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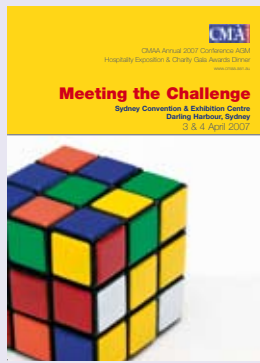
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It's going to be bigger, brighter and the best yet when the CMAA Annual 2007 Conference, AGM, Hospitality

Exposition and Charity Gala Awards Dinner opens in early April. The Expo returns to the Sydney Convention and Exhibition Centre at Darling Harbour on Tuesday and Wednesday, April 3 and 4. Following on from the feedback and support of the CMAA membership, the 2007 Conference Program again will be "free" to delegates. With the NSW State Election around the corner, ACTU Federal Secretary Greg Combet will deliver the Conference's Keynote Address.

**Full story: Page 12**



The national media "silly season" – the Christmas-New Year period where journalists scramble for any shred of licence to rehash, review and fly kites about almost anything because mainstream news has all but dried up – raised its head on queue in Sydney and with it came the "scandal" about gaming machines in shopping centres being built by clubs beside clubs. Shock ... horror ... how could this be allowed to happen? The reality is that the law was moved in a raft of legislation - the Registered Clubs Amendment Bill 2006 – that the NSW Minister for Gaming and Racing, Grant McBride, MP, introduced into the NSW Parliament on Tuesday, November



14, before the Christmas adjournment. CMA Magazine Editor **PETER SHARP** looks at the 'controversy' on **Pages 38&39**

Steve Bracks is back at the helm in Victoria, having led the ALP to a third consecutive term in office with a decisive win in the November election.

But it's a new team of Ministers along for the journey with a Cabinet shake-up that saw the demise of several frontbenchers including former Gaming Minister John Pandazopoulos. Premier Bracks has, perhaps, sought a diversion in a fresh face with the appointment of new Gaming Minister **DANIEL ANDREWS**, who was one of six MPs promoted to the front line. **KATIE CINCOTTA** meets the new Minister on **Page 43**



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# All of the pieces coming together



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

Everyone at the Club Managers' Association is looking forward to another full and exciting year.

The CMDA's comprehensive and vastly expanded Training Calendar, which encompasses training in metropolitan and regional centres, is again full of courses tailored for the skills that managers need for the future.

The calendars for both metropolitan and regional training schedules are published in this edition of *Club Management in Australia* magazine.

With the Association's ever-expanding Expo at the Sydney Convention and Exhibition Centre at Darling Harbour in April, the CMAA again will showcase to the club and hospitality industry all the things that we celebrate that make us a unique professional organisation.

Our Mid-Year Executive Leadership Conference in July at Conrad Jupiters on the Gold Coast again will deliver the

highest in professional development workshops and networking.

Elections for the CMAA Federal Executive and revised structure of the Federal Council also will take place.

The post-election period needs to see the planned reforms implemented.

Central to these reforms is the greater role that the Zones need to play in providing stronger support to the members.

One thing that is readily identifiable across all Association Zones is the issues.

On the one hand, it's the impact of all issues – regardless of jurisdiction ... on the other, the local issues that a managers need to work through together.

It is with the local issues that Zone activity can be facilitated to support each other when preparing for the challenging and rewarding times ahead.

The CMAA Federal Executive is confident that the structure is now in

place for the Zones to play a stronger role in the Association's future direction.

Through the Election process, the current Executive will stand united to ensure that the CMAA's Strategic Plan, which has been developed and put in place, achieves its goals.

All CMAA members are encouraged to take a more active role at Zone level and identify those that they want to represent them at Federal Council.

In this February edition of *CMA Magazine*, members will find a strong presence of reports on activity and support in a handful of Zones.

With *CMA Magazine* Editor Peter Sharp, now working with the CMAA as Communications Services Manager, I encourage all Zones to establish contact with Peter to better present the education programs, work, and charitable support that is achieved in Association Zones across Australia.

This is "your" Association and "your"

magazine, so get the most out of both resources by taking the time to ensure your Zone is being represented in these pages.

With the CMAA Federal Executive team of Federal Secretary Allan Peter ACCM and Federal Councillors Danny Munk ACCM, David O'Neil ACCM, Tim McAleer ACCM and our Executive Officer Terry Condon CCM, I look forward to the challenges and achievements of the next year with the support of our membership.



*There was an exciting feel about the CMAA's Mid-Year Executive Leadership Conference in July at Conrad Jupiters on the Gold Coast in 2006 which should be bigger and better in 2007.*



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# Busy year at the Ballot Box



**From  
TERRY  
CONDON  
Executive Officer**

**W**elcome to a new year in Club Management ... 2007 promises to be a challenging 12 months for us all.

It will be a calendar full of elections.

Election Number 1: Club Managers' Association NSW (State) and Club Managers' Association Australia (Federal).

By now, all financial members would have received nomination forms for CMA (NSW) Executive positions (5), CMAA Federal Executive positions (5) and Federal Council positions (8).

Although the present Federal and State Executive have indicated that they will

be standing for re-election this does not preclude any member from being nominated to serve the membership, either at an Executive level or as a Federal Councillor.

Election Number 2: NSW State.

The NSW State election will be held on Saturday, March 24.

Club Management in Australia magazine Editor Peter Sharp will be highlighting the NSW State election in the February and March editions of your magazine.

In the February edition, Peter has posed a number of hard-hitting questions to the Minister for Gaming and Racing, Grant McBride and his NSW Opposition counterpart, George Souris.

Minister McBride, also Member for the Entrance and Minister for the Central Coast, has chosen to give an overview of his portfolio while Mr Souris, member for the Upper Hunter, has chosen to tackle each question head on.

It certainly makes good reading and

I urge all members to take the time to read the article.

In the March edition, Peter Sharp, will be posing another list of hard-hitting questions to NSW Premier Morris Iemma and the Coalition Leader Peter Debnam.

The months of February and March should see a "no holds barred" battle between Morris Iemma and Peter Debnam with the Premier trying to stop his party from imploding and Mr Debnam trying to get a profile with the voters throughout the state.

Prime Minister Howard has offered his help to Peter Debnam ... an offer I think he should gracefully decline and fight the election on state issues only.

Election Number 3: Federal.

Australia will go to the polls towards the end of the year for an election that both parties will consider they can win.

New Labor Leader Kevin Rudd has been an instant hit with the electorate since taking over from the unelectable

**CONTINUED P10**



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## FROM P8

Kim Beazley and will certainly show the arrogant John Howard what "leadership" means.

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The CMAA's 2007 Hospitality Expo and Conference at Sydney's Darling Harbour on April 3 and 4 promises to be bigger than the record attendances and participation of 2006 – see story Page 12.

The Expo is all but sold out and all managers are urged to attend the "free" Conference sessions and the comprehensive Trade Expo.

I also encourage managers to bring staff members and Directors to see the very latest to assist clubs through the year ahead.

ACTU Secretary Greg Combet, is one of the most impressive leaders in Australia today and I'm sure his keynote address on Tuesday, April 3, will be long remembered by those that attend.

The Gala Charity Awards Dinner later that evening featuring Australian top headline act, Human Nature, is selling fast, so don't be disappointed and book early.

A suggestion – based on the

registration "conga line" of Day 1 – for anyone planning to attend the Expo and Conferences ... book and register on line at [www.cmaa.asn.au](http://www.cmaa.asn.au) or download the Expo registration form at that website, or tear out the Expo registration form on P32 of this magazine and send it to TRADEVENT on (02) 9211 1137 (fax) or mail it to P.O. Box K550 Haymarket NSW 1240

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It's great to see that the Illawarra Shoalhaven Zone members have stepped up to support the wishes of Brett Cashman with the "Forever Young" event.

Cancer claimed the passionate Wests Tigers rugby league fan and Windang Bowling Club Duty Manager last September aged 40.

Brett inspired anyone who knew him and the courage of his battle.

During his illness and in the last stages of his life Brett's concern was to raise funds for children's cancer causes, to assist young people living with cancer.

"Forever Young" – The Brett Cashman Memorial Fundraiser will be staged at Windang Bowling Club on Saturday, February 24, from 7pm with entertainment, raffles, karaoke, trivia and

silent auctions.

Proceeds from the fundraiser will benefit CanTeen and The Australian Organisation for Young People Living with Cancer

Tickets will be available on the night with admission by donation to CanTeen at the door.

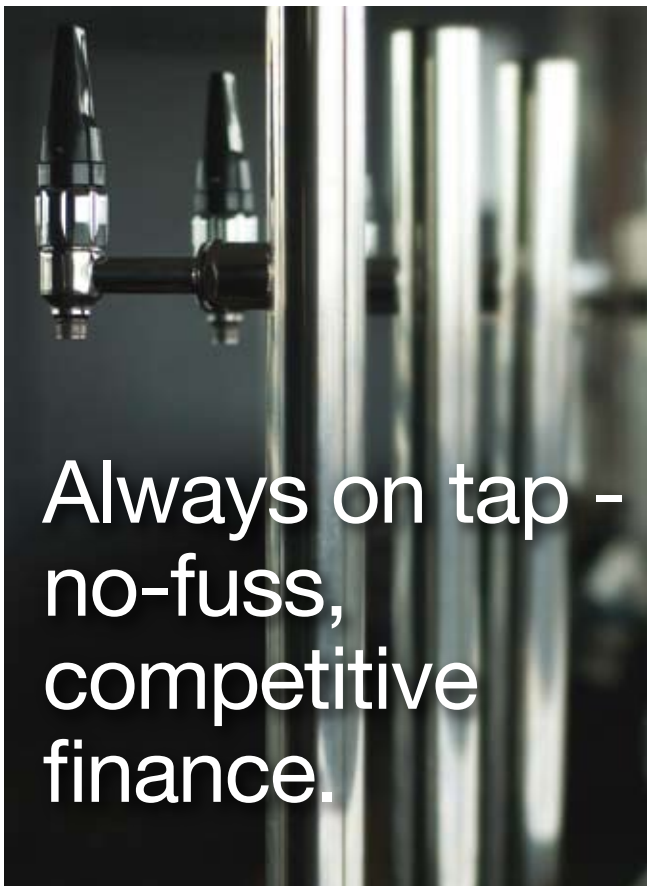
Joanne Thiele (02) 4296 4044, John Cosgrove 0414 363 879 or Phil Ryan (02) 4228 8522 are the people to contact about attending this important event that marks the life and courage of a CMAA champion.

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An article in the *St George and Sutherland Leader* newspaper in mid-January reported the NSW Office of Industrial Relations recouped more than \$188,000 for employees of registered clubs in the Sutherland Shire, in southern Sydney.

NSW Industrial Relations Minister John Della Bosca said that some of the breaches had been honest mistakes and that club administrators had taken immediate steps to address the mistakes.

This matter is a good reminder that employers who fail to comply could face fines of up to \$10,000 for each offence.



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## CMAA ANNUAL 2007 CONFERENCE, AGM, HOSPITALITY EXPOSITION AND CHARITY GALA AWARDS DINNER

# Bigger, brighter, better

**I**t's going to be bigger, brighter and the best yet when the CMAA Annual 2007 Conference, AGM, Hospitality Exposition and Charity Gala Awards Dinner opens in early April.

The Expo returns to the Sydney Convention and Exhibition Centre at Darling Harbour on Tuesday and Wednesday, April 3 and 4.

The CMAA made the big decision to switch the annual Expo from

Rosehill Gardens to the Darling Harbour venue for the 2006 event.

Members and Club Industry trade suppliers voted with their feet with record crowds and record numbers attending the CMAA's conference program, Annual General Meeting and Charity Gala Awards Dinner.

The number of trade exhibitor stands has been increased for 2007 and Expo Co-ordinator Judy Rayner reports that there is limited stands and space available.

"It has been quite amazing how the industry's trade suppliers have responded to the success of the 2006 Expo," Judy said in mid-January.

"It looks like all space and stands will be sold out much earlier than an time in the history of the CMAA Expo."

Following on from the feedback and support of the CMAA membership, the 2007 Conference Program again will be "free" to delegates.

An informative and impressive range of top-quality presenters, including Brett Boon from Thomson Playford, Jim Hollington from PKF, Ron McLean from Creating Synergy and Ken Burgin from Profitable Hospitality along with senior club and industry leaders will address the issues and topics that are at forefront of club manager agendas. With the NSW State Election around the corner, ACTU Federal Secretary Greg



GREG COMBET

Combet will deliver the Conference's Keynote Address on Tuesday, April 3, at 10am.

Mr Combet received the AM in the 2006 Queen's Birthday Honours for his work and "Service to industrial relations and through advocacy for the improved health and safety of workers, including people affected by asbestos-related diseases, and to the community".

He dedicated the honour to teamwork and the assistance of many, especially in major campaigns such as the James Hardie asbestos fight.

The CMAA's annual Charity Gala Awards Dinner moves to the The Bayside Grand Hall at the Darling Harbour Convention Centre to accommodate a capacity crowd.

CMAA Executive Officer Terry Condon said advance ticket sales were much bigger than any year previously and he encouraged anyone considering a seat at the Gala Dinner to go online or contact the CMAA soon.

"It is very gratifying and encouraging to see the support of members and industry trade suppliers who are keen to be a part of an exciting and important night on the Club Industry calendar," Terry said.

"We are going from strength to strength on the trade floor, in the

conference room and in the networking through the dinner and on to social and business get-togethers beyond the business day at the Expo."

Paul Martell, one of the entertainment industry's most celebrated comedian-comperes, will be at the helm for a night of spectacular entertainment, dining and fun.

The Silent Auction - with proceeds to the CMAA's preferred charity, the Ted Noffs Foundation - will challenge dinner guests to match the massive triumph of more than \$300,000 raised at the 2006 event.

The CMAA will recognise the contribution of CMAA Members and Club Industry associates with the presentation of CMAA Hall of Fame Awards, CMAA 21-Year Member Awards, CMAA 30-Year Member Awards and the prestigious Peter Cameron Award.

The entertainment agenda changes direction for 2007 after the effervescent Rhonda Birchmore, her big band and dance troupe wowed the packed room last year.

It will be the "Motown" style of Human Nature, winners of the 2006 Aria Awards and riding the crest of a wave with successive No.1 hit albums - 'Motown I' and Motown II' - across Australia.

Conference starting time both days is 9am with the Hospitality Expo open from 10am to 5pm on both days.

Hospitality students, staff, management and directors of clubs, hotels, casinos, restaurants and caterers will have free registration.

Trade supplier representatives not accredited as a Hospitality Exposition Exhibitor will pay a registration fee of \$550 per person.

Charity Gala Awards Dinner table or individual ticket booking and Hospitality Exposition registration can be completed online at [www.cmaa.asn.au](http://www.cmaa.asn.au)



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## POLLS APART

# George Souris

**GEORGE SOURIS**, the Shadow Gaming and Racing Minister claims that successive Labor Governments have worn out their welcome in NSW ... that the Gaming Tax furore cannot be forgotten or forgiven ... that the Coalition has established a very close relationship with the Club Industry through the Memorandum of Understanding. The Member for the Upper Hunter, who was Sport, Recreation and Racing Minister in the Greiner and Fahey governments and has held the Opposition's Gaming and Racing portfolio for the past eight years, says the Coalition, in Government, would continue the process commenced by IPART to review the Club Industry and he sees himself as an advocate for the Club Industry - not its policeman, or its tax collector. Mr Souris had some interesting responses to these topics and questions ...



## 1. Give an appraisal of the Government's handling and treatment of the Club Industry during its tenure ...

Labor has treated the club movement with contempt. The Carr-Egan period cannot be forgotten or forgiven. Who will forget the abuse and lies Labor peddled and who will forget the attitude of Labor towards an industry that should have been regarded as its heartland. The taxation policy Labor has imposed has been the principal cause of closures and job losses as identified by the Allan Report commissioned by clubs. When a Government resorts to publishing gaming revenues - club by club (not of hotels) - in an effort to shame the industry, Labor has proved it cannot be trusted. As well, Labor leaked many adverse stories against clubs in an effort to discredit the industry. The "bobby-dazzler", however, was the incredible lie that the Health Budget would be enhanced beyond what it would have otherwise been through the hypothecation of gaming taxes. Apart from the fact that this neat "spin doctoring" was dreamed up only after clubs had rallied against the Government, not a thing has been heard of since. In fact it is clubs that have recently raised some \$600,000 to purchase vital surgical equipment for Westmead Hospital. Where has all this hypothecation gone, one might ask?

