds gem in diamond theme

BATE'S
VINTAGE



Since capturing the Australian wine market back in the mid-1990s, Rosemount wines have held an established place in Australia's Club Industry through strong wine list representation and sponsorships.

After more than 30 years of wine-making, 18 months of intensive global research and millions of bottles sold across the world, a new chapter is about to be written in the Rosemount story.

The much-anticipated new Rosemount packaging debuts on the market this month with the release of the new Rosemount "Diamond Label" wines. (pictured)

The new wines display the easy-drinking, youthful style for which Rosemount has become famous and are packaged in a ground-breaking bottle design with a striking diamond-shaped base.

The bottle's footprint is a reflection of Rosemount's unique diamond-shaped label that has served as a beacon for consumers in past decades.

Diamond Label wines will start appearing over the coming weeks.

The old "split label", now called "Diamond Cellars", will appear early next year, followed by the "Show

Reserve" and "Flagship" tiers later in the year.

The Rosemount wine-making team, led by Matthew Koch in the NSW Hunter Valley and Charles Whish in SA's McLaren Vale, has spent the past 12 months reviewing Rosemount's existing portfolio and seeking out additional premium fruit sources to steer the new wines towards the original Rosemount style.

The hallmarks of this style are intensity of fruit flavour and a full body, with softness on the palate.

"Getting young wines early to market is also something the success of Rosemount has been driven by in the past," Charles said.

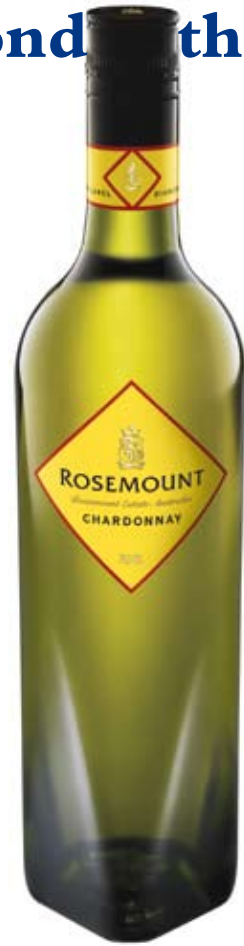
"By sourcing the fruit from new areas such as South Australia's Langhorne Creek and releasing the wines earlier, we're well on the way once again to achieving the standards which have seen Rosemount wines on top of the world in past years.

"Importantly, we're also implementing screw cap across Rosemount's entire Australian range so the wines will reach the glass in the condition they were intended – bright and full of flavour."

Rosemount's Global Brand Director Simon Marton said Rosemount had been a wonderful ambassador for Australian wine over the past 30 years.

"But, as the market changes and consumer tastes evolve, we need to ensure Rosemount remains at the forefront, with consistent improvements to the quality of wine and innovations in the way it is presented to customers and consumers," Simon explained.

"This new bottle and the new wines we're putting in it signify a return



to a position of true innovation and contemporary style for Rosemount.

"It's a high-priority brand within the Foster's Group portfolio and we are making a significant investment in it."

I've tried the wines and they are everything the media campaign claims ... easy drinking, very approachable wines.

Whether, or not, they initiate the type of hysteria we saw with this label back in the late '90s remains to be seen.

The new bottles, however, look great and you should at least try them for yourself.

IGF delivers on service

Independent Gaming Finance (IGF) is a premium financier that has supported the club, hotel and hospitality industry in Australia through a national team of more than 40 years combined experience. IGF has built in solid foundations as a division of the operating lease specialists - Technology Leasing. IGF is proud of its personalised approach in serving the industry by understanding a club's involvement in the community and understanding the service that the club provides. Although IGF believes it offers the best product, service and pricing structures, but understands that customer service is its major focus. The Club Industry constantly faces a range of challenges, including increasing taxes,

restrictive and ever-changing legislation while having to meet the business expectations of continual commitment to providing service and facility improvements. IGF tailors leasing solutions, including gaming and P.O.S. equipment, I.T., A.V., security, fixtures and fit-outs. IGF's application process offers the advantages of leasing without the hassle of dealing with the banks. IGF's specialist club, hotel and hospitality finance solutions offer business access to tax deductions and improved cash flow allowing for the regular update of equipment. For more information on IGF's range of services, contact 1300 734 859 or enquiries@igf.com.au or visit www.igf.com.au

8 just enough for Foster's at ALIAs

Foster's collected eight awards at the annual Australian Liquor Industry Awards in Sydney last month – Australia's top liquor industry awards.

