

The Law Men

Michael Foggo, Brian Farrell & Albert Gardner
will oversee major changes in NSW liquor laws

➤ What it means for the Club Industry - pages 20-27

➤ Victoria overturns gaming 'duopoly' - pages 12-14
➤ The state of Problem Gambling - pages 16-19

ROUND 1



ROUND 1... A CERTAIN KNOCK OUT IN YOUR GAMING ROOM!

ROUND 1 is a high performing symbol driven standalone progressive. Any 3 or more ROUND 1 symbols will trigger the feature to win either the MAXI or MINI Jackpot.

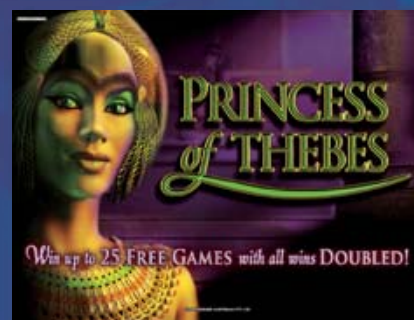
When the feature is won a punch will see the High Strike climb into the LCD screen to determine which jackpot prize has been won.

A lower percentage base game ensures frequent jackpot hits!



Lion Heart Feature:

3 Trigger on a lit line trigger 3 free games. All Trigger change to wild. Any win awards 1 additional free game.



Princess of Thebes Feature:

Any 3 or more scatter triggers the feature. Win up to 25 free games with all wins doubled!

INCREASE YOUR HIGH DENOMINATION PLAY WITH ROUND 1

KONAMI

Konami Australia Pty Ltd. 28 Lord Street Botany NSW Australia 2019
Tel: 02 9666 3111 Fax: 02 9700 0311 Email: reps@konami.com.au
www.konami.com.au

CLUB MANAGERS' ASSOCIATION AUSTRALIA

OFFICE BEARERS

CMAA FEDERAL EXECUTIVE

President

WILLIAM CLEGG, ACCM
Randwick Labor Club

Federal Secretary

ALLAN PETER, ACCM
Forster Tuncurry Golf Club

Vice President

DANIEL MUNK, ACCM
Penrith Rugby League Club

Executive Member

DAVID O'NEIL, ACCM
Castle Hill RSL Club

Executive Member

TIM McALEER, ACCM
Tradies

CMA NSW STATE EXECUTIVE MEMBER

DEBORAH FEENING, ACCM
Club Marconi

FEDERAL COUNCILLORS

Division A – City/Eastern Suburbs Zone and Manly/Northern Suburbs Zone

Mario Machado, ACCM
Assistant Chief Executive Officer
Hornsby RSL Club

Division B – St George/Cronulla Sutherland Zone and Inner West Zone

Ian Todd, ACCM
General Manager
Kingsgrove RSL Club

Division C – Nepean Zone

Michael Wiesel
Secretary Manager
St Marys RSL Club

Division D – Hunter Zone, Central Coast Zone and Great Lakes Zone

Stephen Byfield, ACCM
Chief Executive Officer
Diggers @ The Entrance

Division E – Far North Coast Zone, North West State Zone, Mid State Zone and Mid North Coast Zone

Gordon Rhodes, ACCM
Chief Executive Officer
South Tweed Sports Club

Division F – Illawarra Shoalhaven Zone and Far South Coast Zone

David Hiscox, ACCM
General Manager
Dapto Leagues Club

Division G – Gold Coast Zone, Brisbane Zone, Ipswich Darling Downs Zone, Sunshine Coast Zone, and the Central and Northern Queensland Zone

Stephen Condren

Division H – Victoria Zone, Riverina Murray Zone and the ACT Zone

Grant Duffy, ACCM
Secretary Manager
Numurkah Golf & Bowls Club



ADMINISTRATION

Executive Officer

Terry Condon, CCM

Administration Officer

Gerry Sarlemyn

Senior Industrial Relations Advocate

Peter Cooper

Education Manager

Ralph Kober, B.Ed.

Career Development Administrator

Narell Harrison

Training Course Administrators

Brad Jones, CCM
Estelle McDonald

Communication Services Manager

Peter Sharp

Accounts Officer

Priscilla San Luis

Receptionist

Carol Quirke

Training & Venue Coordinator

Maria Hudson

Administration Assistant

Evonne Bosnich

Life Members

Harry Walker (decd.)
Norm Robinson (decd.)
Arthur Justice (decd.)
Len Ewart (decd.)
Lou O'Neill (decd.)
Peter Cameron (decd.)
Bob Harbutt (decd.)
Keith Nolan (decd.)
Fred Chubb, CCM (decd.)
Alan McDougall, MBE (decd.)
John Milne (decd.)
Les Evennett
George Elliot, CCM
Peter Strachan, ACCM
Hans Sarlemyn, ACCM
Jim Henry, OAM, CCM
Terry Condon, CCM
Lew Cooper
Barry Stevenson
Greg Pickering, ACCM
John Allan, ACCM
Allan Peter, ACCM
Wayne Forrest, ACCM



Bill Clegg ACCM

Federal President



Allan Peter ACCM

Federal Secretary



Danny Munk ACCM

Vice President



David O'Neil ACCM

Federal Executive Member



Tim McAleer ACCM

Federal Executive Member



Deborah Feening ACCM

NSW State Executive Member



Publisher CMAA

Editor: Peter Sharp

Phone: (02) 9643 2300

Mobile: 0410 140 036

Email: sharpee1@cmaa.asn.au

Contributors:

Henri Lach, Katie Cincotta.

Advertising Manager:

Judy Rayner

Advertising Bookings:

(02) 9332 2363 & 9360 6177

Fax (02) 9361 5142

rayner@bigpond.net.au

Printing and Design:

Daily Press Pty Ltd

Phone: (02) 9558 8419

Correspondence:

The Editor, c/-

Club Managers' Association Australia

67-73 St. Hilliers Road

Auburn NSW 2144

P.O. Box 845 Auburn NSW 1835

Phone (02) 9643 2300

Fax (02) 9643 2400

Please address all business correspondence to the Federal Secretary

The Club Managers' Association Australia is registered as an industrial organisation of employees in the terms of the Federal Workplace Relations Act, 1996, and The Club Managers' Association is a registered Trade Union in the terms of the New South Wales Industrial Relations Act 1996. The CMAA is affiliated with the Australian Council of Trade Unions (ACTU) and the CMA is affiliated to the NSW State Branch of the ACTU, The Labor Council of NSW.

Registered Office

67-73 St. Hilliers Road

Auburn NSW 2144

Phone (02) 9643 2300

Fax (02) 9643 2400

P.O.Box 845 Auburn NSW, 1835

Email - cmaa@cmaa.asn.au

Office Hours

Monday to Friday 9am to 5pm

Seven-day telephone answering service in operation.

"Club Management in Australia" is published monthly by the Club Managers' Association Australia. All material is copyright and cannot be reproduced without the explicit permission of the Publisher or Editor. Editorial contributions relating to the club industry are welcome. Submitted copy should be typed and double spaced. We don't accept any responsibility for keeping and returning unsolicited material. Photographs submitted must be captioned. Those sent without prior arrangement cannot be returned unless accompanied by a stamped, self addressed envelope. Views expressed in this magazine are not necessarily those of the Club Managers' Association Australia. Although we do exercise the utmost caution, we don't accept responsibility for claims expressed in advertisements appearing in our issues.

Subscription rate is \$55 a year.

ISSN 0045-7205

SPONSORS OF THE CLUB MANAGERS' CAREER DEVELOPMENT CENTRE

Centre Sponsor ————— **maxgaming**
maxgaming.com.au



KONAMI



BARRINGTONS



club plus
SUPERANNUATION



Generate
GROUP



The Winning Hand For Gaming Operators



PayCheck™ 3
PRINTER

- Prints a ticket in 1.2 seconds!
- HOT Swappable
- Jam Resistant Bezel Design
- Drop in replacement
- Print Head Life of 100 Km

FrontLoad
BILL & TICKET VALIDATOR

- 96%+ Acceptance Rate
- Fast Acceptance Speed
- AUTOMATIC Calibration
- Minimal Maintenance
- TITO capable

Players want Fast, Secure Payment Solution-
Choose Nanoptix Ticket Printers & CashCode Validators

Nanoptix

www.nanoptix.com

CashCode®
A division of **CRANE** PAYMENT SOLUTIONS

www.cashcode.com

Call John Dorahy +61 (0) 415 601 072 Australia@cashcode.com

MONEY CHIMES™

Coming soon!



The Money Chimes® link has some of the strongest 2¢ games in NSW Clubs*. Players are guaranteed a jackpot win with every Money Chimes® feature.

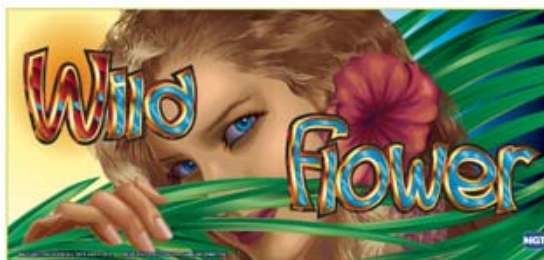
With the new 50 line game, Roar of the Wild™ set for release under Money Chimes® very soon, there has never been a better time to have Money Chimes® in your venue.



*Money Chimes Sultans Palace ranked number 3 in Club Data Online 2c reports for Dec '07 and Jan '08.
Money Chimes Sea Queen ranked number 5 for Jan '08 in 2c Club Data online reports.
Published MARCH 2008. Subject to change without notice. Games available in minimum bet.
Game type availability subject to specific jurisdictional approval. © Copyright 2008 IGT (Australia) Pty Ltd.

From the World leader in Gaming innovation...

...Brand new releases to revitalise your gaming floor



Wild Flower®

- Packed with unique game features such as Re-spins and Bonus Wins
- Win up to 25 Free Games with all prizes DOUBLED
- Every DIAMOND landed during the feature triggers a Bonus Re-spin with scattered wins



Heart of Africa®

- Features a highly interactive Free Games feature
- Win up to 12 Free Games with up to 10x multiplier
- Players enter a 'Diamond Cave Dig' to determine the number of Free Games won and a multiplier value
- Players can 'pick again' if they are unhappy with their original find



Roar of the Wild™

- Stacked BEAR substitute symbols create added excitement as they open up multiple wins over 50 lines of play
- 5 Free Games available
- Stacked substitute symbols
- Based on proven mathematics



Extra Chance™ JetSetter® New York

- Extra Chance™ JetSetter® Sydney is currently our #1 game*. We're now celebrating the release of Extra Chance™ JetSetter® New York which is bound for the same success
- 10 Free Games available
- Well known and popular theme

Call your IGT Sales Executive today.

NSW & TAS (02) 8345 3000

QLD (07) 3890 5622

SA & NT (08) 8237 0526

ACT (02) 6239 2644

www.IGT.com.au

*Extra Chance™ JetSetter® Sydney came in 2nd and 3rd on the January 2008 and December 2007 NSW ranking reports according to Club Data online.

Published MARCH 2008. Subject to change without notice. Games available in minimum bet. Game type availability subject to specific jurisdictional approval. © Copyright 2008 IGT (Australia) Pty Ltd. Heart of Africa® is a registered trademark of Lightning Box Games Pty Ltd.



**globalstrength
localfocus**

PAGES 12-14



The Victorian Government is poised for a \$2 billion bonanza by auctioning the state's 27,500 poker machines to the highest bidder. Clubs and hotels will be able to bid for poker machine licences under the shake-up that will end the Tattersall's-Tabcorp duopoly. Tabcorp will also be forced to compete to keep Victoria's wagering licence, and Keno operations will be offered as a single licence. Industry experts said a single poker machine licence could be worth \$100,000. Premier John Brumby said he expected "dozens" of operators to hold poker machine licences. The pokies auctions will start in 2010, but the Government excluded Tabcorp and Tatts from bidding for machines until after their current contracts expire in 2012 ...

PAGES 16-19

Prime Minister Kevin Rudd isn't wasting any time in proving his mantra for change wasn't just political "spin". He started with a historic apology to the Australia's Koori natives, announced a \$53 million plan to tackle the "worsening epidemic" of binge drinking and is now waging a war on problem gambling. It's a hugely contentious arena, with national gaming taxes surging beyond \$4 billion to comprise 12% of annual state taxes. In Queensland, clubs and hotels will get no new poker machines for at least two years as part of the Bligh Government's efforts to tackle problem gambling. Premier Anna Bligh announced the moratorium, saying it was part of a sweeping overhaul of liquor and gambling in Queensland and would apply immediately ...



PAGES 20-27



On July 1, the most comprehensive reform of liquor laws in 25 years will be implemented in NSW. These changes follow the passing of the Liquor Act 2007 through State Parliament last December. Gaming and Racing Minister Graham West told Parliament at the time: "The new laws must meet the expectations, needs and aspirations of today's community for a variety of hospitality, dining and entertainment choices." The new system aims to minimise red tape with a practical and flexible system of regulation. Liquor licensing will be taken out of the courts and an administrative-based system introduced. There are also several new licence categories, which have already been the subject of much attention. However, with the new simplicity and flexibility comes added responsibility as well as enhanced enforcement and compliance provisions ...



BIG or small

Paynter Dixon can provide an innovative solution to ensure you create the ultimate destination experience for your venue.

NSW 02 9797 5555 • QLD 07 3368 5500 • VIC 03 9811 9950

www.paynterdixon.com.au



PAYNTER DIXON

HOSPITALITY

CREATE THE ULTIMATE DESTINATION



Media Release



IG FLEXI-NET RECEIVES TICKET IN TICKET OUT APPROVAL IN NSW

Independent Gaming is pleased to announce today that it has received approval from the NSW Office of Liquor, Gaming and Racing for IG FLEXI-NET Ticket-In Ticket-Out (TITO) technology.



Widely seen as a major breakthrough for operators in NSW, this TITO system is the only approved system that will operate on all 100,000+ machines. This includes all older models which we must remember patrons often prefer.

With venues needing to upgrade their technology this is the most cost efficient solution thereby again benefiting customers and patrons.

Mr Chris Jones, CEO North Ryde RSL Club said: "We believe this can be the pivotal moment for the introduction of TITO into venues across NSW. IG FLEXI-NET TITO offers an affordable opportunity for venues to install TITO across their gaming floor".

- FLEXI-NET allows venues to operate TITO on older machines without the need to change the game or any internal components.
- RE-WRITABLE TICKET technology allows each ticket to be used up to 300 times.
- ON GOING COSTS are lower than other TITO products.

For further information please contact your Account Manager or contact us direct at:

INDEPENDENT GAMING PTY LTD
17 Brookhollow Avenue
Baulkham Hills, NSW, 2153.
Phone: 02 8858 1000
Fax: 02 8858 1010
www.independentgaming.com.au



**secure
your
future**

with a
Bachelor of Business in

Club & Gaming Management

Our distance education courses will fit your career and lifestyle

- > Developed in partnership with the Club Managers' Association Australia
- > Early exit points at Certificate, Diploma and Associate Degree levels
- > Advanced standing available for your work experience and prior study

CONTACT:

02 6620 3627

clubline@scu.edu.au

scu.edu.au/clubandgaming



SCU2231

Executive Perspective

Understanding, acceptance and battle the industry elements

With **TIM McALEER, ACCM, CMAA Federal Executive Member**

Not unlike the weather that confronted the 1998 Sydney to Hobart Yacht Fleet, the NSW Club Industry finds itself confronted by a "Perfect Storm".

Four separate fronts have converged on us to create conditions more tempestuous than those ever previously encountered.

Legislation, regulation, taxation and amalgamations are throwing at us unprecedented challenges.

As Club Managers, we should know that anyone can hold the helm when the sea is calm.

These conditions will test the most "experienced" sailors and challenge the most able crews.

My advice? Work out the things you can change, accept the things you cannot change and be wise enough to know the difference.

Taxation ...

Former Premier Bob Carr and his Treasurer Michael Egan, in their limited wisdom, made it clear that funds raised in local communities through poker machines should be spent at the prerogative of the State Government and the decision on how those funds would be distributed should be made by Treasury officials not in the local clubs where the

revenue was raised.

I don't believe the tax can be changed but I believe the electorate should be informed and that you should be making it clear to the local charities and sporting bodies that their local Member of Parliament is now the person to contact when funds are needed.

Legislation ...

Beware the Federal influence of Senators Nick Xenophon and Steven Fielding.

The balance of power in the Senate is officially in the hands of the lunatic fringe.

What can we do?

At least make sure the debate is informed.

Don't concede the ground to the wowzers.

We make no apology for the decisions that informed adults make on how they will spend their leisure dollar.

Reverend Tim Costello may represent the "wowser minority" but he doesn't represent honest, hard-working club-goers.

Regulation ...

The OLGR has a job to do in ensuring the rights of the public.



Tim McAleer addresses the audience for the St George Cronulla Zone Breakfast Meeting that featured a Gaming Industry Forum at his Tradies @ Gynea club in March.

good strategy will help



Bob Carr

Explain to your members and anyone else who will listen, that if regulators believe they can have everybody tucked up in bed safely at midnight just by closing licensed premises at 12am, they surely have fallen "through the looking glass".

Amalgamation ...

Are you an opportunist, or is your club an opportunity? For those who would take the lead in an amalgamation, the age-old wisdom of "caveat emptor" seriously applies - buyer beware.

If your boat is in peril, whatever you take on board must increase your chances of survival - not add further risk to you and your crew.

Perhaps the most unforeseen danger here is the impact of having "that little club up the road" that never posed any threat whatsoever to your trade taken over by a juggernaut from a suburb far, far away.

Before you know it, you are competing with a finely tuned battleship.

I will risk an example and say that "happy little" Bateau Bay Bowling Club took on a whole new dimension when the amalgamation with Canterbury Leagues Club was completed.

Conclusion ...

In the end, how you weather this storm will come down to your boat, your crew and your captaincy.

At Tradies, the old paradigm club is gone forever.

With it are gone the member's badge draw, cheap drinks, subsidised food, free entertainment and the giveaways - "join for \$5 and receive \$100 in club freebies".

The new paradigm - the way of the future - the offering is about quality not quantity, service not price, value not cost.

In the current conditions, your boat must be set with a storm rigging.

These are tough times and some of the decisions we will have to make regarding staff, regarding community support and regarding our offering to members, will not be easy.

Often, they won't be popular decisions.

But, those boats that will reach port safely - and make no mistake, a significant portion of the fleet will sink - will be those that have faced the harsh realities, tackled the challenge and got on with the job.

**BluFi**
Distributors of:
JTEC
Paging Systems

CallSystems

The ideal solution for paging
& wireless communications

**PokieCall**

**CustomerCall**

**WaiterCall**

**StaffCall**

**RadioCall**

**TableCall**

**BluFi**
Network Systems

**CoasterCall**



**BluFi**
DIGITAL MEDIA
Our Creativity Your Control

A flexible software
solution for your
inhouse graphics
and advertising

- Menu Screens
- Directional Signage
- Inhouse Events
- Gaming Bank Ends

1300 721 518



Sydney Ph: (02) 9792 4188
Adelaide Ph: (08) 8431 5144
Brisbane Ph: (07) 3862 4433
Melbourne Ph: (03) 9427 7243
Sunshine Coast Ph: (07) 5438 3500

www.blufi.com.au

Head Office Sydney:
22 MacLaurin Avenue
East Hills NSW 2213

**BluFi**



Rev Costello steps over line to maintain his rage

If, according to Reverend Tim Costello, "poker machines are the crack cocaine of gambling", then how does this comment reflect on club managers across Australia.

The Chief Executive of World Vision Australia - an ordained Baptist Minister - stepped across the line with his April comments on the problem gambling debate. His words were published - under his byline - in the Tuesday, April 1, edition of Melbourne's *Herald-Sun* newspaper. Perhaps it was a mischievous April Fool's Day prank by another self-proclaimed champion of battler's rights in this country? I think not.

However, it was yet another calculated exaggeration, lie or manipulation of information to have Australia held up domestically and globally as a basket case of gambling addiction.

Let's not understate the issue, or the facts ... Australia, like almost every country on earth, has a problem gambling issue. The Productivity Commission reported in 1999 that around 2% of the adult population had a problem with gambling and more-recent figures in NSW showed this figure had dropped below 1%.

Australia has 2.4% (at most) of the world's gaming machines - not 21% ... and Australia's gaming machines are the slowest



Reverend Tim Costello

in the world - not faster or "more intense" than elsewhere.

The Club Industry has, for many years, maintained a commitment to helping overcome problem gambling with education and awareness campaigns for members, self-exclusion programs for gaming machine players and special training for club managers at all levels in identifying and handling problem

gamblers.

As I have stated previously in these pages, club managers are decent, honest people with a strong social conscience that goes above and beyond the assistance and services their clubs provide to community and sporting groups and our aged population through statutory community funding.

The Independent Pricing and Regulatory Tribunal (IPART), in its recent Draft Report to the NSW Government, estimated that clubs deliver more than \$893 million annually in positive social contribution to the community.

The way the facts are being mishandled and misappropriated by the anti-gambling lobby should be as disturbing for fair-minded people as the notion that Reverend Costello portrays club managers - honest, decent, hard-working Australians - as crack cocaine "dealers".

I wonder how long Rev Costello stopped to consider the implications of his outrageous imagery before unleashing yet another headline-seeking claim to further sensationalise what is a real issue in our society.

Nobody - an I do not overstate the case - better understands the issues and responsibility of dealing with problem gamblers issue than club managers.

And don't believe for one moment that poker machines are the sole source of this issue, it's just that it's easier for Rev Costello, Nick Xenophon and Steven Fielding to target clubs and machines.

I never underestimate the harm that problem gambling has on our community and all clubs will not be happy until it is eradicated, but I remain amazed when I see the use and damage caused by illicit drugs on so many young Australians and I fail to hear the same outrage from the same people who bang the problem gambling gong so passionately.

If the work that has been undertaken by the Club Industry is having results on the problem gambling issue, then perhaps it's time we all turned our attention to the drug problem that is destroying our future generations and get behind the good work done by the Ted Noffs Foundation and Father Chris Riley's "Youth Off The Streets" program.

A final note of caution in the case for truth yet again becoming a "casualty of war" ... at the Federal Government's

recent 20/20 Summit in Canberra, Rev Costello proudly pointed to problem gambling being documented as a key issue in his Summit session.

Father Chris Riley, from *Youth Off The Streets* - a wonderful youth welfare organisation strongly supported by the Club Industry for many years - responded immediately by saying problem gambling had not been mentioned in the session.

Let's hope the pressure of maintaining their problem gambling rage does not compromise the ethics of our social conscience crusaders, such as Rev Tim Costello.

Although there is a lot to be understood and negotiated in the time ahead, it was a major triumph for your Association to be at the forefront of the debate that led to the dramatic change of direction and culture for the gaming industry and club managers in Victoria.

