

December - January Edition  
Merry Christmas & Happy 2008

**CMA**  
AUSTRALIA

# Club Management IN AUSTRALIA

December 2007  
Vol 63, No 188



Publication No PP227838/003

## Great Mates



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**Julie's life in  
the spotlight  
honoured  
at 2007  
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## PAGE 18-19



The club entertainment industry honoured Julie Anthony's remarkable career with a "Lifetime Achievement Award" at the 10th Annual Australian Club Entertainment Awards. More than 550 guests, entertainers and industry associates packed the Starlight Auditorium at Canterbury Hurlstone Park RSL Club on October 31 for the annual awards event. Guest presenters included Paul Martell and Jane Scali, Pete Graham, Bob Howe, Shayne O'Leary, Amanda Pelman, Marcia Hines, Il Dago, Simon Gallaher and Julie Anthony ...

## PAGES 24-25

In reflecting on the past year and hospitality trends, it's important to look at the Club Industry as an entity.

**Profitable Hospitality Managing Director KEN BURGIN** takes a look back at 2007 and the industry. Business performance, innovative projects, creative marketing, effective employment recruitment ... you may not give yourself an elephant stamp for all of them but, if you look hard, you'll find some real gems which will ensure you and your team finish the year on a high, looking forward to a great 2008 ...



## PAGES 31-34



2007 was a big year for the CMDA, but it's going to be bigger and better in 2008. The CMDA has just received its Registered Training Organisation (RTO) status for another five years and the focus is on education, career development and professional development. **CMAA Education Manager RALPH KOBER** examines the new courses and direction for the CMDA next year with a full Training Calendar for courses and workshops at the CMAA's Auburn training facility, interstate and regional locations ...

## PAGES 42-43

CMAA Brisbane Zone Committee members Jason Lynch and Jan Walters picked up the major awards at the **CMAA Queensland Bursary and Scholarship Awards** announced in Brisbane last month. CMAA Federal President Bill Clegg, ACCM and Terry Condon, CCM attended the awards luncheon and Zone meeting that preceded the main function. Brisbane Zone President Morgan Price, ACCM welcomed more than 160 Queensland CMAA members and Club Industry trade representatives to the Logan Diggers Club auditorium. See the full list of Queensland Bursary winners on **Page 42** and the CMAA's National Bursary winner's list on **Page 28** ...

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# Rudd steers Labor ship to victory and Canberra

Australia has a new Government with Kevin Rudd and his Labor team swept into power on a wave of support for generational and industrial relations change, ending 11 years of conservative rule. The surge to Labor – claiming 80 seats and a 6% swing – also cost outgoing Prime Minister John Howard his seat with former ABC news presenter Maxine McKew achieving the unthinkable, overthrowing “the boss”.

Mr Howard's demise in a seat he has held for more than 33 years consigned him to historical ignominy as only the second Prime Minister in Australia's political history – with Stanley Bruce – to lose his seat – **see story p64**.

Fifty-year-old Kevin Rudd presented himself as a new generation leader by promising to pull Australia's combat troops out of Iraq, sign the Kyoto Protocol on climate change and redress the Coalition's WorkChoices workplace legislation.

Mr Rudd is certain to forge closer ties with China and other Asian nations and will give Australia a more independent voice in foreign policy, but has pledged to maintain its close alliance with the United States.

Labor's electoral message of new leadership attracted a swing of more than 6% across the nation from the previous election, locking in only the sixth change of government since World War Two.

Labour cashed in on anger at workplace laws and rising interest rates, which put home owners under financial pressure at a time when Australia's economy is booming.

During the campaign, Mr Rudd said one of his first actions would be to lead Australia's delegation to international climate talks in Bali this month, emphasising Australia hopes to take a lead role in efforts to combat global warming.



Mr Howard, who had won four consecutive elections and held power for 11 years, conceded the election in Sydney, saying he took full personal responsibility for the defeat.

The result means Labor is in power nationally and in all of Australia's six states and two territories, with Brisbane City Lord Mayor

Campbell Newman now the senior ranking elected official in the Liberal Party.

Mr Rudd almost immediately outlined 100 days of action, addressing education, health and industrial relations issues, as well as climate change.

“This is a substantive agenda of work ... everyone's going to have their hands well and truly full,” he said. “You will see us methodically work through our program for government,” he said.

Labor's elation was contrasted by the Coalition's devastation with notional leader-elect Peter Costello announcing he would not stand for the party leadership.

National Party Leader and Coalition Deputy Leader Mark Vaile became yet another casualty of the carnage, throwing the conservative leadership into further disarray.

High-profile leadership candidates Alexander Downer (Foreign Affairs Minister) and Joe Hockey (Workplace Relations Minister) quickly pulled out of the race before Malcolm

Turnbull (Environment Minister), Brendan Nelson (Defence Minister) and Tony Abbott (Health Minister) fought out the contest.

Brendan Nelson, a one-time Labor Party member, emerged triumphant and the Libs mimicked their “me-too” successors by naming Julie Bishop (Education Minister) as his deputy as they began the challenge and mountainous task of rebuilding the Coalition in Opposition.



## Gillard moves on IR reform

The incoming Rudd Government will take transitional legislation for its Industrial Relations changes to Federal Parliament's February sitting to ban new Australian Workplace Agreements (AWAs), define its 10 minimum employment standards and start the Australian Industrial Relations Commission (AIRC) on the award simplification process.

Deputy Prime Minister Julia Gillard is drafting the transition bill.

Further legislation for Labor's full workplace policy to become effective from January 1, 2010, will be introduced later.

Based on the ALP's implementation plan, released in August, the transition bill will come into effect soon after the parliamentary session.

Ms Gillard said the ALP had a mandate to deliver the policy as announced, despite not having a majority in the Senate. The implementation plan provides that AWAs made before the Bill's commencement date will apply for their full term and could only be terminated in line with current rules by 90 days notice after the AWA expiry date. The plan would allow employers currently using AWAs to, instead, use Individual Transitional Employment Agreements (ITEAS) - including for new employees - provided ...

- > they expire by December 31, 2009
- > do not disadvantage employees against an applicable collective agreement, award or the Fair Pay and Conditions Standard
- > ensure future movements in minimum wages are passed on

Under the implementation plan, businesses wanting to use ITEAS would need to have AWAs in operation before December 1, 2007.

However, the planned timelines may be adjusted in the transition bill due to the unexpected lateness of the election date. If an AWA is terminated and no new agreement is reached, the employee would return to a relevant award, collective agreement or the AFPCS. The Bill also will legislate Labor's 10 minimum employment standards – to become effective from January 1, 2010 – so that the AIRC will be able to simplify awards in accordance with the standards.

The new, simplified awards also are planned to apply from January 1, 2010.





*Merry Christmas*



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## Many challenges, but more triumphs for Club Industry

**This great Club Industry** of ours has been built on foundations of integrity, professionalism and hard work, that makes it what it is today.

The Australian Club Entertainer (ACE) Awards recently conducted at Canterbury Hurlstone Park RSL Club highlighted the depth of world-class entertainers that have made a significant contribution to the Club Industry.

And, from the quality of performers and corporate support for the event, that contribution can only grow and blossom into something remarkable.

Fraternity Club General Manager Craig Fantom, a past CMAA Federal Executive Member, and his ACE Awards Committee are the driving force behind the awards spectacular.

Their generous work delivers much-deserved recognition to our entertainers.

Craig and his team deserve wide acclaim for their continuing efforts and success.

Julie Anthony has been a superb performer and has set the standard for professionalism in entertainment and her Lifetime Achievement accolade was a highlight of a total entertainment package for the packed showroom.

It's also appropriate to congratulate the many clubs and industry trade supporters that make the Awards possible through their generous sponsorship.

The CMAA remains committed to its ongoing support of the entertainers and we urge all managers to support those that support our clubs.

➤ See Peter Sharp's full report of the ACE Awards event on pages 18 & 19

**The Logan Diggers Club**, on Brisbane's south side, turned on first-class hospitality for the annual CMAA Queensland 2008 Bursary and Scholarship Awards luncheon.

It was particularly rewarding to be present and to witness the enthusiasm of our up-and-coming younger members as they accepted education bursaries.

Senior managers shared the spotlight with CMAA Brisbane Zone Committee members Jan Walters and Jason Lynch among the winners.

CMAA Life Member and CMAA Queensland foundation member Lew Cooper maintains his commitment and enthusiasm for the Association by attending to see Jason collect the Aristocrat-sponsored bursary dedicated to Lew's career in the Club Industry.

With so many clubs supporting the career development of managers, the ongoing growth and improved professionalism of our members is assured.

Congratulations to all those driving the education and professional development program in Queensland – you do much more than just play rugby league well.

➤ See Peter Sharp's full report on the CMAA Queensland 2008 Bursary and Scholarship Awards on pages 42 & 43

**The Federal Election** is over with Kevin Rudd's Labor Party swept to



*CMAA Brisbane Zone President Morgan Price welcomes members and guests to the CMAA Queensland 2008 Bursary and Scholarship Awards at Logan Diggers Club.*

power with an almost unfathomable majority.

The Coalition's attempts to demonise the union movement was emphatically rejected by the electorate.

The campaign to paint ALL unions - and their members - with the same brush failed dismally and painfully for a Government short on new concepts.

Mr Rudd's Government has a clear mandate to introduce a fairer employment system for all Australians.

The CMAA's role will continue – unaltered - to provide members with the best possible personal and legal advice and support to secure the best possible employment conditions.



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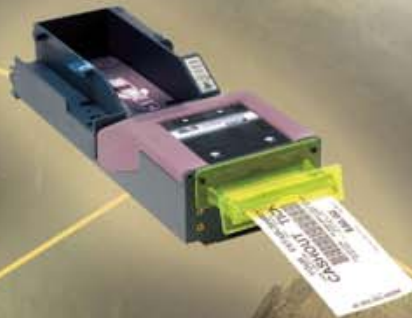
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### Howard Government punished for workplace arrogance

Finally ... November 24 produced the end of one of the longest drawn out and bitter election campaigns ever foisted upon the people of Australia.

The Kevin Rudd-led Labor Party won the Federal Election in a landslide by capturing 80 seats with a swing of 6% to assume government from the John Howard-led Liberal/National Coalition.

I believe the demise of the Howard Government - and indeed the loss of the Prime Minister's own seat of Benelong to former high-profile ABC journalist Maxine McKew - serves notice on all future governments - of whatever persuasion - of this country that, if you choose to treat the electorate with arrogance, as John Howard did with his controversial WorkChoices legislation, the population will react and remain unforgiving.

Mr Howard, as defeated leader of the incumbent government, became only the second prime minister in Australia's history since Stanley Bruce in 1929 to lose his electorate seat.



Like Mr Howard 78 years later, Mr Bruce lost his seat due to his government's stance on Industrial Relations. (see page 64)

Outgoing Treasurer Peter Costello, who held his safe Liberal seat of Kooyong, obviously saw the writing on the wall more than a few days before the electoral carnage.

Mr Costello, by his decision not to stand for the party leadership less than a day after the outcome was confirmed, realised that following such an emphatic defeat, the Coalition could not win back government under his leadership.

Not only did Mr Howard misread the strength of the electorate's opposition to WorkChoices, he also lost touch with the mood and frustration of Mr Costello's - his deputy and most import asset in their policy of maintaining government almost exclusively based on the nation's economic strength.

Mr Costello stands down with the personal - and forever public - reality that Mr Howard's arrogance blocked his dream to be the leader of the Liberal/National Coalition and Prime Minister of this country.

Your Association had received criticism for its stance on WorkChoices and Australian Workplace Agreements (AWAs) - mainly from people who were unaffected by this legislation.

But, like the government, your Association exists and functions to represent all members.

It has been a disgrace and a tragedy - under WorkChoices legislation - to witness many of your fellow managers unfairly lose their employment at the hands of unscrupulous boards and/or CEOs who presided over terminations "because under WorkChoices, we can".

To the many managers who have been lost to the Club Industry due to WorkChoices, I say continue to seek and apply for other management positions ... the industry needs good managers to face the challenges into the future.

Your Association has always supported the sensible and responsible reform of the Australian Industrial Relations System.

The CMAA will continue to have input so the right balance might be delivered for employers and employees, alike.

Like all newly elected governments, the



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Rudd Government will be under pressure to deliver on its policies. Industrial Relations will be one of the priority areas of concern for the CMAA and members will continue to be advised as these changes are enacted. Let's hope the country can now move forward with a positive outlook for the future of all Australians.

**Congratulations** to former ACTU Federal Secretary Greg Combet, OAM, who was elected to the safe Labor seat of Charlton in Newcastle, increasing the majority by almost 5%.

Greg accepted the CMAA's invitation to deliver the Keynote Address earlier this



*Greg Combet delivers the Keynote Address at the CMAA's Annual Conference at Darling Harbour in March.*

year at the Association's Annual Conference and Trade Expo at Darling Harbour.

Anyone who witnessed his speech on the future of Industrial Relations in Australia would have been impressed with his balanced views and vision for Australia's future.

Greg's Order of Australia Award was based on his remarkable energy and determination to champion the cause of asbestosis victim Bernie Banton in his fight for justice and compensation against James Hardie Ltd.

In the tradition of true Australian mateship, Bernie – despite his debilitating condition and deteriorating health – was on deck to support Greg

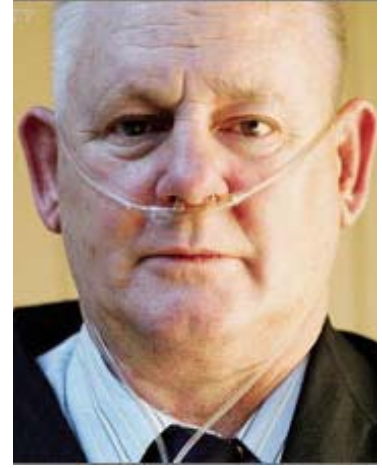
Combet in his electioneering efforts in Charlton.

Bernie passed away three days after the election.

It was good to see Kevin Rudd, in his Federal Election victory speech, acknowledge Bernie's fight and Greg's efforts on his behalf.

**Congratulations**, also, to Bill Shorten who won the seat of Maribyrnong in Victoria. Bill shot to national prominence during the rescue of our dear friends Todd Russell and Brant Webb from the Beaconsfield gold mine. Todd with his wife Carolyn and Brant with his wife Rachel were wonderful special guests of the Association at our Executive Leadership Mid Year Conference at the Gold Coast in July when they endeared themselves to many people with their genuine generosity of spirit and friendship.

**While** one high-profile ABC TV personality might have toppled a political giant when Maxine McKew unseated John Howard, former weatherman Mike Bailey was not as



*Bernie Banton*

successful against Workplace Relations Minister Joe Hockey in the seat of North Sydney.


Mike, a friend to the Club Industry in his role as co-host of "The Club Show" on Sydney radio, I'm sure will be around for another shot at Mr Hockey the next election.

Mike is a gentleman and, perhaps next time around, will make an excellent politician.

**As I travel** around Australia, it's pleasing – and important – to see the increasing number of members attending their local Zone meetings and events.


Much of this outcome is due to the local Zone Committees who work tirelessly organising meetings and shows and they are integral in the CMAA being a strong and vibrant Association.

**I extend** best wishes to all CMAA members, *CMA Magazine* readers and their families at this special time of Christmas. May we all be invigorated to meet the challenges that 2008 will bring.



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# NSW Supreme Court to rule on outdoor areas criteria

*ClubsNSW* has commenced proceedings in the NSW Supreme Court to secure a legal interpretation of an "outdoor area" where club patrons can smoke legally.

The peak body of clubs in NSW determined this action after the NSW Department of Health issued warning letters to registered clubs relating to the design of their outdoor areas.

The difference in interpretation relates to what section of the outdoor area is subject to the legislation defining an outdoor area.

*ClubsNSW* maintains the legislation relates to the entire outdoor area.

The Health Department is applying the definition to specifically the covered part of the outdoor area.

Should a club be breached, it will be subject to a penalty of \$5,500 for each person smoking in the area at the time.

Members of the public deemed to be smoking in a non-smoking area are also subject to a \$550 fine.



*ClubsNSW* CEO David Costello

Registered clubs in NSW have, during the past two years, invested more than \$422 million constructing outdoor areas to prepare for the indoor smoking bans which came into effect on July 2.

The benefit of these areas has been

well publicised and promoted, dating back to October 2004.

Outdoor areas allow members and guests to smoke outdoors while remaining on club premises and avoid the need to move to the footpath or roadway.

*ClubsNSW* CEO David Costello said forcing smokers to the footpath would create a litany of noise and litter issues that would disturb local residents and businesses, bringing club trading hours into question.

*ClubsNSW* will ask the Supreme Court to clarify the definition of an outdoor area so that clubs can move forward with certainty.

Mr Costello said the decision to commence legal action followed careful consideration.

"Clubs are understandably concerned that four months after the start of the indoor bans the Health Department is now expressing the view that their outdoor areas don't comply," he said.

"It appears the Health Department is resolute in its interpretation of an outdoor area, just as we are in ours.

"*ClubsNSW* believes the Supreme Court's decision is now the only way forward for clubs to secure certainty."

# Premier endorses one casino policy for NSW

Premier Morris Iemma has confirmed that NSW will retain its one casino policy.

Mr Iemma's announcement - on October 30 - came following intense industry and media speculation regarding a second casino.

The decision was followed by information about the new licence arrangements for Star City Casino ...

- 12-year exclusive casino licence from November 14, 2007
- stand-alone electronic gaming machines remain capped at 1,500
- increasing tax rate with the casino contributing an additional (estimated) \$25 million in annual tax revenue by 2012-13.

The Club Industry welcomed the State Government's decision, having consistently opposed a second casino in NSW because such an increase in gambling facilities would adversely affect registered clubs in serving their communities.

The industry's philosophy and policy



*Morris Iemma*

is that community-owned gambling be Government's preferred model as it ensures surplus funds are returned to the community through support for charity and sporting groups along with facilities the private sector will not fund.



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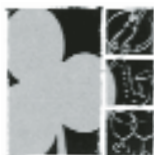
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\_\_\_\_\_ P/Code: \_\_\_\_\_

email: \_\_\_\_\_

Ph: \_\_\_\_\_

Fax: \_\_\_\_\_

Like many other organisations around Australia, the CMAA stopped recently to thank its CMDA sponsors and corporate partners.

Federal President Bill Clegg, ACCM welcomed more than 150 guests to the Grant Roxy Restaurant at Brighton le Sands on Botany Bay late last month.

Bill acknowledged the CMAA's Life Members, Hall of Fame members, Federal Executive members, Federal Councillors, Board of Management Studies members, CMDA Education Centre sponsors, CMDA Bursary and Scholarship sponsors and CMAA staff to the luncheon.

Master of Ceremonies, CMAA Executive Officer Terry Condon, CCM identified each of the CMDA Education Centre sponsor organisations and their representatives who later joined Bill Clegg for a group photographic memento of the occasion.

The CMAA also conducted Federal Executive and Federal Council meetings at Brighton before the luncheon.