Stella Artois was again awarded "Best International Beer", after winning the same category last year.

The InBev-owned Belgian beer has cemented its status with premium beer consumers in a beer segment enjoying significant growth in the Australian market.

Carlton Draught also backed up its 2005 awards, with wins in the "Best Tap Beer" (three consecutive years) and "Best Marketed Australian Beer" categories.

The awards cap another successful year for Carlton Draught, which brought the release of the new "Flashbeer" television commercial that followed the popular "Big Ad".

The brand continues strong national growth and is Australia's No.1 tap beer.

Wins in the Carlton "beer family" continued with Carlton Mid awarded "Best Mid-Strength Beer", a category that continues to gain momentum in key markets (and nationally it now represents 17% of total beer volume).

VB "Boonanza" also was recognised with the "Best Liquor Promotion of the Year" award.

The VB Boonanza campaign, which was launched for summer 2005-2006, was an extraordinarily successful

campaign and became a talking point across Australia and beyond.

An even bigger campaign, supported by a fully integrated marketing campaign, is in store ... Boony is back for the Ashes and he's paired with his old mate Ian "Beefy" Botham.

Koonunga Hill, a premium Cabernet Sauvignon from South Australia's vineyards, was awarded "Best Commercial Red Wine".

First released in 1976, Koonunga Hill is an established Penfolds classic – celebrating 30 years of winemaking style and quality this year.

This wine showcases the tradition of rigorous fruit selection and skilful multi-regional blending.

The wine has excellent structure and length and, while it is ready for drinking now, will gain further complexity over the next two-to-four years.

Winner of "Best Premium Red Wine", Pepperjack Shiraz, along with the other wines in this range, is a tribute to the Barossa's rich heritage.

The Pepperjack winemakers are creating wines that reflect their passion for this special region.

The 2004 Pepperjack Shiraz is an intricate and elegant wine with velvety tannins and a great length of flavour.



Matilda Bay executives Paul Byrne (left) and Michael Comerton proudly display their award.

It is ready for drinking now, but will develop further complexity over the next five-to-eight years.

Foster's Marketing Director Anthony Heraghty was ecstatic about the wins across the portfolio.

"It's a very exciting time at Foster's and we're delighted that our brand portfolio has been so well recognised," Anthony said.

"It's a tribute to the whole team, who work so tirelessly to bring our brands to life in the marketplace.

"While all the wins are fantastic, it's particularly satisfying to have Carlton Draught and Stella Artois as back-to-back winners."

Hosted since 1993 by industry publications *National Liquor News* and *Bars&Clubs*, the Australian Liquor Industry Awards are judged by a broad panel of industry representatives from public nominations.

The full list of awards won by Foster's at the 2006 Australian Liquor Industry Awards are:

- » Carlton Mid – Best Mid-Strength Beer
- » Stella Artois - Best International Beer
- » Carlton Draught – Best Tap Beer
- » Carlton Draught – Best Marketed Australian Beer
- » Koonunga Hill – Best Commercial Red Wine
- » Pepperjack Shiraz – Best Premium Red Wine
- » VB Boonanza - Best Liquor Promotion of the Year



Holly Stehr and Geoff Jones from Foster's celebrate the company's success at the Australian Liquor Industry Awards in Sydney last month.

Red tape headache f

By HENRI LACH

If you think you're having problems with bureaucratic institutions regarding your redevelopment or extension project, spare a thought for Coffs Harbour Deep Sea Fishing Club Secretary Manager Malcolm Devine.

Malcolm and his Board have plans to extend the club premises and facilities for various reasons, including a burgeoning membership and the need to provide smoking facilities.

He tells a tale of red tape calculated to give any business executive nightmares.

This is how the story goes ...