On Pages 12 to 14 of this edition, you can read about the details of what is one of the biggest stories in the gaming and club industries for some time.

I had the opportunity to present the case for clubs and club managers left out in the cold by the previous "duopoly" regime where Tattersall's and Tabcorp essentially controlled all aspects of gaming machine management across Victoria.

Club managers were at the mercy of decisions made in accounting offices of both gaming houses.

However, the people who suffer most in this archaic and undemocratic arrangement are the club members and people in communities around Victoria who, unlike fellow Australians in NSW, Queensland and the ACT, received minimal community benefit from gaming funds annexed by the duopoly partners.

Clubs in NSW, Queensland and the ACT pour millions of dollars into communities through CDSE grants and support of sporting clubs and community groups, particularly aged care sectors.

That funding will come on line for Victorian sporting clubs and communities once the duopoly ends in 2012, and I'm pleased to say the CMAA played a major role in delivering this major change.

Victorian Premier John Brumby and Gaming Minister Tony Robinson are to be applauded for their courageous decision to end the duopoly and change the culture.

Congratulations also to CMAA Victoria Zone President Barry West and CMAA Division H Federal Councillor Grant Duffy, ACCM, for refusing to give in to the gaming industry status quo and maintaining the energy and determination to overturn the unfair and unreasonable regime.

Victorian club managers have much preparation and study ahead as they prepare for the "owner/operator" era and the process of tendering for each gaming machine licence.

The CMAA is committed to ensuring that all Association members are equipped and supported in the process of delivering best-practice management in the brave new world of gaming in Victoria.

forward focus
solutions

Career Advancement

**Leadership Skills
Development**

Team Coaching

Set a new direction & pace by contacting

PCC RCC AIMM AAHRI

Carolyn Pickering

m **0412 207 717**

carolyn@forwardfocussolutions.com.au

www.forwardfocussolutions.com.au



connect action to passion®

Take away the pain of processing barcode tickets

Used extensively around the world, this quality Japanese made barcode ticket processing unit makes reconciliation easy.

- ✓ Available in a flexible six pocket UW500 or ten pocket UW600 model, these high performance machines are perfect for high traffic, high volume locations.
- ✓ While both units are able to process either cash or barcode tickets, the benefits of the UW600 are obvious, enabling simultaneous reconciliation of cash and barcodes in one simple action.
- ✓ The Result - Reduced time of handling, increased cash management efficiencies and guaranteed accuracy!

Newly Released
and ready for immediate rollout



Call your Sprintquip Sales Representative NOW on 02 9772 4377 to arrange a demonstration of these exceptional models today or visit our web site for more information.

Clubs finally hit jackpot in Victoria as

By KATIE CINCOTTA

IT'S the biggest gaming news in Victoria since poker machines arrived in 1992 – the scrapping of the Tatts/Tabcorp “duopoly” that has seen two corporate giants control Victoria's billion-dollar poker machine industry for the past 15 years.

Much to the industry's astonishment, Premier John Brumby has dethroned the “kings of spin”, decreeing a brave new world where venues can run their own show, and reap the rewards.

In its submission to the Victoria State Government's review of Gaming Licenses and subsequent appearance before the Commission, the CMAA – through Executive Officer Terry Condon, CCM – was the lone voice in advocating that clubs in Victoria should have the right to choose and own gaming machines, finally bringing Victoria into line with other states.

From 2012, the new gaming model will grant individual clubs and hotels the bidding rights to own and operate their own poker machines – with independent 10-year licences replacing Tatts and Tabcorp's stranglehold on the state's \$2.5 billion a year pot of gold.

The duopoly was dismantled on Thursday, April 10, and weeks before a decision was expected, with the Premier selling the changes as a win for diversity, competition and community connection.

“The gaming machine industry has matured in Victoria, and the time is right to empower local venue operators to make local decisions about their gaming operations – giving them more responsibility and accountability within their local communities,” he said.

While Mr Brumby admitted existing licence holders would be disgruntled by the restructure, he thinks the owner-operated model is in the best interest of the state.

“I suspect they're [Tatts and Tabcorp] probably disappointed about these arrangements, it's a big change. It's not about operators, it's about venues,” he told *Radio 3AW*.

To prevent the old guard buying out the market, the Victorian Government will also enforce a cap on ownership, ensuring that no one venue operator can own more than 35% of machines available.



Victoria Premier John Brumby

The Club Response

For those in the Club Industry, the changes were polarising. Some managers were elated by the deregulation, while others expressed trepidation.

CMAA Victoria Zone President Barry West couldn't hold back the superlatives, overjoyed by Mr Brumby's progressive decision.

“I think it's just bloody wonderful ... I believe this is the biggest step forward that this Government has ever taken for their communities,” Barry said.

He says with NSW and Queensland proof that owner-operated pokies work well, Victorian club managers need only step up with training and enthusiasm to take a greater share of revenue for their clubs.

Numurkah Golf Club's chief Grant Duffy, the Victoria Zone Treasurer and CMAA Federal Councillor wasn't ashamed to say he was nursing a celebratory hangover the day after the decision.

“It's huge news, especially for the distribution of wealth over the next 10 years – it's a humungous amount of money,” he declared.

“I'm still in shock, like yesterday was a dream. It's an absolute pearler.”

Grant Duffy praises Victoria's new Gaming Minister Tony Robinson for his part in the decision.

Having met with the Minister a few months ago with Barry West, Grant remembers feeling that this man “would be the champion of the Club Industry for this generation”.

Word is that Tony Robinson was chosen by the ALP to manage gaming based on his tough moral standards –

and Grant Duffy says this new community-strong system showcases a healthy new direction for gaming.

“I couldn't knock anything the Government has done with this review,” he added.

“And I truly believe the Club Industry will step up because we're not about generating wealth, but lifestyle.”

Julian Murray, General Manager of The Wonthaggi Club and the 2007 CMAA Victoria Club Manager of the Year, also has praise for the Government's plans.

“Having worked in NSW, I think that system is better for the community,” he said.

“Even though Tatts and Tabcorp have done a good job, it needs to be more localised.”

Julian believes harm minimisation over profit will now be on the agenda.

“It takes the scrutiny away from a major corporate pushing revenues for shareholders,” he added. “That's always been a problem from the problem gambler's perspective.”

Kerry Scarlett, who heads up Mulgrave Country Club, was still in shock, leafing through the day's newspapers for clarification.

She admits she's reticent to become too excited before the full details are made clear.

“I think there are too many unknowns,” Kerry said with a note of caution.

“It's going to change our whole business but there are so many questions, especially about the costings.

“Will we be able to afford this venture?”

Like many club managers, Kerry Scarlett was convinced of a third party entering the market and is worried about the fiscals and the logistics of owner-operated pokies.

“The branding won't be there, it will be individual business branding and what happens with the technical support?” she asked

“There are so many ifs and buts that we have to sort out over the next two years before we can bid for the licences.”

“For those in the Club Industry, the changes were polarising. Some managers were elated by the deregulation, while others expressed trepidation ...

Government dethrones 'kings of spin'

CMAA Executive Officer Terry Condon, CCM, agreed that clubs and club managers in Victoria were entitled to be overjoyed – but also cautious – with the Brumby Government's courageous decision to disband the duopoly.

Terry said "visionary" managers will see the decision as a way for clubs in Victoria to join other clubs around Australia in becoming more community-based where proceeds from gaming now will go back to the community through the clubs and the Government and not to third party operators.

"Conversely, such a major change throws up many unanswered questions for the Club Industry regarding the implementation and sustainability of the decision," Terry added.

"The CMAA has confidence in the professional ability and commitment of Victoria's club managers to embrace these changes and work with Government for the betterment of the Club Industry in Victoria."

CMAA Federal President Bill Clegg, ACCM, applauded the work done by Victoria CMAA President Barry West and Federal Councillor Grant Duffy.

"I can assure Barry, Grant and all CMAA Victoria Zone members that the CMAA's education arm, Club Management Development Australia, will be there to assist all club managers in Victoria meet the challenges that this decision presents," Bill added.

Game On, or Game Over?

Tatts and Tabcorp will anticipate substantial compensation for the Government's dramatic change of policy direction, however Mr Brumby has insisted there will be no compensation so, the next logical scene in this story is the Victorian legal system – perhaps, the High Court of Australia.

Club managers anticipate a legal fight and expect the remaining four years under the duopoly to be strained.

Tatts chief Dick McIlwain told *The Age* newspaper he would slash investment in the company's poker machine division to maximise profit as the licence ran down, axing capital expenditure by up to \$40 million a year.

But Grant Duffy says, despite the prospect of a testy transition, the Government was right to risk litigation and change for the moral victory it now gains.

"In 11 years, we've had \$11 million dollars swept out of our bank account

CMAA Executive Officer Terry Condon, CCM



for the Government and Tabcorp while we're driving a 1982 John Deere tractor to mow our fairways. It's about justice so bring it on," says the Association's Division H Federal Councillor.

CMAA Triumph

The CMAA has been lobbying for a deregulation model in Victoria for the past eight years, which Grant Duffy hopes club managers will recognise.

He's disappointed in *Clubs Victoria's* propaganda, with the association already circulating support for the Government's changes, despite opposition to the deregulation model.

"We're horrified that *Clubs Victoria* wanted to keep the duopoly and add a third not-for-profit operator," Grant added.

"Now that it's changed, they're jumping up and down wanting to get the kudos.

"They are on public record supporting the duopoly, as is the AHA [Australian Hotels Association] and Anzac House.

"The CMAA was the only one who said 'scrap them'."

In the next few years, Grant Duffy hopes club managers will turn to the CMAA to guide them with news, education and training for this empowering new gaming structure.

"It was the Club Managers Association who said that clubs deserve an opportunity to control their own destiny," he added.

"Now, I hope managers will turn to the CMAA for training in best-practice gaming management."

Victoria Gaming Minister Tony Robinson



New structure for Victoria's gaming industry beyond 2012

Victoria's Premier John Brumby took almost everyone in the gaming industry by surprise when he announced approved hotels and clubs would bid directly for gaming machine entitlements for Victoria beyond 2012. Mr Brumby said the Government had decided to move to a new structure for the industry, which removes the need for separate gaming machine operators – Tattersall's and Tabcorp – with venues set to own, operate and maintain gaming machines.

"This announcement fundamentally reshapes the gaming industry in Victoria," Mr Brumby said. "Under the post-2012 structure, venues will bid directly for 10-year gaming machine entitlements. The Government will enforce a cap on ownership, ensuring that no one venue operator can own more than 35% of machines available to hotels.

"The gaming machine industry has matured in Victoria and the time is right to empower local venue operators to make local decisions about their gaming operations, giving them more responsibility and accountability within their local communities."

Reform of the gaming industry structure is part of a broader reform of all gaming and wagering in Victoria post 2012. Other reforms include:

- Keno operations will be offered as a single, specific licence
- a single, stand-alone licence will be offered for wagering, currently run by Tabcorp.

"This is the first time in Victoria's history that licences to operate Keno and wagering will be opened up for competition," Mr Brumby said.

The Victorian Racing Industry receives 25% of Tabcorp's gaming machine profits but this arrangement changes under post-2012 arrangements. The Government will implement funding arrangements that will not disadvantage the racing industry.

The Victorian Racing Industry will provide advice to Government about the wagering licence awarding process.

The Government also has decided it would not be appropriate for Victorian Racing Industry to bid for the wagering licence. The Government already has started formal consultation with the Victorian Racing Industry about funding arrangements beyond 2012.

Mr Brumby said that as part of the post-2012 reforms, the Victorian Government also had moved to implement new problem gambling measures including:

- banning ATMs from gaming venues
- mandating gaming machines contain new pre-commitment mechanisms.

Mr Brumby said the Community Support Fund would continue under the new licence arrangements - at least at current levels - to assist in distributing some proceeds of gaming back into the community.

Victoria's Gaming Minister Tony Robinson said the Government would introduce a progressive tax system covering electronic gaming machines to help create a level playing field for small and large venues.

"The Government expects its share of gaming machine revenue to remain broadly similar under the post-2012 arrangements," Mr Robinson said.

Details of the new tax arrangements will be developed in consultation with stakeholders and finalised before the bidding process.

Mr Robinson said the new structure had been determined after a rigorous review process, which started in 2004.

The review was overseen by an Independent Review Panel chaired by retired Federal Court Judge, Ron Merkel, QC.

The Government chose the venue-operator system to deliver a gaming industry that will:

- be more connected to local communities
- have more diversity of ownership
- deliver greater competition

The Government's decision represents an entirely new regulatory model for the operation of wagering, gaming and Keno in Victoria after current licences expire in 2012.

The Government also decided neither Tattersall's nor Tabcorp is entitled to compensation.

Mr Robinson said that under the new arrangements, approved clubs and hotels would bid directly for 10-year gaming machine entitlements in early 2010.

"These reforms will deliver greater transparency and accountability to local communities," he said. "Over the past 15 years, the gambling industry has matured. What was right for the industry 15 years ago, will not be right for Victoria post-2012."

Legislation giving effect to the April 10 announcement is being introduced in Parliament in two stages, starting in mid-April, with Registration of Interest for Keno and wagering expected to happen during 2008.

The Government has begun working with the gaming industry's peak bodies and other stakeholders on transitional matters to assist and educate all venue operators and other interested parties on the implementation and transition phases of these new arrangements.

Under the new structure, the numbers of machines outside Crown Casino will remain fixed at 27,500, split evenly between clubs and hotels and with at least 20% in country Victoria.

The venue limit will be maintained at 105 gaming machines and regional caps also will remain in place.



Best People.

Best Practice.

Best Choice.™

www.barringtongroup.com.au

BARRINGTONS®

Barringtons has been addressing the need for specialised recruitment in the Hospitality Industry for over ten years. We pride ourselves on recommending only the highest quality candidates.

Let Barringtons help you with your recruitment needs today, so you can focus on managing your business.

Contact Wendy Browne on:

Ph: 02 9899 0622

Mb: 0408 221 097

Email: recruitment@barringtongroup.com.au



James Clifford Construction Pty. Ltd. was launched 28 years ago to support the Hospitality industry with specialist design and construction services. Our mission was to set a new benchmark in building, based on consistently achieving superb results delivered with an industry-leading level of service. Unlike some operators, we have stayed focused on being specialist hospitality builders who contribute actively to the industry we serve. In fact, hospitality projects account for some 90% of our activity.

Another early decision was to actively promote the Design and Construct approach. The reason is very simple: Experience shows that D & C is almost always the best way to produce impressive results, cost-effectively, whilst providing our clients with a single line of responsibility for every aspect of a project. We gladly accept accountability for project outcomes.

- **Design & Construct**
- **Construction & Fitout**
- **Serving the Hospitality Industry for 28 years**

Tel (02) 9601 5177 Fax (02) 9821 1069 Email build@jamesclifford.com.au

www.jamesclifford.com.au

Spin and politics continues on anti-gambling issues

By KATIE CINCOTTA

NEW Prime Minister Kevin Rudd isn't wasting any time in proving his mantra for change wasn't just political "spin".

He started with a historic apology to the Australia's Koori natives, announced a \$53 million plan to tackle the "worsening epidemic" of binge drinking and is now waging a war on problem gambling.

It's a hugely contentious arena, with national gaming taxes surging beyond \$4 billion to comprise 12% of annual state taxes.

But Canberra and the states aren't stalling on setting new limits aimed at reducing the financial and social losses brought about by gambling addiction.

Mr Rudd has already declared publically that he'd prefer ATMs weren't at poker machine venues, mooted a nationwide ban on quick cash at clubs.

He's ordered a major industry review to examine poker machine spin rates, and proposed "smartcard" technology to curb excessive losses.

And, in July, South Australian independent Senator Nick Xenophon – the "no-pokies" MP – will add his weight to the anti-poker machine push when he joins Cabinet.

But, while Canberra might be leading the charge, Victoria is the trail-blazing

state, the first to deliver on Kevin 07's campaign "crack the pokie habit", with Premier John Brumby announcing three restrictive measures from the end of 2012:

- ATMs will be banned from the floor of poker machine venues
- maximum bets will drop from \$10 to \$5 per spin
- new pre-commitment cards will monitor a player's time and money.

The CMAA's Victoria Zone President Barry West, who manages the Yarraville Club, says without solid, current research into problem gambling, this raft of new legislation is senseless.

"There will always be change to regulation but, unfortunately, a lot of government officials are making decisions on poor information," Barry said.

"We hope the Government will do some necessary research before they put these ideas into action."

Since former PM John Howard's inquiry report on Australia's gambling industries was released in December 1999, no independent national research has taken place in Australia – which means that the accepted statistic of 2% of the population being problem gamblers is almost a decade old.

CMAA Division H Federal Councillor Grant Duffy, ACCM, also General Manager of Numurkah Golf and Bowls Clubs, is bewildered by the radical measures, which have no statistical basis.

"Again, Victoria is leading the charge on new and untried measures for problem gambling," Grant said.

"The biggest issue here is if the Government keeps making changes to legislation unchecked and without fact-based research, where does it all end? "We'd all just like to see some fact-based research."

Grant believes Victoria has become a policed state, with no regard for harm minimisation for the majority.

"Members have a right to get access to their money and it's becoming very much a policed state when people



Nick Xenophon

don't have that option," he said.

"Unfortunately, it's the larger portion of the community who keep getting whacked over the head."

Both Barry and Grant are concerned about the likely rise in robberies and assaults when ATMs are removed from clubs, forcing patrons to carry cash on premise, adding pressure to already-stretched police and ambulance services.

"ATMs in licensed gaming venues provide a service to customers, and not just gaming customers," Barry West said.

"It means they can take their money from a safe environment.

"What's going to happen is there's going to be more assaults and robberies?"

Barry blames a "knee-jerk reaction to the vocal minorities" for the 2012 legislation, which he thinks will simply add to social woes.

"What are they going to do when the cost of medical bills and ambulance attendances and court appearances start to skyrocket?" he asked.

"The Government is not thinking this through correctly and the only saving grace we've got is that there's an election between now and 2012."

Both CMAA leaders are equally incensed by the prospect of poker machine playing cards, which will have pre-determined limits.

"Smartcards are absolute lunacy," Barry added.

"It just means players will borrow cards.

"And why should the population be subject to an invasion of privacy?"

"Do we then issue alcohol cards for alcoholics, or a carbon emission card for fuel purchases, or a card for babies



Kevin Rudd

"The biggest issue here is if the Government keeps making changes to legislation unchecked and without fact-based research, where does it all end? ...

Gamblers able to beat addiction without aid

Many gambling addicts recover from their addiction naturally, without treatment, according to a study published in the January 2008 edition of the *Canadian Journal of Psychiatry*.

The *Calgary Herald* newspaper published findings of the study that challenges conventional wisdom about problem gambling, historically considered a degenerative addiction by groups such as *Gamblers Anonymous* and the (U.S.) *National Council on Problem Gambling*.

Those groups believe problem gambling increases in intensity over

time, with people betting more money more frequently, "chasing" losses and continuing to bet in spite of mounting problems at home and with work.

However, the Harvard-led team of researchers finds gambling is a more dynamic phenomenon, with addicts falling in and out of problem gambling.

"I think, traditionally, both conventionally and professionally, people have believed that disordered gambling is very rigid - once you have a problem you have that problem (for life)," said lead author

Debi LaPlante, a psychiatry instructor at the Harvard Medical School.

"The only movement over time would be worsening.

"But our analysis of these available studies shows that disordered gambling behaviour is a lot more dynamic than that.

"People move in and out of stages of worsening and improving health over time a lot more than what had been initially anticipated."

Debi LaPlante said that conclusion was "surprisingly" similar to what researchers have found about other addictions, such as alcoholism and heroin addiction.

and their bottles so they don't have too much milk?

"When does it stop?"

Grant Duffy responds to World Vision CEO Tim Costello's argument that Australia has the fastest spin rate in the world at \$1,200 an hour by saying that most community clubs aren't affected by that kind of high-roller activity.



Barry West

"There's no need to lose that level of money unless it's a high roller at the casino - that's my personal view," Grant said.

"But 99% of community clubs would not have clients that would do that sort of dough."

When spin rates in Victoria drop from \$10 to \$5 in four years time, Barry West envisions players will simply play two machines at once if they want to bet more.

Both club veterans agree the only positive thing that is working for problem gamblers is the self-exclusion program, which originated from the AHA and is being fully supported by the Club Industry.

But, despite vigilant policing at clubs, Grant Duffy says there's still work to be done with problem gambling units to ensure better outcomes.

After his Numurkah club contacted the Goulburn Valley Problem Gambling Unit about a young woman who was losing excessive amounts following an accident pay-out, the Unit never followed up with the club about the

woman in question.

"Just not to hear back from them was appalling, and it says what the reality of the problem is," Grant added.

"While everyone is grandstanding about the measures that should be taken, the people at the coalface who are responsible for taking care of these people aren't really doing it."



Grant Duffy

CLUB SPECIALISTS



MERIDIAN

CONSTRUCTION SERVICES

GUARANTEEING
OUTSTANDING
PERFORMANCE



CARINGBAH RSL

KAREELA GOLF CLUB



- Master Planning
- Design & Construction
- Construction Management
- Tendered Construction
- Interior Design
- Council Negotiation

Call Mick Brady or
Greg Crowley
02 9599 0399

321 Princes Highway • Banksia

Premier Bligh slaps two-year ban on new poker machines

Queensland clubs and hotels will not get new poker machines for at least two years as part of the Bligh Government's efforts to tackle problem gambling.

Premier Anna Bligh announced the moratorium on April 17, saying it was part of a sweeping overhaul of liquor and gambling in Queensland and would apply immediately.

"This measure will see a two-year cap on state-wide numbers for clubs and hotels, creating a more consistent, responsible and regulated approach to machine gaming in Queensland," Ms Bligh said.

"As it is, the rate of problem gambling in Queensland is among the lowest in the nation and the revenue the State Government collects from gaming machines has taken a \$50 million hit from smoking bans."

Latest figures from the Queensland Office of Gambling Revenue show there were applications for almost 1,600 new poker machines in the past 12 months.

Queensland already has more than

45,000 poker machines, compared with 30,000 in Victoria and about 100,000 in NSW.

Of the 108 club and hotel applications in the past year, 57 were approved, adding 421 machines to the state total. There is a statewide cap of 20,000 machines in hotels, but no overall limit on clubs.

During the 2007 Federal Election campaign, now-Prime Minister Kevin Rudd vowed to reduce the number of poker machines. "I hate poker machines and I know something of their impact on families", he said.

Mr Rudd has asked Family and Community Services Minister Jenny Macklin to review state reliance on gambling revenue, \$4.5 billion of which comes from gaming machines.

Queensland Nationals Senator Barnaby Joyce, set to form a Senate alliance with South Australian anti-pokies crusader Nick Xenophon and Victorian Family First Senator Steven Fielding, said the State Government had become too reliant on gaming machine revenue, with more than



Queensland Premier Anna Bligh announced a new poker machine moratorium on April 17.