## 2. Give an assessment of Labor's Gaming Tax regime and its immediate and subsequent impact on the Club Industry ...

The Allan Report identified the impacts of the tax regime. Suffice to say the industry will be a long time recovering its job losses, the knock-on



PETER DEBNAM

impacts with suppliers and contractors, the loss of live entertainment opportunities, the reduction in community support, the increase in club prices for food and beverages and the loss of many seniors benefits all add up to sad and sorry assault on the club movement that Labor should be ashamed of. And club members have good and long memories.

## 3. In light of the Coalition's review of the Gaming Legislation Memorandum of Understanding (MoU), do you think the Labor Party will review its MoU to offer clubs some relief from the current terms?

Labor is unlikely to improve its MoU with clubs. In fact, the Club Industry is being asked to trust Labor until after the Election in March '07 and to endure even higher gaming taxes before a freeze on these tax rates occurs. Labor's MoU is inferior to both Coalition MoUs. Compared to the revised Coalition MoU, Labor will be extracting nearly \$400 million in tax from clubs to 2011. There is now no room to manoeuvre. Labor has signed its MoU and the Coalition has its MoU with the industry. Without the slightest bias, the

Coalition's MoU - and its position with clubs - presents a better future for the industry. It's a fair future and one where clubs have a chance to grow and prosper for their members.

## 4. Why did the Coalition revise its MoU with the Club Industry?

Even though the Coalition's MoU remained superior overall, compared to the MoU that Labor finally signed kicking and screaming, nevertheless there remained an anomaly relating to small clubs below \$1 million in gaming revenue. The Coalition believed, in all fairness to those clubs, that an exemption was warranted below \$1 million and this is the essence of the revised Coalition MoU. I should also point out that the MoU is not only about taxation. The abolition of Section 41X, consultation on harm minimisation measures, a review of the industry, hardship provisions etc. are all strong delineators between the Coalition and Labor ... not to mention the bad blood Labor has built up with the industry over eight years. It's bad blood that will take a lot more than an inferior MoU to overcome.

## 5. Considering how much the Club Industry already contributes through CDSE allocation and other community support, are clubs entitled to see themselves as being an easy "cash cow" target for the Government? How would the Coalition handle things differently?

There's no doubt Labor regards clubs an easy cash cow. Remember the first attempt to raise taxes - a battle

**CONTINUED P16**



## POLLS APART



# Grant McBride

**GRANT McBRIDE** has held the Gaming and Racing portfolio in the NSW Government for the past four years. Despite some turbulence caused by the controversial Gaming Tax Legislation, The Member for The Entrance who is also the Minister for the Central Coast has built and established a positive reputation with the Club Industry and lost no ground with his efforts to establish the Iemma Government's Memorandum of Understanding to redress the gaming tax. CMA Magazine – as it did with Mr McBride's Coalition counterpart George Souris – provided the Minister with a comparable series of questions to draw a comparison between the Labor and Liberal/National Coalition in the lead-up to the March Election. Mr McBride chose to respond to the questions in an overall article, rather than dealing with the questions individually. Issues and topics in the Q&A format covered ... an appraisal of the Government's relationship with the Club Industry; an assessment of Labor's gaming tax regime and its impact on clubs; whether Labor is prepared to revisit and review its MoU; a comment on the Coalition's review of its MoU; whether the Government has treated the Club Industry as a cash cow and what the industry and voters can expect from a Labor Government if it is returned; an assessment of the Coalition's performance in opposition; if the Minister is keen to retain the portfolio if the Government is returned, what other areas entertain his ambition and who would be a good replacement if he moves on; if this is Labor's biggest electoral challenge in a decade and how many seats the Government will win by – presuming it wins; and, finally, if Mr McBride is a club member. Either way, the Minister makes some interesting points ...

**I**n less than 18 months, we have seen real benefits from the fresh approach of Premier Morris Iemma.

The Iemma Government and registered clubs have formed a strong partnership following the resolution of the gaming tax issue through a fair and responsible agreement.

This open and productive dialogue has also achieved a necessary platform of reform to help secure the future of the club movement in NSW.

Whilst we have moved quickly together to achieve important milestones, there is still more work to do.

Over the past decade, clubs have faced many new challenges as a result of social and demographic changes.

More recently higher interest rates and skyrocketing petrol prices have resulted in increased competition for the entertainment dollar.

A continuing strong partnership between the Iemma Government and clubs will deliver practical, commonsense solutions to overcome these challenges.

We have already taken the first steps towards securing the future of the club movement through the hard work and



**MORRIS IEMMA**

commitment of the Club Industry Working Group (CIWG) members, including CMAA Executive Officer Terry Condon.

The CIWG is a true representation of the NSW Club Industry.

In partnership with the Government, the CIWG developed the Registered Clubs Amendment Bill 2006, which passed through Parliament unopposed in November last year.

The benefits for clubs contained in the Bill include:

- » Cuts to red tape;
- » Improvements to club amalgamations;
- » Reducing duplication and compliance burdens;
- » Greater flexibility for clubs seeking

to dispose of or lease club land and property;

- » Improving the interpretation of the 5-kilometre rule for clubs whose location makes the application of the rule problematic;
- » Training courses for club directors.

Premier Iemma is committed to protecting the invaluable role clubs play in the community and their contribution to social infrastructure and services as well as jobs and the economy.

In stark contrast, the Opposition Leader and Member for Vaucluse has no plan to secure the future of registered clubs.

In recent weeks Mr Debnam has pledged to:

- » Sack 20,000 workers from our public services;
- » Cut staff from the Office of Liquor, Gaming and Racing – putting at risk club policy development and compliance support such as the new Corporate Governance Workshops and Panel Discussions;
- » Axe the Gaming Machines Amendment (Retail Shopping Centres) Regulation 2006.

**CONTINUED P17**

## POLLS APART

# George Souris

## FROM P14

the clubs won. The Carr-Egan tax regime confirms the view within the Labor regime that clubs are there for picking. Over those same years, the Coalition has established a very close relationship. Many Coalition MPs and MLCs marched side by side with clubs in the two rallies that were held in Sydney. I personally helped hold the banner at the head of the second rally. Most Coalition MPs and MLCs have personally signed the Coalition's MoU in their various local clubs. Under the Coalition, the CDSE would remain and continue to underpin many community organisations, junior sports, charities, emergency services etc.

### 6. What can the Club Industry expect from a Debnam Coalition Government if elected in March? What legislative and policy (clubs, hotels and hospitality) changes do you envisage if elected?

The Coalition would continue the process commenced by IPART to review the Club Industry. We would ensure the review was comprehensive and took into account commonsense in matters relating to gaming, responsible service of alcohol, club governance, smoking etc. All matters would be under review and, once settled, it would

be the Coalition's intention to hold that position for the term of Government – notwithstanding that there may be, from time to time, a need for amendments as they emerge. Clubs have an integral part to play in our society, especially as leisure time increases and the proportion of seniors in the population increases. It will be the Coalition's intention to help foster the industry, to broaden its role and ensure it remains both viable and strong and to remain innovative to respond to local community demands well into the future.

### 7. Give an assessment of the Coalition's performance in Opposition ...

A close working relationship with the Club Industry would be regarded as a defining feature of the Opposition's performance. This relationship was built on mutual understanding and trust and it would be the Coalition's intention to maintain that position. It is not the Coalition that should be examining its performance, it is the Government. Over 12 years, Labor has so much to answer for. Clubs have closed, jobs in the industry have been lost and many capital improvements have been stalled or cancelled because of Labor's policies. Labor has a lot to answer for in the world of clubs. And I doubt

that many grassroots club members and supporters are so ready to forgive Labor for all that has happened. If clubs are to be taken seriously in policy and in taxation, they should ensure they are not "easy meat" for this insensitive Government. Clubs need to teach Labor a lesson ... one they are not likely to forget.

### 8. Will you be keen to retain the Gaming and Racing portfolio whether elected or returned to Opposition? If not, do you have an ambition for another portfolio and



### who would be good replacement for you?

Yes. I was the Minister for Sport, Recreation and Racing in the Greiner Government and, subsequently, the Minister for Finance in the Fahey Government. As well, I have been the Shadow Minister for Gaming and Racing for approximately eight years. During that time, I believe I have established a strong relationship with the Club Industry and its representative organisations, including the CMAA – a relationship of mutual understanding and respect. I see myself as an advocate for the industry – not its policeman, or its tax collector. I believe clubs have a lot to offer the community and I hope I will have the chance to partner the industry as it makes its way in the future.

### 9. Can the Coalition win Government? How many seats will the margin be?

Yes, it certainly can win Government. The seats margin is 15 which means eight seats must change hands at the Election. With the Labor Party in disarray, especially in the Hunter, I can definitely identify the number of seats that are required. There is a most discernable swing against Labor. Everywhere I go, people express their displeasure over the dictatorial and arrogant way of governance we are experiencing, whether it's health care, water mismanagement, a lack of infrastructure, neglect of country NSW, tollway planning, ministerial accountability or the shocking mess public transport is in. It all adds up to trouble for this Labor Government, which has been in power for 12 years – too long.

### 10. Are you a member of a club?

I am a proud member of six clubs in my local area and a member of a couple of others in the city. With my Electorate boundary changing quite dramatically, I expect to join a few more in the new areas.



*NSW Shadow Gaming and Racing Minister George Souris with RSL & Services Clubs Association Chairman Tony Jeffcott at the 2005 RSL and Service Clubs Association Annual Conference and AGM in Canberra.*



## POLLS APART



# Grant McBride

## FROM P15

Mr Debnam's commitment to scrap recent gaming machine amendments is a clear example of his ill-informed and inconsistent approach to issues that require a planned and well thought out response.

This irrational policy statement from the Member for Vacluse jeopardises more than \$200 million in new investment and hundreds of jobs in Balmain and Revesby alone.

The Iemma Government understands the need to help clubs diversify their income streams away from gaming, and we will continue to tackle technical and legislative issues to deliver significant long-term benefits for clubs.

Throughout this term it has been an honour to serve in the Gaming and Racing portfolio and I am proud of the progress made towards a culture of respect and responsibility in our licensed venues.

Heading to the polls on March 24, the Iemma Government is facing the fight of our political lives.

However, the people of NSW have a



*NSW Gaming and Racing Minister Grant McBride with Member for Menai Alison Meggarity and Liverpool Catholic Club President Tony Atkins.*

clear choice.

It's a choice between Morris Iemma, a hard-working family man, versus the Member for Vacluse, who is out of touch with the community.

The Coalition has promised \$26 billion in unfunded election commitments which will bankrupt NSW and put at risk our AAA credit rating.

The Coalition continues to promise all things to all people.

Morris Iemma remains committed to finding practical solutions to deliver significant long-term benefits for clubs and secure the future of an industry, which has helped to build NSW for more than half a century.

Step by step, together Labor and clubs can work towards a shared vision of long-term prosperity.

The NSW Government is also commissioning the Independent Pricing

and Regulatory Tribunal (IPART) to undertake a major independent review of the Club Industry.

This review will examine the social and economic role of clubs and develop measures to ensure a sustainable club movement over the next 10 to 15 years.

I am a club member and regular visitor to registered clubs.

In the four years that I have spent in this portfolio so far, I have seen a true measure of the social and economic contribution registered clubs make to our State.

In my own area – the Central Coast – I have seen the ongoing support afforded by local clubs to the local community.

In return, the local community supports our local clubs and the end result is a better quality of life for everyone.

The Iemma Government is part of this partnership and is working to secure the future for clubs in NSW.



*NSW Gaming and Racing Minister Grant McBride addresses the State Liquor Accord Conference at the Bankstown Sports Club.*

## FROM THE EDITOR'S DESK

Our Zones are the heartbeat of the CMAA. A strong and interested Zone network means a vibrant Association offering leadership, proactively meeting the industry's challenges and seeking new horizons of education and professional development for its membership.

The CMAA moves into new and exciting times in 2007 with the Association's Strategic Plan firmly established, almost a doubling of the CMDA's education and training program and heightened interest in the Association's Annual Conference, Hospitality Expo and Gala Charity Awards Dinner at Darling Harbour in early April and the Mid-Year Executive Leadership Conference at Conrad Jupiters on the Gold Coast in early July.

The CMDA has responded to the demand in the Zones, by taking its range of training and development programs to regional centres during 2007. The *CMA Magazine* also is an integral part of the CMAA's Strategic Plan with more changes planned across the 11 editions this year.

The magazine continues its ongoing restructure to form a communication bridge between the Federal Executive, CMAA administration, industrial relations, education and career development, Club Industry experts and products and services suppliers

with opinions, information and new products that form a resource for members.

As an industry communication vehicle, the magazine can only be as strong as the information network that makes it tick.

This magazine belongs to the CMAA's vast membership from Far North to the remote regional centres of Queensland and New South Wales to the ACT, Victoria and beyond.

The CMAA network is vast and vibrant, extending to international club management conferences and gaming and hospitality events in Australasia, the US, Asia and Europe.

In this edition, Zone committee members have accepted the invitation to provide information and pictures from end-of-year events to enhance that network.

As *CMA Magazine* Editor, and now Communications Services Manager with the CMAA, I invite all Zones to participate in the pages of your magazine to keep colleagues and the Club Industry informed about what is happening across the Association.

David Renehan (Illawarra Shoalhaven), Suzanne Long (Sunshine Coast), Antoinette Sultana (Nepean), Nathan Whiteside (Far



PETER SHARP

North Coast) and Fiona Cossill (Gold Coast) filed reports and pictures covering activities in their end-of-year Zone gatherings.

There are five pages of information on Zone events in this edition. It can – and will – be as big as our Zone communication network will provide.

Changes in Zone meeting schedules, AGM results and Mid-Year meeting outcomes, fundraising efforts and testimonial events are significant items of information for your Club Industry colleagues across the Association.

The information superhighway – email and digital photography – makes it possible for all of these events to be reported and retained as a valuable resource of the Association's progress and history.

I invite all Zone Presidents, Publicity Officers, Secretaries or any member prepared to take on the role to contact me at the CMAA – [sharp1@cmaa.asn.au](mailto:sharp1@cmaa.asn.au) or **0410 140 036** – to ensure that our Zones become an integral and ongoing aspect of the magazine's reporting resources.

It's your magazine.

- Peter Sharp, Editor.

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## INDUSTRIAL RELATIONS - WORKCHOICES

# Voters reject IR changes

The Federal Government - with Prime Minister John Howard and Workplace Relations Minister Kevin Andrews leading the charge - insist that Australians are becoming comfortable with the WorkChoices legislation. A recent Newspoll revealed a different story ...

A recent Newspoll has shown that Prime Minister John Howard's workplace reforms have failed to win the backing of most voters.

*The Australian* newspaper's Chief Political Correspondent Steve Lewis reported in early January that many Australians believed the workplace reforms were bad for the economy and jobs, giving Labor a handy election-year boost.

Lewis reported that many voters also believed the changes would leave them worse off, undermining Coalition claims that the outcome would be higher wages.

With Labor and the ACTU to mount a vigorous election-year campaign against WorkChoices, the Newspoll revealed 14% of voters believed they would be better off under the far-reaching reforms introduced last March.

More than double that number - 33% - believed WorkChoices would be personally detrimental - this included 17% of Coalition voters, although only 6% said they would be a "lot worse off".

Despite claims the new laws, which introduced greater flexibility for employers to negotiate with workers, would boost workplace productivity, 47% of voters believe the laws would be bad for the economy.

Equally, 45% believed the laws would be bad for creating jobs, according to the Newspoll.

The Newspoll suggested the Government had a big challenge to convince the electorate WorkChoices would deliver positive results - even with unemployment at a record low of 4.6%.

Business continues to back the changes and wants the Labor Party to spell out how it would replace Australian Workplace Agreements (AWAs),



KEVIN ANDREWS

currently used by about one million workers.

Workplace Relations Minister Kevin Andrews played down concerns of a voter backlash, claiming the industrial changes - like the GST - would eventually wash through.

"The issue at the next election will largely be

about who will be able to manage the economy into the future and IR is part of that," Mr Andrews told *The Australian*. "The feedback I get over the past couple of weeks is the sky has not fallen in."

Asked whether he feared a voter backlash, Mr Andrews was emphatic: "No."

The Government made a series of changes to WorkChoices late last year after lobbying from business and the unions, but Mr Andrews dismissed the need for further tweaking.