"We're applying for a carriageway extension to our southern and western areas," Malcolm said.

"That'll give us more room so that we can put in another dining area.

"We'll also be able to extend the lounge bar and the poker machine area, and build in a smoking area."

He pointed out that although the club appears to have a ready-made smoking area in the form of a veranda that goes halfway around the building, it would not conform to impending regulations.

"When it's windy, the southerlies and the nor'easters blow the smoke into the club, and the veranda is not weatherproof," he added.

"We're asking the architects to draw up movable walls, so that when the weather comes from the north or the south we can move the wall around on tracks, and still maintain the integrity of the 25% smoking area."

The club's master plan also looks at the relocation of the kitchen and the addition of a function area.

"If we have a function here we have to virtually close off the dining room," Malcolm said.

Now comes the sticking point.

"Our landlord is the Lands Department, and we belong to a State Park Trust," Malcolm said.



Coffs Harbour Deep Sea Fishing Club Secretary Manager Malcolm Devine in the club's new foyer with staffers Leanne Beverley (left) and Frances Jones.

"The Trust Manager is the Council, the approving authority is the Council and we border on a property that may be heritage listed. That introduces another Government department.

"So, before lodging any application we've got to get all of those departments – or at least three of them – to concur on the principle of the development.

"Once we submit the application to the approving agency, they've then got to go back to the Lands Department and back to the Trust.

"If we don't get them agreeing to the development prior to the lodgement, it'll get knocked back.

"At this stage the verbal responses have been that the Lands Department is in agreement, the Trust is in agreement, and Council representatives are in agreement.

"This is for the concept of the boundary changes and the extension.

"That then goes to the Council Executive for their consent.

"But that's not consent to the application ... that's only consent to the plan.

"We've then got to go through the application process.

"What we're also trying to achieve is a boundary realignment so we can maintain our ring road which is used to bring boats up to the washing facilities.

"It's all been good fun," he says with a wry smile.

"We recognise that by July 2007 we have to have our smoking area completed, and I hope the approval process will be completed by the end of August."

"But, with three and possibly four Government instrumentalities involved, it could be forever."

He did, however, pay a tribute to the Lands Department local representatives who, he says, have been helpful and supported the club's plans.

The club also is looking for additional gaming poker machine licences to increase its current 40 by another 50 to



The view from the Coffs Harbour Deep Sea Fishing Club veranda is spectacular.

For Coffs fishing club

meet member and patron demands.

"We've done our community impact study," Malcolm said.

"The application was 12 months in the making and lodged in October 2005.

"We expect some form of determination by the end of 2006."

Whether the club gets its 50 additional licences is another moot point.

"The report – the cost benefit analysis – is about three-to-one in the club's favour so we're very hopeful of getting some increase in the number of licences.

"While we've done a master plan, we have to determine how much of that master plan we can do at this stage.

"We're fairly comfortable with the expenditure for the non-smoking area and the extra poker machine area, but it all comes back to the financial impact of acquiring the additional poker machine licences.

"Once we determine how much that will cost we can then determine how much money we have available."

Malcolm Devine marked his 11th year as General Manager in July and the club continues to march ahead, despite the current problems with red tape.



The kitchen was remodelled in 2004 – seafood is, of course, a specialty – and a new foyer added, making the entrance more visitor and patron friendly.

Membership has been increasing by 80 per month since that \$250,000 work was completed.

"We've had two record years, and indications are we into our third, and probably the best year we've had," Malcolm added.

"This year I expect a net profit of more than \$200,000.

"Last year it was \$187,000."



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Foster's appoints new sales leadership

Foster's Australia, Asia, & Pacific has created a dual national sales leadership structure.

Geoff Jones, currently Director – Foster's Beverage Services, has been appointed to the new position of Sales Director, Independent Customers.

Trevor Croker, currently Director – Customer Marketing, has been appointed to the new position of Sales Director, National Accounts. The change in the sales leadership team is an evolution of Foster's multi-beverage model to ensure it delivers maximum benefits to the trade. Managing Director, Foster's Australia, Asia, and Pacific, Jamie Odell said the alignment of the sales team was driven by a need to simplify the sales structure.