\$550 million in taxes expected this financial year.

Member for Kawana Steve Dickson said Sunshine Coast gamblers lost \$129 million on poker machines in

Responsible Gambling Award for Maroochy RSL Club

After winning an award for Best Club on the Sunshine Coast and Best Gaming Venue Award in 2007, Maroochy RSL Club added the 2008 Special Achievement Award for Responsible Gambling.

The special award is a proof for the Maroochy RSL Club's pro-active approach to the promotion of best practice in providing responsible gambling and the commitment to ensure gambling is a safer activity.

As a part of the responsible gambling initiative, Maroochy RSL Club works directly with Gambling Help Agencies such as Lifeline and Relationships Australia.

Soleil Poynton, Gambling Help Service Counsellor/Educator at Relationship Australia congratulated Maroochy RSL Club on winning the ClubsQld award for Responsible



Service of Gaming.

"At Relationships Australia, we support any effort that may reduce the incidence of problem gambling within the community," Soliel added.

Maroochy RSL Club has made headlines in the past year with its community initiatives ...

➤ *Attitudinal Driver Workshops* in partnership with the Police

- Musicfest 10th anniversary
- support of local children's health services via *Give Me 5 For Kids*, Sunshine Coast Children's Therapy Centre and Sunshine Coast Health Society
- more donations and sponsorships of various local sporting and charitable organisations.

Maroochy RSL Club General Manager Tom Casilieris thanked his team, their staff and patrons who make the club a genuine community

asset.

"We take the opportunity of winning this award to thank the various community organisations and the media with whom we have worked so closely with over the past 12 months," Tom said.

"We are proud to be able to share this fantastic award with everyone involved at the club."

2007, prompting him to announce a proposal to cut losses by slowing down the rate at which gamblers can play machines.

Mr Dickson says he will introduce a Private Member's Bill that would double the interval between games to a minimum of 10 seconds.

Caloundra RSL Club's Group Marketing Manager Lloyd Mills responded to Mr Dickson's comments, saying the club returned \$1.2 million back to the community last year, including donations to sporting groups and children's charities.

Lloyd Mills also said he doubted that slowing the speed between games would reduce the amount of money gamblers could lose.

Caboolture Sports Club secretary-manager Kelvin Patch defended the decision to apply for more machines.

He said the club was one of Caboolture's major employers, with more than 200 staff and revenue was poured back into six sports, schools and community events.

Mr Patch said the club was community-focused and employed liaison officers to identify problem gamblers.

Almost \$1.8 billion was lost on poker machines across Queensland in 2007, which equates to almost \$5 million a day.

Queensland Treasury said there were 3,323 poker machines on the Sunshine Coast at March 2008, with submissions in for an additional 82 machines.

Ms Bligh said measures such as the smoking ban and the poker machine moratorium were proof the Government took the issue of problem gambling seriously.

"Active problem gamblers are 0.5% of the entire adult population, but there is no need for Queensland to have more poker machines per capita than the national average," Ms Bligh added.

"Queensland's per-capita average of gaming machines is 0.014 compared to the national average of 0.013, so

this plan will bring us into line with the national average.

"This moratorium will mean that up to 2,000 poker machines that were planned for distribution, now will be kept under lock and key."

Ms Bligh said that, under current gaming regulation, a state-wide cap on the number of gaming machines in hotels existed, but there was no such cap for clubs.

To complement the new cap, a reallocation scheme will be introduced to allow for some movement of existing machines between sites.

Ms Bligh said the Government would also take "a zero tolerance approach" to casinos, clubs and hotels that allowed people who had asked to be excluded back into the venue.

"We require venues to match up their records of excluded patrons with their promotions and rewards databases, to ensure that people who are problem gamblers do not receive material that encourages them back in front of a poker machine," Ms Bligh said.

Premier Legal Advisers to the Clubs Industry

At Thomson Playford, we work in partnership with you on your projects. Working right next to you to build your business for the future, or make your deal a success.

At the forefront of some of the largest projects in the industry, our team of Hospitality, Registered Clubs and Gaming lawyers are recognised as leaders in the industry. Working with more than 50 major clubs and industry associations across Australia, our legal specialists consistently deliver innovative and practical solutions to give you the commercial edge.



Brett Boon

Partner

T: +61 2 8248 5832

E: bboon@thomsonplayford.com.au

 **Thomson
Playford**
www.thomsonplayford.com.au

Legislation changes impact directly on

New South Wales is just two months away from the most comprehensive change to liquor laws in 25 years. A new Liquor Act was passed by the NSW Parliament on December 5, 2007, and come into effect from July 1, 2008. The Act will be supported by a new Liquor Regulation which soon will be released for public comment. The new laws are much simpler and more flexible than existing liquor laws. This will assist understanding, while meeting the needs of the industry and the community. In April and May, a series of 16 Liquor Law Forums are being staged around NSW to publicise and explain the liquor law changes. Main speakers will be: Michael Foggo, Commissioner of the Office of Liquor, Gaming and Racing; Albert Gardner, Director of Liquor and Gaming and Brian Farrell, CEO of the new Casino, Liquor and Gaming Control Authority. This is a summary of the Forum presented at Randwick Racecourse in April ...

Changes to liquor laws from July 1 this year are comprehensive and the forums will be invaluable in explaining and clarifying the new measures.

Less red tape: Responsive and modern liquor laws

The Liquor Administration Board and the NSW Licensing Court will be abolished.

A new administrative-based licensing system will be introduced and a Casino, Liquor and Gaming Control Authority established.

The Director of Liquor and Gaming will have expanded powers.

- A new on-premises licence will encourage a wider variety of licensed premises.
- A "general bar" hotel licence will apply to bars without gaming machines or takeaway sales, for a fee of \$500.

- Restaurants will be able to serve alcohol without a meal by applying to the Authority and paying a small processing fee. The fee will be prescribed in the Regulation.
- There will be an on-premises licence for live music venues, making it cheaper and easier for entertainment venues to obtain a liquor licence.
- "Order of occupancy" will be considered when disturbance complaints are dealt with.
- A wine producer's licence will allow sales at wine shows and farmers' markets/producer fairs. Wine producers will be able to operate multiple premises in the same wine region under the one licence, and charge for wine tastings.
- Regional brewers and distillers will be allowed to charge for tastings and sell

their products at their premises.

- Outdated restrictions will be removed from accommodation venue licensing.
- Bed and breakfast and "farm stay" venues will be able to sell alcohol.
- Surf club liquor licence privileges will be retained, with expanded opportunities.
- Accommodation venues without a hotel licence will be able to use the term "hotel".
- Retirement village functions will be allowed to sell liquor without high costs or red tape.
- Liquor licence exemptions will apply to auctioneers and commuter aircraft.
- Unnecessary restrictions on caterers will be removed.

More responsibility: Promoting responsible service and consumption

- A new Community Impact Statement will be required for certain new liquor licences and extended trading authorisations, with greater consultation between applicants/licensees and the community.
- Health, police and crime data will be taken into account in assessing applications for new licensed venues and extended trading hours.
- Residents and local councils will be able to take quick action on disturbances.
- A specific definition of "intoxicated" will assist licensees and staff in implementing responsible serving practices.
- People with alcohol problems will be able to request self-exclusion from licensed premises.
- There will be new offences for anti-social behaviour.
- On-the-spot fines of \$550 will apply to drunk, quarrelsome or violent people who attempt to re-enter, or remain in the vicinity of, licensed premises after refusal or ejection.
- There will be increased penalties for under-age drinking and intoxication.
- There will be maximum penalties of \$11,000/12 months imprisonment for licensees and staff who repeatedly sell alcohol to minors and intoxicated patrons.
- There will be fines of up to \$2,200 for minors unlawfully in licensed venues or purchasing alcohol.
- Under-age drinking provisions will be written in plain English.
- Liquor Accords can apply to the Authority to ban troublesome patrons



Club Industry

from multiple licensed venues for up to six months.

- The Director of Liquor and Gaming will be able to require licensees to make financial contributions to Liquor Accords.
- The Director or the new Authority will be able to order compliance with liquor accord terms.
- The Director will be able to declare lockouts/curfews to reduce patron migration between premises and minimise opportunities for anti-social behaviour and violence.
- The Director will be able to issue directions to licensees relating to conduct on the premises.
- The Director will be able to impose conditions on licences.
- The Director will be able to require promotions or advertisements for discount liquor to be accompanied by Responsible Consumption of Alcohol messages. Areas suffering chronic alcohol abuse can be declared "restricted alcohol areas" for up to three years. Restricted alcohol areas will not be limited to indigenous communities. Licensees will be required to have accreditation and attend on-going training.

Six licences: Opportunities for licensees, choice for consumers

1. Hotel Licence:

- The Hotel Licence will apply to premises where the primary purpose is the sale and supply of alcohol. It will include accommodation hotels as well as small and large bars.
- Takeaway sales will be allowed if licence conditions permit.
- Applicants for new Hotel Licences will be required to prepare Community Impact Statements.
- Standard hours will be unchanged - 5am to midnight, Monday to Saturday and 10am to 10pm on Sunday.
- There will be no change to existing trading restrictions on Good Friday and Christmas Day.
- Applications for extended hours will require a Community Impact Statement.
- Hotel (General Bar) Licence: This will be a special type of licence for bars without gaming machines or takeaway liquor. A \$500 fee applies. Applications will require a Community Impact Statement, with patron numbers set by local councils.

2. Club Licence

- Clubs will continue to be referred to as "registered clubs". The *Registered*

- The liquor laws have been modernised and simplified
- The new system is flexible and practical with minimal formality
- There will be less red tape, cost and complexity
- The new liquor laws give greater protection for the community from alcohol abuse and crime

Clubs Act will be retained, and will focus on management and governance.

- Unrestricted trading hours will continue for existing clubs.
- New clubs will have to prepare Community Impact Statements.
- The standard trading period will apply to new clubs, with applications for extension of hours subject to Community Impact Statements.
- Club control and licensing requirements will be simplified.

3. Packaged Liquor Licence

- This licence will apply to liquor stores selling takeaway liquor only.
- Community Impact Statements will be required.
- Standard liquor store trading hours will be unchanged - 5am to midnight, Monday to Saturday and 10am to 10pm on Sunday. Community Impact Statements will be required for any extension.
- The existing prohibition on takeaway sales on Good Friday and Christmas Day remains.

4. On-Premises Licence

- This new licence will replace existing on-licences for restaurants, motels, theatres, universities, public halls, vessels, airports and section 18(4)(g) licences.
- This licence also will replace the existing nightclub, caterer, Governors and community liquor licences.
- The licence will be flexible allowing sales of liquor for consumption on and, in some cases, off the premises.
- In general, this licence will not be issued where the sale, supply or consumption of alcohol is the primary business or activity on the premises (some exemptions apply e.g. airports, universities).
- Community Impact Statements will be required for some on-premises licences – e.g. restaurants and public entertainment venues. The Authority will determine what other on-premises licence applications will require Community Impact Statements.
- A standard trading period of 5am to midnight, Monday to Saturday and 10am to 10pm on Sunday will apply, with applications for extensions permitted.
- This licence will also apply to a live

music or public entertainment venue. It will replace the current nightclub and theatre licences.

5. Producer/Wholesaler Licence

- This licence will apply to wine producers, brewers, distillers and wholesalers.
- The licence will allow wholesale sales to other liquor licencees.
- For wine producers, this licence will allow:
 - tastings (with a charge if desired);
 - cellar door sales;
 - direct sales at wine shows;
 - sales at producer markets or fairs;
 - the operation of multiple premises in the same wine region under the one licence.
- A drink on-premises authorisation will allow consumption on premises as part of a restaurant/motel/vineyard event.
- Wine makers will be able to sell blended wines, as long as the wine contains a minimum percentage of the product manufactured by or on behalf of the licensee. This percentage will be prescribed in the Regulation.
- Wine makers will be able to sell products made from non-grape fruit so long as the product is made on their premises from fruit grown on their premises.
- The existing 45-litre limit on cellar door sales will be abolished.
- Tastings and cellar door sales will be allowed for small-scale regional brewers and distillers.

6. Limited Licence

- This licence will allow liquor sales for consumption on licensed premises at a function or multiple functions.
- The licence will apply to sporting club and community functions held by non-profit organisations.
- Surf clubs will be able to sell liquor at private functions at their premises, to raise funds, subject to Responsible Service of Alcohol laws.
- This licence will also apply to significant regional and State events held by non-profit and for-profit organisations.
- In the case of trade fairs (e.g. wine shows), a limited licence may allow takeaway sales.

Continued p22

From p21

Applications, regulations and compliance: More responsibility, less red tape

The Authority

- The new Casino, Liquor and Gaming Control Authority will consider liquor licence applications, trading hour extensions and disciplinary matters.
- Anyone will be able to make submissions to the Authority.
- The Authority will be responsible for imposing penalties and suspending or cancelling licences in disciplinary matters.
- The Administrative Decisions Tribunal will be able to review disciplinary decisions of the Authority.

The Director

- The Director of Liquor and Gaming will have an expanded enforcement role.
- The Director will determine disturbance complaints.
- The Director will be able to impose conditions on liquor licences.
- The Director will be able to declare lockouts/curfews.
- The Director's decisions will be reviewable by the Authority.

Community Impact Statement (C.I.S.)

- The new Community Impact Statement will be simpler and more effective than the existing Social Impact Assessment.
- The C.I.S. will gauge potential impacts of new hotels, clubs, bottle shops, public entertainment venues, restaurants and other licensed venues. Applications for extended trading

hours will also be subject to the new process.

- The C.I.S. will summarise the results of consultation with local stakeholders – which can include local councils, police, health, Aboriginal representatives, community organisations and residents.
- Stakeholders will have an opportunity to comment on the C.I.S.
- The Authority will only approve an application which requires a C.I.S. where the overall social impact will not be detrimental to the wellbeing of the local and broader community.

Disturbance complaints

- Residents, police and local councils will continue to have the right to make disturbance complaints and they will be determined by the Director of

Liquor and Gaming.

- The Authority will be able to review the Director's decision in disturbance complaints.
- The Director will be able to take into account order of occupancy, changes to the licensed venue and changes to the complainant's premises.

Applications under the new Liquor Act cannot be accepted until July 1, 2008.

For further information, go to www.olgr.nsw.gov.au ... click on the 'Liquor Law Reform' link. A copy of the Liquor Act 2007 can be accessed here.

Subscribe to the E-news service at www.olgr.nsw.gov.au for regular updates.

Contact **Ross McCulloch** at the NSW Office of Liquor Gaming and Racing on **02 - 9995 0651**



More than 500 people attended the Randwick Racecourse Forum

The Implications – The Club Industry

CMAA Federal President BILL CLEGG, ACCM, also the General Manager at Randwick Labor Club, attended the OLGR's Liquor Law "Roadshow" at Randwick Racecourse on Tuesday, April 8.

Bill takes a look at the main implications of the new laws for the Club Industry...

The primary objects of the new Act is to lessen the adverse impact that alcohol abuse has on the community and, thankfully, to reduce red tape.

It can only be taken that the Government recognises that the Club Industry has always been proactive with its responsibilities to the community and therefore, the actual impact on the Club Industry, is considered minimal.

The simplification of the application process is much welcomed and will assist particularly smaller clubs with the costs of making applications.



For all clubs, the ability to prepare Community Impact Statements, without the need for consultants, will have significant cost savings.

Moving from a court-based system to an administration-based system also is seen as a major benefit of the new Act and removes the mysteries surrounding the roles that the Liquor Administration Board and Licensing Court performed.

The need for transparency and accountability with the decision-making processes of the Authority is essential.

The expanded powers given to the Director of Liquor and Gaming will ensure a swifter response to "rogue" venue actions that tarnish the whole liquor industry with the use of closure and late-hour entry orders.

Liquor Accords remain voluntary and, while most in the club sector would like to see compulsory attendance and involvement, it is understandable that the concept of accords is much greater when all are working for the common good without compulsion.

The defining of Liquor Accord areas on regional or district basis is seen as much more positive than the current Police LAC model.

Legislation has flexible, innovative approach

By **MICHAEL FOGGO**,
OLGR Commissioner

The purpose of this Forum is to provide all our stakeholders, licensees, police, local councils and the community with an overview of the new legislation - what are we trying to achieve, why and how we're going to achieve it. Today is one part of a much-broader communications strategy to inform all stakeholders of the provisions of the new Liquor Act 2007. We are using our website, emails, bulletins, letters, association meetings and anything else to get the information out.

I had significant involvement introducing the existing legislation - the Liquor Act 1982, which replaced the 1912 legislation, a 70-year time span. Since July 1, 1983, when the existing legislation commenced, the Act has been amended on 106 occasions and the 107th will be its last. We have averaged more than four amendments per year. These many legislative changes reflect the changing nature and requirements of the community and the liquor industry.

And while some of the legislation has been significant - such as the harm-minimisation provisions - the philosophies and framework that underpins the existing legislation are more than 25 years old. The Government has made the step to fundamentally review how we might better achieve what the industry and society demands for the future.

The existing legislation is based on a liquor licence taxation collections model. No longer appropriate, it is a Court-based decision-making process and we believe an administrative model will make outcomes more efficient and cost-effective for all parties. It will prove a more-flexible and innovative approach. Society has become increasingly concerned about alcohol-related anti-social behaviour and neighbourhood disturbances late at night. We need to have the ability to act more decisively and flexibly. We need to work more

Michael Foggo



collaboratively and transparently with our stakeholders. The existing legislation stifles this approach. We are continually moving to a more strategic approach to liquor regulation - a risk-based approach - identifying "hot spots" and deploying our limited resources and we need to be more pro-active and responsive in that regard.

There are community concerns about binge drinking and we need new ways to address these complex issues. We have a vision for the new legislation. The new liquor laws move from an economic or commercial argument about the issue of a new liquor licence to one that assesses the impact of that new licence on the local community. This is the model that will be used to assess new applications and to continually monitor issues involving the operations of licensed premises ... for example, what is their impact on the local community?

We will see a significantly different

approach to dealing with matters. Within 12 months, all applications will be able to be lodged over the internet and we won't see many matters being dealt with in a court-type environment.

The point I wish to emphasise is that the new legislation is not simply a re-make of the old. It's a significant change in philosophy and direction. To achieve the vision, the Act contains some objectives. These objects are an important beacon and guiding light for decisions makers. They state that the object of the Act is:

- (a) to regulate and control the sale, supply and consumption of liquor in a way that is consistent with the expectations, needs and aspirations of the community,
- (b) to facilitate the balanced development, in the public interest, of the liquor industry, through a flexible and practical regulatory system with minimal formality and technicality,
- (c) to contribute to the responsible development of related industries such as the live music, entertainment, tourism and hospitality industries.

To secure the objects of this Act, each person who exercises

functions under this Act (including a licensee) is required to have due regard to:

- (a) the need to minimise harm associated with misuse and abuse of liquor (including harm arising from violence and other anti-social behaviour),
- (b) the need to encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor,
- (c) the need to ensure that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

These objects must be borne in mind and guide us all ...

- > the OLGR - in providing policy advice to Government, must ensure the balanced development of the industry, while minimising harm to the community
- > the Authority - must deal with matters efficiently, with minimal formality and technicality
- > Director of Liquor and Gaming - to ensure the appropriate regulatory standards are enforced and harm is minimized

Continued p24

- > Applicants for licences and extended hours will have to consult the community before applying
- > The new laws promote and enforce responsible service and consumption of alcohol
- > A greater variety of hospitality, dining and entertainment choices

From p23

- Licensees – to ensure their operations do not impact adversely on the local community and maintain operations that support the responsible service of alcohol
- Police – in enforcing the legislation, particularly harm minimisation issues, their responses to applications and operational issues and their continued support of Liquor Accords
- Local Government – in terms of development approvals to minimise impact on the community and their continued supporting liquor accords

A matter not addressed in the regulatory framework is the responsibility of individual patrons. At present, there is a discussion at State and Australian government levels to achieve a coordinated approach to reducing binge drinking and alcohol misuse among young people.

While the present liquor legislation framework focuses on licensed premises and their operations, the new legislation provides powers for the Director of Liquor and Gaming to ban undesirable products and promotions.

The Liquor Act will commence on July 1, 2008. At that date, the Licensing Court and the Liquor Administration Board will be abolished. The new legislation establishes the Casino, Liquor and Gaming Control Authority. That Authority has the power to:

- issue licences
- take disciplinary action against licensees – impose, vary revoke conditions, hear complaints

- Enhanced business opportunities for new and existing licensees
- Safer, more-responsible and vibrant liquor venues
- More than 20 licence categories reduced to 6

- review decisions of the Director of Liquor and Gaming

While the Authority will deal with disciplinary action, offences under the Act will be dealt with by Local Courts.

The Act streamlines the number of existing categories of licence from 21 to six.

It moves from an extremely prescriptive legislative framework to one that enables the Authority and the Director to have a more-flexible approach to liquor regulation – again with the emphasis on the impact on the local community.

A good example of this is the new provisions in relation to On-Premises licences. The existing Act pigeon holes types of licences ... that is, you must operate a restaurant, theatre, public hall, airport, etc. In its previous iterations, it imposed conditions about the placement of reception areas, the number of seats in reception areas, seats for restaurants, etc. The new legislation simply applies a primary purpose test ... for example, provided the premises are primarily used for a business or activity (other than the sale and supply of liquor), the Authority can grant an on-licence. In doing so, the Authority will specify the kind of business or activity carried out on the licensed premises. If the licensee carries out different activities, the authority to sell and supply liquor does not apply. That is, the sale and supply of liquor is unlawful.

While on the subject of licences, one of the major topics in newspaper debate has been the introduction of the new category of the general bar hotel licence – or commonly referred to as a “small bar”.

The new legislation is not about fostering an “open slather” approach to new liquor licences. As I have said repeatedly, it is about the impact of those premises on the community and that is the focal point for this legislation. The Government's policy decision in introducing this licence category was to make them part of the hotel category for a couple of reasons.

First, the existing legislative provisions for hoteliers licences deal with minors being on those premises quite effectively. There is the notion of restricted areas, which precludes children; authorised areas, where children are allowed provided they are accompanied by an adult; ability for children to attend functions; work as entertainers. Generally speaking, these types of provisions do not apply to on-premises licences. The new Act does not limit the size of these types of licence category.

So, the second reason is to afford the public the opportunity to have their say about the impact of these types of premises on their local community. But these types of hotel licences will be limited in their operations.

Local councils should now be thinking about their Development Approval processes for general bar licences ... for example, Sydney City Council has indicated it will make the D.A. process for general bar hotel licenses bars simple – provided the premises are limited in size. But applicants will come forward shortly, so local councils need to be ready to provide advice as to their policy. Similarly, councils need to address whether D.A. approval is required for an authorisation to enable liquor to be supplied without meals in restaurants – what we now call a Primary Service Authority.