"We haven't got our head in the sand, but there are no further changes in mind," he said.

The Newspoll showed women continued to hold greater concerns over the workplace changes, which reduce minimum award conditions to just five and are designed to encourage the take-up of individual work contracts.

Just 34% of voters believed the changes would be good for the economy, with those on higher salaries more positive about their impact. Similarly, only 33% believed the changes would be good

for jobs creation, compared with 45% who thought they would be detrimental for the labour market.

Almost half of all voters - 48% - didn't think the changes would affect them personally.

But the proportion of voters who thought they will be worse off had grown from 30% in April last year to 33%.

Labor has nominated workplace relations as one of its core election issues, with Opposition Leader Kevin Rudd handing the critical portfolio to his Deputy, Julia Gillard.

A Newspoll conducted in October showed industrial relations ranked only seventh on the list of voter concerns, well behind education, health and the

economy.

Ms Gillard predicted industrial relations would be a "strong vote switcher" at the election, expected by November.

"The Australian people don't believe these changes are necessary," Ms Gillard said.

"These laws aren't necessary in order to ensure our economy stays

strong and productive."

The Australian Chamber of Commerce and Industry's Director of Workplace Policy Peter Anderson challenged Labor to develop a "more realistic policy".

"It is quite unrealistic to be tearing up IR laws that employ hundreds of thousands of Australians," he said.

"You cannot tear up AWAs without consequences."

Ms Gillard said Labor would take several months before outlining details of its alternative package.

While business largely backs the Government's changes, ACTU President Sharan Burrow predicted voters were ready to vote down the IR changes.

"I'm confident that Australians want a change," Ms Burrow said.

"The Labor leadership has committed themselves to tearing up this legislation, and that's a great basis on which to campaign for an alternative with confidence."



SHARAN BURROW



JULIA GILLARD

## IN THE ZONE - NEPEAN

## Beverley and Sam in Nepean spotlight

**B**everley Lock and Sam Sada shared the spotlight for different reasons when the CMAA's Nepean Zone entertained more than 180 people for its annual Christmas Luncheon.

The spectacular Liverpool Catholic Club was the venue and its CEO John Turnbull, also Nepean Zone Treasurer, was the host for CMAA members and industry trade supporters to start holiday season festivities and mark another successful year for the Zone.

Nepean Zone President Gary Green ACCM, also the Bonnyrigg Sports Club General Manager, addressed the mid-December luncheon and congratulated members on their generous support of the Zone's preferred charities and thanked trade suppliers for their support of the event.

CMAA Executive Officer Terry Condon attended the event and made special presentations to Beverley and Sam during the luncheon.

Terry congratulated Beverley, the Guildford Leagues Club Finance Manager, on her Club Industry career – the past 17 years as a CMAA member – and wished her well for her retirement.

"I have been working for more than



*Liverpool Catholic Club CEO and Zone Treasurer John Turnbull welcomed (from left) CMAA Executive Officer Terry Condon CCM, Zone President and Bonnyrigg Sports Club General Manager Garry Green and Ingleburn RSL Club General Manager David Marsh to the Nepean Zone Christmas Luncheon at Liverpool Catholic Club.*

40 years and I have made so many wonderful friends in the Club Industry, so this has been a big decision for me," Beverley told the luncheon in accepting a special presentation from the CMAA.

Terry also presented Sam, the Guildford Bowling and

Recreation Club Secretary Manager, with his ACCM (Active Certified Club Manager) Award.

Sam thanked the CMAA and CMDA for helping him achieve this major milestone and his Club Board for its support.

"This is a very proud and pleasing moment for me and I encourage everyone in club management to participate in the CMDA's study program ... it's a very rewarding experience," Sam added.

High-profile comedian Vince Sorrenti was the perfect master of ceremonies for the luncheon and kept the laughs flowing with his unique view of life and Australian culture and heritage.

There's nothing officially on

the books yet, but it's almost certain – after a very brief chat with Garry Green and John Turnbull – that Mounties CEO and CMAA Life Member Greg Pickering ACCM will host the 2007 event at his western Sydney club.



*Terry Condon marked Guildford Leagues Club Finance Manager Beverley Lock's imminent retirement with a presentation at the Nepean Zone Christmas Luncheon at Liverpool Catholic Club.*



*Terry Condon presents Guildford Bowling and Recreation Club Secretary Manager Sam Sada with his ACCM Award.*



## IN THE ZONE - FAR NORTH COAST



*Far North Coast Zone President Jon McGregor with Shane and Lynne Seccombe from Offbeat Operations Entertainment Agency.*



*Tony Long from Aristocrat, Julie Olsen from Casella Wines, Evans Head Bowling Club Secretary Manager Roger Hong with Andrew Smith from Maxgaming.*

## Journey worth the time and effort

**I**t was a big finish to the year for the CMAA's Far North Coast Zone when they got the holiday season celebrations off to a flying start at the annual Christmas Luncheon.

Far North Coast Zone President and Yamba Bowling Club General Manager Jon McGregor ACCM, hosted the meeting and luncheon at his club on December 13.

Zone Secretary Nathan Whiteside reported that the Zone's "northern contingent" arrived at around 10.30 with the festive celebrations already under way.

Nathan said that the business of the day, with some important issues on the meeting agenda, was handled efficiently with around 70 members attending and the

trade representatives swelled the numbers to 130 for the luncheon.

Foster's, Tooheys and Hardys supplied the beverages while the local prawns and oysters were the highlight of the smorgasbord and dishes prepared by Yamba Bowling Club chef Don Law and his staff.

Nathan made special mention of a couple of members who

insisted on "missing" the bus to ensure the Tweed area would be represented at the extended ceremonies.

Far North Coast will conduct Zone Meetings at Kingscliff TAFE College on March 14, at Ballina RSL Club on June 20, at the Foster's Brewery at Yatala on September 26 and their 2007 Christmas Luncheon at Yamba RSL Club on December 11.



*The Far North Coast Zone Executive (from left) Nathan Whiteside (Publicity Officer), Gordon Rhodes (Secretary), Phillip Mallon (ZEO), Mark Bannerman (Treasurer), Jon McGregor (President) and Darren Schipp (Vice-President).*



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## IN THE ZONE - GOLD COAST



*Melinda, Damian, Jane from Currumbin RSL Club enjoy the fine dining and drinks at the Gold Coast Zone Charity Race Day at the Gold Coast Turf Club in July 2006.*



*Robyn Harris, Gordon "Rowdy" Harris and CMAA Gold Coast Zone Secretary Garry Leach with cheque for \$45,000.*

## Coast 'cares for one of its won'

It was yet another big and successful year for the CMAA's Gold Coast Zone in 2006 with quality speakers at workshops and luncheons along with two major fundraising events.

The Zone adopted a "look after our own" philosophy and dug deep to assist Castlemaine Perkins stalwart representative Gordon "Rowdy" Harris.

Robina Woods Golf Club was the venue and more than 180 generous industry supporters chipped in on the course and more than 300 attended the subsequent dinner to raise \$46,000 and help "Rowdy" meet some of the costs associated with ongoing treatment in dealing with a condition that has forced him to step down from his long and successful career with the Queensland brewer.

Gold Coast Zone Treasurer and Beenleigh RSL Club General Manager

Fiona Cossill described "Rowdy" as "a friend to all, having worked at Castlemaine Perkins for more than 30 years".

Castlemaine Perkins was well represented on the day by "Rowdy's" colleagues, with Regional Director Mark Powell announcing an additional – and generous – donation towards the total, which the Zone achieved through the golf day, auction and raffle prizes.

The Zone's Annual Race Day – co-presented with the Brisbane Zone – was held in conjunction with the CMAA's Mid-Year Executive Leadership Conference at Conrad Jupiters on the Gold Coast in July.

As was the case in 2005, the horses never made it to the track due to torrential and continuous rain, however that failed to dampen the enjoyment and the generosity of the Zone

supporters with \$30,000 raised for two worthy local charities.

The funds were allocated to Teenage Adventure Camps Queensland, who support children with cancer, and the Glenleighdon School who support children with speech and language impairment.

"These examples of the Club Industry's generosity are a wonderful product of how Zones are able to get together, raise money to support local groups in need, and have a good time doing it," Fiona added.

The Gold Coast Zone Christmas Luncheon attracted 116 CMAA Members and trade representatives to Burleigh Bears Club in mid-December.

The Gold Coast Zone AGM, Workshop and Luncheon is scheduled for Tuesday, February 20, at Palm Beach Currumbin Sports Club.

At the Brisbane Zone Christmas Luncheon, in November at Logan Diggers Club, Queensland Bursaries were awarded to Peter Constance and Sharlene Hall.

CMAA Gold Coast Zone Federal Councillor Peter Constance, ACCM, the City Golf Club General Manager at Toowoomba won the Ian Silk Memorial Bursary, sponsored by CMAA Brisbane Zone.

Currumbin RSL Club Financial Controller Sharlene Hall won the Education Jupiters Bursary, sponsored by Ainsworth Gaming Technology.



*The full field of players who gathered at Robina Woods Golf Club to support Gordon "Rowdy" Harris.*



## IN THE ZONE - SUNSHINE COAST

## Early Xmas surprise for John

**B**ribie Island RSL Club Operations Manager John Brittain collected his biggest Christmas "gift" a few weeks early.

John accepted the Sunshine Coast Zone CMAA Bursary that will put him in Las Vegas for G2E later this year.

Sunshine Coast Zone stalwart Arthur Tye attended the Sunshine Coast Zone Christmas Luncheon in mid-December and presented the Perpetual Bursary named in his honour to John.

John will attend the 2007 Global Gaming Expo - the biggest gaming, hospitality and food and beverage trade show in the world - staged in Las Vegas, Nevada, in November.

Sunshine Coast Zone President

Laurie Williams, in his address to the gathering, also congratulated and thanked Lee Shoobridge and Aristocrat for the company's sponsorship of the bursary.

Sunshine Coast Zone Secretary and Nambour RSL Club Office Manager Suzanne Long ACCM reported that more than 120 CMAA Members and trade representatives attended the Sunshine Coast Zone Christmas Function at Maroochy Surf Club.

CMAA Executive Officer Terry Condon will attend Sunshine Coast Zone's AGM, Workshop and Luncheon at Caloundra Power Boat Club on Tuesday, February 13.



*Aristocrat Technologies representative Lee Shoobridge with (from left) Arthur Tye Perpetual Bursary Award winner John Brittain, of Bribie Island RSL Club, Arthur Tye, and Sunshine Coast Zone President Laurie Williams at the Zone Christmas Luncheon staged at Maroochy Surf Club.*

## Brisbane Zone AGM

The CMAA's Brisbane Zone has changed venues for its AGM Luncheon Meeting on March 13. Brisbane Zone President Pam Shelton advises that the meeting - originally scheduled for Greenbank RSL Club - now will be held at Redcliffe Leagues Club.

Other significant CMAA events during February and March are ...

- » Federal Executive Meeting at the CMAA offices at Auburn on February 15
- » Gold Coast Zone AGM at Currumbin Sports Club on February 20
- » Manly-Northern Suburbs Zone AGM at Asquith Leagues Club on February 21
- » 80th World Conference on Club Management, presented by the CMA America, at Anaheim from February 23 to 27
- » Inner West Zone Golf Day at Carnarvon Golf Club on March 2
- » Sunshine Coast Zone Golf Day at Horton Park Golf Club on March 30
- » CMAA - ClubsNSW Race Day at Gunnedah Race Club on March 31



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## IN THE ZONE - ILLAWARRA SHOALHAVEN

## Cosgrove farewell at Collegians luncheon

The Illawarra Shoalhaven Zone Christmas Luncheon also became a tribute to the career of Windang Bowling Club General Manager John Cosgrove.

The downstairs reception room at Collegians Balgownie was packed with CMAA Members and the hospitality industry's trade representatives for the late-December event.

Collegians Group CEO John Wilkins and Collegians Board Chairman Ron Riley hosted the event that was organised by Collegians Balgownie Operations Manager David Renehan.

Illawarra Shoalhaven Zone President David Hiscox kept the formalities to a minimum, but took the opportunity to acknowledge John Cosgrove's decision to retire at 62.

John told the luncheon that the passing of his "great mate" Brett Cashman during 2006 had been a major influence in his decision.

"I want to thank everyone in the industry for their friendship and for the



*Illawarra Shoalhaven Zone President David Hiscox, Collegians CEO John Wilkins, Windang Bowling Club General Manager John Cosgrove, Collegians Board Chairman Ron Riley and Zone Secretary David Renehan at the Zone Christmas Luncheon.*

wonderful time that I have had working in clubs," John said.

"I miss my 'big mate' [Brett] so much and losing him was a factor in my decision to retire now ... I'll play some bowls and spend some time with my family. It has been a great journey."

David Hiscox said it had been another successful year for the Zone with more than \$60,000 raised in charity golf days in the Shoalhaven and Wollongong.

"Stewart Christiansen [Nowra] and Paul Mack [Wollongong] and their support teams have done another superb job with their efforts to allow the Zone to assist charities across the regions," David added.

The Zone made substantial donations to Camp Quality; Interchange Shoalhaven, a disabled care facility; an electronic bed for the Shoalhaven Hospital Children's Ward; Warrigal

Care, an aged-care facility; and Illawarra Cancer Care.

Another aspect of the Zone's fundraising efforts and the support of the trade was that 53 managers were able to undertake training courses during the year.

Ten members attended the CMDA's Duty Manager Development Program, while others attended the Gap Course, two managers attended the CMAA's Mid-Year Executive Leadership Conference at Conrad Jupiters, the Global Gaming Tour to G2E and Coca-Cola bursary tour in the US.

Three of the Club Industry's longest-serving senior executives also caught up at the luncheon with John Wilkins (Collegians), Neil Bayo (Warilla Bowling Club) and Allan Fitzgibbon (Dapto Leagues Club) combining for more than 94 years in the industry.



*Collegian CEO John Wilkins with Warilla Bowls and Recreation Club General Manager Neil Bayo and Dapto Leagues Club General Manager Allan Fitzgibbon combine for more than 94 years of experience in the Club Industry.*



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## CMAA Zone Golf Days, Race Days & Fundraising Events ...

- » March 2 – Inner West Zone Golf Day  
@ Carnarvon Golf Club
- » March 30 – Sunshine Coast Zone Golf Day  
@ Horton Park Golf Club
- » March 31 – CMAA / ClubsNSW Race Day  
@ Gunnedah Race Club
- » April 3 – CMAA Annual Awards Presentation Gala Dinner  
@ Sydney Convention & Exhibition Centre,  
Darling Harbour, Sydney
- » April 19 – Manly/Northern Suburbs Zone Golf Day  
@ Bayview Golf Club
- » May 10 – Nepean Zone Golf Day  
@ Fox Hills Golf Club
- » May 29 – City East Zone - Peter Cameron Golf Day  
@ The Coast Golf Club
- » July 7 – Gold Coast Zone Charity Race Day  
@ Gold Coast Turf Club
- » September 18 – St George Zone - Neville Worton Golf Day  
@ Kogarah Golf Club
- » October 26 – Sunshine Coast Zone Golf Day  
@ Horton Park Golf Club

\* to add your Zone fundraising event, email details to  
[sharpee1@cmaa.asn.au](mailto:sharpee1@cmaa.asn.au)

## 2007 CONFERENCES ...

- » February 23-27 – 80th World Conference on Club Management @ Anaheim, California, USA
- » April 2&3 – CMAA Annual 2007 Conference, AGM, Hospitality Exposition @ Charity Gala Awards Dinner @ Sydney Convention & Exhibition Centre, Darling Harbour, Sydney
- » May 15-17 – Leagues Clubs Association Gaming Conference @ Novotel Northbeach, Wollongong NSW
- » June 13-14 – G2E Asia - Global Gaming Expo Asia - 2007 @ Macau Tower Convention & Entertainment Centre, Macau
- » July 4-6 – CMAA Executive Mid-Year Conference @ Conrad Jupiters, Gold Coast, Queensland
- » July 16-18 – RSL & Services Clubs National Conference @ Twin Towns Services Club, Coolangatta
- » August 19-21 – Australian Gaming Expo (AGE2007) @ Sydney Convention & Exhibition Centre, Darling Harbour, NSW
- » September 26-29 - ClubsNSW Annual Conference @ Gold Coast Convention Centre, Queensland
- » October 21-24 – RSL & Services Clubs Association Annual Conference @ Hyatt Hotel, Canberra
- » November 1-4 – Leagues Clubs Association National Conference @ Gold Coast Convention Centre, Queensland
- » November 13-15 – G2E - Global Gaming Expo @ Las Vegas, Nevada, USA.