"As Foster's strives to deliver best-in-class service to our customers, there will always be the need to continually improve and evolve what we do," he said.

"Subsequent to the roll-out of our new customer-facing teams in April, we recognised the need to simplify our sales structure in order to more effectively and efficiently deliver our multi-beverage portfolio to our customers.

"The alignment of the sales teams under the two Sales Directors will help us achieve this by



GEOFF JONES



TREVOR CROKER

driving initiatives currently underway to improve our service and product offering to the trade."

Trevor Croker, who has been with Foster's for more than 16 years, has strong beer and wine category knowledge having held senior roles in sales, marketing and customer marketing across Foster's former brewing and wine businesses.

After starting off in sales for Carlton & United Beverages (CUB), Trevor held the position of Sales Director, Beringer Blass Wine Estates (BBWE), for five years.

He was appointed Marketing Director, Asia Pacific, BBWE before moving into his most recent position as Director, Customer Marketing, Foster's Australia.

Geoff Jones, who has been with Foster's for the past three years, also has extensive sales experience having held the positions of both General Manager – Queensland, CUB and National Sales Director, CUB and Foster's Australia.

In these roles, and his most recent role as Director, Foster's Beverage Services, Geoff has acquired an in-depth knowledge of the independent trade and has built strong relationships both with customers and industry bodies.

Mounties sets the water-saving standard

In just two years, Mounties has reduced its water usage by 35 million litres, saved thousands of dollars, reduced its impact on the environment and achieved great results in a water use audit completed with Sydney Water.

The water audit was part of Sydney Water's "Every Drop Counts (EDC) Business Program", which encourages Sydney, Illawarra and Blue Mountains area businesses to rethink the way they manage water, achieve water-sustainable water savings and develop a framework for continuous improvement.

The audit monitors a variety of factors, including water use, charges, maintenance and operational practices to determine how a business uses its water supply and if more-efficient water-

saving systems could be installed.

Since September 2004, Mounties has reduced its water use by installing water-saving devices and reduced its overall water bill by more than \$63,000.

In August 2004, Mounties adapted a more "holistic" approach by understanding that reduced water usage placed less of a strain on the environment, saved money and used water more efficiently.

Mounties Facilities Manager Michael Pugsley said there are many areas where the club adapted its water usage, including introducing recycled water at Fairfield Bowling Club,

installing above-ground water tanks for irrigating greens where rain water is captured and re-directed into tanks, and using captured rain water for washing out garbage bins.



MICHAEL PUGSLEY

"At the main Mounties site, there are waterless urinals which use micro biological cubes instead of water," Michael added. "In the kitchen, water use has been reduced by 93% due to the introduction of 'waterless' woks as part of another project involving Sydney Water, which use air instead of water to cool the woks.

"We have also installed a computer system which controls irrigation via satellite - if it's raining, the system knows to reduce the amount of irrigation."

Club President Kevin Ingram said Mounties was dedicated to improving its impact on the environment.

"Reducing water wastage is an important issue for us all - it's a valuable resource we should not waste," Kevin said.

Sydney Water's EDC Business Program Project Officer Edward Maher said more businesses needed to rethink how they use water.

'Business Achiever Award' for *norths*

N*orths* has been crowned winner in the best "Club/Hotel/Entertainment Venue" category at the 2006 Mosman Daily Business Achiever Awards.

The "who's who" of the Lower North Shore's business, community and local government attended the presentation ceremony. Local residents, member's judgements, industry professional and market research specialists recognised *norths* as a finalist in the awards, assessing service, products, presentation as well as strengths and opportunities for growth.

norths Group CEO Hans Sarlemyn said he was delighted with the award, which is a strong reflection of the many positive changes that have and continue to be implemented at *norths*. "We consistently receive up-beat feedback from members and guests who are delighted with the developments at *norths*," Hans said.

"Over the past 16 months, we have reinvented the brand and our entire marketing strategy, refurbished our premises and launched new facilities such as the TAB Sports Bar, which is considered by the TAB as one of the best in Sydney.