Transitional issues ... that is, what happens to applications lodged before June 30, 2008, to the Licensing Court and the Liquor Administration Board. The OLGR has released a Regulatory Impact Statement which outlines our proposals for the new regulations under the 2007 Act. Copies can be obtained from the OLGR website and responses close on Friday, April 24, 2008.

There is a large amount of work to do in coming months - and not all will be ready by July 1, but we will be taking applications from that date.



While the present liquor legislation framework focuses on licensed premises and their operations, the new legislation provides powers for the Director of Liquor and Gaming to ban undesirable products and promotions.

New Liquor Act expands Director's role

By **ALBERT GARDNER**,
Director of Liquor & Gaming

Historically, the role of the Director of Liquor and Gaming has been limited to the investigation and prosecution of liquor and gaming legislation. However, the Liquor Act 2007 expands the role significantly to include a number of responsibilities previously the domain of the Licensing Court and the Liquor Administration Board - in particular:

- > Issuing intoxication guidelines to the industry
- > Imposing conditions on licences
- > Giving written directions to licensees and staff
- > Determining disturbance complaints
- > Ordering a curfew
- > Requiring responsible drinking messages on discount ads
- > Restricting liquor products and promotions
- > Signing off on liquor accords and ordering fees

The Liquor Act now includes a definition of "intoxication".

However, the definition, which revolves around the observable changes in speech, balance, coordination and behaviour, must be read in conjunction with publicly available guidelines.

I am responsible for the issue of those guidelines, and it is my intention that they will be in a form that is clear and simple

Albert Gardner



for front-line staff selling and serving alcohol and security staff. For example, in that guideline, the descriptor for "speech" includes, slurring words, rambling or incoherent sentences. There is also a need to clarify those circumstances when, for whatever reason, a person may appear to be intoxicated but the

behaviours are attributable to a medical condition or a prescribed drug. For example, a person suffering cerebral palsy may have difficulty standing straight.

A draft guideline in text form is available on the olgr.nsw.gov.au website and I invite you to review the guidelines and provide feedback.

The guidelines will be available before July 1 as a poster and, although non-compulsory, would ideally be placed in resources such as a training or induction kit, behind a bar or in a compliance manual.

One of the most important and sensitive tools given to the Director is the power to impose, vary or revoke conditions on a licence. This can be initiated internally within the OLGR, or by application by Police.

Importantly, the power is limited to conditions that are consistent with the Act or conditions imposed by the new Authority. Licensees have a right of submission to the Director by a licensee on any intended course of action under this section and, if aggrieved by a decision, can seek a review by the Authority, but that does not, in normal

circumstances, stay the decision.

A Special Conditions Unit within OLGR will be established to process the submissions to the Director. I anticipate the majority of submissions will be by local

Continued p26

The Implications - Club Managers

St George Rowing Club General Manager **TONY LYKAKIS** attended the OLGR's Liquor Law "Roadshow" at Randwick Racecourse on Tuesday, April 8.

Tony takes a look at the main implications of the new laws for club managers ...

The start of the new Liquor Act from July 1, 2008, will be much simpler and flexible to interpret than existing liquor laws.

The key areas of change from management perspective are:

- > Anti-social behaviour resulting from intoxication will not be tolerated by the Director of Liquor and Gaming. A number of initiatives are proposed to reduce the increase in anti-social behaviour.



- > The Director will issue guidelines to assist in determining the levels of intoxication.
- > There will be a maximum penalty of \$11,000 or 12 months imprisonment for licensees and staff who repeatedly sell alcohol to minors and intoxicated patrons.
- > On-the-spot fines of \$550 will remain for patrons who refuse to leave licensed premises.
- > Liquor Accords will remain in place as a good base for licensees to formulate initiatives to minimise anti-social behaviour on licensed premises.
- > Liquor Accords can apply to the Authority to ban troublesome patrons from multiple licensed venues for up to six months.
- > The number of signs in a premises serving alcohol will be reduced to six.

Managers are encouraged to refer to the Fact Sheets issued by the NSW Office of Liquor and Gaming for further information.

From p25

Licensing Police focusing on problem venues and major events. This administrative process will be simplified but on a platform of relevant evidence, stakeholder consultation and transparency.

A more tactical option is the power to give written directions to licensee, their staff and their agents. The direction can be to vary, cease or refrain from a practice. These powers will more than probably be exercised by a delegate at a major or risk event. For example, a senior compliance officer on New Year Eve may assess the levels of patron intoxication to be high and risky and therefore order a late-trading venue to cease the sale of alcohol prior to the venue's planned closing time.

Interestingly, this power historically existed in the form of a condition on at least one major sporting stadium and provides the Director and the Local Area Commander tactical options. I know, as fact, it is not uncommon for the Local Area Commander to exercise this power and order public bars to close as patron intoxication levels threaten public safety.

Whereas previously the Liquor Administration Board was responsible for hearing and determining noise complaints, commonly known as 104 hearings, the new Act assigns that responsibility to the Director. The proceedings may be formal or informal, as determined by the Director. In the main, the processes will be informal. But, regardless there will be opportunity for all parties to make submissions and be fully heard.

Under the old model, local licensing police often sought to resolve issues at venues through the Section 104 process. However, as Police now have the option to apply directly to the Director and seek conditions, I anticipate proceedings under this section will be from local residents.

The legislation does set out the resolution options available to the Director, and does provide for order occupancy. I reiterate that whenever these types of powers are exercised, they will be supported by relevant and reliable evidence.

Curfew or lockouts are not new and many Liquor Accords throughout NSW already observe a voluntary curfew. However, the strategy has had renewed interest over the past six months particularly so at places like Sydney's northern and eastern beaches, and of course Newcastle's CBD where in March, the Liquor Administration introduced a 1am curfew for a three-month trial.

The new legislation gives a specific power to the Director to make a Late Hour Declaration. The declaration is to be in writing and define the area bounded, the time and the name of each premises subject of the Declaration.

The objective of a lockout strategy is to reduce the number of patrons migrating between venues, otherwise known as club or pub "hopping". Our evidence shows curfews are effective in reducing the number of people on streets prior to close, which in turn reduces risk situations, the outcome of which is reduced rates of alcohol-related crime and anti-social behaviour.

Another interesting industry debate has revolved around the issue of a common public responsible consumption message.

This new Liquor Act empowers the Director in instances of liquor discounting that is advertised or part of a promotion to require a Licensee to include a

is in a prescribed style and content. It's important that any prescribed message and branding integrate into wider harm minimisation strategies and have a utility across the State. I am consulting with health authorities and the industry to seek their input into advancing this initiative.

Another topical issue is the increasing popularity of high-volume alcohol ready-to-drink (RTD) products that, in extreme circumstances, contain 15% alcohol and in the size of drinks which commonly contain more than two standard drinks. The effect of these drinks on levels of intoxication and behaviours in late trading venues is dramatic. Realising this, many Accords now have bans on single shots, a strategy that goes beyond the code of practice banning double shots. In recent weeks, at least two Accords have considered or banned late night supply of RTDs after 10pm. This section compliments the similar state-wide power of the Minister and allows the Director to ban liquor products in local areas where

there are significant concerns about intoxication, under-age drinking or irresponsible drinking.

The power extends to a restriction or prohibition of products sold on licensed premises where the name, design or packaging is

- i) indecent or offensive,
- ii) encourages irresponsible, rapid or excessive consumption,
- iii) is attractive to minors,
- iv) may be confused with soft drinks or confectionary,
- v) has a special appeal to minors.

I should point out that restricting or prohibiting types of products is a strategy that has worked well to control intoxication levels and alcohol-related crime in the past and I expect that this to refined and be exercised in all

"hot spot" areas. In the past, we have seen innovative and aggressive promotions that have resulted in extreme risk to patron safety arising from intoxication levels or anti-social behaviour. I am pleased to report that these types of promotions are becoming less popular. Nonetheless, the Director has specific powers to regulate promotions.

In a similar way to the ban on undesirable liquor products, this section provides the Director to restrict or prohibit undesirable liquor promotions. The direction to the licensee must be in writing and relate to a promotion that is likely to be attractive to minors ... for example, a nightclub promoting a back to school night theme during school holidays is indecent or offensive ... for example, naming cocktails associated with sex acts or genitals



Bill Clegg with Tony Lykakis

Responsible Consumption message.

I intend using this power to raise the profile of responsible consumption messages at the expense licensees who choose to advertise and promote discount liquor, which is clearly an aggressive market strategy.

After this Act commences, I will look at the widespread practice of licensees who place large advertisements, say half-page and full-page advertising in newspapers to promote discount liquor.

In a recent examination of a leading Sydney daily newspaper, retail chain promotions for licensees established that the average ad to RSA message ratio was 1400 to 1.

Microscopic and small print messages do not work. I believe that any message will be lost unless it is not less than 25% and

encourages irresponsible drinking and likely to cause intoxication ... for example, drinking games such as "Toss the Boss" and "Beer Pong" is an incentive for rapid drinking ... for example, free alcohol until first try scored in State of Origin encourages irresponsible, rapid or excessive consumption ... for example, all-you-can-drink and two-for-one for any other reason is in the public interest ... for example, an in-venue promotion causes risk activity outside of a venue.

Before any promotion can be subject to a ban, it is incumbent that the Director issue public guidelines to inform the industry what promotions and advertising is not acceptable.

Over the past month, I have spoken at forums and offered a draft guideline to the industry for critical comment before July 1. The guideline is available for download at olgr.nsw.gov.au I look forward to your feedback.

Over the past five years, I have been pleased with the whole-of-industry shift to self-regulation and quite often complaints to our office have been from responsible licensees who have been incensed, disgusted and embarrassed by a colleague's liquor promotion.

Many in-venue liquor promotions, regardless that the promotion operates to RSA benchmarks, does, in fact, increase risk ... for example, a hotel that tried to attract race patrons at a nearby track promoted a "\$10 all-you-can-drink" between 5pm and 6pm offer. Despite a restriction on the number of drinks and that no intoxicated person would be

"Over the past month, I have spoken at forums and offered a draft guideline to the industry for critical comment before July 1. The guideline is available for download at olgr.nsw.gov.au I look forward to your feedback.

allowed entry or be served, the promotion caused problems when the hotel refused entry to more than 200 persons who, in turn, caused problems for security and taxi operators.

The inherent strength of Liquor Accords is that they are voluntary and I'm pleased to announce they will continue as a voluntary initiative. The new Act formalises the framework in that the Director and the Commissioner of Police will ensure that the State will be divided into Liquor Accord areas and, on notification by an Accord, will approve and terminate the Accord.

The new Act addresses the long-term concern of those licensees active in developing and funding Accord initiatives in that the Director now can require a licensee in Accord area, whether an Accord member, or not, to contribute to promoting an Accord or implementing an Accord initiative.

I would only consider exercising this power in a properly functioning accord with sensible strategies designed to deliver positive community outcomes ... for example, many strong and successful Liquor Accords operate a patron bus shuttle service that move patrons between venues and to main transport points. In an instance where three post-

midnight trading venues are sole contributors to the service, but a further seven licensees that cease trading at midnight decline to make a contribution, I would consider that an order to contribute to the service be appropriate, given many patrons had earlier migrated from the post-midnight venues.

Finishing on a positive note, you will be pleased to learn that in-venue signage has been reviewed and rationalised. Importantly, the number of compulsory signs has been reduced - generally three liquor signs referring to minors. The signage has been standardised with a common theme and look in much the same the road signage is commonplace regardless of country or state, and has been simplified with simple messages of law and responsibility.

As you would appreciate in these circumstances, venues will be required to display only the signage that is approved in the Act and Regulations. The signs will be available from the OLGR from July 1, 2008. Licensees have until June 30, 2009, to purchase and replace current signage.

I look forward to continue building on our already productive working relationships with our partner agencies and the industry.

The Implications – Club Industry Training

CMAA Education Manager RALPH KOBER attended the OLGR's Liquor Law "Roadshow" at Randwick Racecourse on Tuesday, April 8.

Ralph takes a look at the main implications of the new laws for training in the Club Industry...

The new laws aim to promote and enforce responsible service and consumption of alcohol.

A key strategy of the existing and new laws will be to continue the requirement that all liquor-serving employees of licensed premises be trained by an approved OLGR training provider in the Responsible Service of Alcohol course.

Under the existing licence conditions pursuant to the Liquor Act 1982 and the Registered Clubs Act 1976, the licensee/secretary is to maintain a register which is to contain a copy of the certificate of the satisfactory completion of the Responsible Service of Alcohol course by the licensee/secretary and for persons who have completed the course. The register is to be made available for inspection on request by a police officer or special inspector.



This requirement will be carried forward in the new Liquor Regulation 2008 (c.42).

Under the new laws, an administrative-based licensing system will be introduced and a Casino, Liquor and Gaming Control Authority established. Casino, Liquor and Gaming Control Authority Chief Executive Brian Farrell, when asked about the implications of the new laws on RSA training, responded that licensees will be required to have accreditation and attend on-going training and that all other employees will be required to have completed the approved RSA course. Mr Farrell also asserted that the Authority will review any changes to the

training requirement after July 1.

The CMAA is approved as a provider of the RSA and RCG course. The courses are delivered in a number of Vocational Training Academies by experienced club managers and hospitality experts.

If you are looking to have any potential or new employees undertake club specific approved RSA or RCG training then contact the Academy closest to you.

The CMAA will update members on any changes to the training and accreditation requirements for managers and staff as they come to hand.

➤ **RSA & RCG Training Calendar 2008 - See page 44**

CCA makes impressive mark in challenging times

Paul Fitzgerald smiles when he considers the timing, but then he talks enthusiastically about the big – and correct – decision for *Coca-Cola Amatil* to get into the beer, spirits and RTD market.

It has been a period when the hospitality industry has directly felt the impact of the NSW Government's controversial Gaming Machine Tax and the gradual introduction of non-smoking legislation.

Clubs and hotels across NSW, Queensland, Victoria and the ACT have been feeling the pinch for a while, now.

"The fact that things are difficult in the industry has helped us to establish an effective, efficient sales, marketing and supply network," Paul added.

"We are doing well in the marketplace and our clients are receiving the best possible levels of service and supply, so it's actually worked out to our advantage."

Paul is Sales Director - Licensed Division of *Coca-Cola Amatil* and he's been as busy as any executive in Australia's fiercely competitive beverage sector.

"You could say we have been busy putting this massive project in place, but I'm very happy with what we have achieved, where we are today and what's ahead for CCA," Paul adds with conviction that only a person charged with this level of challenge musters.

For a man who started out as "an accountant" with Avon and joined *Coca-Cola Amatil* some 14 years ago, Paul has managed a few interesting changes of direction – strategy and marketing, sales director and commercial division – on his way to his current role.

"This job of establishing CCA in the alcohol marketplace has been good for everyone in this organisation and, although Terry knew it would be a challenge, he was confident he had the people to pull it off," Paul adds. "I know he's also pleased with the situation and the future."

Terry is *Coca-Cola Amatil*'s Group Managing

COCA-COLA



AMATIL

Director and chairman of Pacific Beverages Terry Davis. He has given the market a shake-up with his bold decisions to buy into the alcohol market, form powerful alliances there and build a new Bluetongue boutique premium brewery at Warnervale on the NSW Central Coast.

Not quite what most *Coke* buyers had anticipated when Terry signed on from Foster's, but absolutely where the MD knew the global icon needed to navigate around Australasia.

CCA burst into Australia's premium alcohol market in August 2006 when it formed Pacific Beverages – a 50:50 joint venture with SABMiller to market and distribute premium beers, Peroni Nastro Azzurro, Miller Genuine Draft, the new Miller Chill and Pilsner Urquell, in Australia and New Zealand. Sales of those same labels grew by more than 100% in January to October 2007 over the same 2006 period when distributed by other companies.

To accompany the SABMiller deal, CCA joined forces with global spirits distributor Maxxium to sell and

distribute premium spirit brands, including Remy Martin Cognac, Jim Beam, ABSOLUT VODKA and Cointreau.

CCA, as the largest non-alcoholic beverage company in the Asia-Pacific region,

operates across Australia, New Zealand, Indonesia, Fiji and Papua New Guinea, producing *Coca-Cola*, diet *Coke* and *Coca-Cola Zero*, Mount Franklin bottled water and Powerade. CCA has diversified its product portfolio into fruit juices, coffee, iced teas and packaged ready-to-eat fruit and vegetable products.

On December 5, last year, Terry Davis and John Singleton faced the media at Bondi Icebergs to confirm that Pacific Beverages had acquired Bluetongue Brewery.

"We have been looking for a local premium beer brand for some time, and we could not have found anything more authentically Australian than Bluetongue," Terry announced

Four Hunter businessmen – winemaker Bruce Tyrell, publican Ian Burford, The Hunter Resort's Phillip Hele and advertising executive Paul Hannan – launched Bluetongue Brewery in November 2003.

As the business grew, John Singleton signed on and it was established as a commercial brewery in Cameron Park, just outside Newcastle.

Bluetongue sales – of Bluetongue Premium Lager, Bluetongue Traditional Pilsner, Bluetongue Premium Light, Bluetongue Alcoholic Ginger Beer and Bondi Blonde – grew by more than 70% in 2007, driven mainly by new brands and increased distribution.

A few months later, NSW Premier Morris Iemma joined Terry Davis to announce Pacific Beverages would build a boutique premium brewery – Bluetongue Brewery – at Warnervale.

"Our aim is not only to build a great facility which will brew premium beer brands for the Australian market, but we also aim to deliver world's best practice in water and energy

efficiencies," Terry said. The new brewery, with a capacity of 50 million litres (500,000

hectolitres) is scheduled to go online in 2010 delivering jobs and business stimulus to the Hunter and Central Coast.



Coca-Cola Amatil Sales Director - Licensed Division Paul Fitzgerald ... "challenging marketplace has worked out to our advantage".

There are more than 250 construction jobs in the project and up to 120 full-time equivalent roles in manufacturing, technical and trades to run the operation, along with sales and distribution roles.

And Paul Fitzgerald has not taken his eye off the Club Industry throughout CCA's entry into the marketplace, establishing a Clubs and Hotel Team headed up by the experienced and popular Darren Pressley.

Paul says clubs remain a very important part of the market and CCA has focussed on bringing the right products to this segment of the industry.

"We have chosen to do things differently and we are communicating much more with our customers through our sales network ... it's something that clients have come to appreciate and assists us greatly in understanding client needs," he added.

Paul says that the "word" from the industry is that it's pleased to have another major player in the marketplace.

"Our aim is not only to build a great facility which will brew premium beer brands for the Australian market, but we also aim to deliver world's best practice in water and energy efficiencies ..."

CCA has big plans to surpass Coopers to become the third player in the beer market behind Foster's and Lion Nathan ... "Our figures and growth project shows we can achieve significant market share within five years and we are pleased with that scenario," he added.

"Our goal is to deliver on everything that we promised our clients in established non-alcohol markets and new markets in the hospitality industry.

"Credibility is everything to us ... we

have a remarkable heritage and tradition to uphold through *Coca-Cola* Amatil and we carry that on also through Pacific Beverages.

"It has been a challenge to function in both markets, but it has been good for people involved in the new side of the business and everyone at CCA generally to stop and assess where we are, what we are aiming for and how we are going to achieve our goals.

"CCA is a better business and organisation for this new direction."



How far does \$20 go?

- 5 cups of coffee
- 1 visit to the movies
- 3 beers
- 14 litres of petrol
- 1 prepaid top-up

or \$1,500?



How?

You could make a \$20 personal contribution to your complying superfund each week and be eligible to receive free money from the Government to boost your super!

The Government contributes \$1.50 for every \$1 of after-tax personal contributions you make (up to a maximum of \$1,500 per year), if your total income is less than \$28,980. The co-contribution amount progressively reduces for incomes over this amount and phases out at \$58,980.

For account enquiries and further information contact CLUB SUPER Administration on:

Ph: **1300 369 330** Email: **info@clubsuper.com.au** or visit **www.clubsuper.com.au**



Growing with you

The information contained in this document is correct at the date of issue. Changes to Government legislation or superannuation rules made after this date may affect its accuracy. It should be read in conjunction with the Annual Report and Member Handbook issued on October 15, 2007. This information is of a general nature only and does not take into account your individual financial situation, objectives or needs. You should consider your own financial position and requirements before making a decision. You may like to consult with a licensed financial adviser in order to assist you with this.

Issued by Club Plus Qld Pty Ltd the Trustee of CLUB SUPER. Authorised representative number 268814 under AFSL number 238507 RSE Licence No. L0000505 RSE Registration No. R1000771

Club Plus Superannuation - the industry fund for clubs

Club Plus Superannuation - the industry fund for clubs in the ACT and NSW - has been in operation for 21 years.

With more than 150,000 members, more than 5,000 employers and more than \$1.4 billion in funds under management, **Club Plus** is one of Australia's largest industry superannuation funds.

The recent appointment of Chief Executive Officer Paul Cahill has seen the introduction of a number of new initiatives to assist members.

One of the most recent initiatives has been the introduction of a Membership Services Team and an accompanying education program.

This membership services program is designed to assist **Club Plus** fund members to understand superannuation, fund insurances, pensions, financial planning and investing.

Club Plus also recently appointed

Charlie Sala to head up the Member Services team.

Charlie and his team will run information sessions for members focusing on investing and superannuation in general.

The Membership Services Education Sessions will take place in all clubs currently offering **Club Plus** in NSW and the ACT.

Charlie and his team will assist members by providing them with information on achieving financial well-being.

Other recent improvements within the **Club Plus** fund include

- increased life insurance and Total and Permanent Disability (TPD) coverage
- a reduction in the annual cost of income protection of 23% while increasing benefits to members
- new investment choices
- new pension options in the form of the TRAP arrangements.

Paul Cahill said the fund has been a consistently well-managed fund for more than 21 years and has returned to members an excellent rate of return over the corresponding period.

Paul said that the fund has been true to label by providing low-cost superannuation services and above-average returns to members. **Club Plus** also has a first-rate suite of insurances, pensions and financial advice to compliment its superannuation products.

Club Plus has an arrangement with *Money Solutions* to provide Club Plus members requiring financial advice.

The initial *Money Solutions* consultation is free to **Club Plus** members however, should a member require more-complex advice or a financial plan, there will be a charge.

Money Solutions offers highly competitive rates for this service.

Club Plus Superannuation offers insurance benefits, including Life Insurance, Terminal Illness and Permanent Disability and Salary Continuance Insurance.

A major positive about being a **Club Plus** member is the income protection offered to members



Club Plus recently appointed Charlie Sala to head up the Member Services team.

club plus
SUPERANNUATION

starts after 21 days and provides 90% of income as well as 9% SGC.

One of the fund's biggest growth areas recently has been introducing pensions to the funds membership.

Paul Cahill said that the number of members either converting to a pension when moving into retirement, or utilising the recently introduced transition to retirement pension, had been incredible.