# Planning and building for your future

DEVELOPMENTS

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on 9965 0399  
Level 3, 41 McLaren Street,  
North Sydney NSW 2060  
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## CMDA Training Program: March - April 2007

For full content details of each of the programs contact the CMDA or refer to the 2007 calendar on our website.

Phone: (02) 9643 2300 \* [www.cmaa.asn.au](http://www.cmaa.asn.au) \* Email: [training@cmma.asn.au](mailto:training@cmma.asn.au)

COURSES	MARCH	APRIL
<b>Provide Responsible Service of Alcohol</b> (THHBFB09B) (LAB approved) ACCM Unit - 1 Day	Th 15	M 16
<b>Provide Responsible Gambling Services</b> (THHADG03B) (LAB approved) ACCM Unit - 1 Day	M 5	Th 19
<b>Senior First Aid</b> (Workcover Approved) – 1 Day Delivered in conjunction with Barringtons	W 21	
<b>Manage Workplace Diversity THHGLE09B</b> 1 Day		M 23
<b>Duty Management Development Program</b> 2 x 3 Day Sessions	(S1) M 5 - W 7 (S2) M 26 - W 28	
<b>Food &amp; Beverage Management Development Program</b> - 2 x 3 Day Sessions	(S1) M 30 &	(S1) T 1 & W 2 (S2) M 21 – W 23
<b>Analyse &amp; Report on Gaming Machine Data THHADG01B</b> ACCM Unit 2 Days (Prerequisite for Gaming Management Development Program THHADG02A)		W 11 & Th 12
<b>Financial Management</b> ACCM Units 5 Days (Prepare and Monitor Budgets THHGLE14B & Manage Financial Operations THHGLE15B) * Financial Fundamentals is the prerequisite for this program.	(S1) M 12 & Tu 13	(S2) M 16 - W 18
<b>Marketing Fundamentals</b> 1 Day (Prerequisite for Develop & Manage Marketing Strategies THHGLE12B)	M 19 & T 20	
<b>Develop &amp; Manage Marketing Strategies THHGLE12B</b> ACCM Unit 2 x 2 Day Sessions * Marketing Fundamentals is the prerequisite for this program.		(S1) M 23 & T 24 cont. May
<b>Roster Staff THHGLE05B</b> - ACCM Unit - 1 Day	T 6	
<b>Recruit and Select Staff THHGLE07B</b> - ACCM Unit - 2 Days		T 10 & W 11
<b>Manage Physical Assets THHGLE16B</b> ACCM Unit 2 x 2 Day Sessions		(S1) M 30 cont. May
<b>OHS Risk Management for Supervisors and Managers</b> (Implement Workplace Health, Safety & Security Procedures THHGLE02B)	W 7 & Th 8	
<b>OHS Consultation</b> –(Workcover Approved) ACCM Unit 2 x 2 Day Sessions (Establish & Maintain a Safe & Secure Workplace THHGLE04B)		(S1) W 11 & Th 12 (S2) M 23 & T 24

## REGIONAL TRAINING...

COURSES	MARCH	APRIL
<b>Armed Robbery Survival Skills</b> ½ Day Delivered in conjunction with Barringtons	Illawarra T 6	Mid North Coast Th 12
<b>Business &amp; Report Writing</b> 1 Day		Brisbane T 10
<b>Coaching Skills for 'Buddy System' Line Trainers</b> 1 Day (Coach Others in Job Skills THHGTR01B)	Mid North Coast W 14	
<b>Deal with Conflict Situations THHGCS03B</b> - 2 Days	Mid North Coast M 12 & T 13	Melbourne W 11 & Th 12
<b>Plan &amp; Establish Systems &amp; Procedures THHGGA08B</b> - 1 Day	Central Coast W 7	Brisbane W 11
<b>Duty Management Development Program</b> 2 x 3 Day Sessions		Sunshine Coast (S1) M 16 – W 18 (S2) M 30 – cont. May
<b>Analyse &amp; Report on Gaming Machine Data THHADG01B</b> ACCM Unit 2 Days (Prerequisite for Gaming Management Development Program THHADG02A)	Far South Coast M 19 & T 20	
<b>Financial Fundamentals</b> (THHGFA06A & THHGLE13B) 2 Days (Prerequisite for Financial Management THHGLE14B & THHGLE15B)	Far South Coast M 12 & T 13	
<b>Roster Staff THHGLE05B</b> - ACCM Unit - 1 Day		Sunshine Coast T 17
<b>Monitor Staff Performance THHGLE06B</b> ACCM Unit 2 Days	Mid State M 26 & Tu 27	
<b>Recruit and Select Staff THHGLE07B</b> - ACCM Unit - 2 Days	Brisbane W 21 & Th 22	
<b>OHS Risk Management for Supervisors and Managers</b> (Implement Workplace Health, Safety & Security Procedures THHGLE02B)		Mid State Th 19 & F 20
<b>OHS Consultation</b> –(Workcover Approved) ACCM Unit 2 x 2 Day Sessions (Establish & Maintain a Safe & Secure Workplace THHGLE04B)	Riverina (S1) M 5 & T 6 (S2) M 26 & T 27	

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



# 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 & ↗	W1		(S1) M29 - W31	(S2) T13 - Th15	
	(S1) M30 & ↗	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 & ↗	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		

asn.au for course  
registration form.

Log onto [ozjobfindit.com](http://ozjobfindit.com) the club  
industry's **BEST** recruitment and job  
placement website.





## 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 - <b>Stage 1:</b> 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 - <b>Stage 1:</b> THHGF06A and THHGLE13B <i>(Prerequisite for Stage 2)</i>	2 Days	\$440	\$480	\$4,600			Far M
Financial Management - <b>Stage 2:</b> THHGLE14B and THHGLE15B ACCM Units	5 Days	\$1,100	\$1,200	\$8,000			
Marketing Management							
Marketing Fundamentals - <b>Stage 1:</b> <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 <i>(THHGLE02B Equivalent)</i>	2 Days	\$390	\$440	\$4,600	Far Sth Coast M29 & T30	Nth West M5 & T6	
OH&S Consultation <i>(WorkCover Approved)</i> <i>(THHGLE04B Equivalent)</i>	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](http://www.cmaa.asn.au) for outlines and a course register

## CMAA CONFERENCE AND HOSPITALITY EXPOSITION

Darling Harbour, Sydney.  
Tuesday 3<sup>rd</sup> and Wednesday 4<sup>th</sup> April 2007.

Check the CMAA website for further information





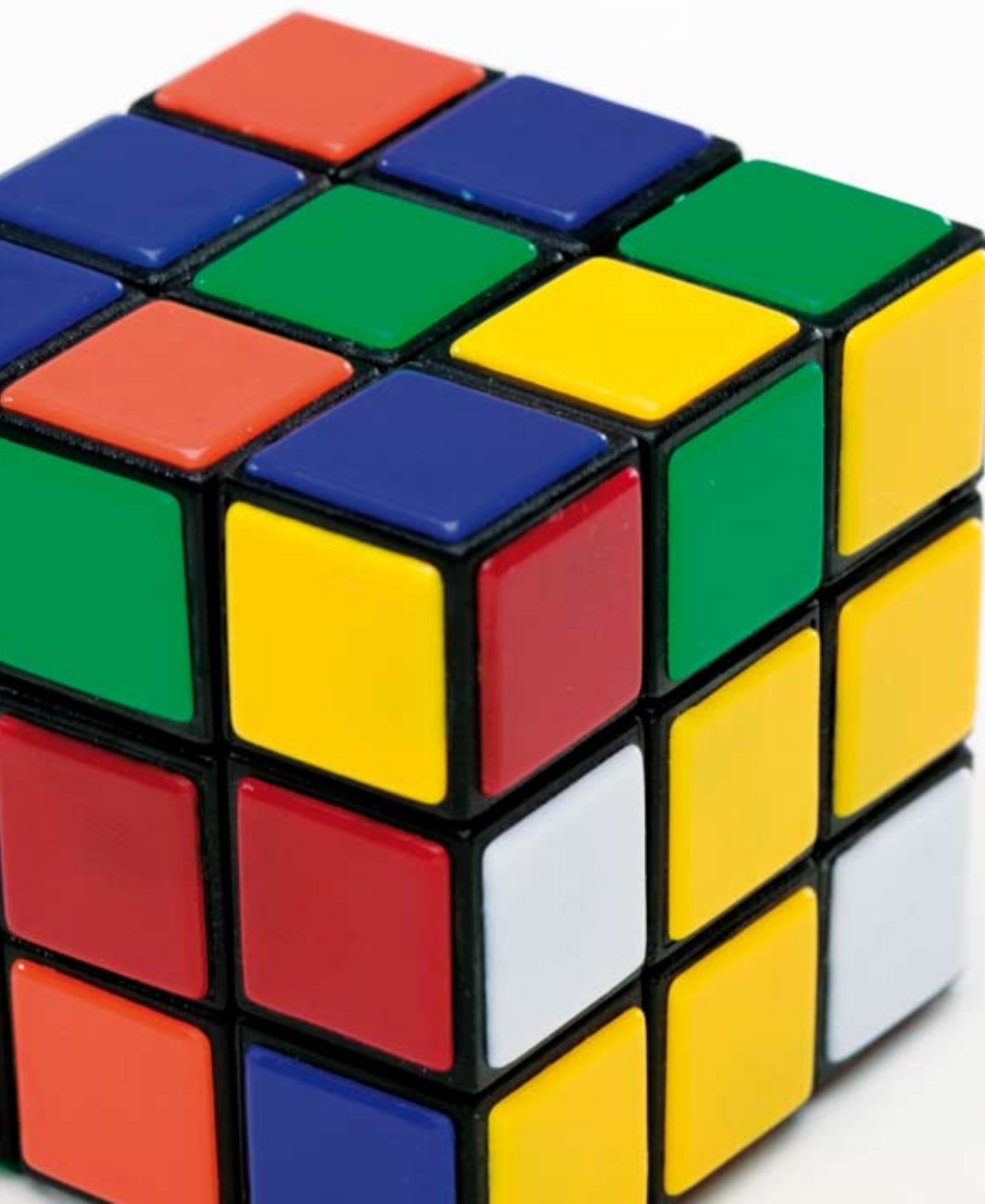
CMAA Annual 2007 Conference AGM  
Hospitality Exposition & Charity Gala Awards Dinner

[www.cmaa.asn.au](http://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](http://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](http://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) M26 - W28	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		

Log onto [ozjobfindit.com](http://ozjobfindit.com) the club industry's **BEST** recruitment and job placement website.

Log onto [ozjobfindit.com](http://ozjobfindit.com) the club industry's **BEST** recruitment and job placement website.



## CMAA MID YEAR EXECUTIVE LEADERSHIP CONFERENCE

Conrad Jupiters, Gold Coast.  
Wednesday 4<sup>th</sup> to Friday 6<sup>th</sup> 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 THHGC03B	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](http://www.cmaa.asn.au) outlines and a course r



# Zone Education Officers

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## NOTICE OF ANNUAL GENERAL MEETING

The Annual General Meeting of the Members of the Club Managers' Association Australia will take place at 9am on Tuesday, April 3, 2007 in the Conference Room, Hall 6, of the Sydney Convention & Exhibition Centre, Darling Harbour. Members will receive 10 ACCM Activity Points for attending the meeting and signing the Members Register.

## COOTAMUNDRA bases



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## CMDA REPORT WITH RALPH KOBER

## National Bursary Program

Close to 30 bursaries were offered in 2006 totalling \$100,000 for CMAA members. Thanks go to our sponsors for providing such a substantial opportunity for our managers' professional development.

CMAA 2007 Bursary & Scholarship Award Recipients

### PETER CLAREBROUGH MEMORIAL GAMING BURSARY

sponsored by IGT

Phillip Boughton ACCM, Secretary Manager, Culburra Bowling Club  
Julie Cullen ACCM, Secretary Manager, Penrith Bowling Club

### AMERICAN CLUB MANAGERS CONFERENCE BURSARY

sponsored by KPMG

Karren Jamieson ACCM, Finance Manager, Club Five Dock

### AMERICAN CLUB MANAGERS CONFERENCE BURSARY

sponsored by Coca Cola

Michael O'Sullivan ACCM, Secretary Manager, Milton Ulladulla Bowling Club

### ASIAN GAMING & HOSPITALITY EXPO BURSARY

sponsored by Stargames, Russell Corporate Advisory, Global Coffee Solutions, LPK Cleaning, True Blue Chemicals & Creating Synergy  
Stargames Bursary Michael Clare ACCM, Operations Manager, Huskisson RSL Club

Russell Corporate Advisory Bursary Stella Tripod, Marketing Manager, Club Marconi

Global Coffee Bursary Laurie Williams, Operations Manager, Nambour RSL Club

LPK Cleaning Bursary Peter Leondios, Operations Manager, Randwick Labor Club

True Blue Chemicals Bursary Brad Whittaker ACCM, Executive Chef, Tweed Heads Bowls Club

Creating Synergy Bursary Paul Lander, Senior Duty Manager, Canberra Southern Cross Club

### FINE FOOD SHOW & STUDY TOUR BURSARY

sponsored by Profitable Hospitality

Stuart Jamieson, Operations Manager, Club Rivers

### CLUB GAMING MANAGEMENT EDUCATION SCHOLARSHIP

sponsored by Maxgaming

Karen Butler, Manager, Castle Hill RSL Club  
Colleen Inskip, Assistant Manager, Wangi District Workers Club  
Robert McLean, Secretary Manager, Belrose Bowling Club

### PROFESSIONAL DEVELOPMENT EDUCATION SCHOLARSHIP

sponsored by nem – Non-Executive Management

Lyndelle Fleming ACCM, Senior Duty Manager, Dooleys Lidcombe Catholic Club  
Danial Passfield, Assistant Manager, Cardiff RSL Club

### BACHELOR OF BUSINESS IN CLUB MANAGEMENT DEGREE SCHOLARSHIP

sponsored by Barringtons

Tony Jackson ACCM, Duty Manager, Cabra-Vale Ex-Active Servicemen's Club  
Ian Martin, Customer Service Manager, St Johns Park Bowling Club

### HUNTER VALLEY WINE MAKING STUDY TOUR BURSARY

sponsored by Tyrrell's Wines

Michael Bramman ACCM, Operations Manager, Smithfield RSL Club

### CMAA VISIONARY LEADERSHIP PROGRAM SCHOLARSHIP

sponsored by Scott & Broad

Jason Lynch ACCM, Secretary Manager, Arana Leagues Club  
Amy Conroy, Gaming Manager, Panthers Group

### CMAA EXECUTIVE LEADERSHIP CONFERENCE SCHOLARSHIP

sponsored by Infogenesis

Glenn Buckley ACCM, Secretary Manager, Woolgoolga RSL Club  
Stuart Burrows, Operations Manager, Club Marconi

### DUTY MANAGER DEVELOPMENT PROGRAM SCHOLARSHIP

sponsored by Enterprise Development Network

Melissa Unicomb, Customer Service Manager, Club Rivers

## 2007 CMDA Training Calendar

The new-look version of the CMDA Training Calendar features scheduled courses to be delivered at CMAA Career Development Centre Auburn and a dedicated calendar for scheduled courses to be delivered in NSW regional and interstate zones.

The CMDA is appreciative of the support shown by members and the greater club movement for its activities and has reciprocated this support in offering close to 300 training courses in 2007 of which 100 training courses are scheduled outside the Sydney metropolitan area alone.

This will help clubs to be able to afford to send staff to training closer to their location and to provide opportunities for staff and themselves that may not otherwise be available because of access and other influences such as time away from work, travel and accommodation expenses.

The CMDA urges you to support this initiative by enrolling either yourself or your staff onto the courses in your Zone to ensure continued professional development and so that the

courses will run.

Successful clubs budget around 1% of net revenue for staff development ... do you?

The calendar has a number of new courses for 2007 including:

- » Manage Workplace Diversity
- » Plan and Establish Systems and Procedures
- » Business and Report Writing
- » Recruitment and Selection Techniques
- » Marketing Fundamentals

The Calendar can be downloaded from [www.cmaa.asn.au](http://www.cmaa.asn.au).