"Our recent 50th birthday marketing program, which ran for an unprecedented 50 days, attracted a record number of new members and membership renewals, saw an increase in all revenue streams, promotional take-up and customer advocacy. Naturally we will not stand still.

"This award also reflects the approach we are taking across the group with both *norths* and Seagulls [Gold Coast] undergoing major development projects that are critical to our future by ensuring we remain relevant and highly appealing to key target segments."

norths Group Marketing Manager Melinda Madigan said the latest developments at the club included the new *norths* "Cool Room" bottle shop and *norths* "Fusion" Outdoor Lounge.

Located next to Jackson's Bar, *norths* Fusion Outdoor Lounge is a new addition designed for smokers to socialise, entertain and relax al-fresco style in keeping with the revised Smoking Legislation which comes into full effect in July 2007.



norths Group CEO Hans Sarlemyn with the 2006 Mosman Daily Business Achiever Award.

Fusion blends undercover and open-air spaces to achieve a fashionable laid-back social venue.

Stylish outdoor furniture features beige and chocolate tones, vibrant orange cube seating, large outdoor tables and stainless steel chairs, making it the perfect place to meet with family and friends or for a business lunch or quiet meeting.

"The creation of *norths* Fusion Outdoor Lounge was a strategic decision to assist *norths* in attracting a broader, youth orientated demographic," Melinda said.

"It has revitalised *norths* appeal to members, local residents and business professionals alike.

"Since opening, it has attracted increased visitation to the property by offering a funky, trendy place to be.

"Ultimately, it has added a whole new dimension to entertaining and socialising at *norths*."

With the prestigious award in hand, six restaurants and bars, the new *norths* Cool Room, the new *norths* Fitness, a 530-seat auditorium and continued product and service reinvention, the *norths* Group is well placed for continued growth.

norths is open from 10am until late daily at 12 Abbott Street, Cammeray.



norths Group Marketing Manager Melinda Madigan accepts the 2006 Mosman Daily Business Achiever Award.

M1 atop dias as Best Sporting Complex

M1 Mounties has been crowned the Best Sporting Complex in NSW at the 2006 Master Builders Association Presentations at the Darling Harbour Convention Centre.

Designed and constructed by Paynter Dixon Constructions, the \$15 million M1 Mounties Sports Centre boasts a world-class health facility.

Paynter Dixon received the "Excellence in Construction Award" (Sporting Facilities \$10 million to \$25 million) for their work on this ground-breaking project.

Paynter Dixon Project Design Manager Robert Clarke said the two-year project provided an opportunity to implement many innovative and user-friendly designs resulting in a totally modern, state-of-the-art facility.

With all members needing to feel comfortable with their surroundings, a non-threatening ambience has been created at M1 Mounties with the lighting and colours.

The original Fitness Centre was expanded from 600 square metres to almost 4500 square metres.

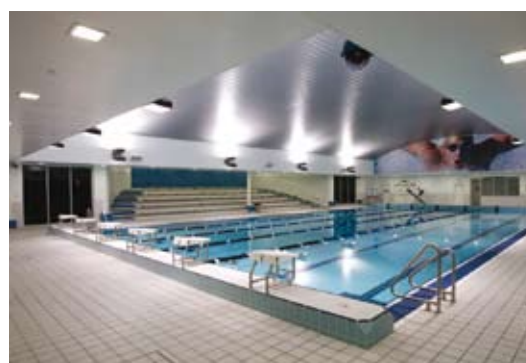
Members and guests now access the full range of fitness options including gymnasium, swimming, pilates, spin cycling, boxing and even children's exercise programs.

The main swimming pool has six lanes and boasts a hi-tech filtration treatment system to ensure the highest water quality at all times. Tiered spectator seating has been fitted on one side of the pool making it ideal for competitive events.

The learn-to-swim pool (12m x 8m) and features an external terrace where parents can relax and watch the lessons in comfort.

High pyramid-style ceilings are a feature of the gymnasium area for a feeling of space and provide optimum usage of natural light.

There are four dedicated exercise studios featuring sprung timber floors to ensure the best possible facilities for floor and exercise classes.



City Diggers scoops major tourism award



City Diggers General Manager Phil Ryan.