"The number of members moving into our pension products has far outstripped our expectations," he added. "The opportunity to keep working while drawing down some super via the TRAP pensions has been very well received."

Club Plus also recently signed on as a CMAA's Career Development Centre Sponsor, joining 26 other high-profile Club Industry corporate partners.

CMAA Executive Officer Terry Condon, CCM, said he was pleased with the Association's partnership with **Club Plus**.

"**Club Plus** and its impressive range of member services offers an important service to so many people in the Club Industry and I am pleased to welcome Paul Cahill, Charlie Sala and his team to the CMAA family," Terry added.

JOHN PARSONS
Specialist Brokers
PH: (02) 63 623 199

Poker Machine Entitlements

FOR SALE

We currently have NSW club Poker Machine Entitlements available!

Call us to to secure the gaming for your club!



Here at *John Parsons* we can also assist you with selling your club Poker Machine Entitlements.
Please call us for further information
Contact:
Brinn Jackett
(02) 63 623 199

Mid Year Executive Leadership Conference & Members General Meeting



Conference
Sponsor



**The Power
of Positive
Energy in
Business,
Relationships,
Sport & Life**

www.cmaa.asn.au

July 2-4 2008 • Conrad Jupiters, Gold Coast, Queensland

President's Message

On behalf of the Federal Executive and the Federal Councillors of the Club Managers' Association

Australia, I am delighted to invite all eligible delegates to participate in the industry's premier executive leadership event.

I take this opportunity to thank our trade supplier sponsors, the Board of Management Studies and CMDA staff for their ongoing commitment to the professional development of CMAA members.

Bill Clegg, ACCM

CMAA Federal President



Conference Details

REGISTRATION FEES (workshops only)

1 Delegate	\$850 includes GST
2 - 4 Delegates	\$750 each* includes GST
5 + Delegates	\$650 each* includes GST

Discounts apply when multiple managers/directors from the **same club register*

ACTIVITY POINTS

Delegates receive 20 Industry Activity Points for attending the Conference towards achievement or maintenance of the Active Certified Club Manager (ACCM) Award. 10 points will be awarded to delegates who attend and sign the register at the CMAA General Meeting. A further 10 points will be awarded to delegates who travel more than 100km from the radius of their club to attend the conference.

CMAA MEMBERS GENERAL MEETING

Wednesday 2 July (8:30am – 9:30am).

Pavilion Convention Centre, Ground Floor, Conrad Jupiters.

VENUES

All Conference workshops and the State of Origin game telecast will be held in the Pavilion Convention Centre, Ground Floor, Conrad Jupiters. Smart casual attire is recommended for the Conference.

Register online at www.ccmtravel.com.au or www.cmaa.asn.au

The Conference Program

WEDNESDAY, JULY 2

8:30am-9:30am: CMAA Members General Meeting – CMAA Members Only

Pavilion Convention Centre, Ground Floor, Conrad Jupiters.

9:40am-10:30am: 30+ minutes with Paralympics Gold Medallist David Hall, OAM



David Hall, Australian Paralympic Gold Medallist, World No. 1 tennis player and ITF World Wheelchair Tennis Champion 1995, 1998, 2000, 2002, 2003 and 2004, is truly a remarkable man. David has overcome many challenges to become an awesome role model to many Australians for his courage, determination, grit and focus in excelling in everything he does. In this year of the Olympic and Paralympic Games in Beijing, David is a real life case study on what it takes to succeed in life. Paul Lyons will facilitate the session.

10:30am-11am: Morning Tea

11am-12pm: Conference Keynote Presentation The Power of Positive Energy in Business

presented by Anthony Ackroyd



Anthony is regarded by many as Australia's leading authority on the application of humour and other positive energies to produce outstanding business results. In this delivery "The Power Of Positive Energy in Business" Anthony gives the how and why on intentionally creating more fun, laughter, play, humour, enthusiasm, and optimism within the work environment. Knowing how to increase what Anthony calls "positive energy" in the workplace can produce a paradigm shift in worker wellbeing, staff relations, service climate, profit results, and customer satisfaction.

12pm-1pm: Lunch

SESSION 1 WORKSHOPS

1pm-2:30pm - Select one only

Workshop A:

Managing in Turbulent Times

presented by Roma Gaster

This session is for those managers who want to **personally** achieve more at work, who want to help the **team** of people who work for them and with them to achieve more, and who want to help their **organisation** achieve its business objectives. The high level agenda:

- The reason why we get overwhelmed
- The links between wellbeing, stress and high performance
- Research on mind-body connection and high-performance thinking
- How to improve our own high-performance mindset as well as manage stress, uncertainty, ambiguity and/or change
- "Circuit Breakers" - Practical tools and techniques
- Debrief and action plan.

Workshop B:

Strategies for Building a Healthy Relationship with Your Board

presented by Paul Lyons

The environment in which registered clubs operate has changed dramatically in recent times. One significant shift is that the corporate governance demands upon clubs has increased. The conduct of club directors and managers is now closely scrutinised by club members, suppliers, trade unions, government and the wider community. In this session key elements of creating a healthy relationship are explored and discussed including; Emotional Intelligence, Leadership, Trust, Information flow, Expectations, Conflict Resolution and more. Ideal for CEOs and directors.

2:30pm-3pm: Afternoon Tea

SESSION 2 WORKSHOPS

3pm-4pm - Select one only

Workshop C:

The Change Game

presented by Roma Gaster

Entertainment Activities

Wednesday 2 July (7:30pm – 10:30pm)

'Footy Fever' - Live telecast of State of Origin Game

Pavilion Convention Centre, Ground Floor, Conrad Jupiters. Select beverages will be available for purchase and complimentary 'Footy' finger food provided. Please indicate your interest in attending on the Conference Registration Form. Entry to the function is restricted to registered conference delegates only. Conference ID Badge required for entry on the night: **No Badge - No Entry!**

Thursday 3 July (6pm – 9:30pm)

Australian Outback Spectacular - \$100pp (incl gst)

Discover the Outback Spirit with **Australian Outback Spectacular** - an evening dinner show presented by R.M. Williams, filled with outback music, drama and action! The permanent attraction on the Gold Coast is set in a giant 1,000 seat arena with a cast of larger than life characters and amazing animals. Ticket includes return coach travel from Conrad Jupiters Hotel, 3-course dinner and a stockman's hat. Tickets limited to 150.

Post Conference Suggestions

Delegates may like to partake in a variety of self directed activities on the Coast such as local club tours, playing in the Mid-Year CMAA Conference Gold Coast Zone Charity Golf Day, attending the CMAA Gold Coast/Brisbane Charity Race Day and/ or attending the International Rugby Union match between the Wallabies and France at Suncorp Stadium on Saturday night.

Friday 4 July (tee-off 12pm)

Mid-Year CMAA Conference Gold Coast Zone Charity Golf Day - \$110pp (incl gst)

Proceeds to the Queensland Teenage Adventure Camps. Robina Woods Golf Course - includes lunch, green fees and golf cart. Book online, or inquiries to steve.condren@bigpond.com M: 0418 766 689 or cheques to **CMA Gold Coast Zone** PO Box 1266 Beenleigh Queensland 4207.

Saturday 5 July (11:30am – 6pm)

CMAA Gold Coast / Brisbane Zones Race Day at Gold Coast Turf Club - \$110pp (incl gst) or table of 10 \$1000 (incl gst)

All proceeds to charity - it's a great day out. Book online, or inquiries to steve.condren@bigpond.com M: 0418 766 689 or cheques to **CMA Gold Coast Zone** PO Box 1266 Beenleigh Queensland 4207. The money raised will go to the **Police Citizens Youth Club** and **Bravehearts**. Sponsors are **Foster's Australia** (Beverage & Races) with **Ainsworth Game Technology** (Raffle).

The Conference Program

As a leader within your organisation, do you have an understanding of the various reactions and responses to change and uncertainty? Do you want to discover the tools and ability to support others through change? Then this session will help you. The high level agenda:

- Why is change perceived differently by different people?
- The "Change Game" and debriefing the 7 reactions to change
- Biological and emotional responses (survival and reactive responses)
- Empathy - the key attributes
- Dealing with resistance and emotional upset
- Managing transitions from old to new (William Bridges model)
- Action plan.

Workshop D:

Clarifying the Role of the Board and of Management

presented by Paul Lyons

The role of the club leadership team, the board and management working collaboratively, is a significant contributor to a club's strategic and operational success. To work as a team requires role clarity:

Club Boards - establish strategic priorities, performance targets, policies and recruitment of the most senior management position.

Club Management - take responsibility for the management and implementation of club policies on a day-to-day basis and the delivery of club performance targets.

This session will assist management and directors to better understand their responsibilities and obligations to each other and their members in demonstrating positive role model behaviour.

Workshop E:

Online Marketing Made EASY

presented by Stuart Ayling

- How to use online marketing to attract more clients and increase revenue without spending a fortune
- What is 'online marketing'?
- 7 key online strategies you should be using for your club
- Essential tips and techniques
- Simple and low-cost tools to get maximum bang for your buck.



AUSTRALIAN OUTBACK SPECTACULAR

Presented by
R.M. Williams
OUTBACK ENTERTAINMENT

Conference Dinner Special

Australian Outback Spectacular is the first of its kind in Australia - an exciting dinner and show filled with outback music, drama and action. It's a huge entertainment experience steeped in tradition and daring Australian spirit with a dash of humour thrown in.

Tickets \$100 pp. Includes:

- Return coach travel from Conrad Jupiters Hotel
- 3-course dinner
- stockman's hat

(Limited to 150 guests)

THURSDAY, JULY 3

SESSION 3 WORKSHOPS

8:30am-10am - Select one only

Workshop F:

Engage With Your Team – Turning GRUMPY Into GREAT!

presented by Big Dave Staughton

In a tight labour market, it's hard to find good staff and firing them can be expensive. Discover alternative strategies for improving the attitude of your staff. Learn what changes difficult behaviour and what really motivates them. Find out about strengths-based leadership, affirmations and self-talk, using character traits and values, choice, open discussion (WCMO) and leading by example.

Workshop G:

Strategic Business Planning and Implementation

presented by Merv Neal

See how your whole business future can fit on an A4 piece of paper. Merv will demonstrate the simplest and most effective Business Planning technique you will have ever seen. In an interactive and sometimes confronting presentation, you will be amazed at how simple developing and changing your business can be.

10am-10.30am: Morning Tea

SESSION 4 WORKSHOPS

10:30am-12pm - Select one only

Workshop H:

HR Manager The Case for the Internal Consultant

presented by Jennifer Chiplin

The ongoing challenge for HR managers and managers working with HR is to establish new deliverables and to sustain strong partnerships with both internal and external customers. This workshop explores the 'internal consultant' role, function and responsibility within the human resource management position. It looks at how the consultant role can assist in identifying and addressing club operational needs in a proactive and resourceful way.

Workshop I:

Rules of the Change Game

presented by Wayne Forrest CCM

Leading and Managing Change – whether it is “incremental” change or the more confronting “transformational” change – requires a game plan to ensure that we have a structure within which we will operate. Our plan to win the hearts and minds of our people needs to consider many things including, understanding our stakeholders needs and expectations, dealing with risks and issues, determining the strategies, providing the required training or communicating effectively. This workshop will provide an insight into the key strategies and plans required to effectively manage change in our clubs.

Workshop J:

How to find GREAT staff in a TOUGH Market

presented by Big Dave Staughton

Learn about unusual ways to attract and retain the best team members. Discover the “5 Os” - Overseas solutions, Outsourcing, Oldies, Outsiders etc and find out where the great staff are and how to get them. Covers the latest recruitment strategies, finding staff from overseas and regional areas, online solutions and the rise of job outsourcing.

12pm-1pm: Lunch

SESSION 5 WORKSHOPS

1pm-2:30pm - Select one only

Workshop K:

Strategic Management and the HR Manager Role

presented by Jennifer Chiplin

If you are expecting a light, fluffy, feel-good workshop – then this is not it. Alignment of human resource management with operations

management that achieves company goals and objectives must be strategically planned and implemented. This workshop explores the changes and challenges in strategic HR management and presents real strategies and tools to enable the integration of human resource and operations management to be strategically managed and aid the clubs growth and profitability.

Workshop L:

Captaining the Change Game

presented by Wayne Forrest CCM

The best-laid “game plans” can only be effective if they ensure that our people are “ready” to participate in the change process. How “ready – willing and able” are your people to follow you through a period of change? Using the fundamental principles of Situational Leadership and other time-tested leadership and management principles, this workshop will deliver some answers to “how” we take a lead role in influencing change.

Workshop M:

Marketing Made Simple - Using a One-Page Marketing Mind Map

presented by Stuart Ayling

Forget the complex marketing plan. This technique can help you understand and formulate your key marketing tactics. The high level agenda:

- How Marketing Strategy fits into the Club Business Plan
- Knowing what to include in your strategic marketing plan
- Why and how to create your own One Page Marketing Mind Map
- How to communicate marketing strategy to the board.

2:30pm-3pm: Afternoon Tea

SESSION 6 WORKSHOP

3pm-4pm

Workshop N:

Little Things Make a Big Difference

presented by Ian Harvey

The fundamental message of this session is that success is a function of habit and that we can reprogram ourselves for success. It is a challenging, interactive session that helps participants to identify blocks to their own productivity. This presentation also supports the previous and subsequent presentations.

FRIDAY, JULY 4 2008

SESSION 7 WORKSHOPS

8:30am-11am

Session O:

Get Off Your Arse! A Lesson in Inspiration

presented by Ron McLean

You are capable of far more than you imagine. Most people never reach their full potential. Build on your strengths, resolve your weaknesses, and create an action plan for getting off your backside and achieving your best, and then do it!

8:30am-11am:

CEO/CMAA Sponsor Forum

presented by Ian Harvey

Open to Secretary Managers/CEOs/General Managers and CMAA Sponsors only. This forum provides the most-senior managers of registered clubs with a presentation by Ian Harvey on “Do You Know Who You Are Talking To?” and the opportunity to discuss industry issues with senior representatives of the CMAA's Sponsors. If you are eligible and want to attend this session, indicate your intent on the Conference Registration Form.

“The CMAA Grows the People that Grow Your Business”
Register Online at www.ccmtravel.com.au or www.cmaa.asn.au

May-June 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 Email: training@cmaa.asn.au

COURSES	MAY	JUNE
Provide Responsible Service of Alcohol (THHBF09B) (LAB approved) ACCM Unit - 1 Day	M 5 (Sutherland Tradies) W 7 (Wests Ashfield) W 14 (Mounties)	M 2 (City Tatts) W 18 (Mounties)
Provide Responsible Gambling Services (THHADG03B) (LAB approved) ACCM Unit - 1 Day	T 6 (Sutherland Tradies) Th 8 (Wests Ashfield) Th 15 (Mounties)	T 3 (City Tatts) Th 19 (Mounties)
Business & Report Writing - 1 Day		W 4
Supervisor Boot Camp - 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 Monitor Work Operations & Train the Trainer (THHGT01B Coach Others in Job Skills)	(S1) M 5, (S2) M 12, (S3) M 19 & (S4) M 26	(S5) M 2 & (S6) M 16
Train the Trainer - 1 Day (THHGT01B 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.	T 20	
Deal with Conflict Situations THHGCS03B - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.	W 14 & Th 15	
Plan & Establish Systems & Procedures THHGA08B - 1 Day This unit enables participants to identify, plan, develop, establish and review workplace systems and procedures assisting in operational requirements for their club.	T 13	
Duty Management Development Program - 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.		M 23, T 24 & W 25 Continues July
Food & Beverage Management Development Program - 2 x 3 Day Sessions For Supervisors & Managers who want to learn about F&B Mgt, Cost & Stock Control, Menu Design, Preparing Tenders, F&B Reporting, Managing Food Safety, Managing Wine & Espresso Coffee Service, Combating F&B Fraud, Managing Poor Customer Service and more.	T 13, W 14 & Th 15	W 11, Th 12 & F 13
Analyse & Report on Gaming Machine Data 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.		
Marketing Fundamentals - 1 Day (Prerequisite for Develop & Manage Marketing Strategies THHGLE12B)		T 24 & W 25
Roster Staff THHGLE05B - ACCM Unit - 1 Day Assists Managers in creating cost efficient base rosters that utilise the flexibility the award provides. Ideal for all managers.		T 24
Recruit and Select Staff 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.	W 21 & Th 22	
Manage Physical Assets THHGLE16B ACCM Unit - 2 x 2 Day Sessions		M 16 & T 17 Continues July
Legal Knowledge Required for Business Compliance THHGLE20B ACCM Unit - 6 Days Covers the range of legislative compliance issues including: Trade Practices, OH&S, Privacy, RSA, RCG and more.		W 18 & Th 19 Continues July & August
Manage Workplace Relations THHGLE10B ACCM Unit - 2 x 2 Day Sessions This unit deals with the skills and knowledge required to manage workplace relations, from an industrial relations perspective.		POSTPONED Contact CMDA for dates.

Regional Training

COURSES	MAY	JUNE
Provide Responsible Service of Alcohol (THHBF09B) (LAB approved) ACCM Unit - 1 Day	Tweed M 7	
Provide Responsible Gambling Services (THHADG03B) (LAB approved) ACCM Unit - 1 Day	Tweed T 8	
Train the Trainer - 1 Day (THHGT01B 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.	Melbourne M 19	South Port M 2
Deal with Conflict Situations THHGCS03B - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.		Laurieton T 17 & W 18
Plan & Establish Systems & Procedures THHGA08B - 1 Day This unit enables participants to identify, plan, develop, establish and review workplace systems and procedures assisting in operational requirements for their club.		
Duty Management Development Program - 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.	Kedron, QLD M 26, T 27 & W 28	Kedron, QLD M 23, T 24 & W 25 Dapto M 2, T 3 & W 4 Continues July
Analyse & Report on Gaming Machine Data 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.	Dubbo M 19 & T 20	Tweed W 18 & Th 19
Marketing Fundamentals - 1 Day (Prerequisite for Develop & Manage Marketing Strategies THHGLE12B)	Laurieton M 26 & T 27	
Roster Staff THHGLE05B - ACCM Unit - 1 Day Assists Managers in creating cost efficient base rosters that utilise the flexibility the award provides. Ideal for all managers.	Kedron, QLD T 27	Dapto T 3
Monitor Staff Performance THHGLE06B ACCM Unit - 2 Days Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.	Singleton M 19 & T 20	
Recruit and Select Staff 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.		Armidale M 16 & T 17
Manage Quality Customer Service THHGLE11B ACCM Unit - 1 Day Deals with the skills and knowledge required to manage customer service quality in the workplace, focusing on the need to develop pro-active approaches to service quality issues.		Kedron, QLD M 23

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



Safety Management System Workshops

WHEN AND WHERE

- Date:** 12 May
19 May
29 May
4 June
11 June
- Time:** 9.00am – 12.30pm daily
- Venue:** **CMAA Career Development Centre** - Sarlemyn Theatre
Ground Floor, 67 – 73 St Hilliers Road
Auburn NSW 2144
- Cost:** \$3,250 + GST per club **(This fee allows for up to 3 people to attend each session.)**

OBJECTIVES

The workshops will assist participating clubs to design and develop a system that will suit their organisational structure, risk profile, legal requirements and work environment.

Workshop outcomes include:

1. A robust framework for long-term, sustainable improvements in injury prevention.
2. Identification of the five Key Response Areas to drive the process:
 - Management Responsibility
 - Consultation and Communication
 - Risk Management and Process Control
 - Training, Learning and Skills Development
 - Records and Record Management
3. Tools (i.e. forms and guidance documentation) to better comply with the law in a more logical, practical way.

The 3 guiding principles in the workshops are *simplicity*, *practicality* and *relevance*.

In order for participating clubs to have a meaningful system resource it is proposed that the workshops will be run over 5 half days (9.00am - 12.30pm)

BOOK YOUR PLACES – NUMBERS ARE LIMITED

Complete the attached registration form and return via fax to 02 9238 6821 to reserve your place.



Reference: (Ref: 4998/WS)

COURSE REGISTRATION FORM/TAX INVOICE

(Please note that upon course registration this form becomes a tax invoice)

Name: _____

Position: _____

Company: _____

Address: _____

Contact: (Tel) _____

(Fax) _____

Email _____

Please contact our Training Co-ordinator should you have any special needs, for example dietary requirements and language and literacy requirements.

Names of persons attending:

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

Course Name: OHSMS Development Workshop

Course Date/s: 12, 19, 29 May & 4, 11 June 2008

Venue: CMAA Career Development Centre - Sarlemyn Theatre
Ground Floor, 67 – 73 St Hilliers Road, Auburn NSW 2144

**Please fax your registration form with credit card details to
(02) 9238 6824, or post it with the accompanying cheque to our Head Office:
The Brief Group Pty Ltd
Level 57 MLC Centre, Martin Place Sydney NSW 2000**

☐ Cheque ☐ Bankcard ☐ Mastercard ☐ Visa ☐ Please send me an invoice

Credit Card No.

--	--	--	--	--

--	--	--	--	--

--	--	--	--	--

--	--	--	--	--

Cardholder Name: _____

Card Expiry Date ____/____

Signature: _____

Amount \$_____ (GST incl)

Terms & Conditions

- Duration for training unless otherwise specified or agreed is: 9am – 12:30pm (half day).
- Closing date for registration and payment is 7 days prior to course commencement.
- The Brief Group reserves the right to cancel a course if there are insufficient applications for training. In the event a course is cancelled The Brief Group will arrange for a transfer to the next course available or arrange a refund upon request.
- Costs quoted do not include GST. 10% GST applies to all courses.
- No refund is payable in the event of withdrawal within 7 days of course commencement. Replacements are welcome.



complianceBRIEF™

Safety Management System Audits

THE BENEFITS

The benefits of this audit will include:

- Providing objective evidence of your commitment to workers safety by identifying those processes working well in the management of risk and legislative compliance;
- Improving the ongoing management of workplace safety risks by establishing omissions or deficiencies in existing processes;
- Providing advice on the management system framework that should result in improvement with respect to the delegation of responsibilities;
- Reducing the risks of incidents and the associated costs;
- Independently verifying compliance with your system against recognised benchmarks;
- Assisting the organisation's executive and senior management to meet their personal liabilities arising under the safety legislation by providing them with accurate information to make better informed and possibly more strategic decisions moving forward.

AUDIT SCOPE

The audit will focus and be referenced back to 5 key areas:

1. Management responsibility
2. Consultation and communication
3. Risk Management
4. Training and learning development
5. Record keeping

AUDIT APPROACH

This audit will concentrate on a desktop examination of your current safety management system with some verification of typical safety records such as hazard registers, risk assessments, safety reports, safety meeting minutes, training records etc to verify compliance with system expectations.

There will be both an opening and close-out meeting. Our audit report will include referencing the evidence where your system meets the benchmarks, identification of non-conformances and recommendations to action them.