Individual Zone training events are featured in the Upcoming Events link on the website.

The CMDA also can deliver courses to individual clubs and Zones on application.

Contact the CMDA office on 02 9643 2300 to discuss your needs.

\* The Calendars are in this edition



# New Training Courses launched for 2007

**T**he CMDA has developed a number of new and relevant training and professional development courses in order to meet the needs of its membership.

There will be five new programs in 2007 ...

- » Manage Workplace Diversity
- » Plan and Establish Systems and Procedures
- » Marketing Fundamentals
- » Recruitment & Selection Techniques
- » Business & Report Writing

## *Manage Workplace Diversity*

Part of the Frontline Operational Development program suite, this course deals with the skills and knowledge required to provide leadership in a diverse workplace where customers and staff are from a wide range of backgrounds. It builds on the common core unit THHCOR02B Work in a socially diverse environment, and reflects the importance of managing diversity in the tourism and hospitality industry.

This course is delivered over one day.

## *Plan and Establish Systems and Procedures*

Part of the Frontline Operational Development program suite, this course

deals with the skills and knowledge required to develop and implement new ways of doing things in the workplace. It focuses on operational strategies to achieve workplace goals including developing procedures, standards of quality performance, systems and efficiencies.

This course is delivered over one day.

## *Marketing Fundamentals*

This course targets supervisors and managers who deal with marketing issues in an operational context i.e. putting together campaigns, promotions dealing with external agencies and internal communication and more.

It is designed to be the first step in developing a supervisor and manager's understanding, skills and knowledge prior to taking on a more strategic marketing role. Therefore this course is a pre requisite for the higher level Develop & Implement Marketing Strategies offered by the CMDA.

This course is delivered over two days.

## *Recruitment & Selection Techniques*

Presented by one of the CMDA's more dynamic trainers, Paul Lyons, this revamped course now is presented over two days, is highly interactive and relevant to today's employment

environment. It covers all areas of recruitment and selection, interviewing and induction techniques and will assist all supervisors and managers responsible for recruitment in their clubs. The cornerstone of the course will be simulation of interviews and feedback.

## *Business & Report Writing*

Very few are taught the skills of business writing. For many, it is a case of trial and error over a number of years. This program is designed to put in place strategies that can be used to develop a highly effective business writing approach.

Topics covered include:

- » Deciding when to write
- » Using Plain English
- » Developing a friendly style
- » Editing & Proofreading
- » Writing good Letters, Memos & Reports

A comprehensive quality self paced learning workbook is included in the cost of the program valued at \$100.

This course is delivered over one day.

These courses and more will be highlighted on the 2007 CMDA Training Calendar.

For further details regarding these courses, contact [training@cmaa.asn.au](mailto:training@cmaa.asn.au) or call 02 9643 2300.

## CMA Duty Manager Program 2007

Zones	Dates	Club Location
Great Lakes Sunshine	(S1) Feb 26-28	Port Macquarie RSL Club
	(S2) Feb 26-28	Maroochydore RSL
	(S1) Apr 16-18	
	(S2) Apr 30 - May 2	
Mid State	(S1) May 7-9	Orange Ex Services Club
	(S2) May 28-30	
Far Sth Coast	(S1) May 28-30	Moruya Golf Club
	(S2) June 25-27	
Hunter	(S1) Aug 6-8	Singleton RSL
	(S2) Sep 3-5	
Riverina	(S1) Sep 3-5	Moama Bowling Club
	(S2) Sep 24-26	
Cairns	(S1) Oct 8-10	Brothers Leagues Club
Townsville	(S2) Nov 19-21	Townsville RSL Club
Auburn	(S1) Mar 5-7	CMA Career Development Centre
Auburn	(S2) Mar 26-28	CMA Career Development Centre
	(S1) July 9-11	
	(S2) July 30-31 & Aug 1	
Auburn	(S1) Oct 29-31	CMA Career Development Centre
	(S2) Nov 13-15	

The popular and relevant CMA Duty Manager Program will be delivered 11 times during 2007 in response to senior managers wanting to have the program more accessible to their clubs.

The CMDA welcomes the opportunity to deliver the program locally and asks regional managers to support the initiative and to help make it happen!

Since its inception, the program has had more than 800 senior supervisors and line managers attend.

It has been constructed to provide learning across essential areas of operational management such as:

- » Human Resource Fundamentals
- » Finance and Cost Control
- » Leadership
- » Compliance and Risk Management
- » Managing Customer Service
- » Leadership and Communication
- » Counselling and Discipline

To find out more and to inquire about the program, phone on (02) 9643 2300 or email [training@cmaa.asn.au](mailto:training@cmaa.asn.au)

# New shopping brawl

It's not hard to see that there's an election around the corner in NSW – and that it's bushfire season.

Premier Morris Iemma continues to manage blazes of various shapes and sizes created by incumbent, disgraced and resigned ministers.

In the case of former Aboriginal Affairs Minister Milton Orkopoulos, it has been an ongoing inferno.

With former Police Minister Carl Scully, it was a case of will his political fire burn out, or will he seek a return to the front bench if the Government is returned.

Mr Scully answered that question for the Premier in mid-January when he announced his resignation before the election.

Mr Scully was forced to resign from the ministry in October after he was twice caught lying to Parliament about a Police Report into the Cronulla riots.

He remained the endorsed candidate for the south-western Sydney seat of Smithfield until his resignation.

Throw in the Government's struggles to maintain credibility with the electorate over health, education, transport and water conservation and Premier Iemma and his team are manning all the pumps to extend Labor's grip on NSW beyond its current 12-year tenure.

Over the fence, the Coalition is on the road with Leader Peter Debnam pressing the flesh across the state, reminding voters of the Government's sins, struggles and "arrogance".

The Coalition believes it's on to something with Labor shooting itself in the foot regularly in recent memory.

The headlines and stories have been powerful and Peter Debnam has barely missed a beat with his tub-thumping routine.

NSW voters go to the ballot box on Saturday, March 24, and, although the Government appears to have enough support for a fourth successive term,



there's no such thing as a certainty in politics and so the merry-go-round rolls on.

The national media "silly season" – the Christmas-New Year period where journalists scramble for any shred of licence to rehash, review and fly kites about almost anything because mainstream news has all but dried up – raised its head on queue in Sydney and with it came the "scandal" about gaming machines in shopping centres being built by clubs beside clubs.

Shock ... horror ... how could this be allowed to happen?

The reality is that the law was moved in a raft of legislation – the Registered Clubs Amendment Bill 2006 – that the NSW Minister for Gaming and

Racing, Grant McBride, MP, introduced into the NSW Parliament on Tuesday, November 14, before the Christmas adjournment.

The Bill is the result of work by the Industry Working Group's (IWG), which was established by Premier Iemma in June, last year, 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.

*The Sydney Morning Herald* of Saturday,

January 30, led its front page with a headline revealing ... "Iemma sneaks pokies into shopping malls".

The article drew a long bow that clubs – in this case, Balmain Leagues Club and Revesby Workers Club – can now undertake development works, including shopping complexes that offer shoppers direct access to poker machines with the club adjoining the shopping centre.

Balmain Leagues Club's proposal, covering 1.36 hectares, includes two apartment towers, a supermarket, a new club, up to 40 shops, a gym, open-air plaza, public car park and a pedestrian bridge on a site bounded by Victoria Road, Waterloo Street and Darling Street in Leichhardt.

Revesby Workers Club's \$100 million proposal, presented late last year, will incorporate a supermarket, aquatic centre and motel.

Together, the clubs have more than \$220 million worth of development works on the drawing board.

*The Sydney Morning Herald* reported that the legislation, "which the Minister gazetted on the eve of the State Parliament's Christmas adjournment, paved the way for clubs to develop shopping complexes to complement the club's range of services.

"Mr McBride said the changes protected people from irresponsible gambling by requiring clubs and shopping centres to have separate entrances. "The law also bans clubs that undertake redevelopment from seeking additional poker machine licences. "It is against the law for ATM machines in clubs to dispense cash advances against credit

cards.

"Mr McBride said the Government would not impose this rule on ATM machines in club-operated shopping centres because there would be no direct access from the shop to the gaming machines."

Mr McBride told the newspaper that the changes created a "win-win



MORRIS IEMMA



PETER DEBNAM

# no bargain for clubs



*Revesby Workers Club became the focus of media controversy over its proposed \$100 million development.*

situation" and allowed clubs to reduce their reliance on gaming revenue.

The Minister's Senior Media Adviser, Peter McCabe, added: "The regulations [mean] that the plans for redevelopment are not lost, whilst our responsible gaming measures are strictly maintained.

"It isn't as though you're in the same venue. The safeguards are still there. It's in black and white in the regulation. You can't go straight from the shops into the club."

At the time, *ClubsNSW* CEO David Costello responded to the reports by saying he did not expect many of the state's 1400 licensed clubs to take up the shopping centre option

"We are not building clubs next to shopping centres," he said.

"People are building shopping centres next to clubs. If the shopping centre is part of the complex, it reduces the club's dependence on gaming."

A club must give 1.5% of gaming revenue of more than \$1 million to the State Government, representing \$33 million to \$34 million.

Last financial year, clubs gave \$68 million to the community, which with other contributions, including sporting fields, took the total contribution to more than \$100 million for the 12-

month period.

Also, when the "pokies in shopping centres" story hit the headlines, *The Sydney Morning Herald* reported Mr McBride's counterpart, Coalition Shadow Minister for Gaming and Racing George Souris, saying the new arrangement would encourage people to go into the clubs and gamble, which was "contrary to all the ethos of existing legislation" to limit problem gambling.

"The issue is about harm minimisation and responsible gaming requirements in the legislation," he said. "One issue is not to locate gaming venues in certain areas which could be harmful by their visibility and the accessibility. I don't

have a problem with the clubs owning shopping centres and blocks of flats. But the issue is having the shopping centre next door to the club."

Mr Souris, *The Sydney Morning Herald* article reported, said that, should the Coalition win government, it would have the legislative change withdrawn, and, if still in opposition, would seek to have it disallowed in the Legislative Council.

In mid-January, Mr Souris said he was surprised the matter had been reported so inaccurately in the Press.

Mr Souris said there was never any possibility that clubs would be operating gaming machines in a shopping centre - both under existing legislation and the

new regulation. The Labor Party was to be condemned for sitting on this for over two years, he said.

"By gazetting a Regulation just before Christmas and well after Parliament had risen, the Labor Party had aroused widespread condemnation and suspicion which had to be shouldered by the Club Industry," Mr Souris added.

"It is the Coalition's preferred position that each application be treated on its merits subject to the local environment as issues such as traffic and car parking are also important."

Mr Souris said there was no objection to registered clubs undertaking investments such as shopping centres,

blocks of home units and the like as a means of diversifying their asset base.

However, he said, any direct access to gaming foyers and direct access to both the shopping centre and the club from the same car park would not

be approved. "Indeed, a separation between a shopping centre and a club would need to be maintained," Mr Souris added. "It is the Coalition's intention to maintain its strong relationship with the clubs movement and in Government would undertake a full positive review of the industry."



**GEORGE SOURIS**



**DAVID COSTELLO**



# 80th World Conference on Club Management

The Club Managers Association of America (CMAA) will hold its 80th World Conference on Club Management later this month in Anaheim, California.

This international conference – from February 23 to 27 – brings together Club Industry professionals from around the world for six days of challenging education, entertaining social events and the Club Industry's largest trade show.

The CMA America predicts another conference packed with professional development, leading industry expertise and valuable networking opportunities.

CMA America President Burton Ward CCM said the CMA America Board of Directors, the 2007 Conference Committee, the Southern California Chapter and the entire CMAA National Headquarters staff invited delegates and visitors to take advantage of this opportunity to enhance professional expertise and a



**BURTON WARD**

personal perspective on the industry by participating in this extraordinary event.

The more than 80 conference education sessions will focus on a vast agenda of issues facing club professionals with all programs conducted by industry leaders, experts and instructors designed to challenge the thinking of the club managers, push them to develop personally and improve their operations.

Pre-conference and conference workshops continue the tradition of developing the most comprehensive programs yet offered by the Club Management Institute (CMI), combined with the commitment to prepare managers for certification.

Also this year, for the first time, CMA America's World Conference on Club Management is being staged in conjunction with the Golf Industry Show – from February 22 to 24 – partnering, with the Golf Course Superintendents Association of America (GCSAA) and National Golf Course Owners Association (NGCOA).

The Club Foundation will hold silent and live auctions in conjunction with the World Conference featuring trips,

golfing packages, electronic equipment, romantic getaways and an array of other items for clubs.

Hundreds of bottles of wine and wine-related items will be bid on at the CMA America International Wine Society's annual silent and live wine auctions. The Wine Society hopes to raise \$50,000 with proceeds again going to The Club Foundation.

The Conference will feature many networking events, including "A Taste of California" on February 26 at Disney's California Adventure.

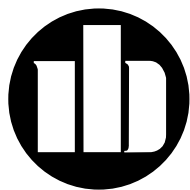
Also on February 26, the Southern California Chapter will host the 2007 CMA America Conference Golf Tournament at Friendly Hills Country Club in the hills above Whittier, California.

There is an impressive line-up of speakers at the 2007 World Conference on Club Management.

The Opening Business Session features Mitch Albom, best-selling author, nationally-syndicated columnist, radio host and network television commentator presenting the keynote address.

The education sessions will end with Jack Mitchell, Chairman and Chief Executive Officer of his three-generation family business, Mitchells/Richards and Marshs, sharing his unique vision and insight on business leadership during the Closing Business Session.

Pat Croce, the former president of the Philadelphia 76ers NBA basketball club will be the Keynote Speaker at the Golf Industry Show's General Session on February 23.



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CMA America hosts the World Conference on Club Management and Golf Industry Show annually; maintains a website [www.cmaa.org](http://www.cmaa.org) containing Club Industry resources and a section for CMA America members only; researches, writes and develops

textbooks, manuals and white papers on club management issues; and is involved in numerous industry-wide initiatives that advance the profession of club management and enrich the lives of its members.

The Club Foundation sponsors research, funds industry education programs, provides financial assistance to educational institutions and awards scholarships to outstanding students interested in the club management profession.

For more information visit  
[www.clubfoundation.org](http://www.clubfoundation.org)

# Bill awarded university graduate honour

**B**allina RSL Club General Manager Bill Coulter was shocked when he was nominated for a major award from Southern Cross University.

Imagine his surprise when his name was called as the university's 2006 Alumnus of the Year.

Bill was one of eight nominees for the award, presented at the university's Lismore Campus graduation ceremonies in September.

The award recognises Bill's outstanding service to the community and the University, his creativity, innovation and exceptional leadership skills.

Bill said he was stunned and humbled to receive the award.

"It was a total surprise ... I was just thrilled to have been nominated and I really didn't expect to win," he added.

"I thought every nominee would have been a worthy winner."

Bill said education should be a lifelong journey. He enrolled at Southern Cross University when he was 40, after studying club management at Ryde Technical College in the late 1970s.

"Before going to university, I was busy building my career and gaining experience managing large metropolitan clubs in NSW and Queensland," he said.

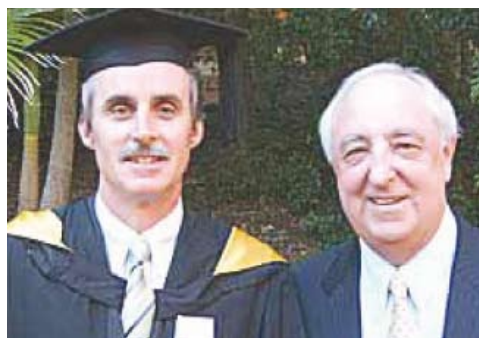
"But I could see the value of a university education as a way of taking my career forward. University study provides the skills you need to fulfil your own objectives and I am always searching for opportunities for my staff to pursue further education, too."

Southern Cross University Vice-Chancellor Professor Paul Clark said Bill "has demonstrated tremendous leadership and was a great asset for the community". "He has played a critical role in strengthening the links between the university, the RSL Club and Ballina

Shire Council and is a strong supporter of education in the workplace," Professor Clark said.

"We are extremely lucky at Southern Cross University to have such a high calibre of graduates who contribute greatly to the region."

Bill graduated with a Bachelor of Business in Tourism from Southern Cross University in 1998.