CMAA Life Members at the luncheon included George Elliott, Les Evennett, **norths** Group CEO Hans Sarlemyn, Terry Condon, CMAA Federal Secretary Allan Peter, Mounties Group CEO Greg Pickering, Peter Strachan, Barry Stevenson and John Allan who had recently flown in from the United States to attend the event.

CMDA sponsor companies and their representatives at the luncheon were:

- > Maxgaming – John Newson
- > Ainsworth Gaming Technology – Len Ainsworth
- > Coca-Cola Amatil – Darren Presley
- > Tooheys – Doug May
- > British American Tobacco – Adam Joseph
- > Bankwest Business – Darren Longmuir
- > Community First Credit Union – Victor LeFebvre
- > IGT – Norris Goudy
- > Presidential Card – Dwayne de Souza
- > Generate Group – Paul Godfrey
- > Thomson Playford – Brett Boon
- > Paynter Dixon – Garry Boyd



CMAA Federal President Bill Clegg, ACCM welcomes guests to the CMAA Appreciation Luncheon at the Grand Roxy Restaurant at Brighton le Sands.

- > Paltronics – Meryll Freeman
  - > Total Concept Projects – John Angel
  - > Remondis – Colin Ferrier
  - > PKF – Peter Hodge
  - > Foster's Australia – Matthew Webster
  - > Barringtons – Allen Barry
  - > Pernod Ricard – Matthew Brennan
  - > Konami – Peter Black
  - > Aristocrat – Steve Parker
  - > Aruze Gaming – Todd Tribeler
  - > KENO – Michael Fischer
  - > Stargames – Russel Gartner
- KPMG and Daily Press representatives were unable to attend the luncheon.



CMAA Executive Officer Terry Condon, CCM was Master of Ceremonies for the CMAA Appreciation Luncheon.



# Members enjoy Christmas hospitality



*CMAA Life Members attended the Association's Christmas Appreciation Luncheon at Brighton le Sands in late November (back row from left) John Allan, Hans Sarlemyn, Terry Condon, Allan Peter and Greg Pickering with (front row) Peter Strachan, George Elliott, Les Evennett and Barry Stevenson.*







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## 2007 CMAA Appreciation Luncheon





# Las Vegas hits jackpot with another expo

G2E always promises to be bigger and better ... in 2007 it delivered, yet again.

The Las Vegas-based gaming, food and beverage and hospitality expo attracted more than 30,000 industry professionals to the desert to explore industry innovations from around the world and get a first-hand

look at the future-minded ideas that are changing the industry.

The gaming industry's largest international trade show and conference event, G2E 2007 was staged from November 13 to 15 at the Las Vegas

Convention Centre, with the G2E Training and Development Institute and new G2E Leadership Academy on November 12.

More than 750 exhibitors showcased the latest products and services for the gaming and hospitality industry 330,000 square feet of exhibit space. Industry delegates from 107 countries attended the event, including the Global Gaming Tour group organised by CMM Travel.

That tour group included CMAA Executive Officer Terry Condon and IGT Australia-sponsored CMAA Peter



James Gandolfini and Steve Schirripa of HBO's *The Sopranos* officially open G2E 2007 along with Frank J. Fahrenkopf, President and CEO of the American Gaming Association.

Clarebrough Bursary winners Julie Cullen, from Penrith Bowling and Recreation Club and outgoing Illawarra Shoalhaven Zone Secretary Phil Boughton, from Culburra Bowling and Recreation Club.

The bursary winners also attended the University of Las Vegas Nevada (UNLV) Gaming Development Course as a highlight of their two-week bursary tour.

In addition, 112 international exhibitors from 26 countries outside the United States featured products and services on the G2E show floor.

The G2E Conference program offered more than 140 conference sessions featuring expert presenters including policymakers, industry leaders, celebrity chefs and even the infamous MIT Blackjack Team.

Stars from the internationally acclaimed television series *"The Sopranos"*, James Gandolfini and Steve Schirripa added a touch of Hollywood to the formal opening ceremony when they cut the ribbon to welcomed delegates to the exhibition floor.

Keynote speakers for the conference included ...

➤ Emmy Award-winning sportswriter, radio commentator and TV



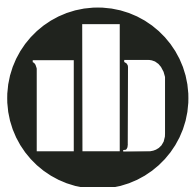
correspondent Frank Deford

- High-profile panel discussion – *"State of the Industry: Internet Gambling at the Crossroads"* featuring Poker Players Alliance Chairman Alfonse D'Amato, American Gaming Association President and CEO Frank J. Fahrenkopf, Jr, MGM Mirage Chairman and CEO Terry Lanni, Harrah's Entertainment Chairman, President and CEO Gary Loveman and Alderney Gambling Control Commission CEO Andre Wilsenach
- and another panel discussion: *"Native Matters: Tribal Gaming Past, Present and Future"*

Food and Beverage at G2E featured a wide range of products essential to the delivery of an outstanding culinary experience.

The exhibit hall also featured a Wine and Spirits Garden along with many

**The G2E Conference program offered more than 140 conference sessions featuring expert presenters including policymakers, industry leaders, celebrity chefs and even the infamous MIT Blackjack Team.**



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# o blockbuster

special events at the F&B at G2E Culinary Demonstration Stage, including a "Chocolate Casino", showcasing Mandalay Bay created out of chocolate.

There were also "Neon Chef" culinary demonstrations hosted by chefs from Mohegan Sun, New York-New York Hotel and Casino, Rio All-Suite Hotel and Casino, and Wynn Las Vegas. The Ultra Lounge Uniform Fashion Show featured uniforms from

Mandalay Bay Resort and Casino, MGM Grand, Red Rock Resort and Spa, Rio All-Suite Hotel and Casino, and Wynn Las Vegas.

A new artist took the stage each morning and afternoon to entertain G2E delegates with classic symphonic rock, jazz, new country and reggae for G2E Entertainment Showcase in the Las Vegas Convention Centre lobby.

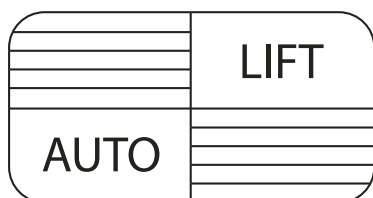
The newly expanded Eye in the Sky Security and Surveillance Pavilion, in the G2E Exhibit Hall, showcased the latest in security and surveillance products and services.



Frank J. Fahrenkopf, Jr. (left) moderates the annual "State of the Industry Panel" with the industry's most prominent leaders.



Emmy-award winning writer Frank Deford delivers the Opening Day Keynote Address at G2E 2007.



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# Julie Anthony honoured as Il Dago tak

The club entertainment industry honoured Julie Anthony's remarkable career with a "Lifetime Achievement" Award at the 10th Annual Australian Club Entertainment (ACE) Awards.

More than 550 guests, entertainers and industry associates packed the Starlight Auditorium at Canterbury Hurlstone Park RSL Club on October 31 for the annual awards event.

ACE Awards patron Don Lane said the awards are the most prestigious in club entertainment and he paid tribute to the hard work and vision of the Committee and assistants for again making the occasion a reality.

Committee Chairman Craig Fantom, the General Manager at Fraternity Club in Wollongong, looked back on a decade of awards nights and entertainers who continue to take the industry into the spotlight in Australia and internationally.

Craig acknowledged the work of the Awards Committee - Diana Bailey, Debbie Kelso, Nigel Lampe, Anita McMillan and Denis McNamara - and event major sponsor Tooheys.

She sang the national anthem to open the 2000 Sydney Olympic Games and Major General Peter Cosgrove described her as "Australia's Sweetheart", so it was a special moment when Simon Gallaher had the honour of acknowledging the career, achievements and contribution of Julie Anthony over more than 30 years.

Her honour roll of achievements is as impressive as it is extensive and the ovation she received from the awards audience was memorable.

Julie also was accorded the honour of presenting the main awards for 2007 with Marcia Hines taking "Female Vocal Performer", Adam Scicluna as "Male Vocal Performer" and Il Dago as "Most Outstanding Club Performer of the Year", sponsored by the CMAA and Tooheys.

The CMAA also partnered Tooheys as sponsors of the "Show Band" category, won by The Delltones.

Tooheys executive Doug May joined



## ACE Awards 2007 Winners ...

**Covers Band (2 or 3 Person)** - The Robertson Brothers

**Covers Band (4 or More Person)** - Jellybean Jam

**Accompanying Band** - Western Front (Mounties)

**Compere** - Mark Kristian

**Best New Talent** - Deanna Vitagliani

**Technical Support** - Noel Lightfoot & Bill Pringle  
(Bankstown Sports Club)

**Country Group/Band** - The McClymonts

**Country Male Performer** - Troy Cassar-Daley

**Country Female Performer** -  
Melinda Schneider

**Instrumental Act** - Ross Maio

**Solo Piano/Vocalist** - Di Solomon

**Solo Guitar/Vocalist** - Dean O'leary

**Vocal Group** - Human Nature

**Children's Show** - The Wiggles

**Sight Act** - Darren Carr

**Versatile Variety Act** - Joey Fimmano

**Comedy Act** - Il Dago

**Variety Production Show** - Magic To The Max

**Show Band** - The Delltones

**Tribute Show** - Forever Diamond

**Original Music Group** - Thirsty Merc

**Original Music Performer** - Brian Cadd

**Female Vocal Performer** - Marcia Hines

**Male Vocal Performer** - Adam Scicluna

**Club Performer Of The Year** - Il Dago

**Lifetime Achievement Award** - Julie Anthony





# es top award

CMAA Federal President Bill Clegg and Executive Officer Terry Condon in presenting the awards.

Special entertainment events during the awards dinner included *"Dream Girls"* by Alisa Gray and the Popset Dream Girls, *"Aerial Ice Queen"* by Rochelle Brophy, *"Cossack"* by the Ukranian Cossack Brothers and Popset Dancers, *"Pirates of the Caribbean"* with the Popset Dancers, Ian Cooper, Dean O'Leary, Brendon Montanner and the Capoeira Boys, a *"Comedy Tribute"* by Darren Carr, *"If You Believe"* by Tracy Ellis and the awards medley finale - *"They Say It's Your Birthday"*, *"Shout"*, *"Where's The Party Tonight"* and *"Get This Party Started"* - with Rikki Organ, Monique Montez and the Popset Dancers.

Guest presenters included Paul Martell and Jane Scali, Pete Graham, Bob Howe, Shayne O'Leary, Amanda Pelman, Marcia Hines, Il Dago, Simon Gallaher and Julie Anthony.

The show was produced and directed by Mark Lloyd, a legend in Australian and international entertainment.



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<b>Reject Capacity:</b>	100 notes

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# New Minister puts his stamp on gam

By HENRI LACH

An important legislative change affecting the club and hospitality industry has heralded Queensland's new Treasurer and Gaming Minister Andrew Fraser's elevation to the portfolio. Since his appointment in September, Mr Fraser signalled that he intends to put his own stamp on areas such as gaming.

Under his stewardship, gaming and liquor licensing now will come under the same portfolio - a change welcomed by the Club Industry, whose leaders have long advocated such a move.

Former CMAA Brisbane Zone President and Federal Councillor Pam Shelton always was a strong advocate of the marriage of the two areas of responsibility. Her Zone successor Morgan Price agrees that moving liquor licensing out of the tourism portfolio into treasury and gaming was long overdue. "Gaming and liquor obviously go together. There are many tourists who don't drink or gamble," Morgan said with a smile.

The legislative change was made after Gaming Minister Fraser conferred with Queensland's new Premier Anna Bligh.

"As Treasurer, I now have responsibility for both liquor licensing and gaming and I look forward to the opportunities for efficiency and administration for both government and clubs that can flow from this change," Mr Fraser said in a special statement to *Club Management in Australia* magazine.

Mr Fraser already is showing good signs of becoming a staunch supporter of the Club Industry, with a keen appreciation of what it's all about. "Clubs are a part - a very important part - of social fabric, particularly in a state like Queensland where clubs can be



Treasurer and Gaming Minister  
Andrew Fraser

a focal point of many communities, both remote and metropolitan," he said.

"They provide a critical social meeting place for a plethora of groups which make up that fabric - pensioners, veterans, sporting and recreation groups. Clubs are not just venues that people attend to play the pokies.

"To a huge section of the community they are important social focal points."

A statement such as that will be music to the ears of all club executives whose work venues often are demonised as gambling dens by certain extreme interest groups. As to the "evils" of gaming machines themselves, Mr Fraser is strongly defensive.

"It's important to remember the largest percentage of money raised by gambling in poker machines - 85% to 90% in fact - is returned to punters in winnings," Mr Fraser added. "Of the remainder, the Government collects about 35% in tax revenue.

"In the last financial year, this amounted to about \$570 million and that money is vital to the Queensland Budget. "It helps build the

roads we drive on, the schools our kids attend and the hospitals that serve the community.

"Additionally, much of this money is returned to the community in the form of funding grants. The State Government has administered the Gambling Community Benefit Fund for about 13 years now and in that time the Fund has distributed more than \$342.8 million to more than 31,000 projects undertaken by community groups. In the last financial year, \$34.8 million was allocated to more than 2,000 projects."

Mr Fraser does not deny that there are problem gamblers- and the issues associated with this factor. But he also recognises that the problems do not lie entirely with poker machines. He's also adamant that his Government is not turning a blind eye to the problem.

"For many Queenslanders, gambling is an enjoyable pastime but it would be an extremely naïve view that it is not also an activity without pitfalls," he added. "The prevalence of problem gamblers in Queensland is 0.55% of the total adult population.

"This prevalence rate refers to all forms of gambling.

"That's why the Government has a long-standing and on-going commitment to address problem gambling.

"This commitment is critical to achieving a balance between the social

and economic benefits and the costs of gambling by minimising the potential for harm from gaming machine gambling.

"We have a Queensland Responsible Gambling Strategy and the strategy includes prevention, protection and rehabilitation initiatives.

"The Queensland Responsible Gambling Code of Practice was launched five years ago and provides a whole-



Queensland Premier Anna Bligh

**"Clubs are a part - a very important part - of social fabric, particularly in a state like Queensland where clubs can be a focal point of many communities, both remote and metropolitan ...**

CMAA Brisbane Zone president Morgan Price - support for legislative change.



# ing portfolio

of-industry approach to promoting and providing the implementation of responsible gambling practices.

"Over the past five years, the Treasury has provided more than \$23 million to fund gambling help services throughout Queensland."

And, while it's easy to dismiss political statements are rhetoric, Mr Fraser shows a positive approach to the Club Industry and its gaming component in Queensland.

"Gaming machines were originally introduced to assist the ailing Club Industry and it is pleasing to see that today we have a thriving industry and that has added significantly to the social wealth of the Queensland community," Mr Fraser said.

"In April 2000, the Government issued its *Policy Direction for Gambling in Queensland* which articulated the Government's strong commitment to ensuring an appropriate balance in the provision of gambling services and I intend to ensure that this balance continues to be achieved."

## PROFILE

Andrew Fraser has had a meteoric rise through the ranks of the Queensland Labor Government. At 30, he is the youngest Minister to hold the Queensland Treasury portfolio since 1915. First elected to the inner-Brisbane seat of Mt Coot-tha in 2004 and re-elected in 2006, Mr Fraser also became the youngest Parliamentary Secretary in Queensland during his first term as an MP. After first serving as Parliamentary Secretary to Premier Peter Beattie, and to the Treasurer, Mr Fraser then served as Parliamentary Secretary to the Premier and to the Minister for Health. On September 13 this year, Andrew Fraser was appointed State Treasurer in the new Anna Bligh-led Government after long-serving Premier Peter Beattie retired from state politics. Mr Fraser was Minister for Local Government during the Beattie regime and presided over the controversial reform of Local Government in Queensland, which produced the amalgamation of a number of councils in rural areas. A graduate of Griffith University in Brisbane with first class honours in Commerce and Law, Mr Fraser received the University Medal for academic excellence. He is married with two children.



Treasurer Andrew Fraser at his electorate office.

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# Garry named Shoalhaven's business leader

Garry Wilbraham has paid his dues in the Club Industry, rising from poker machine technician to General Manager of the premier club in his region.

In fact, Garry has established himself and the Bomaderry Bowling Club in the Shoalhaven region of south-east NSW to the point where he recently collected the 2007 Shoalhaven Businessperson of the Year Award.

A long-term CMAA member, Zone Committee office bearer and respected Club Industry executive, Garry described the award as "one of the great surprises of my life".

"I grew up in Nowra and had dreams of one day receiving a sports award from the Mayor, but to receive the business award was a very pleasant surprise," Garry added.

Major renovations worth \$6 million has raised the club's profile, which has been reflected in a positive response from the membership with the non-smoking legislation having virtually no effect on gaming turnover and a dramatic increase in catering and beverage trade.

The work encompasses the club's administration section, new entry foyer, car parking area, entry awning and new bistro.

"It has been a major experience, but a successful experience for the club and it has set up well for the future," Garry added.

Garry joined Bomaderry Bowling Club as an in-house poker machine technician in 1983 and, by 1986, had become the club's Secretary Manager. More than 21 years later he's still at the helm of the recently renovated club.



*Bomaderry Bowling Club General Manager Garry Wilbraham accepts the Shoalhaven Business Award from Shoalhaven City Mayor Greg Watson (left).*

During his tenure, Bomaderry Bowling Club has grown significantly, amalgamated with Berry Bowling Club and employs more than 100 staff at both clubs.

Garry also has shown his commitment to the Club Industry as a past President of the CMAA Illawarra Shoalhaven Zone for five years, as CMAA Federal Councilor for two years.

He has also represented Illawarra Shoalhaven on the ClubsNSW State Council and as a Shoalhaven Community Consultative Committee member for five years.

Garry's local business profile has developed to the point when he was recently elected President of the

Shoalhaven Business Chamber.

Born and raised in Nowra, the Shoalhaven's business centre, Garry was educated at Bomaderry High and took on a motor mechanic apprenticeship when he finished school.

At 19, he changed direction to work as a poker machine technician and worked in clubs from Mollymook to North Wollongong.

An active member of the River Watch group, Garry also is a member of the Shoalhaven Schools Work Place Program and Vice President of the Shoalhaven Bashers, who raise money for the Variety the Children's Charity.



*Garry Wilbraham celebrates his Shoalhaven Business Award with his wife, Dianne.*



## Liverpool Catholic Club funding helps children

Liverpool Catholic Club's \$21,699 CDSE grant has ensured children with disabilities in south-west Sydney continue to receive the specialist support. Learning Links is a non-profit organisation working in partnership with families to assist children with learning difficulties. The funding goes towards buying an Alberta Infant Motor Scale (AIMS), Posture and Fine Motor Assessment tools and subsidies for children with multiple disabilities from financially disadvantaged families to access therapy and specialist education programs. Providing valuable diagnostic and early childhood intervention services to children with disabilities, the assessment tools allow therapists to observe an infant's ability to progress through movement skills such as rolling, crawling and learning to stand during the first 18 months of life. The funding has also enabled six children from severely disadvantaged families to receive intervention, education, therapy and counselling services to cope with their learning disabilities, difficulties and developmental delays. Learning Links General Manager Marketing and Fundraising Robyn Collins said, "Without the generous support of the Liverpool Catholic Club these vital projects would have only helped a small percentage of children in our care." Club President Tony Atkins said the Club was pleased to help Learning Links continue its work. "As a young and growing community it's vital we support Learning Links in offering children the help they need to develop both mentally and physically," Tony added.