AUDIT COST

Our fee to conduct the audit including on-site inspection, report writing and on-site briefing will be \$1,750 + GST. Invoicing will be on submission of the audit report.

BOOK YOUR AUDIT

Complete the attached request form and return via fax to 02 9238 6821 and we will contact you to make necessary arrangements.



REQUEST FOR AUDIT

Reference: (Ref: 4998/AU)

Name: _____

Position: _____

Company: _____

Address: _____

Contact: (Tel) _____

(Fax) _____

Email _____

Complete this form and return via fax to 02 9238 6821.
We will contact you to make necessary arrangements.

CMAA assists clubs with innovative OH&S Management Systems project

The CMAA has joined the Brief Group to offer clubs a way forward in implementing Occupational Health and Safety (OH&S) Management Systems in clubs to comply with the latest legislation.

The frustration of management has always been centred about making sense of what has to be done and how to start the process.

The CMAA and the Brief Group have devised a series of workshops to help clubs create their own policies and procedures and management systems that are relevant and workable in the club context.

The workshops will assist participating clubs to design and develop a system that will suit that organisational structure, risk profile, legal requirements and work environment.

Workshop outcomes include:

- A robust framework for long-term, sustainable improvements in injury prevention

➤ Identification of the five Key Response Areas to drive the process:

- Management Responsibility
- Consultation and Communication
- Risk Management and Process Control
- Training, Learning and Skills Development
- Records and Record Management

(refer to the fact sheet – P36&37 - for details)

If all you require is a “health check” of how your club's systems are performing against the legislation, then a one-day OH&S Management System Audit can help to identify where the gaps are and what needs to be done to address those issues.

The one-day audit concentrates on a desktop examination of current safety systems with some verification of typical safety records such as hazard registers, risk assessments, safety reports, safety meeting minutes and training records to verify compliance.

An audit report will be created as part of this service.

(refer to the fact sheet – P38 - for details)



BARRINGTONS



Armed Robbery Survival Skills Training

We proudly list as members of the Barrington Group of Companies Pty Ltd

- Barrington Training Services
- Barrington Corporate Risk
- CPR Security Specialists
- Barrington CrimeWatch™
- BRN Security Services
- Barrington Recruitment
- Smartek Solutions



Barringtons Armed Robbery Survival Skills Training package is designed to help your staff protect themselves and others from becoming physical and psychological victims should a robbery occur.

Our experienced trainers can organise a specific training program to suit your business needs, whether you have 5 staff or 500. We recommend a combination of our intensive classroom based training complemented by Barringtons Online Induction Program.

Classroom based Training Course

Advantages include the opportunity to:

- ◆ View simulated robberies
- ◆ Role play with the instructor
- ◆ Dispel the myths and hear the truth surrounding robberies
- ◆ Ask questions of the Instructor

Course Learning Outcomes

- ◆ What is a robbery and how are you at risk?
- ◆ How to identify the offenders and the dangers posed by them
- ◆ Surviving a robbery and learning how to control your body's instinctive reactions
- ◆ Dealing with the aftermath
- ◆ Preventing a robbery including correct procedures and target hardening strategies

Pricing

\$1800 + GST

Price inclusive of:

- ◆ 4 Hour Course for up to 20 people including certification
- ◆ Workbooks and Assessments

Training can be conducted at your workplace or in our training rooms



Suite 6/7 Anella Avenue Castle Hill NSW 2154
Phone: 02 9899 9391 Fax: 02 9899 9392 Web: www.barringtongroup.com.au



BARRINGTONS



Armed Robbery Survival Online Induction

We proudly list as members of the Barrington Group of Companies Pty Ltd

- Barrington Training Services
- Barrington Corporate Risk
- CPR Security Specialists
- Barrington CrimeWatch™
- BRN Security Services
- Barrington Recruitment
- Smartek Solutions



Online Induction Program

Barringtons online induction is a quick and effective way to gain a basic knowledge in armed robbery survival, as well as a sound platform for an organisation to work towards satisfying its OH&S obligations.

Our program is a 20 minute interactive online or intranet, competency based training program. The sole focus of the induction is on harm minimisation and self preservation. Staff will be shown:

- How to have the confidence and skills to survive an armed robbery
- How their actions can also ensure the safety of other people present
- The mental tools to maximise their safety
- The universal catch cry of survival – S.O.S.

The induction is the critical “Surviving A Robbery” safety module from Barringtons face to face course. Narrated by actor and presenter John Orcsik, John takes us through the armed robbery enactment and describes how to behave appropriately in such an incident. Participants are then tested to ensure their understanding of the program.

Pricing

Between 1-10 Staff:	\$50 per month	\$600 per annum
Between 11 - 25 Staff:	\$100 per month	\$1200 per annum
Between 26 – 50 Staff:	\$175 per month	\$2100 per annum
Between 51 – 100 Staff:	\$300 per month	\$3600 per annum
Between 101 – 200 Staff:	\$450 per month	\$5400 per annum
Between 201 and 300 Staff:	\$600 per month	\$7200 per annum
Above 300 Staff:	\$750 per month	\$9000 per annum

For more information contact Sales Executive Philip Browne by phone on: (02) 9899 0671, mobile: 0439 643 157 or via email philip.browne@barringtongroup.com.au

Suite 6/7 Anella Avenue Castle Hill NSW 2154
Phone: 02 9899 9391 Fax: 02 9899 9392 Web: www.barringtongroup.com.au

Armed robbery training helps keep staff safe

Armed robbery of club premises continues to be rife. So much so that even the media are only reporting the more sensational robberies.

Anyone who has been in a robbery will attest that all robberies are serious, dangerous and life-threatening.

No armed robbery event can be underplayed in its seriousness or importance.

Each episode can leave staff and customers traumatised, depressed and unable to return to work, depending on the circumstances and the way club management has prepared for such an occurrence, putting in place ways of helping staff and customers deal with the incident.

The CMAA and Barringtons - a CMDA



Training Centre Sponsor and CMAA National Bursary sponsor company - continue to assist clubs in meeting this challenge and helping clubs in complying with the Occupational Health and Safety (OH&S) legislation that is explicit in its objectives - to ensure all workers have a right to a safe and secure workplace.

For employers not to demonstrate that this has occurred means that the club is vulnerable in any future litigation by both WorkCover, as the regulator, and any staff member who blames management inaction as a mitigating factor in the severity of their trauma and or inability

to return to work through suffering depression, anxiety, stress and more.

All staff should take on Face-to-Face Armed Robbery training.

All staff should regularly complete a 20-minute on-line armed robbery survival refresher.

All clubs should talk to Philip Browne, from Barringtons, and Ralph Kober, from the CMAA, on how they can help managers and clubs minimise the risk associated with armed robbery.

Contact Philip Browne, Barrington Group Sales Representative **0439 643 157** or email at **philip.browne@barringtongroup.com.au**

Ralph Kober, CMAA Education Manager, **0418 963 057** or email at **ralph@cmaa.asn.au**

CMAA partners CSIA in funded Customer Service Training

The CMAA will partner with the Customer Institute of Australia (CSIA) in an initiative that will allow eligible participants to receive free fully-funded customer service training - and be paid to do the training.

The CSIA is an accredited registered training organisation which offers a nationally recognised qualification: *Certificate IV in Certified Customer Service Manager (Level 1)* and has secured government funding for eligible participants.

Simply, the qualification will be offered in a two-day, face-to-face format with take-home assignment work, which would normally take a person from two to three months of self-paced work to complete.

For those who are not eligible for funding, the course cost is \$2,500 plus GST.

To be eligible for funding - undertake the course at no cost and receive a payment for participating - a person would need to satisfy the following criteria ...

To be considered eligible as a New Employee:

- at the time the person starts the course, the employee has been employed with an organisation less than three months full-time or less than 12 months part-time or casual
- is an Australian citizen, New Zealand passport holder or permanent resident
- is not currently undertaking any other form of study in the Business Training Package



- has not received more than one other Commencement Payment
- has not completed higher than a Certificate II qualification. Candidates still may be eligible if he/she completed a Certificate III or IV more than seven years ago. (**please note:** qualifications completed in the two years immediately after finishing high school do not affect eligibility)
- a candidate still may be considered eligible if the qualification previously awarded is in an unrelated discipline. The ACC will ascertain the relevance of an existing qualification and provide guidance during the interview

To be considered eligible as an Existing Employee:

- at the time the person starts the course, the employee has been employed with an organisation less than three months full-time or less than 12 months part-time or casual
- is an Australian citizen, New Zealand passport holder or permanent resident
- is not currently undertaking any other form of study in the Business Training Package
- has not received more than one other Commencement Payment
- has not completed higher than a Certificate II qualification. Candidates

still may be eligible if he/she completed a Certificate III or IV more than seven years ago. (**please note:** qualifications completed in the two years immediately after finishing high school do not affect eligibility)

- a candidate still may be considered eligible if the qualification previously awarded is in an unrelated discipline. The ACC will ascertain the relevance of an existing qualification and provide guidance during the interview

Those people eligible under the criteria, can apply for a commencement payment of \$1,500 paid to the employer three months after the enrolment application is made and the course commenced.

CMAA Education Manager Ralph Kober said the CMAA was hopeful that, while not all potential participants will be eligible under the funding criteria, clubs can offset the course cost for non-eligible participants by using the \$1,500, reducing the cost to near zero (if two or more funded participants undertake the course).

"In these financially tough and challenging times, this initiative provides clubs with the opportunity to offer training in Customer Service to their team leaders, supervisors and managers at little or no cost and receive a healthy payment to boot," Ralph added.

For more information, contact **Ralph Kober (02) 9643 2300** or **ralph@cmaa.asn.au**



Ralph Kober

The Club Managers
Association Australia &
Customer Service Institute
of Australia are proud to
offer the

Certified Customer Service Manager Course

Certificate and Diploma for Customer Service For Club Managers

The Customer Service Institute of Australia is currently taking applications for its two day Certified Customer Service Manager Course (CCSM). The program is ideal for Club & Hospitality Team Leaders, Supervisors and Managers.

The CSIA has worked with the CMAA to develop a training assessment and certification program leading to Australia's first and only formal nationally recognised "Certified Customer Service Manager" designation.

Clubs across Australia can now benefit from qualified service professionals.

The course includes a workbook and a two day workshop, workplace assignments and an assessment.

Government Funding is available for eligible candidates.



For more information and to receive a Government Funding Eligibility Form please phone Ralph Kober on: (02) 9643 2300
Email: ralph@cmaa.asn.au

For more information on the course please visit <http://www.csia.com.au/ccsm.asp>



"I would like to congratulate the Customer Service Institute of Australia for putting together such a practical program in the CCSM Course. I have found its flexibility very valuable in allowing me to work at my own pace and in implementing what I have learnt almost instantly through the workplace based activities and assignments."

**Tracey Van Rossum ACCM
General Manager
Moorebank Sports Club**



CMDA serves up RSA & RCG courses exclusively at new Vocational Training Academies

From 2008, the CMDA - a LAB-approved provider of the RSA (Responsible Service of Alcohol) and RCG (Responsible Conduct of Gaming) courses - will deliver the courses exclusively in seven club **Vocational Training Academies** in Sydney, the Illawarra and Tweed Heads.

West's Illawarra, Mounties, Tradies@Gymea, West's Ashfield, City Tattersalls, Harbord Diggers and **seagulls** clubs have become designated **Vocational Training Academies** through an arrangement with **Barringtons Training Services**.

The Academies offer a wide range of vocational training courses, including retail, compliance - OH&S Green Card, First Aid - hospitality and child care courses for the local community.

CMAA Education Manager Ralph Kober said the CMDA has put together a comprehensive calendar of RSA and RCG training courses at each Academy.

"I believe that this will better serve registered clubs in ensuring that new and existing staff, managers and directors have immediate access to these courses across the Sydney

Basin," Ralph added.

To register for any of the courses, review the calendars included in this article and contact the person listed at each Academy to secure a booking.

RSA & RCG Training Calendar 2008

The CMDA will deliver these LAB-approved courses at the following Vocational Training Academies

To register for attendance on these courses, contact the Academies directly on the numbers listed.

Month	City Tattersalls Vocational Training Academy 198-200 Pitt Street Brendon Collits 9287-6448		Mounties Vocational Training Academy Mount Pritchard Rayleen Ridgeway 9822-3562		Sutherland Tradies Vocational Training Academy Gymea Kathryn Tanner 8536-4367		West's Ashfield Vocational Training Academy Ashfield Michelle Dennington 8752-2067	
	RSA	RCG	RSA	RCG	RSA	RCG	RSA	RCG
March			12/03	13/03	03/03	04/03	05/03	06/03
April	07/04	08/04	16/04	17/04				
May			14/05	15/05	05/05	06/05	07/05	08/05
June	02/06	03/06	18/06	19/06				
July			16/07	17/07	07/07	08/07	09/07	10/07
August	04/08	05/08	20/08	21/08				
September			17/09	18/09	01/09	02/09	03/09	04/09
October	13/10	14/10	22/10	23/10				
November			19/11	20/11	03/11	04/11	05/11	06/11
December	01/12	02/12	17/12	18/12				
Times	9.30am-4pm	9.30am-4pm	10am-4.30pm	10am-4.30pm	9.30am-4pm	9.30am-4pm	9.30am-4pm	9.30am-4pm

Month	West's Illawarra Vocational Training Academy Unanderra Tina McMennemin (02) 4271-1155	
	RSA	RCG
February	11/02	12/02
April	14/04	15/04
June	16/06	17/06
August	11/08	12/08
October	13/10	14/10
December	08/12	09/12
Times	9.30am-4pm	9.30am-4pm

Illawarra Shoalhaven (left)

The CMDA will deliver these LAB-approved courses at the **West's Illawarra Vocational Training Academy**

To register attendance on these courses, contact the Academy directly on the number listed.

Far North Coast (right)

The CMDA will deliver these LAB-approved courses at the **Tweed Heads Vocational Training Academy**

To register attendance on these courses, contact the Academy directly on the number listed.

Month	seagulls Vocational Training Academy Tweed Heads Andrew Henthorn (07)5536-3433	
	RSA	RCG
March	12/03	13/03
May	07/05	08/05
July	09/07	10/07
September	10/09	11/09
November	12/11	13/11
Times	9.30am-4pm	9.30am-4pm

Industry veterans share the spotlight



Terry Condon presents Central Coast Leagues Club Manager Paul Jones with his 21 Year Service pin.

It was a full schedule for the Central Coast Zone Meeting at Gosford RSL Club in early April.

CMAA Executive Officer Terry Condon, CCM, attended the meeting to present the Head Office Report and provide an update of the latest issues and events in the Club Industry.

Terry also took the opportunity of the occasion to present Central Coast Leagues Club Manager Paul Jones with his 21 Year Service pin.

During the Zone Meeting, members were reminded about lodging Zone Bursary applications to attend the CMAA's Mid Year Executive Leadership Conference at Conrad Jupiters on the Gold Coast.

Guest speaker was IGT senior executive John Anthony, who reminded members about the importance of customer service.

John has seen many changes during his many years in the gaming industry and believes that the message remains as constant as ever ... "keep the customers happy".

John's presentation highlighted how easy it can be to meet customer needs and the philosophy of giving the customer "the pickle" should be on every club manager's mind.

Club Plus Superannuation Member Services Manager Charles Sala also

introduced himself to members and introduced members to the ClubPlus member services program.

This is a Club Plus initiative to visit clubs to explain the benefits of superannuation and income protection.

To help build the Zone Education

fund, Aristocrat offered a new *Viridian Gen7* gaming cabinet for auction, with the bidding escalating quickly before Davistown RSL Club found itself with the top bid and the *Viridian* cabinet.

The Central Coast Zone Committee for 2008:

- > President: Dave Brace, Gosford RSL Club
- > Vice President: Ben Bradley, Davistown RSL Club
- > Vice President: Graham Calbert, Mingara Recreation Club
- > Vice president: Colin Woods, Gwadalán Bowling Club
- > Treasurer: Christine Haynes, Diggers @ the Entrance
- > Publicity Officer: Troy Sheary, Mingara Recreation Club
- > Education Officer: Dena Hynes, Mingara Recreation Club

The Central Coast Zone 2008 Calendar:

- > Meeting & Presentation at Woy Woy Leagues Club on June 4
- > Meeting, Presentation & Conference scheduled for August 13 & 14
- > Christmas Meeting & Presentation at Doyalson RSL Club on December 5
- > **Report: Central Coast Zone Publicity Officer TROY SHEARY**



Central Coast Zone President David Brace (centre) with Zone Meeting guest speaker John Anthony, from IGT, and CMAA Executive Officer Terry Condon at Gosford RSL Club.



Banktech group too hot in autumn showers

It wasn't the perfect autumn day that organisers prayed for, but golfers are a hardy bunch and there was plenty of action, fun and excitement at the annual Manly Northern Suburbs Zone Golf Day in mid-April.

Despite the rain, 19 groups teed off in the four-person ambrose event at the picturesque Long Reef Golf Club.

"It looked a bit doubtful after so much recent rain across northern Sydney, but the greens staff made the call and, although we had to struggle through a few showers, we had a terrific day," event organiser and Zone Education Officer Luke Simmons said.

"We also had a wonderful response from our sponsors and to have 19 groups on the course was an indication of the support our Zone receives for our major events."

Scott Gardener, from Foster's, made sure there was plenty of "fuel" to keep the golfers going in the thirsty conditions with the new *Cascade Green* and *Cascade Light* available on course and *VB* and *Carlton Daught* back at the clubhouse.

Peter Sullivan, from Pernod Ricard - a Zone Bursary sponsor - provided the superb red and white wines for the luncheon, while Warren Hadley and his *Coca-Cola* team enjoyed the golf and provided the non-alcoholic refreshments on and off the course.

Teams from Banktech Group, Paynter Dixon, Long Reef Golf Club, Barringtons, Hornsby RSL Club, Pernod Rickard, Premium Beverages, True Blue Chemicals, Asquith Leagues Club, North Sydney Club, Norths Leagues Club, Roseville Memorial Club,

Ryde Eastwood Leagues Club, Ainsworth, *Coca-Cola*, Cons Finance, Safecorp Security and Aristocrat participated in the action.

The Banktech Group of Arthur McGill, Stuart Thomas, John Cole and Craig Robertson took the trophy with a 62 - on a count-back from the Paynter Dixon team of Lindsay Verdon, Russell Lindsay, Dominic Connaughton and Rob Brennan.

Lindsay Verdon won the long-drive event, while Bill Coates had nearest-the-pin on the 7th hole and Cal Archibald got the prize on the 13th hole.

"Thanks to those clubs and trade who donated prizes to this very worthwhile day that contributes so much towards the Zone's bursary and education program," Luke added.



Beautiful one day, perfect the next ...



While golf days in NSW were the victims of steady April rain, the Sunshine Coast Zone Golf Day was another sunny success.

Played at Horton Park Golf Club, Maroochydore, on Friday, April 4, more than 20 groups contested the four-person ambrose event.

Noosa Yacht and Rowing Club Assistant Manager Matt Black stole the spotlight from the winners when he scored a hole-in-one "ace" and the nearest-the-pin trophy.

General Manager Russell Bartholomew again hosted an outstanding event with assistance from Sunshine Coast Zone Secretary Suzanne Long, from Nambour RSL Club.

"We were blessed with the weather and great support from our event sponsors, so it was another very successful day for the Zone," Suzanne said.

Paul Downman and the Australian Liquor Marketers team won the event with Bribie Island RSL team member John Lau, from Image Wiz, taking longest drive.

Recently retired member John Townsend helped with the scores and raffle draw.

Sponsors on the day were XXXX, Foster's, Intrust Super Fund, Aristocrat, IGT, ALM and many others who provided prizes.



Rayner

SALES & MARKETING
PTY LIMITED

Let us help you to book
and arrange your
advertisement in
Club Management in
Australia magazine:

Call Judy or Sue at

Rayner

Sales & Marketing Pty Ltd

Ph: 02 9360 6177

Email: rayner@bigpond.net.au

Check out our website: www.raynersalesmarketing.com.au

It never rains in sunny Port Macquarie

Trevor Haynes told everyone "it never rains in sunny Port Macquarie" in the lead-up to the Great Lakes Zone Meeting and Golf Day there last month.

Trevor, the Port Macquarie Golf Club General Manager, welcomed 45 guests for the day, but his Course Superintendent had recorded 52 points of rain in the previous 12 hours, which drowned out the nine-hole, three-person ambrose event on the picturesque layout.

It's not often that a golf club manager is disappointed by rain, but Trevor and the band of enthusiastic golfers would have welcomed the rain a few days later.

Despite missing the golf, Zone Vice President Thomas Paynter conducted the meeting with Zone President Robert Dwyer away enjoying some annual leave.

There was plenty of high-profile CMAA representation at the meeting with Federal Vice President Danny Munk, ACCM, Federal secretary Allan Peter, ACCM, and Division D – Hunter Zone, Central Coast Zone and Great Lakes Zone – Federal Councillor Stephen Byfield, ACCM.

Danny Munk spoke about the current financial climate confronting the Club Industry and patrons seeking value for money with, not only increased food sales in the wake of the smoking ban, but a trend in increasing sales in tap beer ... "lower cost and greater volume equals value for money".

In the wake of ongoing adverse media coverage of problem gambling issues and inaccurate reporting of club gaming profits published in local media, it was suggested that each Zone have prepared responses that can quickly be sent to media outlet editors.

CMAA Communication Services



Tabcorp National Retail Business Manager Sharon Nichols was the guest speaker for the Zone Meeting.

Manager Peter Sharp has offered to assist in the preparation of media releases to address these issues.

Zone Member and Forster Tuncurry Golf Club General Manager Allan Peter reminded members to take advantage of the Association's industrial relations services regarding common law



CMAA Federal Secretary Allan Peter reminded members to take advantage of the Association's industrial relations services.

employment contracts.

TabCorp National Retail Business Manager Sharon Nichols was the guest speaker on the topic, "How to get Better Results from your TAB and the Future of the TAB".

In October, 2007, ClubsNSW and Tabcorp announced a Partnership Agreement that will see Tabcorp invest \$7 million directly into ClubTAB Wagering facilities in registered clubs across NSW over three years. Since October, the NSW ClubTAB Development Committee have been developing packages to help assist clubs develop and grow wagering business.

Having received the Zone Bursary in November to attend the CMAA's 2008 Study Tour, Trevor Haynes was scheduled to present his report to this meeting. Trevor was unable to join that tour, but will go on the G2E Tour to the U.S. in November.

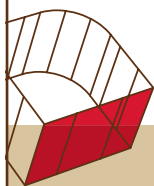
Members voted, in a secret ballot, that this would be the Zone's final overseas bursary. The Zone Bursary structure will change to include a Clubs Study Tour and provide assistance for members to attend the CMAA's Visionary Leadership Program.

Members welcomed this initiative that will allow more managers to enjoy Zone-hosted education activities.