Tourism awards, traditionally, are the domain of "destinations and locations" – be they high-profile resort-style accommodation or restaurants.

These awards are not normally associated with inner-city registered clubs.

So, this highlights and underlines the merit of City Diggers Wollongong winning the Illawarra Business Chamber Tourism Award.

General Manager Phil Ryan and Directors Tony Strang and Terry Ellem accepted the award in front of almost 1,000 Illawarra business representatives at the Business Chamber's awards dinner at the WIN Entertainment Centre on November 17.

In accepting the award, Phil Ryan thanked the club's Board of Directors and City Diggers staff for their support during a difficult and challenging

refurbishment period.

Phil also referred to the vision of all involved in transforming a traditional older-style RSL club into the superb hospitality venue City Diggers has become.

He thanked Glen Gatland and Wendy King, operators of Zac's Café and Bistro for their major role in the transformation.

"City Diggers has become an integral part of Wollongong's inner-city social and dining scene, due to the superior dining and hospitality facilities available," Phil said.

"This highly soughtafter award is an indication of the success of the transformation which has taken place since planning began in 2003."

Phil also thanked Gordon King, of Club Innovations (project management), the BN Design Group and Edwards Constructions for their major contributions to the project.

NOTICE TO MEMBERS OF PENDING ELECTIONS

CLUB MANAGERS ASSOCIATION AUSTRALIA ELECTION CLUB MANAGERS ASSOCIATION (NSW STATE) ELECTION

This notice relates to both the Federal Organisation and the State Organisation

FEDERAL ELECTION NOTICE

FEDERAL EXECUTIVE MEMBERS (5)

FEDERAL COUNCIL MEMBERS (8)

One from each of the following divisions:

- (A) Division A - City/Eastern Suburbs Zone and Manly/Northern Suburbs Zone
- (B) Division B - St. George/Cronulla Sutherland Zone and Inner West Zone
- (C) Division C - Nepean Zone
- (D) Division D - Hunter Zone, Central Coast Zone and Great Lakes Zone
- (E) Division E - Far North Coast Zone, North West State Zone, Mid State Zone and Mid North Coast Zone
- (F) Division F - Illawarra Shoalhaven Zone and Far South Coast Zone
- (G) Division G - Gold Coast Zone, Brisbane Zone, Ipswich Darling Downs Zone, Sunshine Coast Zone and the Central & Northern Queensland Zone
- (H) Division H - Victoria Zone, Riverina Murray Zone and the ACT Zone

Nominations, which must be in writing and comply with the organisation's registered rules, may be made at any time from Wednesday, January 17, 2007 and will close at 5pm on Wednesday, February 7, 2007. Nominations can be withdrawn within 7 days of the close of nominations.

NOMINATION FORMS WILL BE POSTED TO ALL ELIGIBLE MEMBERS ON WEDNESDAY, JANUARY 17, 2007

Ballot: If a ballot is necessary for the Federal organisation, voting material will be posted on Wednesday, March 7, 2007 to eligible members at the address shown in the organisation's records. Members should notify the organisation of any change of address. The ballot will close at 5pm on Wednesday, March 28, 2007.

NSW STATE ELECTION NOTICE

EXECUTIVE MEMBERS (5)

Nominations, which must be in writing and comply with the organisation's registered rules, may be made at any time from Wednesday, January 17, 2007 and will close at 5pm on Wednesday, February 7, 2007. Nominations can be withdrawn within 7 days of the close of nominations.

NOMINATION FORMS WILL BE POSTED TO ALL ELIGIBLE MEMBERS ON WEDNESDAY, JANUARY 17, 2007.

Ballot: If a ballot is necessary for the State organisation, voting material will be posted on Wednesday, March 7, 2007 to eligible members at the address shown in the organisation's records as at the first Wednesday in December 2006. Members should notify the organisation of any change of address. The ballot will close at 5pm on Wednesday, March 28, 2007.

ALLAN PETER, ACCM

Federal / State Secretary

Coca-Cola takes industry lead in up-front labelling

Coca-Cola Australia has adopted a significant nutrition labelling initiative to help Australians make healthy dietary choices.