## ClubsNSW sponsors World Masters Games

ClubsNSW has signed on as a \$500,000 sponsor of the 2009 World Masters Games in Sydney.

The World Masters Games will attract 30,000 athletes to Sydney for nine days of sport bringing more than \$100 million into the NSW economy.

Individual clubs also will provide many of the competition venues, athletes, volunteers as well as accommodation and hospitality for visitors and athletes.

ClubsNSW CEO David Costello said the Sydney 2009 World Masters Games is a natural fit for registered clubs.

"ClubsNSW is already the principal sponsor of the NSW Institute of Sport (NSWIS) as well as the NSW Academy Games," David said.

Registered clubs provide more than \$2 billion in sporting facilities to the community and tens of millions of dollars annually to junior and senior sporting groups.

Sydney beat Denmark and Japan for the right to host the 2009 World Masters Games.

ClubsNSW also has extended its NSW Institute of Sport sponsorship to 2012, which means ClubsNSW will donate more than \$5 million towards training and support of future Olympians until 2012.

The agreement extensions come on top of the \$12 million ClubsNSW has donated to NSWIS during the past 12 years.

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# Here's cheers for an excellent year

In reflecting on the past year and hospitality trends, it's important to look at the Club Industry as an entity.

**Profitable Hospitality Managing Director KEN BURGIN takes a look back at 2007 and the industry ... "It's an opportunity to reflect on a few of the highlights of my year, working closely with CMAA members and the CMAA, during 2007. Here are just a few of the very inspiring examples I have come across in the past 12 months that shows how our Club Industry is doing it well."**

Nothing motivates more than being inspired by success.

As 2007 comes to a close it's the time to "stop the world", look around and reflect on your club's wins for the year.

Business performance, innovative projects, creative marketing, effective employment recruitment ... you may not give yourself an elephant stamp for all of them but, if you look hard, you'll find some real gems which will ensure you and your team finish the year on a high, looking forward to a great 2008.

Usually, we are so busy with daily business demands, that recognition of impressive results goes almost unnoticed.

## Industry

My first accolade goes to the **CMAA** for its support of its members in so many ways.

The year always starts well with club managers gathering at Darling Harbour in March ... where else in hospitality would you find most of its leaders intently focused for three days on industry best practice?

The highlight this year - I have on good authority - was the panel discussion with two chefs **Nino Zoccali** from **Red**

**Hot Pears** and **Glen Johnson** from **Club Kilsyth** in Victoria, talking passionately about kitchen management and efficiency.

## Food and Wine

Now let's give a big hand to clubs breaking out of the food ghetto - where they've been stuck for so many years.

While we all love a good roast, clubs such as **Ballina RSL Club**, **West's Ashfield**, **St George Leagues Club** and hundreds of others are doing great food with style - and in numbers that restaurants and hotels could hardly imagine.

More than 800 for dinner every night this week? No problem.

Five function rooms at work simultaneously? Bring it on!

Not only is the food great, but smart operators are upgrading every part of their function delivery and taking on hotels that have had the corporate and smart entertaining market to themselves for too long.

Like to try an interesting cabernet?

**The Mawson Club's** new bottle preservation system offers a huge variety of wines by the glass ... they've said goodbye to wine casks for good -



Ken Burgin

and **The Mawson** is now Canberra's hottest destination.

And that's before you start on the cocktail list and imported beers.

Whether it's spicy Asian, the best steak in the area, or modern Italian, clever clubs have seized on the public's "food fascination" and delivered a whole new level of excitement.

The new **Orient Restaurant** at **Twin Towns Services Club** has added extra spice and flavour to create a winner - and put the Aussie chefs onto the works.

It's blocks away from the Chinese restaurant that was the only choice last century.

**West Ashfield's Ash Blu** offers smart city service and gourmet quality with club warmth - and prices that won't cause a coronary.

The mystery of why caterers make millions and clubs lose the same amount has almost been solved.

More clubs are taking the kitchen in-house and making sure food is delivered exactly the way they want it.

Smarter chefs, professional catering managers and more-demanding accountants mean profits are now expected, not a lucky exception.

Cheers to **Club Kilsyth** in Victoria and **Coolangatta Surf Club** for deciding they're a business - not a charity - and giving members and guests, great food at market prices.

## Promotion - Online and Electronic

On the web, there's been a vast improvement in club websites, upgrading from the dull web-brochures of old to vibrant community sites that showcase the food, the function spaces, entertainment and fun.

Our senior members are online just like everyone else, doing their banking and sending photos to the grandkids.





It's only logical that they want to keep up with club news, make an inquiry and renew memberships online.

Well done to clubs that are reducing the amount of print material and, instead, collating all those email addresses that members have provided.

It's a new challenge for the marketing department and they're welcoming the chance to reach more members, more regularly.

Proactive contact by **Currumbin RSL Club** keeps us inspired with their email newsletter.

Next stop for clubs is actively using text messages to remind us of an event that will appeal.

With 99% of members under 40 carrying a mobile phone, you know it makes sense.

Showing the world how it really is, smart marketing departments are building sleek photo libraries and preparing a media pack, so they never miss a chance to gain publicity.

It's not much good having million-dollar renovations if there are no photos when the Media come knocking.

Congratulations to **Southport Workers Club** and many others who are leaping into the digital age ... it's not just plasma screens, but the images that go onto them.

## Training

Now for the serious stuff.

Let's give a big cheer to the Club Industry for sharing training across all staff levels.

While restaurants and hotels may get more press, their spending on training is minor compared to the passionate commitment of clubs.

Whether it's training for directors, conference sessions for managers, skills bootcamps for supervisors or short, sharp coaching sessions through the **CMAA's** host of courses, there's nothing like this anywhere else in the country.

As management grows in skill and sophistication, there are new demands for the **CMAA's** training department – the **CMDA** – to offer new courses and deliver them in the most modern way.

They're consistently rising to the challenge and attendance at **CMAA** training workshops is at record levels.

## Recruitment

It's great to see the clubs that



realise they're offering the best jobs in the industry starting to flex their recruitment muscles.

As skill shortages bite across the nation, why wouldn't the good pay, flexible conditions and career commitment of clubs be a magnet for the best staff in the industry?

Instead of being the place you don't want on your CV, clubs are now starting to attract - and keep - clever chefs, smart function staff and highly committed food and beverage staff.

What parent wouldn't want their apprentice son or daughter to have the privilege of training with **Executive Chef Gerhard Spatz** at award-winning **Ballina RSL Club**?

Looking for inspiration?

It's hard to go past the work being done at Canberra's **Mawson Club** to recruit country trainees and give them all-round experience, right through to etiquette and grooming.

Labour shortage?

You'd better believe it, but while some are waiting for the old days to return, **The Mawson Club** has decided to

take an aggressive approach to "growing their own" - and it's working.

Elsewhere in Canberra, **Belconnen Soccer Club** isn't standing still, either, but building their kitchen workforce by careful recruitment of skilled overseas workers.

## Green

Finally, a cheer for clubs that know greening their business is good old-fashion Aussie commonsense.

They're seeing the double benefit of cutting electricity, power and water use, and lining up with one of the nation's top priorities.

If care of the environment is a hot political issue, we can't keep using inefficient air-conditioning, creating massive power bills and using water like there's no tomorrow.

**Albury SS&A Club** is considering an integrated computerised kitchen management system that allows lights, equipment, cool-rooms, and programs to be managed independently – activated and de-activated at pre-determined times through an integrated computer program.

The potential energy savings should make this type of investment well worthwhile.

As clever clubs become green champions, their members applaud and the local media find more stories to talk about – even the worm farm at **Twin Towns** is attracting a lot of interest.

So, that's it for 2007 ... keep up the good work, tackle the challenge if you are dragging the chain and let's look forward to more innovation and exciting trends in 2008.



# RSL event goes from strength to strength

The sixth annual RSL & Service Clubs Association Annual Conference attracted record numbers for the conference program and dinner.

With *Channel 7* news presenter **Chris Bath** as MC, almost 300 delegates – up by 20% from 2006 – participated in the two days of workshops and conferencing at the Hyatt Hotel Canberra in late October.

**Chief Executive Graeme Carroll** said the Association Board was overwhelmed with the ongoing success of the conference with **IGT** as the event's major sponsor.

"The increased number is a reflection of the Association's growth – the total number of clubs is now approaching 100 – and the high regard that members have for the conference and the dinner," Graeme added.

**Chief of Army, Lt General Peter Leahy**, delivered the Keynote Speech, while **NSW Minister for Gaming and Racing Graham West, MP**, also addressed the Conference.

Minister West announced that **Morris Iemma's** NSW Government and registered clubs expected to distribute \$70 million to local communities across the State in 2007-08 under new guidelines announced at the Conference. Mr West said CDSE provides clubs with tax rebates (up to 1.5% of their gaming machine profits over \$1 million) when they spend an equivalent amount on community development and support.

The conference opened with a Remembrance Service and maxgaming-sponsored Welcome Function at the Australian War Memorial. The Australian National Museum was the venue for the Cashcard-sponsored Conference Dinner, which culminated with the inaugural Association Awards recognising the unique and specific role of RSL and services clubs in the community.

Director General Preparedness and Plans – Army Headquarters and the Association's Defence Force Liaison for Operation CARE, **Brigadier Paul Symon** and **Association Chairman Tony Jeffcott** presented the awards, which were established to acknowledge the unique and specific role of RSL and services clubs in the community.

**Ingleburn RSL Club** won the "*Spirit of Anzac Award*", which recognises a club that made an outstanding contribution during the year to its members and the local community that epitomises the sacrifices of those who served in the defence of the nation and in the



*Ingleburn RSL Club General Manager David Marsh (second left) accepts the inaugural "Spirit of Anzac Award" for his club's community work during the year. David is with Association Chairman Tony Jeffcott (left), Richmond Club Chairman David Butler, Canterbury Hurlstone Park RSL Club Chairman Neville Brown, whose clubs were both highly commended, and Brigadier Paul Symon.*

traditions of the ANZACs – courage, endurance, initiative, discipline, and mateship.

**Ingleburn RSL Club** plays a major role in several significant charity and community groups, including providing almost 200 free meals a week to Myrtle Cottage respite centre for the frail and disabled; is a founding member with several other clubs in the Kids for Macarthur Foundation, providing more than \$10,000 each year to assist the Foundation purchase important hospital equipment and provides much needed financial support to the Health Research Foundation, Spinal Research Foundation, Careflight and Legacy and Senior Citizens Week.

**Canterbury Hurlstone Park RSL Club** and the **Richmond Club** received Highly Commended awards.

**Dave Wise** of the **Richmond Club** received the "*Outstanding Community Member Award*" recognising a community member, including a club employee, who has demonstrated outstanding loyalty and service towards their club or the local community.

Dave is one of only two **Richmond Club** life members, an honour awarded from his community work and spirit in which he has kept the ANZAC legacy alive through his endurance, discipline

and mateship. He has been the **Richmond Club's** voluntary welfare officer for the past 10 years, providing members of the club who may have limited family support and transport with an opportunity to visit doctors and make hospital appointments.

**Mrs Lyle Shore (Dee Why RSL Club)** and **David Nelson (Mudgee Soldiers Club)** received Highly Commended awards.

**Daniel Collins** collected the "*Spirit of Kokoda Award*", recognising the Kokoda Youth Leadership trekker who has used the experience to most advance life goals and taken significant steps towards those aspirations. **Albury SS&A Club** sponsored Daniel on the trek. Dan was described as lacking motivation prior to making the trek but his parents say there was an immediate change in attitude on his return.

Not long after returning he applied for a position with World Youth International to work voluntarily in his GAP year in remote villages in Kenya on building projects and he was the youngest selected. Before heading off overseas he worked for two months at Tennant Creek, volunteering to help at a local drop-in centre for indigenous youth when he couldn't get any work as a builder's labourer.

He later became co-ordinator of the Centrecare Youthlink program before returning to head off to Kenya to assist in the housing development project.

**Min Oo (Merrylands RSL Club)** and **Andrew Moon (Albury SS&A Club)** received Highly Commended awards.





# CMDA trio go back to school for expo

It was back to school for three of the CMDA's most senior members.

North Sydney Institute of TAFE conducted its annual Career and Course Expo for Tourism, Hospitality and Event Management at the Ryde Campus during early November.

CMAA Education Manager Ralph Kober decided it was a good opportunity for the CMAA to present the CMAA and club management as a career option for the college students and visitors to the day-long Expo.

Ralph organised for CMAA Federal Executive member and CMDA Board of Management Studies Chairman David O'Neil, Board member Luke Simmons and CMAA Communications Services Manager Peter Sharp to assist him in staffing the CMAA stand during the day to respond to inquiries and offer students an insight into the industry and the Association.

It turned out that Peter was the odd man out when Ralph, David, the Castle Hill RSL Club General Manager and Luke, the **norths** Leagues Club Operations Manager discovered they had each attended North Sydney Institute of TAFE as students before moving into club management and hospitality.

"At various times, each of us was a student here at Ryde, so it's good to be able to come back for an event like this Expo to pass on our experiences and encourage the students to consider a career in clubs and, perhaps, club management," David said.

Ralph said the CMAA's new CMDA Affiliate (CA) program was a good innovation to be able to present at events such as the TAFE Expo.

"The CA initiative helps within the Club Industry to offer young people the



*Luke Simmons, David O'Neil and Ralph Kober at the North Sydney Institute of TAFE's Career and Course Expo for Tourism, Hospitality and Event Management at the Ryde Campus.*

opportunity for CMDA study programs and opportunities and the concept of a career path into senior management," Ralph said.

"But the concept and brochure allows the CMAA to speak specifically to young people studying hospitality and management and show them that there is a clear and strong career path for talented, ambitious people.

"There has been a lot of interest from people visiting the Expo and surprised to find the CMAA stand here and the interesting opportunities that are on offer."

Ralph said the CMAA had committed to other major hospitality industry expos during 2008.

Clubs, including Dooleys, also took stands at the Ryde Expo.





## PETER CLAREBROUGH MEMORIAL GAMING BURSARY - sponsored by IGT



Stephen Byfield ACCM	Secretary Manager	Diggers @ the entrance
Stuart Jamieson	Operations Manager	Club Rivers

## AMERICAN CLUB MANAGER'S CONFERENCE BURSARY - sponsored by KPMG

Luke Walker	Secretary Manager	Panthers Cardiff
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## AMERICAN CLUB MANAGER'S CONFERENCE BURSARY - sponsored by Coca-Cola

Luke Simmons	Operations Manager	<b>Norths</b>
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## ASIAN GAMING & HOSPITALITY EXPO BURSARY - sponsored by Stargames, Russell Corporate Advisory, Global Coffee Solutions, LPK Cleaning, True Blue Chemicals & Creating Synergy

<b>Stargames Bursary</b> Hugh Perrottet	Gaming Manager	Parramatta Leagues Club
<b>Russell Corporate Advisory Bursary</b> Phil Ryan	Secretary Manager	City Diggers, Wollongong
<b>Global Coffee Bursary</b> Carl Pozzato	Operations Manager	Ryde Eastwood Leagues Club
<b>LPK Cleaning Bursary</b> Steve Hind	Secretary Manager	Panthers Richmond
<b>True Blue Chemicals Bursary</b> Stephen Brown	Secretary Manager	Belmont Golf Club
<b>Creating Synergy Bursary</b> Anthony Ryan	Gaming Manager	Balmain Tigers Leagues Club

## CHICAGO NATIONAL HOTEL-MOTEL SHOW TOUR BURSARY - sponsored by Profitable Hospitality

Michael Foulkes	Catering Manager	Cabra Vale Ex-Servicemen's Club
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## CLUB GAMING MANAGEMENT EDUCATION BURSARY - sponsored by maxgaming

Sean Arden	Secretary Manager	Nimbin Golf Club
Brett Bolton	Duty Manager	Bondi Waverley RSL Club
Joanne Henderson	Secretary Manager	Telarah Bowling Club

## PROFESSIONAL DEVELOPMENT EDUCATION BURSARY Proudly sponsored by the CMAA

Michael Clancy	Manager	Bankstown Sports Club
Shane Cairney	Duty Manager	Batemans Bay Soliders Club

## BACHELOR OF BUSINESS IN CLUB MANAGEMENT DEGREE BURSARY - sponsored by Barringtons

Gordon Rhodes ACCM	Secretary Manager	South Tweed Heads Sports Club
Kerrie Wadwell	HR Manager	Toongabbie Bowling Club

## CMAA VISIONARY LEADERSHIP PROGRAM BURSARY - sponsored by Scott & Broad

Leanne Carabetta	Marketing Manager	Balmain Tigers Leagues Club
Chrissie Mannix	Operations Manager	Sunnybank Sports Club

## CMAA EXECUTIVE LEADERSHIP CONFERENCE BURSARY - sponsored by Infogenesis

Matthew Grant	Duty Manager	Dapto Leagues Club
Jason Stone	Operations Manager	Panthers Richmond

## STRATEGIC LEADERSHIP PROGRAM BURSARY - sponsored by Enterprise Development Network

Paul Passi	Customer Service Manager	Club Rivers
Garry Weston	Operations Manager	Carnarvon Golf Club
Ian Todd	Secretary Manager	Kingsgrove RSL Club



# Flick That Switch!

**Turning Talk Into Action**



**CMAA 2008 Annual Conference, AGM,  
Hospitality Exposition & Gala Awards Dinner  
March 18 & 19, 2008**



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

**SYDNEY CONVENTION & EXHIBITION CENTRE, DARLING HARBOUR**

# Welcome

## President's Message



On behalf of the Federal Executive, Federal Council and the Board of Management Studies, it gives me pleasure to welcome CMAA Members and all eligible delegates to the CMAA's **FREE** Annual 2008 Conference and Hospitality Exposition.

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

The CMAA's Gala Awards Dinner also enjoys the reputation as being one of the Club Industry's finest events.

Your participation at this 2008 Conference and Exposition is greatly appreciated.

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

**Bill Clegg, ACCM**

*CMAA Federal President*

## Conference & Expo Overview

### REGISTRATION FEES

**FREE** for staff, management and directors of: clubs, hotels, casinos, restaurants, caterers, hospitality students and teachers.

**\$550 p.p.** for trade suppliers **NOT ACCREDITED** as a CMAA Hospitality Exposition Exhibitor by the Conference Organising Committee.

### CLUB STUDY TOUR

An optional club study tour to **Mounties, Club Marconi, and Liverpool Catholic Club** is offered for delegates on **Monday, March 17 - 10am to 3pm**. \$50pp (incl GST) covers bus and catering. Refer registration form to book your place.

### CONFERENCE SESSIONS

Conference sessions on both days will be in the **Conference Room, Hall 6**, which is accessible from within Hall 5.