Though the rain triumphed over the golf, the charity auction went ahead and, with \$5 per person from the luncheon cost, contributed a sizable donation to the Mid North Coast Lifeline.

The next Great Lakes Zone Meeting will be at Club Forster on Wednesday, July 16.

➤ **Report: Great Lakes Zone Publicity Officer TREVOR HAYNES**



Adding dimension. Building value.

BROTHERS LEAGUES CLUB IPSWICH



intero
hospitality projects

"All the way from planning through to construction and completion, Intero have been committed. They are excellent to work with and I would not hesitate in recommending their services to any potential client."

GENERAL MANAGER, BROTHERS LEAGUES CLUB IPSWICH

TO DISCUSS YOUR NEXT PROJECT, CONTACT DAVID VOKES ON 0417 758 956

www.interoprojects.com



Denis Simpson (centre) with James Toomey (left) and Brian Goodell from Coca-Cola.



John Dorahy from CashCode (left) with host club General Manager David Whyte and Hal Browne from Ray Pallister Promotions.

'State of Gaming' forum ahead for May

President David Hiscox welcomed 28 members to the Illawarra Shoalhaven Zone Quarterly Meeting at Shellharbour Workers Club on April 18.

Club Plus Superannuation Member Services Manager Charles Sala opened the meeting and luncheon with a brief presentation about the Club Plus member services program.

This is a Club Plus initiative to visit clubs to explain the benefits of superannuation and income protection.

CMAA Communication Services Manager Peter Sharp delivered the Head Office Report, speaking specifically about latest developments in the Federal Government's industrial relations legislation, the Mid Year Executive Leadership Conference at

Conrad Jupiters on the Gold Coast and the politics and media coverage of the latest developments surrounding problem gambling issues.

David, the Division F – Illawarra Shoalhaven Zone and Far South Coast Zone – Federal Councillor and CMDA Board of Management Studies member, also covered several items on the Head Office report, including CMDA programs and courses, including the "Certified Customer Service Manager Course", "Safety Management Systems Audit" and the Barringtons "Armed Robbery Survival Skills Training".

Another major discussion point was the Victorian Government's decision to move to an owner/operator gaming machine policy beyond 2012, the

Queensland Government's decision to impose a two-year moratorium on new gaming machines in that state and inflammatory comments by key figures, including Reverend Tim Costello, in the problem gambling debate.

In General Business, Zone Secretary Phil Ryan invited comment and discussion about a proposal to stage a "State of Gaming" forum at Dapto Leagues Club on Wednesday, May 21, which received support from the members.

The next Zone event will be a luncheon at Sussex Inlet Bowling Club on Friday, May 30, when the Mid Year Conference bursary recipients will be announced.

➤ **PETER SHARP**



Jeff Drury from Aristocrat (left) with Dennis Patten from Dina Corporate.

Coffs Ex-Services delivers on first stage of easing parking pain

By HENRI LACH

Parking is a problem at many licensed clubs north and south of the Queensland border.

Searching for somewhere to leave the car can be frustrating.

And frustration is not a good start to a quiet lunch or an evening out.

John Rafferty was aware of that when he moved in as Coffs Ex-Services Club CEO just over two years ago.

"The parking problem here had been identified even before I took over and now we're doing something about it," John said.

That "something" is a very big undertaking indeed - a \$6.5 million three-level car park on the eastern side of the main club building, due for completion in October this year.

It's a project with an eye to the future.

"We've made provision in the design and construction for another two levels to be added when extra parking becomes needed," John said.

The current project will lift the club's parking capacity from 120 to 400.

There's every chance that it won't take long for the additional levels to be commissioned, if the population of Coffs Harbour continues to grow at its present rate of 2.3%.

A \$6.5 million price tag on a car park



John Rafferty (right) and Greg Engel (left) inspect the multi-storey car park work with site manager Clive Simmonds.

may seem a mammoth expenditure, but it must be seen in the context of the club's assets ... the club owns a whole city block - about three hectares - of freehold, right on the edge of the city's CBD, with a conservative land value of \$50 million.

"We get on very well with our bankers. A loan for the project wasn't a problem," John said with a smile.

Parking hasn't been the only matter to occupy John Rafferty since his arrival at

this Coffs Harbour club in February, 2006.

He's obviously been intent on putting his own stamp on his new charge, and he's done that in spades.

The Coffs Ex-Services Club - known colloquially as "Coffs RSL" now has a new official tag: Coffs Harbour Ex-Services and Sporting Club Ltd.

It was a change John initiated during his first 12 months in office.

"It clearly defines the club's sporting

'Old school' Greg discovers new frontiers in familiar territory

Greg Engel comes from club management's "old school".

He began his tour of duty at the Coffs Harbour Ex-Services Club 20 years ago from the basic level - emptying ashtrays and picking up empty glasses.

He soon showed an aptitude for bigger and better things and worked through the ranks to Duty Manager.

He joined the CMAA 10 years ago.

Along the way, fellow staff member Debbie caught his eye and the couple married.

They now have three children - Isaac 13, Aiden 10 and Eli 9 - and Debbie continues part-time duties at the club.

In between work and fatherhood,



Coffs Harbour Ex-Services and Sporting Club's Gaming and Compliance Manager Greg Engel.

Greg took up a business course at the Lismore campus of Southern Cross University.

The studies involved both external and attendance curriculum, gaining

his Bachelor of Business degree in 1999.

The two decades at the Coffs Harbour club have not all been milk and honey for Greg ... "There were times when I thought about moving on - taking a different direction," Greg admitted.

But his attitude and commitment took a new turn with John Rafferty's arrival.

"I felt we had new challenges ahead of us. Work suddenly became more exciting," he said.

Greg Engel now is set for the long term at Coffs Harbour club.

"I'm enjoying the work, and this city is a great place to live and to bring up a family."

Mounties celebrates 40 years of success

Mounties marked its 40th birthday with festivities and dinner. The club opened its doors as the Mount Pritchard and District Community Club in 1968 and is fondly known as “the hut that grew”.

Club Directors Robin Gould and Chris Murphy conducted a cake-cutting ceremony in Fresh where members received slice of cake and a free drink to join the celebrations.

Radio personality Pete Graham was Master of Ceremonies for the evening dinner that featured entertainment by trio “Boy Meets Girl”. A highlight of the “past and present forum” was when former CEO Michael Dubois reminisced about the club’s humble beginnings with past Presidents Ted Savage, Bert Ryan, Ray Pugsley and current President Kevin Ingram.

Dinner guests included members of the Mounties Board and Harbord Advisory Committee, Mayor Nick Lalich with Councilors Del Bennett and Sarah Trapla, Member for Liverpool Paul Lynch, ClubsNSW Deputy CEO Wayne Krelle with Foundation and Life Member representatives of Mounties’ 30 associated clubs.

Presidents and CEOs from surrounding local clubs also attended, including Club Marconi, Cabra Vale Diggers Club, Liverpool Catholic Club, Liverpool RSL Club, Canley Heights RSL Club, Cabramatta Leagues Club and St Johns Park Bowling Club.

Kevin Ingram said the club had changed significantly since its

inception. “Our 40th birthday is a very important milestone,” Kevin said. “It’s 40 years of hard work, good times and many changes which have seen the club continue to improve its services and level of participation in the local community. Mounties is a club for locals and out success rides on the support of the community – support which we are very grateful for.”



Mounties Group CEO Greg Pickering, Director Sam Leonardi, Vice President John Dean, Director Robin Gould, past Director Don Wilson, President Kevin Ingram, past Director Harry Turner, Vice President Steve Fitzpatrick, Director Stephen Edwards and Director Ron Farr.

interests with the club’s origins as an ex-services club,” he explained.

Food, as always, is an important aspect of any club’s operations.

Some serious changes in this area - and a new chef - have boosted sales.

Bistro-style dining is reserved only for lunch times.

In the evening, the club’s restaurant offers a comprehensive a la carte menu.

A new bar in the dining area provides for a more convenient access to drinks for diners, and a new designated Keno area has lifted the club’s position from 35th to 16th on the State’s list of top Keno revenue earners.

There’s new furniture and carpeting throughout the club and relocation of the club’s gaming machines has provided more open lounge space.

Facilities for bowlers have been modernised with the revamp of two of the club’s three bowling rinks with synthetic turf.

Membership is up from about 18,000 to more than 25,000.

John Rafferty likes to keep his board and his members fully

informed of what’s happening at their club.

The list of what he’d achieved in his first 12 months of tenure, published in the club’s newsletter, covered three A4 pages.

As to future major developments, motel style accommodation is on the agenda.

In between running his own club, John, his board and his staff mounted another rescue mission to save a nearby club from oblivion.

The Urunga Golf and Sporting Club, 32 kilometres south, now is part of the Coffs Harbour Ex-Services and Sporting Club consortium – along with the Woolgoolga Bowling Club 30km to the north, rescued in 2002.

With the Urunga club, the Coffs Harbour establishment inherited four squash courts, four tennis courts, a croquet court, and, of course, a nine-hole golf course, adding credence to the Coffs Harbour club’s new official name.

“Under our new management at Urunga, we’ve turned a \$30,000 loss into a \$86,000 profit within 12 months,” John said.

One of John Rafferty’s major priorities when he took up his new post was to streamline the staff structure - particularly in middle management.

What was once a case of “too many chiefs and not enough Indians” is now a “leaner, meaner machine”.

The new management structure saw long-time staffer Greg Engel promoted to Gaming and Compliance Manager, which put him at John Rafferty’s right hand.

“Greg is a great help to me ... I couldn’t do without him,” John said with that big smile.

The respect is mutual ... “He’s a great bloke to work with,” Greg added.

The Coffs Harbour Ex-Services and Sporting Club.



Day	Date	Meeting	Venue	Zone
MAY				
Tuesday	06/05/2008	10:30	Woolgoolga RSL Club	Mid North Coast Zone Meeting
Wed - Thursday	07 - 08/05/2008	09:30	Tuross Head Country Club	Far South Coast Zone Dinner & Meeting
Tuesday	13 - 15/5/2008		Crowne Plaza, Terrigal	Leagues Club Association Gaming Conference
Tues - Wednesday	13 - 14/05/2008	09:00	The Royce Hotel, Melbourne	Victoria Zone AGM & Conference
Tues - Wednesday	13 - 14/05/2008	09:30	Lightning Ridge Bowling Club	North West State Zone Meeting
Wednesday	14/05/2008	09:30	Ipswich Brothers Leagues Club	Combined Brisbane / Gold Coast Zone Meeting
Saturday	17/05/2008	14:00	Gilgandra Services Club	Mid State Zone Study Tour
Tuesday	20/05/2008	07:30	Fox Hills Golf Club	Nepean Zone Annual Golf Day
Tuesday	20/05/2008	09:30	Nambour RSL Club	Sunshine Coast Zone Meeting
Tuesday	27/05/2008	07:00	The Coast Golf Club	Peter Cameron Golf Day
Thursday	29/05/2008	09:30	Auburn	CMAA Executive Meeting
JUNE				
Tuesday	03/06/2008	09:00	St George Motor Boat Club	St George / Cronulla Sutherland Zone Meeting
Tuesday	03 - 05/06/2008		Hong Kong & Macau	Asian Gaming Expo www.asiangamingexpo.com
Wednesday	04/06/2008	10:00	Woy Woy Leagues Club	Central Coast Zone Meeting
Friday	06/06/2008	10:00	Bankstown Sports Club	Inner West Zone Meeting
Wednesday	11/06/2008	09:30	Casino RSM Club	Far North Coast Zone Meeting
Thursday	19/06/2008	09:30	Cabramatta Leagues Club	Nepean Zone Meeting
Wednesday	25/06/2008	11:00	The Adamstown Club	Hunter Zone Meeting
Thursday	26/06/2008	09:30	Auburn	CMAA Executive Meeting
JULY				
Tuesday	01/07/2008	14:00	Jupiters Gold Coast	CMAA Federal Executive / Federal Council Meeting
Wednesday	02/07/2008	16:00	Jupiters Gold Coast	CMAA General Meeting
Wednesday - Friday	02 - 04/07/2008	09:00	Jupiters Gold Coast	CMAA Mid-Year Conference
Saturday	05/07/2008	11:00	Gold Coast Turf Club	Brisbane Gold Coast Zone Charity Race Day
Tuesday	08/07/2008	09:30	Bondi Junction RSL Club	City Eastern Suburbs Zone Meeting
Tuesday	15/07/2008	10:00	Rich River Golf Club	Riverina Murray Zone Meeting
Wednesday	16/07/2008	11:00	Club Forster	Great Lakes Zone Meeting
Monday	21 - 23/07/2008	09:00	Twin Towns, Coolangatta	RSL & Services Clubs Association National Conference
Thursday	24/07/2008	09:30	Ryde Eastwood Leagues Club	Manly Northern Suburbs Zone Meeting
Friday	25/07/2008	11:00	Bomaderry Bowling Club	Illawarra Shoalhaven Zone Meeting
Thursday	31/07/2008	09:30	Auburn	CMAA Executive Meeting
AUGUST				
Monday	04/08/2008	07:30	The Grange Golf Club	Illawarra Shoalhaven Zone Charity Golf Day
Tuesday	05/08/2008	09:30	Bribie Island RSL Club	Sunshine Coast Zone Meeting
Wednesday	06/08/2008	10:00	Foster's Brewhouse	Victoria Zone Meeting
Tuesday	12/08/2008	10:30	Urunga Golf Club	Mid North Coast Zone Meeting
Wednesday	13/08/2008	09:30	Armidale Services Club	North West State Zone Meeting
Wednesday	13/08/2008 TBC	10:00	2 Day Conference TBA	Central Coast Zone Meeting
Thursday	14/08/2008	09:30	Tomakin Sports & Social Club	Far South Coast Zone Meeting
Wednesday	20/08/2008	11:00	Newcastle Leagues Club	Hunter Zone Meeting
Sunday - Tuesday	24 - 26/08/2008	09:30	Darling Harbour Sydney	AGE 2008 www.austgamingexpo.com
Thursday	28/08/2008	09:30	Auburn	CMAA Executive Meeting
SEPTEMBER				
Tuesday	02/09/2008	09:00	Engadine Bowling Club	St George Cronulla Sutherland Zone Meeting
Wednesday	03/09/2008	09:30	Wynnum Leagues Club	Brisbane & Gold Coast Zones Combined Meeting
Friday	05/09/2008	10:00	Sydney Rowers Club	Inner West Zone Meeting
Tuesday	09/09/2008	09:30	Bondi Icebergs	City Eastern Suburbs Zone Meeting
Thursday	18/09/2008	11:00	St Marys Leagues Club	Nepean Zone Meeting
Tuesday	23/09/2008	07:30	Kogarah Golf Club	Neville Worton Golf Day
Thursday	25/09/2008	09:30	Auburn	CMAA Executive Meeting
OCTOBER				
Wednesday	08/10/2008	09:30	Lismore Workers Club	Far North Coast Zone Meeting
Tuesday - Saturday	11 - 14/10/2008		Gold Coast Convention Centre	ClubsNSW Annual Conference
Friday	24/10/2008	11:00	Bribie Sports Club	Sunshine Coast Zone Charity Bowls Day
Friday	24/10/2008	11:00	Dapto Leagues Club	Illawarra Shoalhaven Zone AGM
Sunday - Wednesday	26 - 29/10/2008		Hyatt Hotel, Canberra	RSL & Services Clubs Association Annual Conference
Thursday	30/10/2008	09:30	Auburn	CMAA Executive Meeting

Global Coffee brews up quality Solutions



Global Coffee Solutions has become a dominant player in providing coffee solutions to Australia's hospitality and service industries.

GCS has supplied and delivered the finest coffee, equipment and associated products to this sector for more than a decade.

GCS enjoys sole agency for a comprehensive range of internationally renowned traditional and automatic coffee machinery and vending equipment.

By virtue of harnessing premium quality equipment, GCS consistently delivers the highest levels of after sales service and support.

This equipment range further ensures any specification, client need or expectation can be satisfied.

The extensive CGS inventory includes Cafina, Futurmat, Jura, Melitta, Ducale, Bianchi, Bunn (non-exclusive), Mahlkonig (non-exclusive) and Macap.

GCS also roasts and supplies its own range of coffee blends under the Lazumba label, which is a HACCP-approved brand produced at superior levels of consistency and quality for decades.

CGS coffee blends won a bronze medal (2002) with bronze and silver



medals (2004) at the Sydney Royal Fine Food Show.

Recently, CGS added gold for its "Latino" blend at the 2007 Sydney Royal Fine Food Show and a silver medal at the 2006 Equal Golden Bean Awards.

Complementing a quality equipment inventory, award winning coffee blends and service commitment, a full range of vending products - including premium instant coffee, tea, chocolate and milk products - also are packaged and supplied under the "Concerto" label.

GCS maintains an ongoing and highly visible support to the Club Industry's peak bodies as a CMAA Bursary Sponsor, ClubsNSW Corporate Sponsor and NSW Leagues Clubs Association Associate Member Sponsor.

This makes CGS perfectly positioned as a single source supplier in this marketplace and currently supplies to national clients such as McDonald's, Hungry Jack's, Subway, Oporto, David Jones, Domayne, Harvey Norman, Nestle, Corporate Express Australia, Compass-Group Australia (Eurest), NSW State Parliament and Hard Rock Café.

The licensed sector remains a primary segment of GCS business. An experienced specialist business development team has developed, managed and refined packages specifically tailored for coffee service

delivery within licensed venues.

These customised solutions cover all precincts within the licensed establishment and include "front and back of house", coffee shops, gaming areas, bistros, back-of-bar and outdoor areas.

GCS developed the innovative *Member Card Vending System* that can interface to a gaming venue's Loyalty Reward System, which enables club members to convert accumulated rewards points into a cup of coffee or other hot beverages by a simple swipe of their membership card.

This concept is providing an opportunity for NSW clubs to further reduce liability associated with bonus/rewards programs - and significantly reduce labour costs.

The CGS licensed portfolio encompasses more than 100 club and hotel sites and includes many of the state's largest and best-ranked registered clubs, including Revesby Workers Club, Rooty Hill RSL Club, Campbelltown Catholic Club, Canterbury-Hurlstone Park RSL Club, Balmain Leagues Club, Dapto Leagues Club, *seagulls*, Castle Hill RSL Club, Merrylands RSL Club and St Marys Leagues Club.



CMAA Zone Education Officers

ACT

Paul Lander
Canberra Southern Cross Club
P: (02) 6283 7200
F: (02) 6283 1553

NSW

CITY EASTERN SUBURBS

Graeme Tonks
Paddington-Woolollahra RSL Club
P: (02) 9331 1203
F: (02) 9332 3973

MANLY NORTHERN SUBURBS

Luke Simmons
North Sydney Leagues Club
P: (02) 9202 8888
F: (02) 9955 7619

INNER WEST

Michelle Dennington
Western Suburbs Leagues Club
P: (02) 8752 2067
F: (02) 9799 3696

ST GEORGE CRONULLA

Shawn Morris
Georges River 16ft Sailing Club
P: (02) 9529-3000
F: (02) 9529-7217

NEPEAN

Joseph Bayssari, ACCM
Seven Hills RSL Club
P: (02) 9622 2800
F: (02) 9621 8121

CENTRAL COAST

Dena Hynes
Mingara Recreation Club
P: (02) 4349 7799
F: (02) 4349 7800

HUNTER

Ben Hamilton, ACCM
Cardiff RSL Memorial Club
P: (02) 4945 0766
F: (02) 4956 6627

THE GREAT LAKES

Christine Shannon
Forster Bowling Club
P: (02) 6554 6155
F: (02) 6555 6526

MID NORTH COAST:

Glenn Buckley, ACCM
Woolgoolga R.S.S. & A. Club
P: (02) 6654 1234
F: (02) 6654 0156

FAR NORTH COAST

Phillip Mallon, ACCM
Cabarita Beach Sports Club
P: (02) 6676 1135
F: (02) 6676 1245

ILLAWARRA ZONE

Matthew O'Hara
Oak Flats Bowling & Rec Club
P: (02) 4256 1400
F: (02) 4257 1050

FAR SOUTH COAST

Michael O'Sullivan, ACCM
Milton Ulladulla Bowling Club
P: (02) 4455 1555
F: (02) 4454 0539

RIVERINA MURRAY

Paul Barnes, ACCM
Moama Bowling Club
P: (03) 5480 9777
F: (03) 5480 9888

SOUTHERN RIVERINA

Craig Muir
Coomealla Memorial Club
P: (03) 5027 4505
F: (03) 5027 4350

NORTH WESTERN

Sharon Goodhew ACCM
Narrabri RSL Club
P: (02) 6792 1844
F: (02) 6792 1696

MID STATE

Geoffrey Holland
Dubbo RSL Club
P: (02) 6882 4411
F: (02) 6881 8062

VICTORIA

Jim Smith
Echuca Workers & Services Club
P: (03) 5482 3140
F: (03) 5482 5800

QUEENSLAND

BRISBANE

Jason Lynch ACCM
Arana Leagues Club
P: (07) 3354 1333
F: (07) 3355 1264

IPSWICH DARLING DOWNS

Paul Phillips
Goondiwindi RSL Club
P: (07) 4671 1269
F: (07) 4671 3330

SUNSHINE COAST

Tony Costain, ACCM
Caloundra RSL Club
P: (07) 5491 1544
F: (07) 5491 7101

GOLD COAST

Bryan Jones
Coolangatta Surf Life Supp Club
P: (07) 5536 4648
F: (07) 5536 1322

QUEENSLAND SUB ZONES

BUNDABERG

Michael Hughes
RSL (Qld.Branch) Maryborough Sub-
Branch Inc
P: (07) 4122 2321
F: (07) 4121 2571

ROCKHAMPTON GLADSTONE

Will Schroeder ACCM
Yaralla Sports Club
P: (07) 4972 2244
F: (07) 4972 6355

CMAA Federal Councillors

DIVISION A

MARIO MACHADO, ACCM
Assistant CEO
Hornsby RSL Club
4 High Street HORNSBY. NSW 2077
P: (02) 9477 7777
F: (02) 9476 2637
e: mmachado@hornsbyrsl.com.au

DIVISION B

IAN TODD, ACCM
General Manager
Kingsgrove RSL Club
P.O. Box 57 KINGSGROVE. NSW 2208
P: (02) 9150 6822
F: (02) 9150 8466
e: ian@kingsrsl.com.au

DIVISION C

MICHAEL WIEZEL
Secretary Manager
St Marys RSL
Mamre Road ST MARYS. NSW 2760
P: (02) 9623 6555
F: (02) 9623 5689
e: smrsl@bigpond.com

DIVISION D

STEPHEN BYFIELD, ACCM
Chief Executive Officer
Diggers @ The Entrance
P.O. Box 124 THE ENTRANCE 2261
P: (02) 4384 8843
F: (02) 4332 5717
e: byfields@diggersattheentrance.com.au

DIVISION E

GORDON RHODES, ACCM
Chief Executive Officer
South Tweed Sports Club
4 Minjungbal Drive TWEED HEADS SOUTH. NSW 2486
P: (07) 5524 3655
F: (07) 5524 4523
e: gordonr@southtweedsports.com.au

DIVISION F

DAVID HISCOX, ACCM
Operations Manager
Dapto Leagues Club Ltd
P.O. Box 15 DAPTO NSW 2530
P: (02) 4261 1333
F: (02) 4261 8853
e: david@daptoleagues.com.au

DIVISION G

STEPHEN CONDREN
e: steve.condren@bigpond.com

DIVISION H

GRANT DUFFY, ACCM
Secretary Manager
Numurkah Golf & Bowls Club
P.O. Box 190 NUMURKAH. VIC 3636
P: (03) 5862 3445
F: (03) 5862 1264
e: ngbc@cni.com.au

CashCode showcases Nanoptix Paycheck 3 printer at Expo



There was plenty of excitement around the launch of a range of new products during the CMAA's annual Expo at Darling Harbour.