The number of kilojoules will appear on the front of all *Coca-Cola* Australia's beverages, including regular and diet soft drinks, juices, teas and sports drinks.

The at-a-glance information will tell consumers exactly how much a serve of each product contributes to the total daily intake of energy for an average adult, as set out by the National Health and Medical Research Council.

Federal Health Minister Tony Abbott congratulated *Coca-Cola* Australia on this initiative, saying he hoped other companies swiftly followed Coke's example.



Coca-Cola Australia's Managing Director Gareth Edgecombe said the company had introduced the new labels to empower Australians with the facts to make informed choices

for their health and wellbeing.

In developing the new labels, *Coca-Cola* has consulted widely with stakeholders and consumer groups on how best to communicate nutrient information.

"We have listened to the community on this issue and believe we can provide the nutrition information consumers want in a more meaningful, user-



friendly and visible way," Gareth said.

The new labels hit supermarket shelves this summer with existing label stocks selling through to allow for the new packaging to be rolled out nationally.

Gareth said the new labelling was one of several initiatives *Coca-Cola* had undertaken to meet consumers' changing needs.

"We have expanded our product range dramatically over the last few years and through the launch of a new consumer choice education campaign, 'Make Every Drop Matter' - we are working to educate consumers on the role our beverages play in a balanced diet," he added.

Coca-Cola Australia will support the improved labelling via the new consumer education website www.makeeverydropmatter.com.au

Initial boosts Caroma's environmental solution

Initial has joined Caroma, Australia's leading sanitary ware brand to complete the solution for new-generation waterless and water-saving urinals. In what is believed to be the first exercise in Australia, Initial will provide a comprehensive hygiene service to customers of Caroma's new-generation urinals.

"As one of Australia's leading washroom services providers, we are delighted to work with Caroma and its exciting new products," Initial's General Manager Jenny West said. "The alliance fits with both of our philosophies to be environmental leaders in our fields."

Caroma is offering two water-efficient urinal options to meet industry needs where water-saving is a vital project requirement. Initial is supporting these models with a dedicated hygiene service program, to help minimise odour, uric acid salts, scale build-up and keep the products maintained hygienically.

"One of the issues associated with the first generation of waterless urinals is the odour and Caroma has tackled this problem with new technology and our service alliance," Jenny West said.

"Our technicians are trained to service



the new technology utilised in the urinals and provide a specific service beyond the scope of regular cleans.

"Initial offers a simple and effective hygiene program that focuses on a 'deep clean' of urinals."

The Initial hygiene service will help minimise the odour caused by build-up of uric acid salts in pipes.

The "H2Zero™ Cube Urinal" using zero water is the ultimate in

water-saving technology, perfect for environmentally sensitive projects and areas where water is scarce.

Superior in operation, maintenance and hygiene to other waterless urinals, the H2Zero™ Cube Urinal is the first truly viable and sustainable high-performance waterless option available in Australia.

Initial technicians will be responsible for the replacement of the unique components in the waterless cartridge - the Bio Fresh deodoriser and Bio Seal™ valve. These are accessed using the specially designed tool for touch-free maintenance.

The other new model from Caroma is the "Cube 0.8L Smartflush® Urinal Suite", which uses 60% less water compared with standard two-litre single stall models, or even more for multiple-stall installations.

It is Australia's first WELS (Water Efficiency Labelling and Standards Scheme) six-star rated urinal.

For the 0.8L Smartflush® model, Initial is also offering its sanitising service which is plumbed into the system to help maintain the hygiene levels of the urinal.

Millennium Foundation hits \$700,000 jackpot

It was another case of the Club Industry's remarkable generosity when the Millennium Foundation Charity Gala Dinner in early November raised \$200,000 more than its target.

More than \$700,000 was raised at the sell-out event with more than 500 people packing the Club Marconi auditorium for the charity dinner where Mounties kicked \$50,000 into the "pot".

The dinner was part of a *ClubsNSW* initiative to raise \$500,000 to assist the purchase of an Interventional Neuroradiology Unit (INR) for Westmead Hospital, a vital item of medical equipment worth \$3 million.