### ANNUAL GENERAL MEMBERS MEETING

**9am to 10am** on **Tuesday, March 18** in the **Conference Room, Hall 6**, accessible from within Hall 5.

### ACCM ACTIVITY POINTS

CMAA members receive 10 activity points for attending and signing the AGM register. A further 20 activity points will be awarded for attendance at the Conference and Expo with an additional 10 activity points awarded for members travelling more than 100km from their club to attend the event.

### CMAA GALA AWARDS DINNER

**5:30pm** on **Tuesday, March 18** in the **Parkside Ballroom**, Level 1, Sydney Convention & Exhibition Centre.

The Awards Dinner will feature:

- CMAA Hall of Fame Award Presentations
- CMAA 21 & 30 Year Member Award Presentations
- Peter Cameron Award Presentation

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, MARCH 18, 2008

**7:30am**

Registration

**9am**

CMAA Hospitality Exposition Opens

**9am – 10am**

CMAA Annual General Members Meeting

**10am to 10:30am**

**NSW Minister for Gaming & Racing**

**11:30am to 1pm**

**Panel Forum**

*"That's Racing - Handicaps and Counting the Odds"*

**moderated by Richard Callander**

**1:30pm to 2:30pm**

**Panel Presentation**

*"Want to SAVE Some Serious Money?"*

**3pm to 3:30pm**

CMAA 2008 National Bursary & Scholarship Presentations

**4pm**

CMAA Hospitality Exposition Closes

**5:30pm**

CMAA Gala Awards Dinner

### WEDNESDAY, MARCH 19, 2008

**7:30am**

Registration

**9am**

CMAA Hospitality Exposition Opens

**9am to 10:30am**

**Panel Forum**

*"Drugs and Sport - A Deadly Cocktail"*

**moderated by Peter FitzSimons**

**11am to 11:45am**

**Presentation**

*"What are the Options for Financing Diversification Projects for Your Club?"*

**1pm to 1:45pm**

**Panel Presentation**

*"Club Industry Success Stories in Diversification and How These Were Financed"*

**2:30pm to 3:15pm**

**Panel Presentation**

*"Taking the Whine out Wine"*

**4pm**

CMAA Hospitality Exposition Closes



# Never a more important time to get training



The CMDA team (from left) Narell Harrison, Ralph Kober, Maria Hudson, Brad Jones and Estelle McDonald Birch.

## By RALPH KOBER, CMAA Education Manager

Okay, the smoking bans have come around and now are a fact of life.

Okay, the election has come around and we now know what we need to do regarding industrial relations.

Okay, the Club Industry has just about handled all of the challenges Government and the wider business environment can throw at us.

So, with these issues out of the way or already in place, it's time to get back to core responsibilities as managers – "growing those who grow our business".

With 2008 a matter of days away, it's the right time for managers to take stock of what they, as individuals and as managers of others, need to put in place to remain up to date and on pace with the professional demands of ever-evolving responsibilities and

expectations.

The 2008 CMDA Training Calendar – Pages 32 & 33 – features a range of accredited courses scheduled for the CMAA's Head Office at Auburn and in every CMAA Zone across NSW, Queensland, Victoria and the ACT.

## Supervisors Bootcamp

The 2008 CMDA Training Calendar also features a new course – **Supervisors Bootcamp** – which is designed to help new supervisors better prepare for the transition from "buddy to boss".

The course is delivered over six weeks – one day each week – and will introduce participants to a wide range of behavioural and technical skills.

The first bootcamp in the program is scheduled for February and will run twice more at Auburn in 2008.

Pricing for the course is structured to offer generous discounts for CMDA Affiliates over non-members.

If you are interested in assisting eligible non-managers in your club to apply for CMDA Affiliate status with the Association, contact **CMAA Training Course Administrator Brad Jones**, CCM at the CMDA on 02 - 9643 2300 or email [brad@cmaa.asn.au](mailto:brad@cmaa.asn.au)

**Supervisors Bootcamp** - Non-member price: \$950 per person; CMAA Member / CMDA Affiliate price: \$700 per person.

## Duty Manager Development Program

The **Duty Manager Development Program** continues to be well supported and the feedback from the program is very positive.

In 2008, the **Duty Manager Development Program** is scheduled to run 10 times across NSW, the ACT and Queensland.

## Dates and venues ...

CMAA Auburn – Sydney  
February 5-7 & March 4-6

Tweed Heads - Far North Coast Zone  
February 25-27 & March 31-April 2

Woden - ACT Zone  
April 14-16 & May 12-14

Kedron - Brisbane Zone  
May 26-28 & June 23-25

CMAA Auburn – Sydney  
June 23-25 & July 21-23

Dapto - Illawarra Zone  
June 2-4 & July 8-10

Tamworth - North West State Zone  
August 4-6 & September 8-10

Continued on page 34

CMDA Affiliates are operational staff not classified as managers. All eligible staff are welcome to apply for CMDA Affiliate status and receive discounts.

COURSES			JAN	FEB	MAR	APR
<b>Frontline Operational Development</b>		Course duration				
<b>Supervisor Boot Camp</b> - For potential & existing team leaders & supervisors. Includes: Identifying the responsibilities & characteristics of an effective supervisor, personal values & style, time mgt skills, communication & motivational techniques, delegation & problem solving, supervising service excellence, THHGLE01B Monitor Work Operations and Train the Trainer (THHGT01B Coach Others in Job Skills), 5 x 4 hour sessions (Mondays 12:30pm - 4:30pm) + 1 x 7 hour session (9:30am - 4:30pm) over 6 weeks		27 hours over a 6 week period		Auburn M4 Session 1 Auburn M11 Session 2	Auburn M18 Session 3 Auburn M25 Session 4	Auburn M3 Session 5 Auburn M10 Session 6
<b>Business and Report Writing</b> Ideal for all levels of supervisors & management		1 Day	Auburn T22			
<b>Train The Trainer</b> THHGT01B Coach Others in Job Skills Ideal for buddy line trainers		1 Day	Auburn W23			Albury TH6
<b>Deal With Conflict Situations</b> THHGC03B Have you prepared your staff to deal with conflict?		2 Days	Auburn M21T22			Cardiff TH27FR28 Moruya M7T8
<b>Plan &amp; Establish Systems &amp; Procedures</b> THHGA08B Want to know how to write a procedure or job description?		1 Day	Auburn TH31			MELB T4 Currumbin T15
<b>Duty Management</b>						
<b>Duty Manager Program</b> For senior supervisors & Duty Managers who want to SUCCEED!! This intensive program addresses the critical areas of duty management and includes: Cost Control, Rostering, Managing Quality Customer Service, Risk Assessment, Counselling and Discipline, Leadership, Team Building, Behavioural Styles Identification, Problem Solving, Organisational Culture and a whole lot more. Participants also receive a number of hospitality industry texts and resources.		6 Days		Auburn T5-Th7 Session 1 Tweed M25-W27 Session 1	Auburn T4-Th6 Session 2 Tweed M31-W2 APR Session 2	Woden ACT M14-W16 Session 1
<b>Food and Beverage Management</b>						
<b>F&amp;B Manager Program</b> For supervisors & Duty Managers who oversee F&B operations. Topics include: menu design, function organising, EEO, Cost Control, Tendering, Coffee & wine mgmt.		6 Days				
<b>Gaming Management</b>						
<b>Analyse &amp; Report on Gaming Machine Data</b> THHADG01B ACCM UNIT The best gaming analysis course anywhere!		2 Days	Auburn W16 TH17	Port Macquarie M18T19	Dapto W5TH6	Auburn M21-T22
<b>Gaming Manager Program</b> THHADG02A Develop & Manage Gaming Activities ACCM UNIT		6 Days			Auburn M10-W12 Session 1	Auburn M14-W16 Session 2
<b>Finance Management</b>						
<b>Financial Fundamentals - Stage 1:</b> THHGF06A Interpret Financial Information & THHGLE13B Manage Finances in a Budget Understand the basics		2 Days		Auburn M4T5		
<b>Financial Management - Stage 2:</b> THHGLE14B Prepare & Monitor a Budget & THHGLE15B Manage Financial Operations ACCM UNITS Ideal for all senior managers		5 Days				Auburn M7T8 Session 1
<b>Marketing Management</b>						
<b>Marketing Fundamentals - Stage 1</b> Ideal for supervisors & managers overseeing marketing & promotions		2 Days	Auburn W30TH31	Narrabri M25T26	Singleton M10T11	Moruya M28T29
<b>Develop &amp; Manage Marketing Strategies - Stage 2:</b> THHGLE12B ACCM UNIT High level marketing concepts		4 Days			Auburn T4W5 Session 1	Auburn T1W2 Session 2
<b>Human Resource Management</b>						
<b>Roster Staff</b> THHGLE05B ACCM UNIT Are you getting the most out of your roster?		1 Day		Auburn W6 Tweed T26		Belconnen W16
<b>Monitor Staff Performance</b> THHGLE06B ACCM UNIT Create an appraisal system		2 Days		Auburn T9W6		Aspley M10T11 Maroochy W16Th17
<b>Recruit and Select Staff</b> THHGLE07B ACCM UNIT Highly interactive & RELEVANT!		2 Days		Auburn T12W13		Wyong T11W12 Coffs H T22-W23
<b>Management</b>						
<b>Manage Physical Assets</b> THHGLE16B ACCM UNIT Essential for senior managers		4 Days				
<b>Develop &amp; Implement a Business Plan</b> THHGLE19B ACCM UNIT Essential for senior managers		3 Days			Auburn W12 TH13/W26	
<b>OH&amp;S Risk Management for Supervisors &amp; Managers</b> THHGLE02B Implement Workplace, Health, Safety & Security Procedures A MUST do!		2 Days			Auburn W26TH27	
<b>OH&amp;S Consultation</b> ACCM UNIT THHGLE04B Establish & Maintain a Safe & Secure Workplace Clubs with an OH&S committee		4 Days		Auburn M11T12 Session 1	Auburn M10T11 Session 2	
<b>Develop the Legal Knowledge Required for Business Compliance</b> THHGLE20B ACCM UNIT Know your obligations		6 Days		Auburn M18T19 Session 1	Auburn T25-W26 Session 2	Auburn M21-T22 Session 3
<b>Manage Quality Customer Service</b> THHGLE11B ACCM UNIT Create a culture of quality customer service		1 Day		Auburn TH7		Tweed M31 Belconnen W16
<b>Manage Workplace Relations</b> THHGLE10B ACCM UNIT Guidelines to managing a positive workforce		4 Days			Auburn S1 W5T6 S2 W26 TH27	

LAB Approved RSA & RCG Courses delivered at the following Vocational Training Academies. Contact CMDA (02) 9643 2300 for dates/locations.





discounts on training course fees and a host of other educational benefits. To apply download the CMDA Affiliate brochure from [www.cmaa.asn.au](http://www.cmaa.asn.au)

MAY		JUN		JUL		AUG		SEPT		OCT		NOV		DEC		\$ Member & CMDA Affiliate	\$ Non Member
Auburn M5 Session 1	Auburn M19 Session 3	Auburn M2 Session 5				Auburn M4 Session 1	Auburn M18 Session 3	Auburn M1 Session 5								\$700	\$950
Auburn M12 Session 2	Auburn M26 Session 4	Auburn M16 Session 6				Auburn M11 Session 2	Auburn M25 Session 4	Auburn M8 Session 6								\$280(+GST)	\$380(+GST)
		Auburn W4										Auburn TH6					
Auburn T20	MELB M19		Sth Port. M2		Orange T15		Singleton M4	Auburn M8			Belconnen T7		Nambour T25	Auburn T2		\$190	\$290
Auburn M14TH15			Laurieton T17W18		Belconnen M14T15		Griffith M18T19		Kedron M22T23	Auburn T21W22						\$290	\$390
Auburn T13								Auburn T9			Corrimal W15		Ulladulla T18	Auburn M1		\$240	\$340
Woden ACT M12-W14 Session 2		Dapto M2-W4 Session 1		Dapto T8-TH10 Session 2		Tamworth M4-W6 Session 1		Tamworth M8-W10 Session 2		Albury T30SEPT - TH2 Session 1		Albury M10-W12 Session 2				\$1,450 (+GST)	\$1,590 (+GST)
		Auburn M23-W25 Session 1		Auburn M21-W23 Session 2						Auburn M20-W22 Session 1		Auburn M17-W19 Session 2					
Auburn M3-TH15 Session 1		Auburn W11-F13 Session 2										Auburn M24-W26 Session 1		Auburn M15-W17 Session 2		\$1,320 (+GST)	\$1,490 (+GST)
	Dubbo M19T20		Tweed W18TH19		Tuggerah T22W23	Auburn T12-W13			Albury M22T23		Coffs H M27T28	Auburn W12-TH13				\$440	\$540
																\$1,320	\$1,490
								Auburn M22T23								\$440	\$540
Auburn M15-W17 Session 2										Auburn M13T14 Session 1		Auburn M10-W12 Session 2				\$1,100	\$1,300
	Laurieton M26T27	Auburn T24W25		Woden ACT W16TH17		Griffith W20TH21		Kedron W24TH25		Nambour M27T28	Auburn M10T11					\$440 (+GST)	\$540 (+GST)
								Auburn W17TH18 Session 1		Auburn W8TH9 Session 2						\$800	\$980
	Kedron T27	Auburn T24	Dapto T3			Tamworth T5		Coffs H T9	Auburn W 22	Albury W1						\$240	\$340
	Singleton M19T20			Auburn T8W9						Gosford M20T21		Auburn T2W3				\$440	\$540
Auburn M11TH22			Armidale M16T17		Moruya M21T22	Maroochy W27Th28		Forster M29T30	Auburn M13T14	MELB M27T28		Tweed T18W19		Sth Port M1T2		\$440	\$540
		Auburn M16T17 Session 1		Auburn M14T15 Session 2												\$800	\$980
																\$660	\$780
																\$390	\$530
																\$690	\$850
		Auburn W18-TH19 Session 1		Auburn M14T15 Session 2		Auburn M18 T19 Session 3			Auburn T7-W8 Session 1		Auburn W5TH6 Session 2		Auburn M1-T2 Session 3			\$1,100	1,300
			Kedron M23	Auburn M21	Dapto T8				Tamworth M8		Coffs H M13	Auburn M17	Albury M10			\$240	\$340
		Auburn T17 W18 Session 1		Auburn W16 TH17 Session 2								Auburn S1W5TH6 S2 W26 TH27				\$800	\$980

## From page 31

Coffs Harbour - Mid North Coast Zone  
September 8-10 & October 13-15

Albury - Riverina / Murray Zone  
Sept 30-Oct 2 & November 10-12

CMAA Auburn - Sydney  
October 20-22 & November 17-19

### Duty Manager Development

**Program** - Non-member price:  
\$1590(plus GST) per person; CMAA  
Member / CMDA Affiliate price:  
\$1450(plus GST) per person.

### Active Certified Club Manager - ACCM

If you are working towards your **Active Certified Club Manager (ACCM)** award, you will need to start planning your training schedule for next year. **CMAA Career Development Administrator Narell Harrison** will focus on assisting applicants to identify training needs and providing help and advice on how best to attain the award through training, recognition of prior learning (RPL) and industry participation.

Contact Narell on **02 - 9643 2300** and email [narell@cmaa.asn.au](mailto:narell@cmaa.asn.au) to discuss your specific needs or how the ACCM works.

The **Legal Studies** course has been revamped to reflect changes to the **Registered Clubs Act** and will now be delivered over six days with breaks between the sessions.

The **Manage Workplace Relations** course will be reactivated in 2008 to reflect the industrial relations framework the 2007 Federal Election has brought in.

Other ACCM courses, such as **Recruit and Select Staff** with **Paul Lyons**, is an absolutely essential asset for managers and not one to be missed.

### Important Reminder

A timely reminder to Zone Education

Officers and Committee Members ... you can arrange to purchase courses from the CMDA at affordable set prices and then subsidise the registration price for zone members.

This is a cost-effective and efficient way of providing localised training at affordable process and valuable use of Zone funds.

The CMDA welcomes inquiries from Zone Committees in tailoring training and seminar programs to suit local needs and requirements.

### Bursaries and Scholarships

If you missed out on applying for bursaries offered in the CMAA's **National Bursary Program** because you didn't have enough Activity Points, please note that now is the time to plan to collect those Activity Points during 2008 so you are eligible for the upcoming program next year.

### Remember!

Members receive **10 Activity Points** for attending a Zone Meeting - **but only after signing the Meeting Register** -.

Make sure you sign the Meeting Register and ensure you remind your Zone Secretary to forward the Register with your signature on it to CMAA Head Office so the points can be recorded in your file.

### RSA and RCG

The **RSA** and **RCG** courses continue to be pre-requisites for employment in clubs is something **ALL CLUB DIRECTORS SHOULD** do so that they can properly appreciate what managers and staff have to contend with on a daily basis the floor.

In 2008, the CMAA will exclusively deliver the courses at a network of Training Academies on a regular basis.

The Training Academies include:

- City Tattersalls
- Harbord Diggers

- Tradies at Gynea
- Wests Ashfield
- Mounties
- Wests Illawarra
- **seagulls**

A schedule of courses, dates and venues will be sent out to members early in 2008.

Clubs and Zones can continue to arrange to purchase the RSA and RCG courses for delivery at specific locations - contact **CMAA Training Course Administrator Estelle McDonald** at the CMDA **02 - 9643 2300** and [estelle@cmaa.asn.au](mailto:estelle@cmaa.asn.au)

### Hospitality

**Ken Burgin** and **Bill Shirley** from **Profitable Hospitality** again will join the CMDA in 2008 to deliver a range of kitchen and Food & Beverage seminars across the states.

New to the suite of courses is the one-day **Recruitment and Retention Summit and Cellar and Beverage Bootcamp**.

Seminar dates and venues will be posted on the CMAA's website [www.cmaa.asn.au](http://www.cmaa.asn.au) and by contacting **CMAA Training and Venue Coordinator Maria Hudson** **02 - 9643 2300** and [maria@cmaa.asn.au](mailto:maria@cmaa.asn.au)

That's a summary of what's available in education and training opportunities to CMAA and CMDA Affiliate members across 2008.

So, it's up to club managers across Australia to seize that opportunity to make the decision and tackle the challenge to upgrade your professional skills base.

There is so much on offer and, if you are serious about your own career development and the careers of others, then contact the CMDA to resolve how, when and where you are going to make it happen.

## Are your ACCM points up to date?

ACCM Awardees are reminded that they should check the CMAA website to ensure that their ACCM activity points are up to date.

### 2006-2007 Active CCM Awardees:

You are required to show evidence for 50 points of activity between January 2006 - December 2007 in order to maintain active status for 2008-2009.

**You have until 31 December 2007 to submit your audit form.**

\* Check the CMAA website for details regarding new point allocation criteria (effective 1st July 2007).

If you have any queries, or require an audit form, please contact Narell Harrison at CMDA.

Phone: (02) 9643 2300 Fax: (02) 9643 2400 Email: [narell@cmaa.asn.au](mailto:narell@cmaa.asn.au)



# The Conference Program

## TUESDAY, MARCH 18, 2008

9am

### Exposition Opens

9am to 10am

### CMAA AGM

CMAA Members only

10am to 10:30am

### Minister for Gaming and Racing, Minister for Sport and Recreation

The Minister will present an overview of the past 12 months.