*Southern Cross University 2006 Alumnus of the Year and Ballina RSL Club General Manager Bill Coulter (left) with the university's Alumni of the Decade, Geoff Beames.*

As general manager of Ballina RSL Club, he played a vital role in establishing the Memorandum of Understanding between the university, Ballina Shire Council and Ballina RSL Club.

Bill also instigated an annual Ballina

RSL Club Scholarship, worth \$15,000, for a student studying the Bachelor of Business in Tourism Management course.

He has received a number of industry awards on behalf of Ballina RSL Club for business excellence and is a strong supporter of his staff in their pursuit of educational and career goals.

He has also shown a strong commitment to supporting individuals and groups within the community.

The Alumnus of the Year award, first introduced in 2004, celebrates what can be achieved with a Southern Cross University education.

Alumni are selected according to leadership, stimulation of new ideas and services in their field, innovation and creativity, dedication and community service.

Other nominees for the Alumnus of the Year 2006 were Matthew Brearley, Dr Leslie Burnett, Mercia Fernandes, Sam Hawksley, Glenn Jeffery, Allan Jones and Glen Mylne.

*\* from Southern Cross University's  
Tourism & Hospitality School Newsletter*



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# Ensure your upgrade is complete

By **KEN BURGIN**,  
of *Profitable Hospitality*

**E**ver been served at a bar by someone good looking ... and then they opened their mouth?

The lights were on but there was no-one home ... easy on the eye, but slow on the uptake.

Are we creating clubs like that?

Everyone's rebuilding, with renovations and massive construction projects for clubs large and small.

Shiny new bistros, spacious smoking decks, enormous function rooms and designer furniture direct from Milan.

Marble and flash new facilities are great, but let's hope the million-dollar "renos" aren't sabotaged as soon as you phone for information or ask for something different on the menu.

If the "hardware" has been fixed, is it time for the "software" to be upgraded?

Fixing them costs a lot less than new carpet or plasma screens.

Check if any of these situations sound familiar ...

» Good-looking staff, but no-one knows basic

information about opening times and the entertainment calendar

» When you phone for bistro information, you're transferred to the bar and then the line goes dead

» You want to enjoy dinner with your elderly parents and the only tables are in front of a noisy football game

» When you're ordering, the punk 19-year-old attendant insists on calling your father "mate"

» A cappuccino made with the new \$8,000 machine would make an Italian howl

» The cakes and slices are imprisoned by cling wrap in the new \$12,000 display fridge

» A sleek, new menu board has the prices changed with hand-written paper signs

» You ask for a glass of red wine and they reach for a dusty box

» The manager has the world's biggest set of keys but is afraid to tell his staff to stop chewing gum

» The deluxe new function room only serves instant coffee for morning tea

» The new auditorium only has the option of an old whiteboard and small slide screen

» Everything on the Children's Menu comes out of the deep fryer

» 80% of your lunchtime customers are seniors, but there is nothing suitable for diabetics

» Shiny new uniforms on the bistro staff, but

no-one knows what the fish of the day is, or where it comes from

» The sign says "home-made desserts" and the supplier's boxes are stacked beside the counter

» You pull out a credit card to pay for the family dinner, and are told to go to the ATM

» You want to sit with a new date and enjoy a drink, but there are only sticky tables and wet coasters

» You receive your membership renewal in the mail, but there's no facility to fax it back with your credit card number

» The photos on the club website look like they were taken 15 years ago

» You're searching the internet late at night for conference venue information ... all you find on the website is an instruction to "call during office hours"

» Everything about your visit was wonderful, but no-one says goodbye when you leave.

Just needed to get that off my chest.

Here's to a great New Year - and excellent service!

> Go to [www.ProfitableHospitality.com](http://www.ProfitableHospitality.com) for more information about the new Profitable Hospitality member website and many more valuable hospitality management tips.



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# Bracks back with new gaming man

By KATIE CINCOTTA

*Shaking up the gaming structure*

*Regional caps axe 543 machines*

**S**TEVE BRACKS is back at the helm in Victoria, having led the ALP to a third consecutive term in office with a decisive win in Victoria's November election.

In 2008, the mild-mannered Premier will also claim a milestone, passing John Cain's record of eight years and four months in office to become the state's longest serving Labor leader.

But it's a different team of ministers he takes with him along the way, after a cabinet shake-up, which saw the demise of several frontbenchers including former Gaming Minister John Pandazopoulos.

Mr Pandazopoulos came under fire for his handling of the gaming licence review, which will decide who will run Victoria's public lotteries for the next 10 years.

A delay in the decision fuelled speculation that the Bracks Government was putting off contentious issues until after the election.

Allegations made in Parliament also accused Mr Pandazopoulos of holding secret meetings with a Greek-based gaming firm called Intralot – one of the companies shortlisted by the State Government for the impending gaming licence.

Premier Bracks may have sought a diversion in a fresh face with the appointment of new Gaming Minister Daniel Andrews, who was one of six MPs promoted to the front line.



DANIEL ANDREWS

In his four years as the Parliamentary Secretary for Health, Mr Andrews led the development of the smoking bans to take effect in July this year, and now has the arduous task of delivering the results of the new gaming licence arrangements post-2012 in Victoria, after public consultations unearthed concerns with the current duopoly that has Tattersalls and Tabcorp in control of the state's \$2.5 billion-a-year pokie industry.

In his submission to the Gaming Licence Review board, CMAA Executive Officer Terry Condon said the critical issue for clubs was allowing venues the choice to own their EGMs if they wanted, or to stay with the two operators.

In the CMAA's proposal, Mr Condon suggested for those clubs choosing to own and operate their own machines, an increase in takings would be appropriate – from the current 30% to 45% – with monitoring arrangements and fees to remain the same.

"You still have to pay your monitoring fee,

but the rest of the money would be looked at as being further taxation to the government or for the community, so that way the club would benefit by owning the machine," Mr Condon told the Consultation Process Chairman, Peter Kirby.

The Minister is yet to confirm a date for the gaming licence decision and isn't giving any clues about the likely future scenario.

As part of the Bracks Government's second round of regional caps, Mr Andrews has announced 543 gaming machines will be removed in Victoria from 19 regions that go above the "10 machines per 1,000 adults" ratio.

Venues have until 18 December 2007 to ditch excess machines.

As part of the Government's \$132 million, five-year strategy to tackle problem gambling, the new Gaming Minister also has responded to Local Government's request for greater influence in the decision making about the location and number of poker machines in their municipalities – a concern submitted at the recent gaming

licence review.

Mr Andrews said councils would have the right to reject those extra machines (removed from capped areas) from coming into their municipalities.

However, the Minister confirmed there would be no compensation for venues that lose

machines under the caps policy, nor for Tattersalls and Tabcorp.

Opposition Gaming spokesman Michael O'Brien believes the removals will do nothing to solve problem gambling.

"This decision means there will not be one less poker machine in Victoria operating for one less day, taking one less dollar of revenue," he told *The Age* newspaper in Melbourne.

But the Gaming Minister believes the Bracks Government's removal of 949 machines from vulnerable communities since 1999 is working.

"Independent research shows that problem gambling rates have halved since 1999 – from 2.14% in 1999 to 1.12% in 2004," Mr Andrews said.

## Minimising harm

Other problem gambling strategies proposed by the Government's five-

**CONTINUED P44**

## Pokies population decreasing

- » The City of Maribyrnong will lose 164 machines from 12 venues (a 24% overall reduction in total gaming machine numbers)
- » The City of Monash will lose 165 machines from 11 venues (20% reduction)
- » The City of Greater Dandenong will lose 89 machines from 16 venues (8% reduction)
- » The City of Latrobe will lose 80 machines from 13 venues (13% reduction)
- » The City of Hume will lose 32 machines from six venues (7% reduction)
- » The City of Warrnambool will lose 13 machines from six venues (5% reduction).
- » Source: Victorian Commission for Gambling Regulation

## Stitches help save little lives

Club Marconi members and staff spent the back half of 2006 knitting more than 200 bunny rugs for the Royal Hospital for Women in Sydney. The rugs were made to support Radio 2GB's Bunny Rug Appeal for the hospital's Newborn Intensive Care Centre. The community responded generously by donating more than 2,000 rugs and raising \$260,000. High-profile media commentator Alan Jones said he was impressed by the Club Marconi group's combined effort of 200 bunny rugs. The Newborn Intensive Care Centre is one of three hospitals in NSW that cater for newborns requiring specialised intensive care. The Centre treats 700 babies annually and provides a myriad of special services, including the Blossom Centre, a chemical-use-in-pregnancy service and high-risk birth support. Club Marconi's "Italian Seniors" were driving force in the appeal contribution, knitting most of the donated bunny rugs. The Italian Seniors have supported a almost countless charities during their 23 years of generous work in the club. The voluntary group also assists charities, including the Cancer Foundation, Millennium Foundation and Victor Chang Foundation.



*Club Marconi's Italian Seniors helped make more than 200 bunny rugs for the Royal Hospital for Women in Sydney.*



*Families are enjoying the fun and challenges of the new mini-golf facility at the Liverpool Catholic Club.*

## Liverpool Catholic Club in the swing

Liverpool Catholic Club has added an 18-hole mini-golf course to its suite of sports and recreation facilities at the club. Situated adjacent to the club's Sports Complex, the mini-golf course is set in landscaped gardens and offers a fun sporting challenge for players of all ages. Liverpool Catholic Club President Tony Atkins said the mini-golf facility already had become a great investment for the club. "Many locals are enjoying the facilities and we are happy to provide such a positive source of entertainment for the community," Tony added. The mini-golf facility opens from 10am to 7pm weekdays and from 9am to 6pm on weekends with birthday and corporate packages available. A round costs \$9 for adult member and \$7 for child members and family member passes at \$25. Liverpool Catholic Club Sports Complex is located at the corner of Hoxton Park and Joadja Roads, Liverpool.

## FROM P43

year strategy include halving the maximum gaming bet from \$10 to \$5 (outside the casino), and reducing the amount of money that can be put into a machine to start play by 90%, requiring all winnings of more than \$1,000 (previously \$2,000) to be paid by cheque.

More research is also on the agenda after Peter Kirby concluded in the gaming licence review report that "the importance of research to the future development of responsible gaming measures was an issue for which there was almost universal support".

Mr Kirby noted the criticism of past research, which was perceived to be ad hoc, and carried findings that the Government had failed to promote.

Mr Andrews has announced \$880,000 funding for eight new problem

gambling research projects over the next three years.

The projects are the first to be funded as part of the record \$7.2 million (an increase of \$2.2 million) allocated to gambling related research in Victoria.

"Eight academics and researchers will conduct projects covering fields as diverse as social science, psychology, sociology, health, anthropology, hospitality and management and the results will be used to inform future policy development," he said.

Mr Andrews says clubs and hotels have also been working with the Government on improvements to the self-exclusion system to ensure that people who need help get better access to support.

## Clubs to be accountable

The gaming licence review showed there was universal support for a revision

of the Community Benefit Statement to make benefits in cash or kind to the community more transparent.

The Minister agrees the policy should be assessed.

"I have noted the very significant interest in the community benefit statements issue and I have a preference for making sure that the policy objectives we have for gaming in Victoria are being met, which includes ensuring a degree of direct community support is delivered particularly by clubs," he said.

After vocal criticism of the current arrangements for distributing the financial benefits of electronic gaming to the community, the Minister plans to investigate the system to allow venues to demonstrate the good work they do.

Sounds like another policy might be brewing.

## CMAA HISTORY

# Norman 'Latchem' Robinson CMAA President 1959-1973

*Extract from The Club Journal, July 1960*

**N**orman "Latchem" Robinson was a man of sporting fame and worldly experience.

Unlike many leading sportsmen, Mr Robinson in his heyday did not twiddle his thumbs between activities on the sports field.

Instead, he studied business principles and the general attitude of fellow men towards commands.

In effect it was a study on human psychology and it paid handsome dividends.

When the time comes for his autobiography to be written the word "success" could be

written in almost every project with which he has been associated.

Born in Balmain, Norman was schooled at Birchgrove and Gladstone Park, before transferring to Fort Street High, which turned out an exceptional number of this country's brightest intellects.

Blessed with almost perfect health throughout his life, the Robinson scheme of things would send the medical profession into bankruptcy.

Starting football at an early age, it did not take the seniors of the day long to spy him out and "Latchem" was raked in by Balmain first grade rugby league club and played halfback for 10 consecutive years and was selected for NSW from 1924 to 1926.

During that period he studied the commands of various captains – sifting the wisest tones and speech to adopt himself.

In later years this paid off handsomely.

In turn, he was appointed coach to Cootamundra, Tumut, Gunnedah, Tamworth, Barcaldine (Queensland), Balmain and Leeton.

Back in Sydney permanently, he quickly became state selector and coach.

He coached NSW and Australian teams with great success and still takes a lively hand in all proceedings at Headquarters to which body he was elevated in 1944 and like a well-known brand of whisky, is still going strong.

He was appointed Manager of the 1952-53 Kangaroo touring side to

England and France and even embellished his already high status as an administrator.

In 1957, the Balmain folk decided to organise their own Club and from 11 applicants Norman Robinson was appointed Secretary-Manager.

That the move by the executive was wise is born out by the phenomenal manner in which

everything connected with the Club has progressed, and the smile on the Treasurer's face.

The building in which the Club started was anything but ideal. It was uninviting from the outside, and Robinson realised that a mighty effort was need to make it popular.

How well he succeeded.

In three short years, the Club has extended and embellished wherever possible with its own kitchen and sports movements embracing almost everything from football and cricket down to table tennis.

On top of all that, the executive saw fit to buy an excellent site on the main road with 200 feet (65 metres) frontage at a cost of 30,000 pounds (\$60,000).

Plans were prepared for an elaborate building and car park for members and visitors.

It was no use trying to guild the lily and the Norman Robinson touch is so evident that it stands as a monument to his general efficiency.

That, surely, is the highest compliment we can pay our President whose thoughts, these days are towards making all Club Managers as happy as himself.



## Baulkham Hills Sports Club digs in for makeover

Baulkham Hills Shire Mayor Tony Hay joined Bankstown Sports Club President John Murray to turn the first sod in the Baulkham Hills Sports Club redevelopment.

The three-stage redevelopment by Paynter Dixon, which started in late January, is anticipated to be completed late next year.

Building on the existing facilities available to patrons and the Baulkham Hills community in Renown Road, the upgraded club will include a new lounge, entertainment area and new stage.

"After many years of planning and discussion the ideas and input of many members of the community will be brought into reality as the club re-invents itself," Bankstown Sports president John Murray said.

The \$8.5 million first stage of the development will include a new TAB, increase to lounge and recreation areas including a new bar, restaurant and meeting and conference rooms.



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# AGMMA backs PID changes in Qld

**T**he Australasian Gaming Machine Manufacturers Association (AGMMA) has welcomed the introduction of a Player Information Display (PID) feature on new gaming machines in Queensland's casinos, clubs and hotels.

AGMMA's Executive Officer Ross Ferrar applauded the Queensland Government's new initiative at the PID launch. The PID assists players to keep track of time and obtain a better understanding of the odds of winning the maximum prize.

The first of these machines in Queensland have been installed at Conrad Treasury in Brisbane.

"We are very pleased that the Queensland Government has adopted the principle of delivering information

to players and we will continue to work towards ensuring that gaming machine players' decisions are made with full access to relevant information if they wish to review it," Ross said.

"AGMMA has recommended to all Australian state regulators for quite a few years that players should be provided with much greater access to information about how gaming machines work.

"We see no reason why this information should not be available to players and to the general public.

"It is disappointing that some other state regulators, such as South Australia's, have repeatedly declined our recommendation to provide players with on-screen information."

AGMMA backed up its

recommendations by developing a Player Information Booklet in July 2000. The booklet is available free at the AGMMA website -

[www.agmma.com](http://www.agmma.com) - and has been downloaded by trainers and other practitioners around the world as a reliable guide to how machines work.

"Our only difficulty with Queensland's Player Information Display is that it is markedly different to those already operating in Victoria and Tasmania - which creates design, development, testing and supply issues for gaming machine manufacturers," Ross added.

"We would like to see a uniform approach to this issue across all states, so that tourists are not confused by regulators' different approaches."