Westmead Hospital has a pleasant headache in deciding how to spend the balance of the \$200,000 surplus.

INR is a minimally invasive approach used to treat vascular diseases of the central nervous system such as cerebral aneurysms, strokes, arteriovenous malformations and vein of galen malformations.

The new INR will service all areas west of Parramatta, country NSW



ClubsNSW Chairman Peter Newell OAM, (from left) Sydney West Area Health Service Chief Executive Associate Professor Steven Boyages, INR Spokesman Steve Allende, Millennium Foundation Executive Director Peter Treseder, Minister for Gaming and Racing Grant McBride MP and ClubsNSW CEO David Costello at the Club Marconi fundraiser.

and provide back-up support for all of Sydney.

A series of silent and live auctions saw airline flights, holiday packages, luxury goods and business consultancy packages

go under the hammer with all money boosting the target amount.

Throughout the night there were also raffles, pledges and other fundraising activities conducted.

Rayner
SALES & MARKETING
PTY LIMITED

Merry Christmas

“ Let us keep Christmas, holding it close to our hearts.
For its meaning never ends and its spirit
is the warmth and joy of remembering friends. ”

Best wishes from Judy and the Team

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P0 Box 91, Paddington, NSW 2021, Australia

Telephone: (61 2) 9332 2363 (02) 9360 6177

Facsimile: (02) 9361 5142 Mobile: 0417 990 000

Email: rayner@bigpond.net.au



Aristocrat and Bally in joint development and marketing agreement

Aristocrat has announced its agreement with Bally to cooperatively develop and market a common download system that manages configuration and content download in accordance with Gaming Standards Association (GSA), G2S and S2S protocols.

Aristocrat and Bally see a significant opportunity in adopting the open industry standards to facilitate inter-operability between manufacturers.

The companies are combining their resources and expertise in download and systems technology to develop a common download and configuration system and associated protocols.

The GSA-standard Downloadable Configuration Manager (DCM) will allow content download and configuration management designed to co-exist with both companies' slot and casino management systems, utilising S2S and other manufacturers' devices that communicate G2S protocols.

Game content will be proprietary to each manufacturer's game cabinet



PAUL ONEILE

and platform.

Aristocrat and Bally unveiled a working prototype at the Global Gaming Expo (G2E, November 14 to 16) at the Las Vegas Convention Centre.

"This is an exciting opportunity to advance the downloadable technology offerings for both companies" Aristocrat CEO and Managing Director Paul Oneile said.

"With a combined install base of over 70% of casino management

systems, Aristocrat and Bally are poised to produce what we believe will be a very compelling product for this sector of the gaming industry.

Bally Technologies CEO Richard Haddrill said customers of both companies would benefit from the arrangement as they push for open industry standards developed specifically for this exciting new phase in the gaming industry.

"This spirit of co-operation among two technology leaders will go a long way towards an overall download implementation that benefits both operators and players.



DAVID CREARY

David Creary departs as Ainsworth CEO

David Creary has walked away from his role as Chief Executive Officer of Ainsworth Game Technology (AGT) Limited.

David quit Ainsworth on October 27 and advised the Board that he wished to pursue personal business interests.

Ainsworth's Executive Chairman, Len Ainsworth, immediately assumed the responsibilities of running the company's operations until a suitable replacement is appointed.

"On behalf of the Board of Ainsworth Game Technology, the company expresses its appreciation to David for his assistance during his tenure as the CEO and wishes him the best for his future," Mr Ainsworth stated.



LEN AINSWORTH



TENDER

The Club Managers' Association Australia (CMAA), as publisher of Club Management in Australia (CMA) Magazine, invites Tenders for the production, publishing & distribution of the magazine.

Issues to be addressed in the tender (based on 11 issues annually) include ...

- > Graphic Art (including magazine redesign)
- > Pre-Press - design, layout & production
- > Summary of Costs
- > Printing
- > Distribution

The Tender closes at 5pm on Monday, January 15, 2007.

Submit to:

CMA Magazine Tender
The Executive Officer,
Club Managers' Association Australia
P.O. Box 845
AUBURN NSW 1835
or online:
cmaa@cmaa.asn.au