11:30am to 1pm

### Panel Forum

#### ***"That's Racing – Handicaps and Counting the Losses"*** moderated by Richard Callander

The thoroughbred racing industry and racing clubs have endured many significant challenges recently ... Equine Influenza, a massive decrease in wagering revenue and employment hardship across the industry. Now, a new issue is challenging the industry – the advent of legalised alternate wagering players in the marketplace – Betfair and others. This panel of experts, moderated by **Richard Callander** - including **Ken Callander**, will discuss the state of the racing industry and the potential that recent issues and upcoming challenges will bring to the industry and racing clubs.



1:35pm to 2:30pm

### Panel Presentation

#### ***"Want to SAVE Some Serious Money?"***

In this session, sustainability experts from **Sydney Water, NSW Department of Environment and Climate Change** and **Paynter Dixon** will explore ways that clubs can be more efficient and socially responsible in managing resources such as water, electricity and premises.

Content will include:

*Water Conservation* - "it's not about the drought" ... the seven-point plan to water reduction, management tips and raising staff awareness.

*Electricity Conservation* - sustainability in general, waste reduction and energy innovation.

*Design and Layout Principles* - What clubs can do to maximise on-hand resources and reduce costs.

*Premises Design Innovation* - efficiencies can be achieved easily through the smart use of environmentally friendly resources and services.

3pm to 3:30pm

### CMAA 2008 National Bursary Presentations

4pm

### Exposition Closes

5:30pm

### CMAA 2008 Gala Awards Dinner

## WEDNESDAY, 19 MARCH 2008

9am

### Exposition Opens

9am to 10:30am

### Panel Forum

#### ***"Drugs and Sport - a Deadly Cocktail!"***

moderated by Peter FitzSimons

Drugs in sport - whether it's swimming, league, boxing, rowing, bowls or athletics - is a reality. What isn't clear is how each code should handle the controversial issue. This session aims to provide an insight from many perspectives on how drugs in sport is affecting individuals, the community's perceptions on drugs and the code's administrators. The panel will comprise of several high-profile sports writers, players and administrators.



11am to 11:45am

### Presentation

#### ***"What are the Options for Financing Diversification Projects for Your Club?"***

We hear a lot of talk about clubs moving away from their reliance on gaming revenue and the pursuit of diversification. What isn't clear nor understood completely is the many options available for clubs to make the right financing decision for the project to be undertaken. In this session financial experts will outline and explain the various financial models available to suit small to large projects and the pros and cons of each.

1pm to 1:45pm

### Panel Presentation

#### ***"Club Industry Success Stories in Diversification and How These Were Financed"***

Linking from the earlier session, three club managers will present an overview of their club's project(s) and the way they tackled the financing of each. Each has shown innovative and forward thinking in positioning clubs to meet the challenges of the future by diversifying into non-traditional club activities, such as aged care facilities, crematoria and retail development, bowling alley construction and leasing.

2:30pm to 3:15pm

### Panel Presentation

#### ***"Taking the Whine out Wine"***

In recent years, some clubs have made the decision to feature quality wine on their wine lists. Some have added dedicated retail and wine outlet operations to their offering. The level of customer knowledge and acceptance of quality wine has reached a level of sophistication not anticipated decades ago. This session will highlight clubs who have 'taken the whine out of wine' and met the challenge of making wine work as well as an overview of the wine industry, trends and innovation.

4pm

### Exposition Closes

➤ There is seating capacity for 300 people per session. To avoid disappointment ensure you are in the room before the session starts

## How To Register

### Pre-registration:

- Go to **www.cmaa.asn.au** and register online **OR**
- Complete the **Visitor Details** section below and forward this form to: TRADEVENT Registrations **FAX** (02) 9211 1137  
Or **MAIL** this form to PO Box K550 HAYMARKET NSW 1240

### Once you have registered:

- Closer to the Conference & Expo dates, Tradevent will send your unique **bCODE** registration via SMS to your mobile phone, or by email. Please provide your **SMS and email details when registering** and select which method you would prefer to use

## Conference & Expo Dates

Optional Pre Conference Club Study Tour - Monday, March 17, 2008

Conference & Hospitality Exposition - Tuesday, March 18 & Wednesday, March 19, 2008

## Conference & Expo Times

Conference hours: 9am onwards both days

Exposition hours : 9am – 4pm both days

## Conference & Expo Registration Fees\*

\* **FREE** for staff, management and directors of clubs, hotels, casinos, restaurants, caterers, hospitality students and teachers

\* **\$550p.p.** for Trade Suppliers **NOT ACCREDITED** as a CMAA Hospitality Exposition Exhibitor

## Visitor Details

Select your registration options with a corresponding tick

- ☐ **01** I will be attending the **Conference Sessions**  
(300 people maximum per session – first seated given preference)
- ☐ **02** I am a CMAA member and will be attending the **Annual General Meeting** on Tuesday, March 18, 2008 at 9am
- ☐ **03** I would be interested in participating in a optional **Club Study Tour on Monday, March 17** before the Conference - if offered (depending on interest). An up-front cost of \$50pp (covering lunch and travel) is required to secure your tour place.

Please print clearly

(Mr, Mrs, Ms) FIRST NAME: \_\_\_\_\_ SURNAME: \_\_\_\_\_

YOUR POSITION TITLE: \_\_\_\_\_

Select the box which best describes your organisation with a corresponding tick

- ☐ **04** Registered Club    ☐ **05** Casino    ☐ **06** Caterer    ☐ **07** Licensed Hotel    ☐ **08** Restaurant
- ☐ **09** Hospitality Teacher    ☐ **10** Hospitality Student
- ☐ **11** Accredited CMAA Hospitality Exposition Exhibitor Trade Supplier
- ☐ **12 NON** Accredited CMAA Hospitality Exposition Exhibitor Trade Supplier - **\$550pp required for registration**

YOUR ORGANISATION: \_\_\_\_\_

BUSINESS ADDRESS: \_\_\_\_\_

POSTCODE: \_\_\_\_\_ STATE: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

MOBILE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

I wish to receive my registration via (circle your preference):    mobile    email



## January-February 2008

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@cmaa.asn.au](mailto:training@cmaa.asn.au)

COURSES	JANUARY	FEBRUARY
<b>Provide Responsible Service of Alcohol</b> (THHBF09B) (LAB approved) ACCM Unit - 1 Day <b>Provide Responsible Gambling Services</b> (THHADG03B) (LAB approved) ACCM Unit - 1 Day	Contact CMDA for dates.	
<b>Business &amp; Report Writing</b> - 1 Day	T 22	
<b>Train the Trainer</b> - 1 Day (THHGTR01B Coach Others In Work Skills) Ideal for supervisors & managers who are responsible for on-the-job training of other staff members. Deals with planning & preparing for coaching sessions, conducting sessions in the workplace and following up to monitor participant progress.	W 23	
<b>Deal with Conflict Situations</b> THHGCS03B - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.	M 21 & T 22	
<b>Plan &amp; Establish Systems &amp; Procedures</b> THHGGA08B - 1 Day This unit enables participants to identify, plan, develop, establish and review workplace systems and procedures assisting in operational requirements for their club.	Th 31	
<b>Supervisor Boot Camp</b> - 5 x 4 hour sessions (12:30pm – 4:30pm) + 1 x 7 hour session (9:30am – 4:30pm) For potential & existing team leaders & supervisors. Includes: Identifying the responsibilities & characteristics of an effective supervisor, personal values & style, time mgmt skills, communication & motivational techniques, delegation & problem solving, supervising service excellence, THHGLE01B <b>Monitor Work Operations &amp; Train the Trainer</b> (THHGTR01B Coach Others in Job Skills)		M 4, M 11, M 18 & M 25 Continues March
<b>Duty Management Development Program</b> - 2 x 3 Day Sessions Content includes: HR Fundamentals, Cost Control, Leadership, Compliance/Risk Management. Participants receive a self paced Computer Skills CD-ROM and a comprehensive Effective Business Writing workbook. This program targets Duty Managers and Senior Supervisors.		T 5, W 6 & Th 7 Continues March
<b>Analyse &amp; Report on Gaming Machine Data</b> THHADG01B ACCM Unit - 2 Days (Prerequisite for Gaming Management Development Program THHADG02A) Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.	W 16 & Th 17	
<b>Financial Fundamentals</b> (THHGFA06A & THHGLE13B) 2 Days (Prerequisite for Financial Management THHGLE14B & THHGLE15B)		M 4 & T 5
<b>Marketing Fundamentals</b> - 1 Day (Prerequisite for Develop & Manage Marketing Strategies THHGLE12B)	W 30 & Th 31	
<b>Roster Staff</b> THHGLE05B -ACCM Unit - 1 Day Assists Managers in creating cost efficient base rosters that utilise the flexibility the award provides. Ideal for all managers.		T 5
<b>Monitor Staff Performance</b> THHGLE06B ACCM Unit - 2 Days Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.		W 6 & Th 7
<b>Recruit and Select Staff</b> THHGLE07B -ACCM Unit - 2 Days This unit deals with the skills and knowledge required to recruit and select staff within the framework of overall human resource plans.		T 12 & W 13
<b>OHS Consultation</b> –(Workcover Approved) ACCM Unit - 2 x 2 Day Sessions (Establish & Maintain a Safe & Secure Workplace THHGLE04B) Meets the training requirements for OH&S Committees/OH&S Representatives, as stated in the OH&S Regulation 2001.		M 11 & T 12 Continues March
<b>Legal Knowledge Required for Business Compliance</b> THHGLE20B ACCM Unit - 6 Days Covers the range of legislative compliance issues including; Trade Practices, OH&S, Privacy, RSA, RCG and more.		M 18 & T 19 Continues March & April

## Regional Training

COURSES	JANUARY	FEBRUARY
<b>Duty Management Development Program</b> - 2 x 3 Day Sessions Content includes: HR Fundamentals, Cost Control, Leadership, Compliance/Risk Management. Participants receive a self paced Computer Skills CD-ROM and a comprehensive Effective Business Writing workbook. This program targets Duty Managers and Senior Supervisors.		<b>Tweed</b> M 25, T 26 & W 27 Continues March
<b>Analyse &amp; Report on Gaming Machine Data</b> THHADG01B ACCM Unit - 2 Days (Prerequisite for Gaming Management Development Program THHADG02A) Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.		<b>Port Macquarie</b> M 18 & T 19
<b>Marketing Fundamentals</b> - 1 Day (Prerequisite for Develop & Manage Marketing Strategies THHGLE12B)		<b>Narrabri</b> M 25 & T 26
<b>Roster Staff</b> THHGLE05B -ACCM Unit - 1 Day Assists Managers in creating cost efficient base rosters that utilise the flexibility the award provides. Ideal for all managers.		<b>Tweed</b> T 26

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 at the CMDA, either; Phone: (02) 9643 2300 or Fax: (02) 9643 2400.

# Challenging year for Queensland clubs

By HENRI LACH

There was bad news and good news ... the good news is that things are continuing to get better.

It was - almost - a forgettable year for Queensland clubs, according to industry leaders, with net profits down deep in double-figure percentages.

The non-smoking legislation bit deeply in many quarters for the first half of the year and staff shortages have dogged clubs like never before.

The good news is that the worm turned and there has been a sharp upturn in trading in the latter part of 2007.

Staffing problems, however, refuse to go away.

But, almost inherently, club executives are an optimistic and resilient lot.

While some are licking their wounds, there are very few who don't see the future in a positive light.

CMAA Brisbane Zone's President Morgan Price, who is Secretary Manager at Geebung-Zillmere RSL Club in the city's north, sums up the views of his contemporaries.

"It's been a tough period, but the future is very bright," he said.

"There's always something to worry about, but clubs are just going to get stronger and stronger.

"It's turning around.

"From July onwards, we were able to compare apples with apples.

"Our figures for this club for August show it's the best single month we've had for two years.

"This time last year, the figures were down because of the smoking bans.



*Brisbane CMAA Zone President Morgan Price ... strong turn-around.*

"We're now seeing people coming through the doors who may not have previously resisted the smokey atmosphere."

He believes clubs lost their momentum due to the non-smoking laws.

"Everyone was in the same boat," Morgan added.

"We're now picking up again.

"We're able to get on with capital works projects."

At his club, a \$2 million upgrade is in the pipeline to improve the club's TAB facilities and install a loading dock and service lift to the upper floor kitchen area.

On the Gold Coast, Zone Vice President and Burleigh Bears Club General Manager Ian Amos makes no attempt to gild the lily.

"It's been a tough year ... I started in

the hospitality industry in 1972, and this is the hardest year I've ever put in," he admitted.

"Everything hit at once ... the anti-smoking rules, interest rates, fuel cost.

"Our net profit is 50% down on last year, while net return from gaming is down 26%.

"I've had the same Board for the past 10 years, and even some of them started to get a bit negative.

"But then, from the first week in July, the doors opened ... everyone started to walk in again."

Ian, too, is looking forward with optimism.

His club recently acquired the nearby Burleigh Sports Club, bringing rugby league at the Bears and Australian football at the Sports Club into a partnership.

The club has received approval for increases of gaming machines from 160 to 220 at the Bears, 15 to 60 at the Sports Club, bringing the number to the maximum total of 280.

"We'll be spending in excess of \$2 million at the sports club next year, and probably spending another \$3 million or \$4 million here," Ian said.

In the far north, a similar picture of recovery emerges.

The prestigious Cazalys Australian Football Club in Cairns is seeing a financial revival after the doldrums in the first part of '07.

General Manager Joe Kelly says daytime figures for the early part of the year were down by 6%.

"But after that, July, August and October were record months," he said.

Then, there are exceptions ... the Easts Leagues Club on Brisbane's south side is one of them.

General Manager Sharna McLean says her club actually showed a 6% growth in revenue during the year.

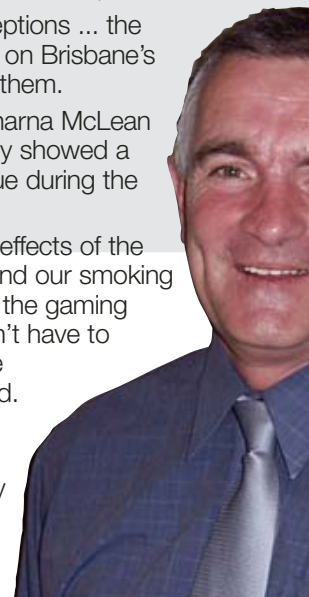
"We anticipated the effects of the non-smoking laws and our smoking area is very close to the gaming area, so players didn't have to spend as much time outside," Sharna said.

"While a lot of club revenue graphs dipped, ours actually curved upwards,



*Geebung-Zillmere RSL Club ... \$2 million upgrade.*

*Gold Coast Zone Vice President Ian Amos ... hardest year ever.*





# shows sharp upturn



*Gazalys General Manager Joe Kelly ... records broken.*

and revenue from July 2007 has started to go straight back up again."

She is looking forward to a multi-million dollar revamp of her club, with an application pending for an increase in her gaming machines from 203 to either 260, or the full 280.

But, while her club has been doing well, she's been plagued by staffing problems and she says that it's a common malaise of the Club Industry. Morgan Price agrees.

His own club is having difficulty finding and keeping suitable staff, particularly in the catering area.

Sharna McLean has described the situation as "shocking".

"We just can't get staff," she said, and she's resorted to innovative measures.

"We're just started a new incentive.

"If a staff member introduces a new employee they get \$50, and if the new employee stays for more than three months they get another \$100.

"There wouldn't be a day here where we're not running short in an area.

"If two call in sick, we can't replace them. It's been worse during the past 12 months.

"At times we have to close a facility, such as the TAB, because there is no one there to run it."

The Gold Coast, with its large itinerant population, is no stranger to the staff voodoo.



*Burleigh Bears Club ... more gaming machines on the way.*

**"It's been a tough year ... I started in the hospitality industry in 1972, and this is the hardest year I've ever put in ..."**

"Getting people to stay in the game is a problem ... the young people just want everything handed to them on a platter," Ian Amos said.

"It's terrible ... they more you do, the more they expect.

"I've had to do a complete turnaround in my thinking this year.

"You're constantly inspiring them to do their job and to get the work done.

"It's all made management a lot harder than it's ever been before.

"You're their father confessor, you're their solicitor ... the staff come to you with their problems."

Like all the other worries that have affected the industry from time to time, there is no doubt that this, too, shall overcome in time.

In the meantime, Queensland clubs can look forward to a new legislative era under the State's recently appointed Treasurer and Gaming Minister Andrew Fraser.

— see story: P20 & 21

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*Easts Leagues Club General Manager Shana McLean ... exception to the rule.*



# High-stakes change in Victoria

By KATIE CINCOTTA

GAMING reform appears to be the Victorian Government's red herring during 2007 with a raft of controversial change unleashed on the "Mexicans" to deflect attention away from a heated political inquiry into the Gaming Licence award process post-2012, which saw former Premier Steve Bracks and Tattersalls lobbyist David White implicated in secret deals.

Among the myriad movements Victorian clubs were forced to deal with were a merry-go-round of three Gaming Ministers – John Pandazopoulos, Daniel Andrews and Tony Robinson – the enforcement of total indoor smoking bans and controversial reform to the Community Benefit Statement (CBS).

CMAA Victoria's President and Yarraville Club General Manager Barry West says it was hard to get continuity with so much upheaval.

But that hasn't kept down the good men and women of the Club Industry. Barry and the CMAA's Division H



Tony Robinson

Federal Councillor Grant Duffy, ACCM met face-to-face with the new Gaming Minister Tony Robinson at the end of November to discuss some of the pertinent issues. With revenue, growth and morale at stake, there's plenty to talk about, say the Club Industry's most senior state representatives – especially with an extra 8.5% gaming tax looming for clubs unable to meet the new CBS guidelines.

While Mr Robinson says CBS reform isn't negotiable, Mr West is hoping their dialogue might encourage the Minister to revisit the impending changes, which could push struggling clubs to the wall.

"It's going to impact on small clubs," Barry said. "The Government is not leaving the money where it should be – in the community, rather than giving it away as taxation to the big pool."

As Manager of the Numurkah Golf and Bowls Club on the NSW-Victoria border, Grant Duffy says three "green" Gaming Ministers in a year are to blame for the ill-conceived CBS changes. Grant says the current situation will prevent Victorian clubs from declaring expenses like furniture, alcohol, personal computers or gaming staff as community benefits.

"It's a lack of understanding from the Government and immature ministers who haven't been around the traps very long reacting to media hype," Grant added. "I think, if they were fair dinkum, they would realise that they tax the poker machines in this state so heavily – they sell the rights to a third of the revenue to two public companies ... and now they want to check if we're making the contributions to the community?"

"The people of Victoria should be saying, 'What contribution are you [the government] making?'," Grant insists, clearly outraged by the inequity of Victoria's tax regime.

In the decade that Grant Duffy has managed the Numurkah club, which has 30 gaming machines that turn over around \$1.6 million per year, the Victorian Government has taken \$10 million in tax and "reinvested nothing in the town".