*\* from the AGMMA Bulletin*

## G2E Asia debuts in June

Global Gaming Expo (G2E) spreads its wings into Asia in 2007. G2E, a joint venture of the American Gaming Association (AGA) and Reed Exhibitions, acquired the Asian Gaming Expo from the Australasian Gaming Machine Manufacturers Association (AGMMA) at the close of the 2006 Macau-based event. The Asian Gaming Expo, the largest casino gaming equipment trade exhibition in the Asian region and the Asian Gaming Expo Conference, has been

re-branded G2E Asia and will feature the latest trends in the Asian gaming market. G2E, the brand's flagship trade show and conference event held annually in Las Vegas, attracted more than 26,000 people last year, including more than 4,600 international participants. Through G2E Asia, G2E expands its global resource role for the international gaming community and adds to its portfolio of global gaming events. G2E Asia is set to debut June 12 and 13, 2007 at the Macau Tower. The 2008 event will be held at The Venetian Macao, a new mega-resort property scheduled to open this year.

# Technology focus for NZ Gaming Expo

**N**ext month's New Zealand Gaming Expo will cover in-depth perspectives of the latest technology from around the region and topical issues in New Zealand.

Australasian Gaming Machine Manufacturers Association (AGMMA) Executive Officer Ross Ferrar said the Expo - at SKYCITY Auckland from March 20 and 21 - is a premier event for delegates to investigate the issues affecting gaming venues, view the latest gaming equipment supplies and benefit from the invaluable networking with trade colleagues.

"The timing of the event is particularly appropriate, as all hotel and club gaming machines - or 'pokies', as they are known in New Zealand

- are scheduled to be connected to a new Electronic Monitoring System by March," Ross added.

"We would expect the experiences in New Zealand to be of interest to locals, as well as suppliers and operators in other jurisdictions, Governments and other policy makers."



ROSS FERRAR

Mike Hill, Director Gambling Compliance for the New Zealand Government's Department of Internal Affairs, will outline experiences during the Monitoring roll-out project, its successes and the benefits of operations.

A number of topics in the program - at [www.nzgamingexpo.com](http://www.nzgamingexpo.com) - include key representatives from New Zealand's hospitality industry.

An Expo highlight will be the "Building the Future" panel session,

hosted by Ross, and involving the CEOs of Clubs NZ, the Charity Gaming Association and the Hospitality Association of NZ, along with the General Manager of SKYCITY Entertainment Group.

Auckland University of Technology's Professor Max Abbott will update the conference on his ground-breaking analysis of problem gambling.

Recent research undertaken by Dr Philip Townshend, from the Problem Gambling Foundation, will be presented examining actual video surveillance footage and drawing significant conclusions about player behaviour.

The broader perspectives on life and gaming will be presented by famous New Zealanders, including Contiki Holidays founder John Anderson, political commentator Gary McCormick and former Olympic athlete Dick Tayler.

## A WORLD-WIDE PROBLEM

# Snapshot of a gambler

By **ROSS FERRAR**,  
AGMMA Executive Officer

**I**t's one of the most delicate and challenging aspects of the club manager's role ... dealing effectively, responsibly and sensitively with the problem gambler.

The manager's understanding and knowledge of how to handle patrons who are looking for help - and possibly self exclusion - because of their problem with gambling is vital in the assistance process.

This is an area of management that continues to challenge many due to little training and/or experience in handling such a delicate issue.

There is often speculation about what kind of people gamblers are.

While there appears to have been little research in Australia, the US-based casino operator, Harrah's Entertainment, has been looking seriously at the issue through its annual "Profile of the American Casino Gambler" survey since 1993.

Its latest survey provides some interesting insights.

The survey information covered areas such as personal finances, attitude to money management, willingness to use new technology and values.

The first component of the survey comprised face to face interviews with 2,000 adults who had gambled in a casino during the previous 12 months while the second component was a questionnaire mailed to a sample of 100,000 adults which generated 57,000 respondents.

According to the 2006 survey report, casino gamblers are more likely than

non-gamblers to have increased their savings and decreased their debt over the past year.

Non-gamblers were more likely to report that they were just living from one day to the next, while gamblers were more likely to report that they were putting away money for the future.

Non-gamblers were more likely to rate themselves as "beginners" when it came to investment decisions, while more casino gamblers rated their investment skills as intermediate or advanced.

Casino gamblers had a greater enthusiasm for embracing new technologies, were more likely to own the latest consumer electronics and used the internet more frequently in their

daily lives.

Gamblers and non-gamblers shared many of the same ideas about what makes their lives successful and both groups were generally quite satisfied with their lives.

However, gamblers were more likely to see their job as a career, while non-gamblers were more likely to see their work as just a job.

While there are obviously some differences between Americans and Australians, the report serves to emphasise that we should be wary of making assumptions about stereotypes when it comes to who enjoys gambling as entertainment.

*\* from AGMMA News November edition*

## Vertical Garden changes indoor concepts

The latest addition to the Rentokil Tropical Plants range is a spectacular innovation in indoor plant use.

The "Vertical Garden" provides a wall of living plants for a spectacular effect with the benefits indoor plants offer to indoor air quality.

"The Vertical Garden is perfect for corporate or hospitality locations," Rentokil Tropical Plants Design Manager Rachael O'Keefe said.

The Vertical Garden allows numerous plants to be stacked vertically in freestanding columns or walls in two versions - The Tower and The Grid.

The Grid system is modular and can be produced to a range of sizes to suit the space required and, as it is a vertical structure, it takes limited floor

space.

As it offers more green life in an indoor environment than one or two indoor plants, Vertical Garden enhances indoor air quality.

The Green Building Council Australia includes indoor plants in their assessment for Green Star rating buildings.

Indoor plants can score two (2) credit points towards the office interiors rating - the equivalent of interior lighting.

Rentokil Tropical Plants is the exclusive hire and maintenance supplier of Vertical Garden in Australia in partnership with the manufacturer, Schiavello, one of Australia's largest designers and manufacturers of office furniture.

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# ozjob network grows into '07

It's shaping up to be an exciting year for **ozjobfindit.com**. With our existing industry partnerships going from strength to strength **ozjobfindit.com** is taking on a raft of new partners including ASIS International, and Mission Australia. We are also in discussion with other associations to come on board to represent their members. This growth means **ozjobfindit.com** will become an even more effective vehicle to help market the Club Industry to other sectors of the wider business community. With more and more industry partners coming online, future opportunities for positive exposure and cross promotion are endless.

Along with the start of 2007, comes ozjob's latest promotional and marketing initiatives. Competitions, advertising and ongoing development of the **ozjobfindit.com** site are all on the drawing board.

This will drive an increasing number of people to the

**ozjobfindit.com** site looking for work.

What this means for the Club Industry – and club managers as employers – (or even as a job seeker, perhaps) is that more people will know about the Club Industry's recruitment website. This translates to a wider pool of candidates for those seeking staff and a vast number of positions vacant for those looking for a job change.

Traditionally, the New Year period is a great time to advertise for new staff.

The number of candidates searching for the right position is always large.

People set New Year's resolutions to change jobs and school leavers and students start to look for work after their holidays.

If you need staff post your job at

**ozjobfindit.com**

Every position within the Club Industry

is being advertised currently and more and more candidates are learning that **ozjobfindit.com** is the place to go for positions within the industry.



## Clubs using ozjobfindit.com

St George Motor Boat Club  
Across The Waves Sports Club  
Balgowlah RSL Club  
Balmain Leagues Club  
Beenleigh RSL  
Beverley Park Golf Club Ltd  
Caloundra RSL Services Inc  
Canberra Labor Club Limited  
Carnarvon Golf Club  
Castle Hill Country Club  
Club Marconi  
Concord RSL & Community Club  
Coolangatta Surf Lifesaving Supporters Club  
Emu Plains Sporting & Recreation Club  
Goulburn Soldiers Club  
Hornsby RSL Club  
Kingscliff Beach Club  
Laurieton United Servicemen's Club Ltd  
Logan Diggers  
Maitland Ex-Servicemens Citizens Sporting & Bowling Club  
Marrickville RSL Club  
Mermaid Beach Bowls Club  
Mounties  
Narooma Sporting & Services Club Ltd  
Nelson Bay Bowling & Recreation Club  
Nerang RSL & Memorial Club  
North Sydney Leagues Club Ltd  
NSW Leagues Club  
Petersham Bowling Club  
Redfern RSL Club  
Redlands RSL  
Revesby Workers Club  
Ryde-Eastwood Leagues Club  
Seagulls Club  
St Johns Park Bowling Club  
St Marys district band club  
St Marys Rugby League Club  
Taree RSL and Golf Club  
The Hoppers Club  
Tigers  
Victoria Point Sharks Sporting Club  
Wests Ashfield  
Wests Illawarra  
Windang Bowls Club  
Yarraville Club

## What is ozjobfindit.com?

**ozjobfindit.com** is a revolution in online recruitment.

It is an interactive, online recruitment website which is also free to search and advertise jobs on.

Since its official launch on September 3, 2006, **ozjobfindit.com** has attracted hundreds of businesses advertising positions vacant.

**ozjobfindit.com** has been built by Barringtons in association with the Australian Hotels Association, the Club Managers Association and the Restaurant and Catering Association to provide FREE job advertising space on the internet.

The Barrington Group have been offering risk management, security, training and technology services for over 15 years to the corporate and hospitality markets.

**ozjobfindit.com** has been 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 ...

- » It's free to advertise jobs
- » It makes recruitment easier, less costly and

time consuming

- » It's been developed by businesses for businesses
- » It allows businesses to automatically rank and cull applicants based upon essential selection criteria that the advertiser can establish
- » It's interactive
- » It provides job seekers with access to the latest jobs as they become available

**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** means that job seekers are able to access a broader array of positions that may have previously been filled only by "word of mouth".

**ozjobfindit.com** is the latest and most cost-effective means of advertising positions vacant on the internet.

## Why choose ozjobfindit.com?

1. It's FREE!
2. ozjobfindit.com is powered by your industry association
3. ozjobfindit.com gives you access to the latest jobs within the club industry



POWERED  
BY YOUR  
ASSOCIATION





# CMAA DIARY DATES

## ZONE MEETINGS & INDUSTRY FUNCTIONS

Day	Date	Meeting	Venue	Zone	Lunch
<b>FEBRUARY</b>					
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	9:30	Central Coast Leagues	Central Coast AGM	N/A
Friday	9/2/2007	11:30	Brisbane Waters	Central Coast Social Cruise	13:00
Tuesday	13/2/2007	09:30	Caloundra Power Boat Club	Sunshine Coast Zone Meeting	13:00
Thursday	15/2/2007	09:30	Auburn	CMAA Executive Meeting	
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	11:00	Warilla Bowling	Illawarra Shoalhaven Zone Meeting	13:00
Friday	23/2/2007 to 10/3/2007		Anaheim, San Francisco, Las Vegas, www.cmaa.asn.au	80th World Conference on Club Management in Anaheim	
<b>MARCH</b>					
Friday	2/3/2007	09:00	Carnarvon Golf Club	Inner West Golf Day	N/A
Tuesday	6/3/2007	09:30	North Beach Bowling	Mid North Coast	13:00
Tuesday	6/3/2007	09:30	Botany RSL Club	City & Eastern Suburbs Zone Meeting	13:00
Wednesday	7/3/2007	09:30	Armidale City Bowling	North West State Zone Meeting	13:00
Tuesday	13/3/2007	09:30	Redcliffe Leagues	Brisbane Zone Meeting	13:00
Wednesday	14/3/2007	09:30	Kingscliff TAFE	Far North Coast Zone Meeting	13:00
Thursday	15/3/2007	10:00	Muree Golf Club	Hunter Zone Meeting	13:00
Tuesday	20/3/2007	09:00	Kingsgrove RSL	St George Cronulla	13:00
				Sutherland Zone Meeting	
Thursday	22/3/2007	09:30	St Marys Band Club	Nepean Zone Meeting	13:00
Friday	30/3/2007	11:00	Horton Park Golf Club	Sunshine Coast	13:00
Saturday	31/3/2007	11:00	CMAA / ClubsNSW Race Day	Gunnedah Racecourse	13:00

### Roger Federer serves it up for JURA

JURA, a world leader in the design and manufacture of fully automatic coffee machines is on the same side of the court with Roger Federer, the world's top tennis player and reigning Wimbledon, US Open and 2006 Australian Open champion.

Global Coffee Solutions markets and supplies JURA products in Australia.

Federer, the Swiss eight-time Grand Slam winner will represent JURA internationally as an ambassador to spread the message of their common values across the world ... performance, precision, prestige and passion for excellence.



*Jura General Manager Emanuel Probst with Roger Federer.*

"Like JURA, I grew up in Switzerland and set about taking on the world from there," Roger said when announcing the sponsorship agreement.

"Jura's high-quality espresso and coffee machines serve the needs of coffee connoisseurs all over the world."

Viewed as a Swiss icon in most markets around the world, Roger Federer has a particularly strong following in countries where he competes in ATP tournaments and Grand Slam events.

Federer will feature in all JURA advertising campaigns, which started in late 2006.

For information about the partnership, or the JURA range, contact Danielle Warner at Global Coffee Solutions on 1300 552 883 or [danielle@globalcoffee.com.au](mailto:danielle@globalcoffee.com.au)

### YARDY LEGAL

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SECURITY**

## MARKET FORCES

# Foster's toasts Dragons partnership

**F**oster's Australia will partner National Rugby League club, the St George Illawarra Dragons, in a five-year deal that includes beer and wine exclusivity across the Dragons brand and associated venues.

The agreement, until the end of 2011 and signed in early December, is a three-way partnership between Foster's Australia, the Dragons and the Wollongong Sportsground Trust.

It covers the promotion and supply of Foster's products within the St George Leagues Club and OKI Jubilee Stadium at Kogarah and the Steelers Club, WIN Stadium and the WIN Entertainment Centre in Wollongong.

The Dragons' long-term partnership with Penfolds, which has been in place for more than 30 years, will continue through this new agreement with Penfolds part of Foster's premium wine portfolio.

Foster's Regional General Manager Tony Gapes said Foster's was pleased to extend its wine relationship with St George Illawarra for five years and become the club's preferred beer supplier.

"Our relationship with St George Illawarra extends more



than 30 years through our Penfolds brand and we understand our association is one of the longest continuous partnerships in rugby league history," Tony added.

"Just as St George Illawarra is the most supported NRL club in NSW, some of our leading brands also enjoy tremendous support in NSW, including VB, Carlton Draught and, of course, Penfolds wines.

"Over the next five years, we will work together to create innovative promotional programs to support grass-roots activity in the St George Illawarra catchment areas to drive Club Membership and leverage our association through the trade and consumer markets."

Dragons CEO Peter Doust said that during the Foster's review process, the company committed to assisting the Dragons and shareholders in achieving the club's objectives.

"Foster's are an organisation that has shown preparedness and they share our values," Peter said.

"We look forward to working with them as an 'Icon Partner' to engage members, supporters and consumers across our region."

This change in beverage rights will also produce a name change for the Illawarra Rugby League senior premiership.

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## MARKET FORCES

# Tooheys signs historic deal with Panthers

**T**ooheys and the Panthers Entertainment Group have signed an agreement that gives Tooheys exclusive beer rights with the Group until the end of 2011.

The historic five-year deal, signed in late November, gives Tooheys exclusivity at the Penrith Panthers National Rugby League home ground and all of the Group's 14 licensed club sites across NSW.

It also includes an executive sponsorship package including ground signage.

With a long-term relationship spanning 23 years, the newly signed agreement allows the NSW icons to celebrate the "silver anniversary" of their partnership.

Tooheys NSW Regional Director Matt Tapper said the company was excited about the deal.

"It's not only good for our business, but good for our long-term partners and friends, the Panthers Group," Matt said.

"As a result of this deal, Panthers supporters and club patrons will continue to enjoy our local, national and international brands which include Tooheys New, Tooheys Old, Tooheys Extra Dry, XXXX GOLD, Hahn Premium, Hahn Premium Light, our new low-carbohydrate beer Hahn Super Dry, Beck's, Heineken and the James Squire range."

Panthers Group CEO, Glenn Matthews said the agreement cements a quarter-century partnership between the



*Your lifestyle, your club.*



companies.

"Our members and supporters will continue to enjoy Tooheys' great products at home games and throughout our clubs," Glenn added.

The Panthers Entertainment Group has 14 licensed club sites across NSW – two at Bathurst and Port Macquarie and single clubs at Cabramatta, Cardiff, Glenbrook, Lavington, Newcastle, North Richmond, Penrith, St Johns Park, Wallacia and West Epping.

Across the border, Castlemaine Perkins has signed a five-year deal with NRL newcomers, the Gold Coast Titans.