"It's all about Government greed ... it's that simple," Grant says. "On the NSW side of the river, their first million dollars is tax-exempt ... here, we have \$660,000 swept out of our community. It's a very disappointing situation in Victoria."

Barry West is equally incensed by the idea of poker machine access cards to combat problem gambling, which Mr Robinson recently proposed to electronically monitor and track players.

"That's insanity ... people have rights," Barry insists. "Why should we inflict on the general population a barrier to enjoying any type of legal activity?"

With problem gambling research indicating that only 2% of the population is affected, Barry believes the majority shouldn't be made to suffer for the minority in such a blatant breach of privacy. "And how do we police that?" he questioned. "Next up, it will be retina recognition with 'Big Brother' watching."

Grant Duffy believes the Victorian Government is simply bowing to pressure from anti-gaming lobbies with these radical and impractical measures.

"The Gaming portfolio is a hot potato," Grant said. "I think, behind closed

To book a staff seminar or discuss any aspect of the Fund contact Karen.

Ph: 3238 1265 Mob: 0408 873 520  
or email [info@clubsuper.com.au](mailto:info@clubsuper.com.au)

**Call Karen today!**

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Barry West





Steve Bracks

doors, there's a party line they want toed. Tony Robinson is a young family man and he may be in there for the soft sell."

While both club veterans agree that self-exclusion is working reasonably well, Grant Duffy believes the best solution for problem gambling is in training staff to recognise the warning signs.

"The keys to the kingdom lay in the education of the gaming venue licensees," he said. "If you're going to win the game, staff at the coalface need to be trained in the signs of problem gambling and given some freedom to interact and get information."

Victoria's CMAA chiefs say the most surprising revelation of the year was what little effect the July 1 indoor smoking bans had on trade, with no substantial losses to speak of.

They agree the real hit came in 2002 with smoke-free gaming and that most patrons have already adjusted to smoke-free clubs. Both managers think the road ahead offers growth, although interest rate rises may temper it.

Clubs down south promise bigger and better business, including green initiatives to combat global warming and the drought and a more-positive focus on the unique community service that clubs provide.

"Within 'clubland' we offer so much to our members ... things that governments will never be able to provide," Barry added.

"It goes back to people who come in every day, sit there on a lemon squash or a beer and talk to all their mates ... we are a community service."

Grant Duffy urges Victorian clubs to rise against the anti-gaming media mood and the barrage of misguided reform to be involved in Government policy.

"In Victoria, for the first time, we're starting to see a groundswell of managers asking questions about why we're so hamstrung by prohibitive legislation," Grant said. "At the end of June 30, 2007, revenue from clubs and hotel poker machines was \$2.5 billion.

"But our struggling Club Industry is so far behind the clubs on the eastern seaboard it's not funny. Now we're starting to ask ourselves why?"

In 2008, these CMAA veterans will seek answers and offer a working perspective on the inadequacy of the new legislation.

"We could all say safely that a lot of the new legislation we've seen in the last five years is just rubbish," Barry said.

"It's window dressing, based on no research and it's done nothing."

Barry believes the spotlight on gaming



Grant Duffy

will dim in 2008, with a stronger focus on food, beverage and hospitality.

"Gaming will not be the be-all and end-all into the future," he added.

"It will be about food, entertainment and service in our venues."

Grant Duffy says he'll remind the State Government of the strong moral calibre of our clubs, which ultimately makes them a haven.

"Clubs are a genuine feel-good, nice clean safe place to go with families ... it's not all about finances," he said.

"I hope the Club Industry is successful in waking up Government to this last bastion - to keep Australian culture the way it should be. We're not asking to take over the country. We just want to control the money we bring in for the benefit of all the people in the organisation ... allow our community clubs to control their little destiny.

"It's not a big ask."

**"In Victoria, for the first time, we're starting to see a groundswell of managers asking questions about why we're so hamstrung by prohibitive legislation ..."**

## CMAA Diary Dates

DECEMBER 2007

## Zone Meetings & Industry Functions

Monday	03/12/2007	09:30	Taree Race Club	Great Lakes Zone Meeting	10:30
Tuesday	04-05/12/2007	09:30	Tamworth Club	North West State Zone Meeting	13:00
Tuesday	04/12/2007	09:00	Cronulla Leagues Club	St George Cronulla Sutherland Zone Meeting	13:00
Tuesday	04/12/07	09:30	Maroochy RSL Club	Sunshine Coast Zone Meeting	13:00
Thursday	06/12/2007	09:30	Liverpool Catholic Club	Nepean Zone Meeting	13:00
Friday	07/12/2007	10:00	Davistown RSL Club	Central Coast Zone Meeting	13:00
Friday	07/12/2007	11:00	Collegians Club	Illawarra/Shoalhaven Zone Meeting	13:00
Tuesday	11/12/2007	18:00	Burleigh Bears Club	Gold Coast Zone Meeting	13:00
Tuesday	12/12/2007	09:30	Yamba Bowling Club	Far North Coast Zone Meeting	13:00
Thursday	13/12/2007	09:30	Merimbula RSL Club	Far South Coast Zone Meeting	13:00
Friday	14/12/2007	09:30	Bankstown Sports Club	Inner West Zone Meeting	13:00
Thursday	20/12/2007	09:30	Auburn	CMAA Executive Meeting	

# Jason and Jan head up Queensland Burs

## THE LEW COOPER BURSARY

*sponsored by Aristocrat*

Jason Lynch      Secretary Manager      Arana Leagues Club

## OVERSEAS STUDY TOUR BURSARY

*sponsored by Castlemaine Perkins*

Jan Walters      Finance Manager      Logan Diggers Club

## AINSWORTH STUDY TOUR BURSARY

*sponsored by Ainsworth Gaming Technology*

Janelle Barraud      Operations Manager      Bribie Island RSL Club

## JUPITERS CONFERENCE BURSARY

*sponsored by QClubs*

Tony Stronge      Senior Duty Manager      Southside Sports Club

## EDUCATION DUTY MANAGERS PROGRAM BURSARY

*sponsored by Club Training Queensland*

Kent Parry      Duty Manager      Bribie Island Bowls Club

## EDUCATION DUTY MANAGERS PROGRAM BURSARY

*sponsored by maxgaming*

Daniel McBride      Duty Manager      Logan Diggers Club

## FINLEASE DUTY MANAGERS PROGRAM BURSARY

*sponsored by FinLease Pty Ltd*

Graham Wise      Duty Manager      Redcliffe Leagues Club

## AUSTRALASIAN GAMING EXPO BURSARY

*sponsored by Konami*

Tamara Rose      Gaming Manager      Logan Diggers Club

## EDUCATION DUTY MANAGERS PROGRAM BURSARY

*sponsored by CMAA Brisbane Zone*

Joel Fernandez	Duty Manager	Sunnybank Sports Club
Lynne Mawn	Bar Manager	Bribie Island Golf Club
Glen Flood	Duty Manager	Redcliffe Leagues Club
Nathan Wallace	Duty Manager	Redcliffe Leagues Club
Deidre Kaehne	Duty Manager	Redcliffe RSL Club
Raquel Reith	Duty Manager	Sunnybank Sports Club
Alicia Boyle	Duty Manager	Geebung-Zillmere RSL Club



Raquel Reith with Bill Clegg.



Alicia Boyle with Bill Clegg.



Deidre Kaehne with Bill Clegg.



Joel Fernandez with Bill Clegg.



Lynne Mawn with Bill Clegg.



Glen Flood with Bill Clegg.



Nathan Wallace with Bill Clegg.



# Bursaries winners

CMAA Brisbane Zone Committee members Jason Lynch and Jan Walters picked up the major awards at the CMAA Queensland Bursary and Scholarship Awards announced in Brisbane last month. CMAA Federal President Bill Clegg, ACCM and Terry Condon, CCM attended the awards luncheon and Zone Meeting that preceded the main function. Brisbane Zone President Morgan Price, ACCM welcomed more than 160 Queensland CMAA members and Club Industry trade representatives to the Logan Diggers Club auditorium. Major sponsors of the bursaries and scholarships included Aristocrat, Castlemaine Perkins, Ainsworth Gaming Technology, QClubs, Club Training Queensland, CMDA Centre Sponsor maxgaming, Finlease, Konami and the CMAA Brisbane Zone with seven Education Duty Managers Bursaries. CMAA Life Member Lew Cooper, the Beenleigh Bowls and Recreation Club General Manager, also attended the luncheon to see Arana Leagues Club Secretary Manager Jason Lynch accept the Lew Cooper Bursary from Aristocrat representative Leigh Shoobridge. Castlemaine Perkins representative Ben Adams presented long-serving CMAA Brisbane Zone Secretary Jan Walters with the Overseas Study Tour Bursary, which will take her to Las Vegas for the 2008 Global Gaming Tour. Bill Clegg congratulated all bursary and scholarship winners and personally presented Education Duty Managers Bursaries to Joel Fernandez, Lynne Mawn, Glen Flood, Nathan Wallace, Deidre Kaehne, Raquel Reith and Alicia Boyle. Bill and Terry Condon with CMAA Communication Services Manager Peter Sharp also presented the Head Office Report and an update of the



Jan Walters with Ben Adams from Castlemaine Perkins



Jason Lynch with Leigh Shoobridge from Aristocrat.



Tony Stronge with Michael Mercer.



Kent Parry with Geoff Wohlsen.

CMAA Strategic Plan during the Zone Meeting at Logan Diggers, which was attended by more than 30 members. Terry also acknowledged the attendance of Division G Federal Councillor and CMAA Gold Coast Zone President Steve Condren and his wife, Sharon, as special guests at

the meeting. In closing the presentation luncheon, Morgan Price made a special presentation to host club General Manager Pam Shelton and acknowledged Pam's considerable contribution to the CMAA as Zone President and Federal Councillor.



Daniel McBride with Jeremy Norton.



Graham Wise with Phil Horton.



Tamara Rose with Lew Platz.



Janelle Barraud with Frank Bennett.

# Ryan 'phils' secretary role as Boughton moves on

City Diggers Wollongong General Manager Phil Ryan stepped into the Secretary's role at the Illawarra Shoalhaven AGM.

Zone members returned President Dave Hiscox (Dapto League Club) and Education Officer Dennis Skinner (Greenwell Point Club), while Phil Boughton (Culburra Bowling and Recreation Club) stood down. David, the CMAA's Federal Councillor for Division F (Illawarra Shoalhaven and Far South Coast zones) also serves on the CMDA Board of Management Studies. CMAA Communication Services Manager Peter Sharp presented the Head Office Report and conducted the election of office bearers.

In his farewell report, Phil Boughton said Illawarra Shoalhaven Zone is proud to have recently donated \$20,000 to regional community groups as part of their annual charity fundraising. Recipients of \$4,000 cheques during 2007 were ...

- Camp Quality, Illawarra
- Illawarra Cancer Carers
- Warrigal Care
- Interchange Shoalhaven

➤ Shoalhaven Hospital Children's Ward

The Club Managers Association holds several events annually to raise funds for members education bursaries, CMDA-organised training courses and to assist local community groups.

More than \$63,000 has been donated to charities in the Illawarra Shoalhaven region in the past three years.

Gary Ryan, who has moved on from Illawarra Master Builders Club to Alexandria Erskineville Bowling Club and has joined the City Eastern Suburbs Zone, returned for the Illawarra Shoalhaven AGM to properly farewell and thank members and the Committee for their support during the transition period.

The meeting also endorsed and Appreciation Day on Thursday, November 29, at Dapto Leagues Club for Group Seven Leagues Club Assistant Manager and former Dapto Leagues Club Operations Manager Mark Venables who is battling cancer-related health problems.

Illawarra Shoalhaven Zone's Christmas Luncheon will be hosted at Collegians Balgownie Club on Friday, December 7.



*Shoalhaven Illawarra Zone President and Division F Federal Councillor David Hiscox farewells Gary Ryan at the Zone AGM at Dapto Leagues Club.*



*Zone President David Hiscox (centre) with outgoing Zone Secretary Phil Boughton (left) and his successor Phil Ryan.*



# Sporting champions inspire members

Inner West Zone members jumped right into the deep end when it came to a sports-theme luncheon at Wests Ashfield.

The luncheon followed the Zone Meeting on October 5 and featured a remarkable collection of national sporting icons.

The panel included former Canterbury Bankstown, NSW and Australia rugby league champion five-eighth Terry Lamb, Johnny Lewis the trainer of world champion boxers, including Jeff Fenech and Kostya Tszyu, Canterbury Bulldogs club captain Andrew Ryan and Socceroos and Olyroos soccer coach Graham Arnold.

The panel discussion topic was *"Coaching for Success – the differences and similarities between business and sport"*.

Zone President Jamil Chalhoub, from Canterbury Hurlstone Park RSL Club, said members, guests and Club Industry trade representatives were thoroughly entertained and



*Terry Lamb, Johnny Lewis, Andrew Ryan and Graham Arnold with CMAA Inner West Zone President Jamil Chalhoub at the "Coaching for Success" luncheon at Wests Ashfield.*

picked up some important management and leadership tips during the discussions.

"I want to pay tribute to our Education Officer Michelle Dennington and the staff at her home club, Wests Ashfield, for putting together this remarkably successful event for our members and guests," Jamil added. "Not only was the *Coaching for Success* session a huge hit with those fortunate to be with us, but the hospitality

and luncheon at Wests was first class. "I'm sure everyone took away a piece of advice from at least one of these sporting legends that will assist them in the business of running clubs and managing staff. It's an event that we will revisit at some time in the future."

The Inner West Zone Christmas Luncheon and Meeting will be hosted at Bankstown Sports Club on Friday, December 14.



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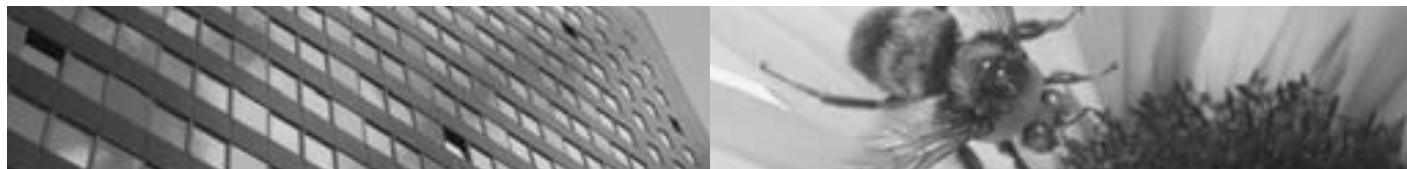
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# Jim and Erin step up Victoria's education development agenda

It was a full agenda and a successful day as 42 CMAA Victoria Zone members and trade representative rubbed shoulders and shared lunch at the historic and impressive Foster's Brewhouse.

The October 31 gathering involved a zone meeting, workshops and luncheon at the Abbotsford property on the outskirts on Melbourne.

As part of its commitment to Victoria Zone members Foster's has generously offered the venue - with its interesting history on the brewing of CUB products over many decades - beverages and lunch for some years.

Zone President Barry West welcomed and thanked everyone who had taken time to attend and work at building a vibrant Victorian club network and to welcome new energetic members to the Zone Committee.

Echuca Workers and Services Club General Manager Jim Smith has accepted the Zone Education Officer role and already has convened a productive meeting in Melbourne, attended by CMAA Education Manager Ralph Kober.

Jim is committed to generating a culture of education, especially in Victoria middle management.

Jim's Assistant Manager at Echuca Workers and Services Club, Erin Langman, has taken the sponsorship liaison role.

"Already, Erin has shown her commitment and professionalism in the role,"

Barry said. "Erin's work is bound to be a major asset to the work and goals of the CMAA in Victoria."

Jim, unfortunately, was not able to attend the luncheon due to the passing of his father so Greensborough RSL Club Manager Barry Thompson delivered the Education Report.

Jim (Manager of the Year) and Erin (Assistant Manager of the Year) were acknowledged for their commitment to education and

professional development at the 2007 CMAA Victorian Zone Awards dinner in April.

Division H (Victoria, Riverina Murray and ACT zones) Federal Councillor and Victoria Zone Treasurer Grant Duffy



gave an overview and progress report of the Federal Executive's Strategic Plan.

A priority of the Victoria Zone Meeting was to encourage members to contact and invite fellow managers to attend CMAA meetings and CMDA education sessions.

Following the meeting, "Big Dave" Staughton presented a session dedicated to time management and life quality in the manager's role.

Workshops guests described it as one of the more interesting and thought-provoking sessions they had attended in some time.

Victoria Zone has scheduled dates for 2008 Zone meetings with venues to be resolved, however the annual CMAA Victoria Awards Dinner is planned for Friday, March 14, at Mulgrave Country Club.





# Lary leads Executive back for new term

President Lary Dorman and every member of his City and Eastern Suburbs Zone Committee was returned for another term at the Zone AGM at Randwick Labor Club late last month.

Thirty-five members, including CMAA Federal President Bill Clegg, General Manager of the host club and Division A (City and Eastern Suburbs Zone, Manly/Northern Suburbs Zone) Federal Councillor Mario Machado and CMAA Life Member George Elliott attended the free workshop and AGM.

The Zone welcomed new member Paul Crowley from the NSW Sports Club.

City and Eastern Suburbs Zone Committee is:

**President:** Lary Dorman, Paddington Woollahra RSL Club

**Vice President:** Rocky Massaria, Bowlers Club of NSW

**Secretary:** Scott Eling, Rose Bay RSL Club

**Treasurer:** Greg Hadley, Matraville RSL Club

**Education Officer:** Graham Tonks, Paddington Woollahra RSL Club

**Publicity Officer:** Rosy Dever, Bronte RSL Club

The day opened with a free workshop, "Real Profits, Real Food and real Customer Return Visitations", presented by Ken Burgin from profitable Hospitality and Nino Zoccali from Red Hot Pears.

Nino is a popular speaker on the Sydney restaurant and hospitality scene and is in the process of opening a new restaurant, *Pandolino*, in the Strand Arcade and members got an insight into the latest technology to make catering more profitable.

Profitable Hospitality provides innovative business systems and training to increase the profitability of clubs, restaurants and cafes.

There was strong CMAA representation at the meeting with Executive Officer Terry Condon presenting the Head Office Report, Federal Bill Clegg discussing the CMAA's Strategic Plan, Education Manager Ralph Kober speaking about the National Bursary and CMDA Affiliate programs and Communication Services Manager Peter Sharp speaking about the *Club Management in Australia* magazine.

Terry spoke about the change of Federal Government, WorkChoices



Education Officer Graham Tonks presents Danielle Farnillo with her Zone Bursary.

reform and conducted the election of office bearers.

In his President's Report, Lary Dorman encouraged members to support CMDA courses that will help to raise and standardise the level of service and hospitality in inner city and Eastern Suburbs Clubs.

Lary also spoke about the need for Zone members to better support the Zone and National Bursary programs that offer lucrative and attractive opportunities to enhance professional education and development.

Education Officer Graham Tonks announced Danielle Farnillo, Ben Atkinson and Sean McNally as winners of Zone bursaries and presented Danielle with her certificate.



City and Eastern Suburbs Zone President Lary Dorman (centre) with workshop presenters Ken Burgin (left) from Profitable Hospitality and Nino Zoccali from Red Hot Pears.



The City and Eastern Suburbs Zone Committee for 2008 (from left) Scott Eling, Lary Dorman, Graham Tonks, Rosy Dever, Greg Hadley and Rocky Masaria.



Lary Dorman (from left) with CMAA Life Member George Elliott and CMAA Federal President Bill Clegg.



CMAA Education Manager Ralph Kober congratulates Carl Pozzato, while CMAA Federal Executive Member and CMDA Board of Management Studies Chairman David O'Neil congratulates Luke Simmons on winning CMAA National Bursaries.



## Big finish to another busy and productive year

It was another big finish to the year for the industrious committee at the CMAA Manly Northern Suburbs Zone with a workshop and meeting before the Christmas Luncheon at **norths**.

General Manager Hans Sarlemyn, a CMAA Life Member and former Federal Executive member, welcomed more than 160 Zone members and Club Industry trade representatives for the year-ending event on November 28.

CMAA Education Manager Ralph Kober gave more than 20 members an insight into the services and education opportunities offered by the CMDA at the Association's Auburn Head Office, at regional centres, the newly created Academy program and in individual clubs.

Manly Northern Suburbs Zone President Ray Agostino chaired a meeting of 37 members and welcomed CMAA Federal Executive Member, CMDA Board of Management Studies Chairman and Castle Hill RSL Club General Manager David O'Neil.

Ray acknowledged the contribution of the Zone Executive during 2007 and industry – and CMDA - sponsors Foster's, Tooheys, Coca-Cola, Pernod Ricard and Zone sponsors Konami, Independent Gaming, Allpride Signs and Studioline.

Ralph Kober and CMAA Communication Services Manager Peter Sharp presented the Head Office Report to the meeting.

Ralph announced that Zone Education Officer and CMDA Board of Management Studies member Luke Simmons (**norths** Operations Manager) and Ryde Eastwood Leagues Club Operations Manager Carl Pozzato had each won a CMAA National Bursary.

Luke won the American Club Managers Conference Bursary, sponsored by Coca-Cola, while Carl won an Asian Gaming and Hospitality Expo Bursary to attend G2E Asia in Macau.

David O'Neil encouraged members to investigate and participate in the vast range of CMDA courses and workshops before congratulating Ralph Kober and the CMDA administration team – Brad Jones, Narell Harrison, Estelle McDonald and Maria Hudson – for having the CMDA's nationally recognised Registered Training Organisation status approved for the next five years.



Ralph Kober, Harry Wilkinson and CMAA Zone President Ray Agostino.



# Mates join forces for Appreciation Day

"Mates stand up for their mates ... you protect them through good and bad, because they'd do the same for you."

These words were attached to the back of the CMAA Illawarra Shoalhaven Zone AGM flyer in early November announcing an Appreciation day for long-serving club manager and CMAA member Mark Venables.

Mark married his wife Tanya a week before the Appreciation Day, which was organised by a loyal group of present and past CMAA members, at Dapto leagues Club on November 29. Mark was diagnosed with cancer and has tackled the arduous treatment program with the support of Tanya, his family and his colleagues and mates in the Club Industry. Mark worked many years at Dapto Leagues Club with, first Allan Robinson, then Allan Fitzgibbon as his General Manager before going to join Steve Marks at Group Seven Leagues Club.

The Illawarra Shoalhaven Zone members supported and helped to



*Paul Mack, Steve Marks, Sean Tobin, Mark Venables, David Whyte and Peter Newell at the Appreciation Day for Mark at Dapto Leagues Club.*

organise the event that attracted more than 220 people from the Club industry and related trade along with people from the Dapto community who had come to know Mark through his more than 20 years at the club.

CMAA Federal Councillor, Zone President and Board of Management Studies member David Hiscox, new Zone Secretary Phil Ryan and several

members from clubs across the Zone, including John Wilkins, David Renehan, Neil Bayo, Phil Boughton, Paul Mack and Sean Tobin joined in the fundraising afternoon.

Allan Fitzgibbon, Allan Robinson and other Dapto Leagues Club duty managers, including former rugby league Test winger Peter Dimond joined family and friends for the auditorium luncheon and entertainment.

Local WIN Television presenter Geoff Phillips, ClubsNSW Chairman Peter Newell and Steve Marks coordinated

activities from the stage with Allan Chaffers and Darryl "Dasher" Winnell providing the impromptu humour during the auction of several items, including NSW State of Origin and Illawarra Steelers football jerseys. Mark thanked everyone who had contributed or participated in the day and Tanya received a superb bouquet of flowers.

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# Inaugural BICM event strikes successful chord

Club Managers from across the United Kingdom came to Hollins Hall Hotel and Country Club at Shipley, Yorkshire for the British Institute of Club Management's (BICM) inaugural Conference on Club Management.

Following the Conference Golf Cup, the Institute's first Annual Meeting in early October went smoothly with unanimous acceptance of the Agenda.

BICM Chairman Ian Campbell welcomed guests to the Gala Dinner with the Chairman of Sport England, Derek Mapp, speaking on the importance of sport relating to club life and its significant contribution.

Former England, Yorkshire and Somerset cricketer, Brian Close, entertained guests with his amusing and forthright comments on the game.

Director Rob Gerrard opened the Conference, introducing Sport England's Head of Staff Mike Draper,

who emphasised the importance of sport and offered insights into how Sport England perceived the successful 2012 Olympic bid and the growth of sport participation across the nation.

The balance of the day involved a series of in-depth presentations by David Hawbrook of abv Training who presented the British Institute of Innkeeping (BII) Award in *"Responsible Alcohol Retailing"*.

This led to many delegates actually sitting the BII Accreditation Exam at Conference with many impressed by the depth of knowledge covered in this course and better understood the role of Licensed Trade workers.

The next day, a presentation on the Club Market sponsored by CMDA sponsor company Pernod Ricard brought delegates up to date with market direction and product developments driving this change.

In Health and Safety, Nick Morrall

outlined Health and Safety Online, a system to establish easily measurable standards which can be assessed on or off site.

The Conference was rounded off by an afternoon presentation from leading legal writer and commentator Peter Coulson, who updated delegates on the Licensing Act, coping with the smoking ban, and provided an in depth examination of the Gaming Act, covering gaming machines, bingo, poker and what it means for club managers.

The BICM's commercial suppliers showcased products during the Tuesday luncheon with company representatives discussing the latest products, services, benefits and solutions with delegates.

The Conference Debrief featured a unanimous vote of thanks to the Organising Committee and confirmed that Club Industry managers face similar problems, whether dealing with new licences, supporting sports users, or ensuring responsibility in retail operations and keeping abreast of new laws.

The BICM Conference will return in 2008.

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## Merry Christmas

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# AGMMA launches 'Responsible Gaming Machine Play' leaflet

The Australasian Gaming Machine Manufacturers Association (AGMMA) has launched its "Responsible Gaming Machine Play" leaflet.

The brochure provides free, independent and accurate information about gaming machines in a simple and easy to understand format to assist players to make informed decisions.

Speaking at the National Association for Gambling Studies' Annual Conference in Cairns, AGMMA's Executive Officer Ross Ferrar explained the background to the initiative ...

"AGMMA's members have long supported the responsible use of their products and this publication sets out information for people to make informed decisions about playing gaming machines (also known as slots, or poker machines) in casinos, clubs and hotels. A number of myths, superstitions, and false beliefs have circulated about gaming machines over the years - and this leaflet will help put these into perspective."

The brochure has been approved by gaming machine manufacturers who are AGMMA members.

The research and information it contains also was reviewed by a large number of authoritative individuals and

checked for accuracy and consistency by independent licensed gaming machine testing laboratories.

The leaflet is available free at [www.agmma.com](http://www.agmma.com) under "publications".

"We are certain the Responsible Gaming Machine Play leaflet will be very helpful for people who enjoy playing gaming machines and other interested parties, as it provides unbiased, independent and accurate information which fully informs readers about how machines operate," Ross added.

The "Responsible Gaming Machine Play" leaflet replaces AGMMA's "Player Information Booklet", which has been available from AGMMA's website since July 2000.

The booklet was downloaded more than 4,000 times annually by users in Australia and the Asia-Pacific region, the Americas, Europe and Africa.

"Many gaming machine players, researchers, counsellors and even critics have expressed their appreciation of AGMMA's efforts in providing this information," Ross added.

"We are pleased to update the booklet to its new concise leaflet format and



Ross Ferrar

believe it will assist any interested observer to understand more clearly how gaming machines actually operate."

Further information about AGMMA can be found at [www.agmma.com](http://www.agmma.com)

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## Tooheys NSW team celebrates successful 2007

More than 250 industry representatives and special guests got a look inside the famous Tooheys Brewery at Lidcombe in western Sydney for "A Night in the Keg Hall". Tooheys executives Doug May and Matt Tapper welcomed guests to the floor of the brewery's keg hall with thousands of cases of Tooheys product forming a backdrop for the showcase booths of more boutique brands and services.

"I am delighted to welcome our valued staff and industry partners to celebrate the close of our 2007 financial year and the start of 2008," Matt told the guests. "Tonight, we look forward to acknowledging our high achievers and thanking our partners for your support and offer an insight into what's on the horizon for 2008 and beyond."

Matt also promoted Tooheys "Cold Check", which is where the stag on the Tooheys New can turns blue to inform drinkers that the drink is cold and ready for drinking. The product stands for the night included XXXX Gold, Hahn Super Dry, James Squire, Spirits, Reticulation, Fine Wine Partners and Consumer Insight.

Tooheys also presented their 2007 Staff Awards ...

- Salesperson Of The Year - Robbie Jurcevich
- Sales Leader Of The Year - Brian King
- Enabler Of The Year - Eddie Jones
- Entrepreneur Of The Year - Mick Savage
- Team Of The Year - Central West.



Tooheys Regional Director, Sales and Customer Service Matt Tapper welcomes guests to the Lidcombe Brewery event.



Former Australian Test and One Day International player Michael Bevan was one of the special guests at the Tooheys "Night in the Keg Hall".



Doug May addresses the "Night in the Keg Hall" gathering at Tooheys Lidcombe Brewery.



CMAA Executive Officer Terry Condon, Federal President Bill Clegg and Federal Secretary Allan Peter joined Tooheys executives Doug May and Matt Tapper and hostesses.



# Castle Hill RSL Club's \$10,000 boost for Little As

The Rouse Hill Rams is the newest athletics club to join the well known Little Athletics fraternity.

Hills Little As has served the Hills district but the population explosion at Kellyville and Rouse Hill meant a new club was almost essential.

A group of keen parents responded to establish the Rouse Hill Rams Club.

The September registration day was expected to arouse interest, but more than 300 registrations was almost overwhelming.

Three weeks later, the number had increased to more than 650 youngsters making the new club the second biggest in NSW.

Establishing a new athletics club with equipment is expensive and the committee approached Hills businesses.

Castle Hill RSL Club, acknowledging the district's changing demographic and need to provide social and sporting infrastructure, jumped at the change to assist the new venture.

Castle Hill RSL Club General Manager and CMAA Federal Executive Member



Castle Hill RSL Club General Manager and CMAA Federal Executive Member David O'Neil, ACCM presents the club's \$10,000 sponsorship to the Rouse Hill Rams Little Athletics Club.

David O'Neil, ACCM said the club is a proud supporter of area sport with a focus on junior sport and development.

Already Hills Little As sponsor, Castle Hill RSL Club immediately backed the new club and agreed to a three-year initial sponsorship, providing \$10,000 to purchase new equipment.

"Castle Hill RSL Club is proud to

support the Rouse Hill Rams Little Athletics and recognise the invaluable contribution that the parents, coaches and organisers make to the local community and youth," David said.

"Sport is an integral part of our society and it develops a strong community, promoting a healthy and active lifestyle while teaching invaluable life skills."

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# TechnoPROM team finds a new 'home'

They haven't moved far, but Norm Jones and Dennis Simpson have moved their TechnoPROM operations into modern premises in Wollongong. Well known for their "busy" workplace in Kenny Street, Norm and Dennis found bigger, better and more client-friendly building a matter of 500 metres down the round and around the corner in Swan Street.

The stand-alone property includes foyer with reception and product display areas, separate administration areas, almost five times the display, assembly and storage area and a "Board Room".

"I promised myself that if we ever moved from Kenny Street, that we find a nice place with space for me and Dennis to be able to entertain our clients," Norm said with his trademark grin.

"Well, we have everything that we promised ourselves ... it's just that we've been too busy with the business to do anything but hang a few pictures and pieces of memorabilia, but we'll get there.

"We chose this property because it offers good delivery access and more floor space for products, research and development along with a comfortable showroom."

Dennis said he and Norm, with their wives – both named Lyn – and Norm's son Phillip had barely had time to enjoy the new offices since the CMAA Hospitality and Trade Expo at Darling Harbour.

"We took some new products, particularly outdoor plasma and LCD screens, to the Expo and the response then was fantastic and it hasn't slowed down," Dennis added.

Although TechnoPROM's core business remains in loyalty systems, the team has delivered complete audio visual and display board projects to most of the major clubs in the Illawarra and Shoalhaven regions of south-east NSW.

"Our ambition and our reputation in the industry is that we build products that serve the needs of our clients, not supply what products are available in the marketplace," Norm said.

"We try to assess, develop and deliver a product that helps clubs provide quality service and entertainment to their members and clients."

Local clubs that carry TechnoPROM products and equipment include Wests

Illawarra, Shellharbour Workers Club, Warilla Bowls and Recreation Club, Warilla Sports Club, Illawarra Leagues Bowling Club, Colliers City and Oak Flats Bowling Club.

But the TechnoPROM reputation for products and service has spread to Griffith Ex-Services Club, Lismore Workers Club, **norths** and **seagulls**, NSW Leagues Club, Coffs Harbour Catholic Club, South Tweed Bowls Club and diggers@The Entrance.

TechnoPROM has developed and integrated digital display board and computer chip with additional internet access just around the corner with a price range of \$4,000 to \$13,000.

"It's a great product and has enormous potential," Dennis said. "It's the next generation of display products and is the result of sitting down and talking to managers about their technology needs."

It might be Christmas Day before the Jones and Simpson families get the time to celebrate another big year and test drive that "must have" boardroom.



Norm Jones outside the new TechnoPROM premises in Swan Street, Wollongong.

**"Our ambition and our reputation in the industry is that we build products that serve the needs of our clients, not supply what products are available in the marketplace ..."**



Dennis Simpson (left) and Norm Jones with one of the products that got TechnoPROM started in the club product services business.



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# REWARDME



# TCP's *Il Plasma di Piazza*

The Italian piazza envisioned by Bankstown Sports Club got the finishing touches from Total Concept Projects (TCP) with an audio-visual masterpiece. "La Piazza" embodies the charm and romance reminiscent of cinematic Venetian classics. However, beneath the surface of its traditional facade, technology elevates the venue's status to a progressive and innovative venue at the heart of Bankstown.

Within the traditional décor, a comprehensive audio system is strategically fitted. A wireless microphone system, outdoor LCD and plasma displays complete the functional and entertaining audio visual system. Providing the ultimate escapism experience for patrons, La Piazza's pièce de résistance is a massive 227cm x 128cm (103 inch) Panasonic plasma atop a stone tower overlooking flower-draped balconies of the surrounding terraces.

The massive plasma display is matched cleverly to the Italian streetscape and appreciated by Bankstown Sports Club Assistant Secretary Manager Mark

Condi. "The club entertainment was raised to another level," Mark said. "This plasma provides fantastic picture quality. It's an incredible screen."

At La Piazza's official opening night, there was extensive use of TCP's audio-visual technology. The plasma displays and microphones were controlled via a single user-friendly touch panel.

TCP Managing Director Richard Skarzynski said the 103 inch plasma is popular because it provides a cinematic viewing experience with no other similar plasma displays in the world. "There's always great response about this massive plasma and you couldn't count the number of people who say that they want one in their lounge room," Richard said.

The Panasonic 103 inch Plasma also is installed at Parramatta Leagues Club, Canterbury Leagues Club,

Club Marconi, Ivanhoe Hotel in Manly, Channel 9's NRL Footy Show, Mounties, Baulkham Hills Sports, Crown Casino, Echuca Moama RSL Club and Coogee Bay Hotel.

Go to [www.totalconceptprojects.com](http://www.totalconceptprojects.com) for more information.