The deal means the XXXX beer maker will add the Titans to its rugby league "stable", which includes current NRL premiers, the Brisbane Broncos and the North Queensland Cowboys.

Castlemaine Perkins' Regional Director Mark Powell said the company's backing of the Titans further cements the company's commitment to rugby league in Queensland.

Titans Managing Director Michael Searle said the club's latest partnership represented everything that the Gold Coast Titans were about.

"I can't think of a better way to show our fans and our NRL rivals we're proud, passionate Queenslanders than by joining forces with XXXX – a brand synonymous with Queensland sporting success," Michael said.

**"It's not only good for our business, but good for our long-term partners and friends, the Panthers Group" - Tooheys NSW Regional Director MATT TAPPER**

## Cougar zeros in on summer health market

Cougar Bourbon drinkers got their first taste of Cougar Zero during the summer months. The holiday season often leaves a few extra kilograms and clothes feeling a little tighter, but Cougar Zero means the bourbon-and-cola RTD takes pressure off the waistline.

The innovative Cougar Zero – a sugar-free bourbon-and-cola RTD – was available nationally in bottle shops and venues in November. Part of the Foster's Australia Cougar franchise, Cougar Zero contains no sugar, low carbohydrates and low kilojoules.

Aimed at 18 to 27-year-old males who

are already loyal to the Cougar brand, Cougar Zero taps into the increased awareness of sugar-free products among "trend-savvy" consumers.

Brea Herde, Senior Brand Manager - Dark Spirits, said Cougar Zero was an opportunity for the brand to stand out in an increasingly competitive and cluttered drinks market.

Cougar Zero, leveraging the massive "Master the Cougar Arts" campaign, built brand awareness over the peak summer selling period with a dedicated ad campaign rolled out nationally in print, radio and outdoor media.





## MARKET FORCES

## New Jersey approves Ainsworth casino licence

The New Jersey Casino Control Commission (NJCCC) has approved issue of a Casino Service Industry Licence for Ainsworth Game Technology.

The NJCCC voted unanimously to approve the Ainsworth licence at its December meeting.

The licence, highly regarded in the international gaming industry, enables Ainsworth to access the second-largest gaming market in the United States and provides AGT with access to a number of key US and international markets. Ainsworth's licensing strategy of securing additional markets for its range of products is ongoing, with further licences anticipated after the Australian-

based company's recent submission for additional licence applications.

AGT's Executive Chairman Len Ainsworth said the licence was a significant achievement and would allow further access to additional markets for the company's gaming equipment.

"The granting of this gaming licence is a major milestone for the company," Len added.

"As a result, AGT is progressing all necessary product development and associated approvals to ensure the capitalisation of additional revenue opportunities."

AGT exhibited at the 2007 ICE Expo

- January 23 to 25
- at the Earls Court Convention Centre, in London.



*Ainsworth Game Technology's Executive Chairman Len Ainsworth*

**"The granting of this gaming licence is a major milestone for the company" - LEN AINSWORTH**

## HOSTPLUS winning streak continues

HOSTPLUS superannuation fund ended 2006 with two major industry accolades.

HOSTPLUS was named winner of the "2007 Best Super Fund Manager" in *Money Magazine's* "Best of the Best" Awards in Sydney in December.

The award came three weeks after HOSTPLUS won the SuperRatings® "2006-2007 Super Fund of the Year" award.

*Money Magazine* assessed HOSTPLUS on a range of attributes including investments, fees, insurance; service delivery; member education; financial planning facilities; employer support and corporate governance.

HOSTPLUS CEO David Elia said the fund's achievements during 2006 reflected the Board's willingness to differentiate, pursue and deliver improved benefits and great returns to its members.

"The accolades, the performance milestones and growth are testament to our underlying business priority to deliver increased benefits for Australians who work in the hospitality, tourism, recreation and sporting industries," David said. "This award is a real tribute to our 740,000-plus members and 38,000-plus



*Money Magazine's Ross Greenwood presents HOSTPLUS CEO David Elia with the 2007 Best Super Fund Manager Award.*

businesses within our sector that have supported us over the last 19 years and have allowed us to grow to the \$5.4 billion fund that we are today.

"The challenge for the Fund is to continue providing excellent product and services to its members in the coming year.

"We have a lot of exciting and innovative things planned in 2007 in the area of financial literacy and member services that we believe will go a long way in allowing us to continue this success."

HOSTPLUS is the national superannuation fund for the hospitality, tourism, recreation and leisure industries in Australia.

The Australian Hotels Association (AHA) and the Australian Liquor, Hospitality and Miscellaneous Workers Union (LHMU) jointly established the fund in 1987.

It is one of Australia's largest superannuation funds with more than 740,000 members, and more than 38,000 employers and funds under management of more than \$5.4 billion.

## Penfolds RWT Shiraz Australia's top export wine

**A** Penfolds shiraz – unashamedly unlike its stablemate icon Grange – is Australia's best export wine for 2005–06.

Penfolds 2003 RWT Shiraz received the prestigious George Mackey Memorial Trophy at the Australian Wine and Brandy Corporation AGM in Adelaide in December.

The Corporation presents the award annually to the most outstanding export wine as judged by an expert panel in a blind tasting.

RWT stands for "red winemaking trial" and, according to winemaker Steve Lienert, represents Penfolds' effort to produce wines different to the internationally famous Grange.

BATE'S  
VINTAGE



than 16,000 potential entrants and, unlike other competitions, only one award is given.

A record 16,629 wines were submitted for export approval in 2005–2006.

Steve Lienert, a 28-year Penfolds veteran, said the 2003 vintage was "particularly interesting" and had produced excellent fruit characters with tannins not as prominent.

"For the RWT style, that really suited our wine," he said.

"The 2004 vintage wines, for example, are bigger and richer."

The 2003 vintage of Penfolds RWT Shiraz is available in limited quantities from specialty wine outlets.

The 2004 vintage of Penfolds RWT Shiraz will be released globally on May 1, 2007.



"The RWT Shiraz is not as traditional in style as the other Penfolds reds," Steve said.

"It's sourced from 100% Barossa grapes and is matured in 100% French oak, unlike Grange which is a multi-region blend matured in 100% American oak.

"The RWT hasn't got the fruit concentration of Grange – its fruit characters are more lifted and aromatic, not big and 'chocolatey' like Grange, but with great texture and opulence."

Penfolds RWT Shiraz was introduced in 1997 and is exported to the United Kingdom, Europe, the United States, Canada, the Middle East and Asia.

The Corporation's Chief Executive Sam Tolley said the George Mackey Memorial Trophy for Australia's most outstanding export wine was one of the world's biggest wine competitions – and one of the toughest to win.

No other wine competition has more



*Steve Lienert is Penfolds Senior Red Winemaker with responsibility for RWT*

### 2004 Mount Ida Shiraz joins Seppelt Vineyard

The House of Seppelt is proud of Victoria's definitive range of cool climate wines based on a philosophy of varietal expressiveness, balanced flavours and cellaring ability.

The 2004 Seppelt Mount Ida Shiraz last year joined these benchmarks – all classically expressive of their region and the unique terroir of the mature Seppelt vineyards from which they are sourced. As a collection, they are the ultimate expression of the Seppelt House style and central and western Victoria winemaking.

The Seppelt Vineyard range, the signature range from the House of Seppelt, is ...

- > 2004 Seppelt St. Peters (Grampians) Shiraz RRP: \$59.99
  - > 2004 Seppelt Benno (Bendigo) Shiraz RRP: \$54.99
  - > 2004 Seppelt Mount Ida (Heathcote) Shiraz RRP: \$49.99
  - > 2006 Seppelt Drumborg Riesling RRP: \$29.99
- Winemaker, Emma Wood said these Seppelt Vineyard range

wines were made the same way with the only differences being regional.

"You can experience the diversity between the Grampians, Bendigo and Heathcote from the same year," Emma said.

"In terms of taste profiles, you can experience the peppery, mulberry-like Grampians, the maraschino cherry of Bendigo to the raspberry-plum of Heathcote ... a range of intensities and tannins that makes them unique."

During 150 years of winemaking, the House of Seppelt has built a reputation of innovation and dedication to quality.

The Seppelt approach is to harness the strength and characteristics of each region and create varietally and regionally expressive wines.

Today, the House of Seppelt strives for the same standards of excellence that gave these wines the iconic status they are renowned for.

Seppelt's Vineyard range went onto shelves in wine stores nationally in September.

# Coffs 'Cathos' Club

By HENRI LACH

Competition for the recreational dollar is keen in the northern NSW city of Coffs Harbour.

The giant Coffs Ex-Services Club dominates the northern side of the CBD. On the harbour, the Deep Sea Fishing Club with its spectacular views of the Pacific Ocean is a popular destination for tourists and locals.

Local pubs have introduced innovations of cheap meals and entertainment to draw the younger crowds.

So you'd expect life to be tough for a small club on the western outskirts.

Coffs Harbour Catholic Recreation and Sporting Club – known as the “Cathos” – is far from struggling.

In fact, its balance sheet would bring a tinge of envy to many bigger clubs.

General Manager Michael Hawkins says the “Cathos” owes its success to astute investment and calculated diversification.

“In the late ‘80s, early ‘90s, if you were making half a million [dollars] profit, catering would have been maybe 30% of that, and gaming 70%,” he said.

“That just doesn't happen anymore with gaming ... you have to diversify.

“With poker machines today, the more you make the more your get taxed.

“We have 84 machines and I budgeted on paying an extra \$40,000 in poker machine tax in 2006-2007.

“But the way we're going, we'll be up for an extra \$80,000 this year – and an extra \$100,000 the following year.”

So, the club is targeting the functions market and Michael has given two



*Coffs Harbour Catholic Club General Manager Michael Hawkins, flanked by his functions coordinators Valli Alderman (left) and Cindy Pocock.*

coordinators – Valli Alderman and Cindy Pocock – the responsibility for running that operation.

“The girls do a fantastic job,” he said – and the figures tell the story.

Since 2004, functions have turned over an annual average of \$268,500.

On current bookings that figure is expected to rise substantially.

Valli and Cindy explained that the club has a range of function rooms capable of catering for five to 800 people in seven different venues.

These provide facilities for everything from weddings, to board meetings and trade shows.

It's not unusual for all seven areas to be occupied at the same time.

Service to the community remains a priority for the club. “We have 65 service groups who meet here monthly free of charge,” Michael said.

On the investment side, he paid tribute to the foresight of some of the club's directors when he came there in 1989.

“I remember one of them saying at my first board meeting, ‘These poker machines, they are going to fall over one day, and we're going to need something else’. That's when I got the go ahead to buy the first house,”

Michael said.

So the club went into the property market.

“We've been lucky over the years,” he added.

“We picked up one house with a 700 square metre block for \$120,000 in 1991 and another for \$110,000 in the early '90s.”

The club owns 13 houses, another block has just been cleared and Council approval has been given for construction of six strata title units.

The club itself is on freehold land.





# b holding its own



*Coffs Harbour Catholic Club is situated in a leafy setting on the west side of the city.*

"All up, our assets total about \$11 million," Michael summarised.

Michael believes there is potential in Coffs Harbour for expansion of backpacker facilities and development of budget-price accommodation to cater for that trade is another diverse activity entertaining Michael's mind.

A butcher's shop the club bought three years ago also contributes to the club's fortunes, although Michael admits that operation has had its problems.

"Twelve months ago I was tearing my hair out because the butcher's shop was losing money," he said.

"This year we've had a \$30,000 turnaround in the bottom line, just

through hard work and we've now got well over \$1 million turnover."

The shop goes by the name "Triple C Meats", derived from "Coffs Catholic Club".

"I wanted to call it 'Heavenly Meats' or 'Confessional Cuts' but the board wouldn't be in it," Michael said with a laugh.

Even here there's been diversification, with the introduction of seafood to the range available from the shop and member discounts apply there.

In the meantime, the club continues to maintain its sporting facilities and encourages junior competition on its two well-maintained bowling rinks.

"We've got a real good junior base now. I have to take my hat off to the guys who organised it," Michael said.

The potential of synthetic greens, to cut maintenance costs, is being investigated.

Michael Hawkins is totally optimistic about the club's future.

"The functions are going well thanks to the girls, and we have the backup of a sound asset base," he said.



The Coffs Harbour Catholic Club's history dates back to 1969 when the town's Catholic community - many of them Italian migrants - saw a need for a venue to celebrate weddings.

It's licence was granted in December that year and, like many community projects of the time, the club was built by voluntary labour on a five acre allotment on the current site, bought for the equivalent of \$17,000 - a substantial amount in that era.

There was a major and painful setback in 1976 when the club building was razed and the fire destroyed many precious records of the club's history ... records of how migrants and Aussies worked to build the club.

But again, volunteers gathered to the fray and rebuilt the premises.

The club has gone from strength to strength over the years since then, thanks to what Club General Manager Michael Hawkins describes as stable administration by the board, and by management.

He points out that the club has had only five chief executives in its 37-year history.

"Men with an eye to the future have driven the club's fortunes," he said.

Membership today is around the 6,200 mark and membership is not restricted to Catholics.

Michael will tell you that during his tenure with the "Cathos" the club has hosted Hindu weddings, Salvation Army AGMs and Masonic dinners.

"Our members came from all denominations and all walks of life," he said.



*Many local companies choose Coffs Harbour Catholic Club for their trade expos.*

# Fond farewell for Pat Hughes

**I**ndustry colleagues, along with CMAA members in the southern Sydney area sent Foster's Sales Executive Pat Hughes into retirement.

The farewell, at St George Sailing Club in October, was a fitting send-off for a man who established an impressive list of business contacts who also double as his extensive list of friends during more than 34 years in the liquor and hospitality industry.

Pat Hughes arrived in Australia in 1960 to take up a two-year soccer – now know as football – contract.

Despite Pat's top class soccer career ending prematurely through a painful torn cruciate ligament in 1969.

He decided to kick on in the "lucky country" and looked beyond soccer and his amiable personality and bright wit made his a prime candidate to forge a career in Australia's burgeoning liquor industry.

After getting a start with Mountrose Wines in 1972, Pat spent five years learning the trade and the industry before his switch to Gilbeys Gin in 1977 for the next three years.



*Jean Flood, Bob Proctor and Andrew Cameron with Pat Hughes.*

Pat then made the move to Tooth & Company in 1980 and worked for brewery over the next 26 years.

During his response at the farewell luncheon, Pat said he had witnessed massive changes in the industry ... "I started out with a notebook and pencil and saw virtually everything change on the way to the computer age," Pat said. "That, in my opinion, has taken away all the selling skills and taken

the focus from relationships built by good sales representatives.

"I have had a great 35 years in the industry ... met a lot of interesting people and have made friends with so many ... to many to mention here.

"The exception is my fellow countryman, Jim Henry, who has looked after me in all of those 35 years and Richard Lousing, who opened a lot of doors for me in my early days of breaking into the industry. Foster's has been a great company to work for. It has been an education to the real world of hospitality and a wonderful experience.

"Thanks for the memories, my friends."



*Jim Henry and Pat Hughes.*



*Eva Korda, Pat Hughes and Rachel Wormald.*

## Hervey Bay RSL no longer 'phishing' for internet protection

**O**ne of Queensland's largest and most successful clubs, Hervey Bay RSL, has made major savings with an internet security and productivity device. Spam and viruses were consuming costly management and staff hours every week until NetBox Blue provided the solution.

The club also has benefited from the NetBox management tools that monitor and control how the network is used.

"We recommend this solution to any other RSL club, club or business that wants to know what is going on and wants to get in control of their internet

and network use," Assistant Manager and HR Manager Hellen Ryan said.

Hervey Bay RSL has been serving the community since 1920 and today provides modern social facilities for 18,500 members and employs 137 people in catering, bars, gaming and administration.

Like most other businesses without adequate internet security, the Hervey Bay RSL systems were inundated with spam. Hellen Ryan waded through 20 to 30 spam emails every morning before she could start work with more unwanted email during the day. Hellen

chose the NetBox Blue solution from the company's business partner in the region, Compute-2-U.

A NetBox was installed on a free trial, but the benefits showed up immediately and the club purchased the NetBox.

"Our expectations were exceeded," Hellen said. "It was very easy to set up and easy to manage."

The NetBox sifted 60% of emails out of the system clearing out spam and eliminating viruses. NetBox generates reports to give managers a clear picture of how their network is being used and prevents staff from "phishing" attacks.