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JANUARY					
Monday	21/1-10/2/08		London, New York, Orlando & Las Vegas	81st World Conference on Club Management & International Casino Exhibition <a href="http://www.cmaa.asn.au">www.cmaa.asn.au</a>	
FEBRUARY					
Wednesday		09:30	Sydney	Club Industry Advisory Council	
				Far South Coast Zone Meeting	
				Central Coast Zone AGM	
				Central Coast Zone Meeting	13:00
Tuesday	12/02/2008	09:30	Asquith Leagues Club	Manly Northern Suburbs Zone AGM	13:00
Tuesday	12/02/2008	09:30	Maroochydore RSL Club	Sunshine Coast Zone AGM	13:00
Tuesday	12/02/2008	09:30	Macksville RSL Club	Mid North Coast Zone Meeting	13:00
Thursday		09:30	Auburn	CMAA Executive Meeting	
Friday	15/02/2008			Victoria Zone Meeting	
Thursday	28/02/2008	10:00	Muree Golf Club	Hunter Zone Meeting & Golf Day	
				Gold Coast Zone AGM	
				Illawarra Shoalhaven Zone Meeting	
MARCH					
Tuesday	4/03/2008			St George/Cronulla Zone Meeting	
Wednesday	5/03/2008	10:00	Redcliffe Leagues Club	Brisbane Zone AGM	13:00
Thursday	6/03/2008	11:00	Mounties	Nepean Zone AGM	13:00
Friday	7/03/2008	10:00	Carnarvon Golf Club	Inner West Zone Meeting	13:00
Friday	7/03/2008			Riverina Murray Zone AGM	
Tuesday	11/03/2008	09:30	Paddington RSL Club	City & Eastern Suburbs Zone	13:00
Wednesday	12/03/2008	09:30	Glenn Innes Services Club	North West State Zone Meeting	13:00
		09:30	Kingscliff TAFE	Far North Coast Zone Meeting	13:00
Friday	14/03/2008	18:00	Mulgrave Country Club	Victoria Zone Awards Night	19:00
			Muree Golf Club	Hunter Zone Meeting	13:00
Monday	17/03/2008	17:30	Darling Harbour	CMAA Federal Council Meeting	
Tuesday	18/03/2008	09:00	Darling Harbour	CMAA Annual General Meeting	
Tuesday	18/03/2008	18:00	Darling Harbour	CMAA Annual Awards Presentation Gala Dinner	18:00
Tuesday	18/03/2008	09:00	Darling Harbour	CMAA Annual Conference & Trade Show	
Wednesday	19/03/2008	09:00	Darling Harbour	CMAA Annual Conference & Trade Show	
		09:00	Kingsgrove RSL Club	St George Cronulla Sutherland Zone Meeting	13:00
			Greenwell Pt Bowling Club	Illawarra Shoalhaven Zone Meeting	
APRIL					
Friday	4/04/2008	11:00	Horton Park Golf Club	Sunshine Coast Zone Golf Day	13:00
Saturday		11:00	CMAA / ClubsNSW Race Day	Gunnedah Racecourse	13:00
		11:00	Camden Haven Golf Club	Great Lakes Zone Meeting	
		10:00	Wallarah Bay Recreation Club	Central Coast Zone Meeting	
Friday	18/04/2008	07:00	TBA	Manly Northern Suburbs Zone Golf Day	
Thursday		09:30	Auburn	CMAA Executive Meeting	
MAY					
Tuesday	6/05/2008	10:30	Woolgoolga RSL Club	Mid North Coast Zone Meeting	13:00
Wednesday	14/05/2008	09:30	Lightning Ridge Bowling Club	North West State Zone Meeting	
Wednesday	14/05/2008	09:30	Ipswich Leagues Club	Combined Brisbane / Gold Coast Meeting	13:00
			Batemans Bay RSL Club	Far South Coast Zone Meeting	
Friday	16/05/2008			Victoria Zone AGM	
Tuesday			Novotel Northbeach Wollongong	Leagues Club Association Gaming Conference	
Thursday	20/05/2008	07:30	Fox Hills Golf Club	Nepean Annual Golf Day	
Tuesday	20/05/2008	09:30	Bribie Island RSL Club	Sunshine Coast Zone Meeting	13:00
			Wellington Soldiers Club	Mid State Study Tour	
Friday			Swansea RSL Club	Hunter Zone Meeting	
				Illawarra Shoalhaven Zone Quarterly Meeting	
JUNE					
			St Georges Basin Country Club	Illawarra Shoalhaven Zone Golf Day	
Friday	6/06/2008	10:00	Canterbury Hurlst Pk RSL Club	Inner West Zone Meeting	13:00
Tuesday			The Coast Golf Club	City Eastern Suburbs Zone Peter Cameron Golf Day	
Thursday		09:30	Auburn	CMAA Executive Meeting	
Tuesday	3/06/2008			St George Cronulla Sutherland Zone Meeting	
Wednesday		09:30	Sydney	Club Industry Advisory Council	
Thursday	19/06/2008	09:30	Cabramatta Leagues Club	Nepean Zone Meeting	13:00
Wednesday	25/06/2008	11:00	The Adamstown Club	Hunter Zone Meeting	13:00
Tuesday			Hong Kong Macau	Asian Gaming Expo - <a href="http://www.asiangamingexpo.com">www.asiangamingexpo.com</a>	
Wednesday			Casino RSM Club	Far North Coast Zone Meeting	



JULY					
Tuesday	1/07/2008	14:00	Conrad Jupiters Gold Coast	CMAA Federal Council Meeting	15:30
Wednesday	2/07/2008	16:00	Conrad Jupiters Gold Coast	CMAA General Meeting	17:30
Wed - Friday	2-4/07/2008	9:00	Conrad Jupiters Gold Coast	CMAA Mid-Year Conference	
Saturday	5/07/2008	11:00	Gold Coast Turf Club	Gold Coast Zone Charity Race Day	14:00
Tuesday	08/07/2008	09:30	Bondi Junction RSL Club	City Eastern Suburbs Zone Meeting	11:00
			Moama Bowling Club	Riverina Murray Zone Meeting	
Monday			Twin Towns, Coolangatta	RSL & Services Clubs Association National Conference	
			Gosford RSL Club	Central Coast Zone Meeting	
			Club Old Bar Club	Great Lakes Zone Meeting	
			Dubbo Railway Bowling Club	Mid State Zone Mid-Year Meeting	
Thursday	24/07/2008	09:30	Ryde Eastwood Leagues Club	Manly Northern Suburbs Zone Mid-Year Meeting & Luncheon	13:00
Thursday			Auburn	CMAA Executive Meeting	
			Bomaderry Bowling Club	Illawarra/Shoalhaven Zone Meeting	
AUGUST					
		09:30	Sydney	Club Industry Advisory Council	
Monday		07:30	The Grange Golf Club	Illawarra Shoalhaven Zone Charity Golf Day	
Wednesday	5/08/2008	09:30	Nambour RSL Club	Sunshine Coast Zone Meeting	13:00
		09:30	Mittagong RSL Club	Far South Coast Zone Meeting	
Tuesday	12/08/2008	10:30	Urunga Golf Club	Mid North Coast Zone Meeting	13:00
Wednesday	13/08/2008	09:30	Armidale Services Club	North West State Zone Meeting	
Friday	15/8/2008			Victoria Zone Meeting	
Wednesday	20/08/2008	11:00	Newcastle Leagues Club	Hunter Zone Meeting	13:00
SEPTEMBER					
Tuesday	2/09/2008			St George Cronulla Zone Meeting	
Wednesday	3/09/2008	09:30	Wynnum Leagues Club	Brisbane/ Gold Coast Zones Combined Meeting	13:00
Friday	5/09/2008	10:00	Sydney Rowers Club	Inner West Zone Meeting	13:00
Tuesday	09/09/2008	09:30		City Eastern Suburbs Zone Meeting	13:00
			Diggers at The Entrance	Central Coast Zone Meeting	
Thursday	18/09/2008	11:00	St Marys Leagues Club	Nepean Zone Meeting	13:00
Tuesday	23/09/2008	07:30	Kogarah Golf Club	St George Cronulla S'land Neville Worton Golf Day	
Tues - Sat			Gold Coast Convention Centre	ClubsNSW Annual Conference	
Thursday		09:30	Auburn	CMAA Executive Meeting	
OCTOBER					
			Ballina RSL Club	Far North Coast Zone Meeting	
Friday	24/10/2008	11:00	Bribie Island Sports Club	Sunshine Coast Zone Charity Bowls Day	
Sunday			Hyatt Hotel, Canberra	RSL & Services Clubs Association Annual Conference	
Thursday		09:30	Auburn	CMAA Executive Meeting	
Friday			Dapto Leagues Club	Illawarra/Shoalhaven Zone AGM	
NOVEMBER					
Monday			Sheraton Mirage Surfers P'dise	Leagues Club Association National Conference	
			Las Vegas	Global Gaming USA Tour <a href="http://www.ccmtravel.com.au">www.ccmtravel.com.au</a>	
			Bathurst RSL Club	Mid State Zone AGM	
Tuesday	11/11/2008	10:00	North Beach Bowling Club	Mid North Coast Zone Meeting	13:00
Friday	14/11/2008			Victoria Zone Meeting	
Tuesday	25/11/2008	09:00	Randwick Labor Club	City Eastern Suburbs Zone Meeting	13:00
			North Sydney Leagues Club	Manly Northern Suburbs Zone Christmas Luncheon	
Wednesday	26/11/2008	09:30	Broncos Leagues Club	Queensland Bursary Presentation Luncheon	13:00
Wednesday	26/11/2008	11:00	Cardiff RSL Club	Hunter Zone Xmas Meeting & Luncheon	13:00
Friday		09:00	Brighton Le Sands	CMAA Executive / Federal Council Meeting	
Friday		13:00	Brighton Le Sands	CMAA Sponsors Luncheon	
DECEMBER					
			Taree Race Club	Great Lakes Zone Meeting	
Tuesday	2/12/2008	09:00	Cronulla Leagues Club	St George Cronulla Sutherland Zone Meeting	13:00
Tuesday	2/12/2008	11:00	Caloundra RSL Club	Sunshine Coast Zone Christmas Luncheon	13:00
Wednesday	03/12/2008	09:30	Tamworth	North West State Zone Meeting	
Wednesday	03/12/2008	09:30	TBA	Manly Northern Suburbs Zone Xmas Meeting & Luncheon	13:00
Wednesday*		09:30	Sydney	Club Industry Advisory Council	
			Cardiff RSL Club	Hunter Zone Meeting	
Friday	5/12/2008			Inner West Zone AGM	
Thursday	11/12/2008	09:30	Club Marconi	Nepean Zone Meeting	13:00
			Davistown RSL Club	Central Coast Zone Meeting	13:00
			Collegians Balgownie	Illawarra Shoalhaven Zone Christmas Luncheon	
			Burleigh Bears Club	Gold Coast Zone Meeting	
				Far North Coast Zone Meeting	
				Far South Coast Zone Meeting	
Thursday		09:30	Auburn	CMAA Executive Meeting	

## CMAA Zone Education Officers

### ACT

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# Recruitment website offers hospitality opportunities

The past year has seen **ozjobfindit.com** expand its reach across the Australian club, hospitality and other industries.

**ozjobfindit.com** continues to build a solid base of applicant talent, and job advertisers along with association and industry partners.

New partners during 2007 include **TAFE NSW South Western Sydney**, the largest hospitality training campus in Sydney, which means **ozjobfindit.com**'s job applicant pool is now deeper and wider with talent.

The **ozjobfindit.com** website also underwent a facelift and functionality makeover in 2007.



The selection process for applicants has been rewritten and updated, to make it easier to find applicants within the talent pool who match the jobs that advertisers list on the site, ensuring no time is wasted in filling talent openings within your business.

This takes the hassle out of screening dozens of potential applicants for one opening, allowing employers to identify the best person within a group of

applicants that matches all the relevant criteria.

The **ozjobfindit.com** team also have been busy working on site updates, making it easier to use.

The **ozjobfindit.com** site now is more user friendly, with the site easier to navigate for all internet users, whether it's hours a day online or just discovering the internet.

With less visual clutter taking up site space, it's easier to locate the job or applicant, delivered direct to the desktop without spending exorbitant money on recruitment.

These new developments make it even more compelling to join Australia's fast growing, new and **FREE** on-line recruitment website.

Go to [www.ozjobfindit.com](http://www.ozjobfindit.com) and join the job advertisers and job seekers in a totally stress-free, simple, and **FREE** environment.

## Dealing With Difficult People

The **Barrington Group** has launched an exciting new on-line training course, *"Dealing With Difficult People"*, joining *"Armed Robbery Survival Training"* on-line course.

*Dealing With Difficult People* is designed specifically for the club industry, with scenes from the interactive program filmed inside a club.

The on-line induction is a 30-minute, competency-based training program that focuses on minimising conflict and maximising the safety of everyone involved.

E-learning is revolutionising the way in which training is offered at all levels, from our education systems to workplace training.

By basing training programs online, benefits such as easy accessibility, consistency in training and interactive assessment are made tangible.

This ease of accessibility means that the days of old training – where all staff had to be taken out of play for a morning or afternoon in order to do necessary training – is gone.

*Dealing With Difficult People* also is SCORM compliant, meaning it can be accessed from anywhere, on any computer with internet access, without the need to install or purchase any other programs.



Developed by experts who train in the field, *"Dealing*

*With Difficult People"* is designed to help staff identify a situation involving difficult people and understand how each and every one of their actions can affect the outcome of situations.

The course teaches staff members how they can take steps to minimise conflict and resolve the situation positively.

The on-line induction features video footage filmed in clubs, 3D animation, and text based training modules, narrated and guided through the entire course.

The program is interspersed with interactive competency questions in order to

assess staff's understanding of the material.

Topics covered include, *"Recognising a Difficult Person"*, *"Managing Conflict"*, *"Taking Control"*, *"Your Safety"* and *"Importance of Recording an Incident"*.

This is critical training for all staff in all clubs.

By equipping a staff member with the knowledge of how to deal with difficult customers or members of the public, club managers are providing staff members with a set of abilities to efficiently handle difficult people in a positive way.



This ensures continual smooth running of your club and the ability to provide a safe workplace, and positive environment for your patrons.

For more information on *"Dealing With Difficult People"*, **ozjobfindit.com**, or any of the **Barrington Group's** products and services, contact head office (02) 9899 9391.

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# It's that time of the year already....



It seems like only yesterday that we were cheering and celebrating the arrival of 2007. Where does the time go?

So here we are in December, 2007. As it does every year at this time, our thoughts turn to Christmas shopping and what to purchase for our friends and family. Luckily, Shoppers Advantage has a solution to keep both the shopping stress, and financial pain, to a minimum.

Shoppers Advantage has a welcome assortment of gift ideas to take the stress out of finding that special gift for a loved one, colleague or friend. Read on to find out about some of their latest specials.

How about beer, peanuts and relish for the man who has everything!? The Festives Favourites Hamper is filled with four imported boutique beers (Clausthaller Premium Pils Beer, Zipfer Ein

Glas Heller Freude Original Import, Krusovice Kralovsky Pivovar and Budvar Budejovicky) and savoury nibbles that are fit for any fine snacking experience. This is the ideal choice for the man who really doesn't want another tie or pair of cufflinks for Christmas. All yours for just \$31, plus freight.

Some like it sweet. Some like it savoury. Some like it all. Beautifully presented and filled with a selection of indulgent Christmas treats, the Sweet and Savoury Hamper is the perfect gift for your office staff or for showing your neighbours that you really do like them. This is the hamper with the lot. Buy it for just \$67, plus freight.

How about something for the backyard? The Red Rock 4 burner BBQ comes with a black trolley with 2 cupboard doors, 304 grade stainless steel, black vitreous enamel rollback roasting hood with temperature gauge and warming rack, push button Piezo ignition. A wok burner with black lid is also part of the standard equipment along with cast iron hot plate (reversible), grill plate and burners. Now there will be no excuse for not cooking up a storm. You won't find better value for you money with the BBQ priced at only \$420, plus freight.







To match your shiny new stainless steel BBQ, check out the Electronic BBQ Cooking Fork. The all new Electronic BBQ Fork sports a thermometer that tells you exactly how the meat is being cooked. All you need to do is turn the fork on and then prod the meat to get a reading of well done, medium well done, medium, rare or very rare. Cooks meat BBQ'd to perfection every time - now that will be sure to impress the family over Christmas. Order today for just \$36, plus freight.

Will you be enjoying the great outdoors these holidays? If so, you can't be without the Caribee Super Globe Folding Chair. Compact and sturdy design and construction, fully padded backrest, high impact fully replaceable ABS brackets, mesh bottle holder, adjustable padded armrests, compact folding design, heavy duty carry bag. Made from Polytec 600D, 16mm powder coated steel frame. Best of all, it's all yours for only \$28, plus freight.



Enjoy fishing or know someone else into fishing? Then they can't be without the Multi Function Fishing Tool. From a fishing line fastener or hook remover to a bottle opener, all the basics for a successful fishing trip are packaged in this convenient multi-function tool. Now all they need to do is sit back and relax and enjoy this great Australian past time. This cheap and cheerful gift is only \$20, plus freight. What a bargain!

For more information about these and many more gift ideas, be sure to visit our all new website at [www.shoppersadvantage.com.au](http://www.shoppersadvantage.com.au) or call 1300 658 205

Be sure to order as soon as possible to ensure delivery for Christmas as time is fast running out. From all at Shoppers Advantage, happy shopping, and most importantly, have a very merry and safe festive season.

See you all in 2008.

*\*depending on stock availability\**



# The Ghost of Stanley Bruce Stalks The Lodge

**When H.R. Nicholls Society President RAY EVANS penned his historically-inspired article in *The Australian* newspaper of August 9, 2005, perhaps he knew something the rest of the nation was to decide, or realise, at the Federal Election ballot box on November 24. As the Kevin Rudd-led Labor Party swept to power and John Howard's Coalition headed for the Opposition benches, we thought it might be interesting to relive history with Mr Evans ...**

In 1929 Australia began to feel the chill winds of falling commodity prices coupled with very high overseas official indebtedness. Unemployment was already 11% - it reached 30% when the Depression peaked - and the Bruce-Page Government was in deep political trouble.

Prime Minister Stanley Bruce had, in 1928, sought unsuccessfully to persuade the states to surrender industrial relations powers to the Commonwealth.

In 1926, he had sought to hold a Constitutional Referendum to achieve the same result.

By 1929, as deflation began to bite, real wages rose, there was no capacity for adjustment to nominal wages, so Bruce, in desperation, proposed the one thing the Commonwealth Government could do.

He argued that since the states would not surrender their powers, the Commonwealth should vacate the field and put the responsibility for wage determination squarely on the states.

This volte face led to the fall of the Government and an early election in which Prime Minister Bruce lost his seat of Flinders to the Secretary of the Victorian Trades Hall Council, Ted Holloway.

The I.R. Club has been feasting on this outcome ever since.

In studying this chapter of Australian history, the overwhelming impression that emerges is one of complete intellectual confusion on the part of the political leaders of the time.

We are now seeing a repeat performance on the part of the Howard Government.

It has been said by many commentators in recent days that the Howard Government has not sold the case for labour market reform.

The argument for reform is powerful and simple.

Between 1.5 million and 1.8 million

Australians are locked out of the labour market because the regulators price them out of the market.

The Prime Minister's solution to this scandal is to remove the labour market exclusion powers of the AIRC and give them to a new regulator, "the Fair Pay Commission", on the assumption that the new regulators will exclude a somewhat lower number of disadvantaged Australians from the labour market.

But, in going down this path, the Prime Minister has thrown away his most powerful argument for reform.

The Government is making heavy weather of its unfair dismissals proposals and, whether businesses of more than 50 or 100, or whatever, should be immune from the statute.

Once again, an argument that relies on such numbers is fatally flawed and legislation that creates two classes of business is contrary to the rule of law.

The argument that applies in this situation is that when employees are able to quit at a moment's notice and, thus, impose serious costs on an employer (and no one argues that employees should not be able to quit at will), it is only fair that an employer, in accordance with an employment contract, should be able to terminate the contract without having to pay "go-away money", or face ongoing litigation.

The general case against unfair dismissal laws, and against the present regime of labour market regulation overall, is that it is imposing huge costs on the workforce.

Our standard of living is far, far less than what it would be if we got rid of it - lock, stock and barrel.

The Howard Government is on a hiding to nothing in this debate because it has accepted the doctrines and language of the trade union movement.

Minimum wages - we will give you a Fair Pay Commission and we won't mention the unemployed.



Imbalance of power arguments - we won't contest them and we'll finesse our way around the consequences of them by seeking to limit trade union power and privilege surreptitiously.

The Prime Minister has emphasised his ambition to do what Stanley Bruce tried and failed to do - bring about a national, centralised scheme of labour market regulation.

It is a pity that during his trips to the US in recent years, he has not inquired into the causes underlying the US labour market's effectiveness.

A primary cause is regulatory competition between the states.

During the past 30 years, there has been a major shift in jobs and population from the "Rustbelt" states of the north, to the growth states of the south and south-west.

A key driver in this change has been the worker-friendly regimes of the south, as opposed to the union-friendly regimes of the north.

Three months after the October 2004 election that gave the Howard Government a Senate majority, a group of eminent business leaders, past and present, wrote to the PM and other ministers urging the setting up of a wide-ranging inquiry into the labour market and the reform measures required.

The proposal was rejected and it was said then that the Government knew very well what had to be done, and wanted to implement wide-ranging reform as soon as possible.

That decision has proved costly.

The Prime Minister is firmly entrenched in office.

As the war on terrorism continues to push to one side domestic problems such as labour market reform, it is difficult to see any Howard Government, regardless of how long the PM continues in office, can retrieve the situation.



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