CashCode and Nanoptix took the opportunity to announce an important change in bill validator technology and ticket printer hardware.

Sydney's famous South Steyne ferry floating restaurant in Darling Harbour was the venue for the "power lunch" where CashCode's Director of Business Development in Australia John Dorahy and CashCode's senior international executives passed on the message about the quality of the Nanoptix "Paycheck 3" thermal ticket printer.

CashCode and Nanoptix executives on deck at the March 19 event included Sim Bielak, CashCode's Vice President Sales – Gaming, Boris Gitlin, CashCode's Director of International Gaming, J.L. Drapeau, Nanoptix Vice President Sales and Marketing and

Michel Vienneau Nanoptix Vice President Research and Development.

"We decided that the CMAA Expo would be the perfect timing to let the industry know about what we are doing with Nanoptix and what a fantastic product the 'Paycheck 3' printer is," John said.

John announced that Aristocrat had decided to incorporate the 'Paycheck 3' printer in its revolutionary Viridian range of gaming machines.

"The performance of CashCode's BVs has outperformed rival BVs at Wests Leagues Ashfield by a significant margin in recent on-site tests," John added. "CashCode's acceptance percentage was a remarkable minimum 9% higher and increased cash-in by an amazing 8%, which is an impressive result."

Nanoptix also was undergoing field trials at Souths Juniors and Revesby Workers Club on Aristocrat Mk6 machines which what John described as "fantastic performance results".

Nanoptix, a global provider of thermal ticket printers, provides solutions by adapting existing product from its printer range or by leveraging its engineering capacity by developing a custom printer for specific requirements in the gaming, lottery, kiosk and P.O.S. market.



CashCode's Director of Business Development in Australia John Dorahy.

The Nanoptix "Paycheck 3" printer is ideal for gaming machine ticketing with a print head life at 100KM – double the competition's ticketing capacity.

The printer can also print a ticket in less than two seconds, which means a presenter is not required and players are much happier with quick ticket print.

CashCode is a diversified manufacturer of engineered industrial products, specialising in niche applications for banknote validation, storage and recycling devices for use in gaming, amusement, vending, retail and transportation applications.

Founded in 1991, with its head office and main manufacturing operation located in Concord, a Toronto suburb in Ontario, Canada, CashCode employs approximately 350 people worldwide.

CashCode also is a leader in custom applications manufactured in association with a number of industry Original Equipment Manufacturers (OEMs).

CashCode products and technology is available in more than 30 countries across North America, South America, Europe and Asia, including Australia and New Zealand, for a variety of cash-handling applications.

For more information on CashCode and Nanoptix products, services and technology, go to www.cashcode.com and www.nanoptix.com



CashCode executives (from left) Boris Gitlin, Michel Vienneau, Craig Kinder, John Dorahy, Sim Bielak and J.L. Drapeau were on deck for a working luncheon and product announcement during the CMAA's annual Expo at Darling Harbour.

THERMAL PRINTERS

Nanoptix

How secure is your club's I.T. system?

With the growing use of the internet and a club's reliance on Information Technology, it's amazing how little time some clubs spend ensuring their I.T. system is protected. Secom Technology supports the CMAA's St George Cronulla Zone and works with many clubs in the southern Sydney area. In this article, Secom Technology Managing Director Jason Drew explains what kind of risk you and your club may face and how a simple I.T. security audit and performance analysis can identify potential threats to your club ...



(From left) Secom Technology Managing Directors Russell Potts and Jason Drew with St George Cronulla Zone President Ian Todd, ACCM at the recent Zone Meeting at Tradies.

Issues such as loss or compromise of data are common threats and unregulated internet usage can pose a threat of its own.

An effective storage and security strategy can not only protect a club against internal and external risks, but also make a system more efficient, faster and manageable. Many of the solutions to these issues can be very cost-effective and save the club great pain and heartache.

Loss of data due to hardware failure

It's not a case of "if" with hardware failure, rather a matter of "when" - if it's not regularly monitored.

Imagine what would happen if your I.T. system crashed and you lost all your accounts, payroll and membership records?

This is not as uncommon as it may seem.

Recently, we were referred to a distressed General Manager who was faced with this exact issue.

On further investigation, we discovered he did not have back-up of any of his data and would lose it all if we were unable to recover it. Fortunately, we

managed to recover most of his data, which enabled the club to function without any major issues.

This was a close call and the club has since taken precautions to prevent this from reoccurring.

Loss of data due to fire or disaster

Another potential risk to loss of data can be fire or disaster.

Any premises that contain a kitchen can pose a greater threat than normal of having a fire.

The question to ask is that if it happened and you lost your I.T. system, how quickly could you recover?

Do you have a disaster or business continuity plan in place?

Do you have your data stored off site? If you have back-ups, how recent are they?

If they are tapes and stored in a safe, is it heatproof as well as fireproof?

Many businesses would struggle to get back on their feet if all this information was lost.

However, an I.T. system disaster recovery or business continuity plan could prevent this from happening.

Network Intrusion

Viruses, spyware, worms and Trojan horses ... the words send chills down the spine of General Managers and computer administrators everywhere.

These malicious pieces of software, known as "malware", can range from the merely *annoying* (making a sound whenever you perform a function), to the *destructive* (crashing your system and making it unusable) and to the *sneaky* (recording your every keystroke to pick up credit card numbers and account passwords).

The consequences of "malware" can mean just the loss of a few hours and unproductive employee time, or you can end up with a computer that becomes infected and completely unusable, or has to be wiped clean of all data - this is an expensive proposition and a disastrous situation if not backed up.

The other consequences of network intrusion can mean that member data can be compromised with the potential of identity theft or use of membership data for illegal purposes.

A number of solutions can be implemented to safeguard your club from this potential threat.

Unregulated Internet Usage

As club reliance on the internet grows, increasing numbers of staff members have access to it on a daily basis, which, in turn, presents a number of potential issues.

The major issue among these is unmonitored use.

There have been many occasions where we have been called in to fix an issue caused by software being downloaded by an unauthorised staff member.

These issues can be as small as affecting network performance to shutting down an entire system.

Among other issues that can arise from unregulated internet usage is sexual harassment claims.

If an employee surfs a suspect site with certain images and these images are viewed by other employees, a manager could be implicated under OH&S requirements for Duty of Care.

While these issues may seem overwhelming, a well-planned I.T. security and infrastructure strategy can provide peace of mind.

Secom Technology offers a free I.T. Security Audit and Infrastructure Performance Analysis for clubs.

To contact Secom Technology on this, or any other I.T. matter, call **1300 781 224** or **support@secomtech.com.au**

Have clubs addressed legislation obligations?

In December 2007, the Anti Money Laundering and Counter-Terrorism Financing Act (AML/CTF) legislated by the Australian Government in 2006 was detailed to the Club Industry.

The CMAA and Barringtons provided a briefing regarding the impact of this Act on individual clubs as "reporting entities" that provide "designated services".

AUSTRAC, the managing government body policing this legislation, was required to receive its first report from entities by March 31, 2008.

"Reporting entities" were obliged to have implemented certain actions to satisfy the report before its submission and beyond.

These include, but are not limited to ...

- Risks associated with the provision of the "designated services" having been assessed.
- Developing a Compliance Program to collect and verify the identity of patrons receiving "designated services".



- Staff undertaking risk awareness training.

Barrington Corporate Risk has developed a program and is working with clubs to ensure compliance with the new AML/CTF legislation.

That program includes facilitating:

- Developing procedures to collect and report information regarding "suspicious activities".
- Develop procedures to collect and report information about "threshold transactions".
- Develop procedures to maintain records collected to comply with the AML / CTF Act, ensuring compliance with privacy, secrecy, recording and storage requirements.
- Train staff in procedures developed to mitigate the risk associated with

providing "designated services".

- Develop a management plan, including nominating a "compliance officer".
- Assist with preparing a Compliance Report to be submitted to AUSTRAC.

The AML/CTF first reporting date – March 31 – showed many clubs have not addressed obligations under the Act.

While it's not known how AUSTRAC will police this legislation, it's believed that, when auditing its database, non-compliance letters will be forwarded to identified reporting entities.

It's also assumed entities then will receive a timeframe to ensure compliance with the legislation.

For assistance to develop and/or implement a compliance program, or to discuss obligations, contact **Barrington Corporate Risk** representative **Vince Valente (0409 481 305)** or **Barringtons (02) 9899 9391**.



Lawyers for the Club Managers' Association across Australia

Slater & Gordon is proud to be the preferred legal service provider for the Club Managers' Association Australia and its members. We have offices throughout Australia and offer preferential rates and service to members of the Association and their families.

Slater & Gordon is also able to provide legal advice and assistance to your registered club at very competitive rates.

Legal Services for Clubs

- ▶ Dispute resolution
- ▶ Property and planning
- ▶ Organisational issues
- ▶ Commercial advice
- ▶ Liquor licensing
- ▶ Dealing with regulators and Government

Contact Peter Wertheim at pwertheim@slatergordon.com.au or call (02) 8267 0604 for a complimentary assessment of your club's legal needs

Personal Legal Services

- ▶ Litigation and insurance claims
- ▶ Conveyancing
- ▶ Estate planning and management
- ▶ Estate disputes
- ▶ Family law
- ▶ Migration
- ▶ Employment
- ▶ Free first consultation
- ▶ 'No Win No Fee' arrangements available
- ▶ Out of hours appointments

1800 555 777

Reputation & Results

www.slatergordon.com.au

SYDNEY CITY • PARRAMATTA • NEWCASTLE • WOLLONGONG • CANBERRA • BRISBANE • MELBOURNE • ADELAIDE • PERTH



PRESIDENTIAL CARD

Sydney in Autumn

SYDNEY - 360 Bar And Dining

The stylish and intimate 360 BAR AND DINING is setting the quality benchmark for revolving restaurants worldwide and was voted finalist in the Qantas Australian Tourism Awards 2006 and Winner NSW Tourism Awards 2006.

The talented floor team and the multi award winning Executive Chef, George Diamond, will ensure your evening is as memorable for the food, wine and service as it is for the view from the Sydney Tower.

20% of the total bill.

Entry via Centrepont Gallery Level
100 Market St.

Reservations: 02 8223 3883

www.360dining.com.au



Circular Quay, Sydney

Cruise or dine on Sydney Harbour with Captain Cook Cruises.



Choose from a comprehensive range of tours including world class dining for lunch or dinner aboard MV Sydney 2000, the world famous Middle Harbour Coffee Cruise, all-day explorer passes, sailing cocktail cruises, whale watching tours and wildcat jetboat thrill rides.

50% discount on adult price cruise tickets, for card holder and 1 guest on the following cruises

Middle Harbour Coffee Cruise
Sydney Harbour Explorer Cruise

25% discount on adult price cruise tickets, for card holder and up to 3 guests on the following cruises

Seafood Buffet Lunch
Top Deck Lunch
Sunset Dinner
Sydney 2000 Dinner
Sky Deck Gold Dinner
Whale Watching Cruises
Wildcat Jetboat thrill rides
Sailing Cocktail Cruises
Sailing Seafood Lunch Cruises

No 6 Jetty, Circular Quay. Ph: 02 9206 1111

www.captaincook.com.au

Conditions apply.



Sydney Aquarium

Visit Australia's #1 Attraction - one of the most spectacular aquariums in the world with over 11,500 all Australian aquatic animals, including platypus, huge sharks and rays, seals, fairy penguins, crocodiles and much more!

Aquarium Pier, Darling Harbour.

Ph: 02 8251 7800

www.sydneyaquarium



Sydney Tower & Oztrek

Sydney's best views are just the beginning! Sydney Tower takes you to the highest point above Sydney for breathtaking 360-degree views of our beautiful Harbour City.

Tickets include Oztrek, an amazing virtual reality ride across Australia.

Centrepont Podium Level, 100 Market St. Ph: 02 9333 9222

www.sydneytoweroztrek.com.au



Sydney Wildlife World

Featuring the largest variety of Australian plants and animals under one roof, Sydney Wildlife World is home to over 100 different species, representing animals from all over Australia, living within their natural habitats and ecosystems.

Aquarium Pier, Darling Harbour.

Ph: 02 9333 9288

www.sydneywildlifeworld.com.au



Ocean World Manly

Situated on the picturesque Manly Cove Beach Please visit it www.oceanworld.com.au for times of daily presentations, shark & fish feeding, dangerous Australians, shows and special activities. You can also dive in or sleepover with our sharks.

West Esplanade. Ph: 02 8251 7877

www.oceanworld.com.au



20% Discount on presentation of membership card. Offer not valid with group, family, concession or multi-attraction tickets.

Independent Gaming 'Flexi-Net' gets TITO approval in NSW

Independent Gaming recently announced that it has received approval from the NSW Office of Liquor, Gaming and Racing for IG FLEXI-NET Ticket-In Ticket-Out (TITO) technology.

Widely seen as a major breakthrough for operators in NSW, this TITO system is the only approved system that will operate on all 100,000-plus

Machines, which includes all older models.

Independent Gaming said that with venues needing to upgrade their technology, this is the most cost-efficient solution, again benefiting customers and patrons.

North Ryde RSL Club CEO Chris Jones said he believed this approval could be the pivotal moment for the introduction of TITO into venues across NSW.

"IG FLEXI-NET TITO offers an affordable opportunity for venues to install TITO across their gaming floor," Chris added.

Independent Gaming says ...

- FLEXI-NET allows venues to operate TITO on older machines without the need to change the game or any internal components
- re-writable ticket technology allows each ticket to be used up to 300 times
- on-going costs are lower than other TITO products

For more information on Independent Gaming's FLEXI-NET TITO technology, contact your Account Manager or contact Independent Gaming direct at 17 Brookhollow Avenue, Baulkham Hills, NSW, 2153 or call P: 02 - 8858 1000 F: 02 - 8858 1010 or online at www.independentgaming.com.au



IGT's ACT golf challenge a success

IGT recently held its inaugural "Inter Club Challenge" golf event at the Gungahlin Lakes in Canberra.

Reputations were on the line as 116 players from 25 clubs across Canberra formed teams to contest the four-person Ambrose event.

The 6,198-metre, par-72 championship layout is regarded by many as one of the more challenging courses in the ACT golf district.

It was a case of "local knowledge" proving to be the winning edge with Brian Dobson, Adam Bruzga, Ryan O'Hagan and Adrian Dowling from Ainslie Football Club taking the Inter Club Challenge trophy.

Unique to Canberra, the course and clubhouse is owned and operated by the Ainslie Football and

Social Club, with the golf club run by a sub-committee of the AF&SC.

Apart from the challenge for the cup, Mawson Club Duty Manager Tasi

Lolesio showed great form on the tee by taking the longest drive.

Following the trophies presentation ceremony, IGT Managing Director

Andrew Hely used the occasion to unveil IGT's latest innovation – "Super Reel" – a five-reel stepper machine with handle.

The "Super Reel" was enthusiastically received by all club executives and the general public at the launch.

IGT's Regional Sales Manager for the ACT Steve Keir said company representatives were overwhelmed by the support shown by the industry for the inaugural Inter Club Challenge.

"The day was an enormous success and we look forward to an even better Inter Club Challenge next year," Steve said.



Two members of the winning Ainslie Football Club team - Brian Dobson, Adam Bruzga, Ryan O'Hagan and Adrian Dowling – with the Inter Club Golf Challenge trophy.

RED HOT SPECIALS!

Kambrook Red Toaster & Kettle Combo

Order No: KKT50R

The ultimate combination, matching design and colours to give a stylish look to your kitchen.

\$39.95
SAVE \$20.00



NEC 19" LCD Television

Order No: NLT19WG

The NLT-19WG creates an inspiring sound and picture experience, with a contemporary and stylish bottom mount speaker and a super fast response rate of 8 milliseconds, this model delivers sharper, brighter and clearer images, providing a unique entertainment experience.

\$499.00
SAVE \$400.00



Breville HealthSmart Grill

Order No: TG870

Professional quality contact grill - cuts out the fat to create delicious healthy meals.

\$98.95
SAVE \$40.05



Breville ikon Espresso Machine

Order No: BES400

The ikon Espresso Machine features an Italian made 15-bar pump, advanced dual-wall crema system and a unique stainless steel boiler system.

\$295.00
SAVE \$54.00



Lil Buddy Plush Pet Bed - Medium Size

Order No: BUDDYPLUSHBMED

High walls surround a reversible cushion ensuring your best buddy is cosy and draught free.

\$34.99
SAVE \$15.00



Golf Talking Bottle Opener with Fridge Magnet

Order No: BBGOLF

Hear a commentary every time it's used, ball is also a magnet & can be stuck to the fridge so it is never lost.

\$13.95
SAVE \$6.00



Hanson Body Fat Scale With Bonus Pedometer

Order No: HFA6

We know that scales don't lie, but they don't always tell us all the information we really need to know. This set of scales from Hanson monitors your body fat percentage, your weight and your total body water percentage (hydration level). This gives you a much more accurate picture of your fitness and health. It has an easy to see readout and a weight capacity of 140kgs.

\$89.95
SAVE \$90.00



Jag Men's Analogue Watch

Order No: J836A

If a man is judged by his watch, this design from Jag will ensure that you are seen as someone who believes in the traditional, yet embraces the modern and is always stylish.

\$125.00
SAVE \$74.00



Oxford Landing Estate celebrates 50 years

Established in 1958 "OLE" is one of the treasured vineyards of the Hill Smith family of Angaston, with an innovative and colourful history that includes vast vineyard sustainability practices and success in taking Australian wine to the international market.

Wyndham Hill Smith stood in the centre of a 500 acre plot of land on the edge of the magnificent "serpentine" Murray River, in the Riverland region of South Australia all those years ago, and plotted a course for history to see this remarkable vineyard site offer everything required to grow the finest table grapes.

Today, Oxford Landing Estate continues to evolve.

We are reminded of the Hill Smith family's on-going vision for this important Estate with the appointment in July 2007 of Martin

Strachan, General Manager Oxford Landing.

"We have strong distribution through all channels of trade; And when it comes time to discussing the brand with buyers, press, restaurateurs and consumers, 'value' is the overwhelming comment – our clear goal is to deliver the best wines in the market within our competitive set, reflecting conditions of vintage and true varietal style," says Martin.

This Oxford Landing Winery was purpose built with a keen eye on sustainable winemaking where control is had over the whole winemaking process.

The Oxford Landing vineyard resources allow the Hill Smith family to trial many varieties, and they will continue to develop the vineyard with long term, sustainable viticulture practices, while delivering best value to the wine drinking market.

with **BRENDAN BATE**

Wine heritage flows in Steve's veins

Growing up in the Barossa Valley with a father who worked in the wine industry for 30 years virtually guaranteed Steve Lienert a career in the same industry.

The only uncertainty was which field would he choose?

Winemaking soon chose Steve, and it is a choice that he would never trade.

Steve learned his craft on the job, working at Penfolds alongside some of Australia's finest winemakers.

He joined the company in 1978 and worked in all aspects of cellaring and winemaking before finding his niche as a winemaker.

This exposure to all aspects of the winemaking process has helped him develop his craft.

In his 23 years as a winemaker based in the Barossa Valley he has worked vintages around Australia and in the United States.

For Steve, part of the challenge of winemaking is trying new techniques while ensuring the wines retain the Penfolds trademark of consistency and complexity.

"The wine industry these days is very dynamic and every wine producer must try new things," he said.

"However, its part of our job to ensure we make consistent wines.

"Penfolds are renowned for making wines which show balance, complexity and great ageing ability."

In his spare time, Steve is a sports fanatic who plays squash and enjoys watching Australian football with his wife and children.



CMAA Conference

A big thanks to those who attended the "Taking the Whine out of Wine" industry forum at the CMAA's annual Conference at Darling Harbour.

My handout - "A Checklist for Wine Selection" - proved popular with those who attended.

So, if you missed out and would like a copy, simply email me at batewine@bigpond.com and I'll be happy to send one off to your club.

Vicious Vintage

South Australia's record heat wave has thrown wine regions into chaos, with prolonged high temperatures through March accelerating grape ripening to a critical point, putting pressure on production facilities already full with crushed fruit and fermenting juice

Growers in regions where reds are still on the vine have estimated volume losses are now more than 10%.

"A very nasty end to vintage for South Australia," is how Grape Growers Australia CEO Mark

McKenzie puts it.

Regions expected to be most affected by the heat wave are Langhorne Creek, Barossa, McLaren Vale and Clare.

One Langhorne Creek grower reported his grapes were ripe and ready to be picked one week, but he could not book space in a wine processing plant for a further two weeks.

The fruit was left on in oppressive weather conditions

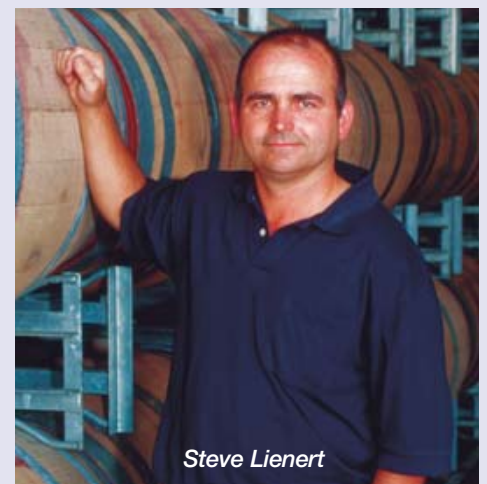
In the Barossa, red varieties such as Shiraz, and Cabernet had begun to shrivel in the sun as vine leaves yellowed and dropped, leaving fruit to further exposure.



Feature Wine

Yalumba Oxford Landing Sauvignon Blanc

A lively wine with all the hallmarks of good Aussie Sauv Blanc - fresh, vibrant aroma's and a fruity taste. It will surely please the Sauvignon Blanc drinker at half the price.



Steve Lienert

'The Maestro' celebrates 80th birthday in style

Virtuoso pianist, conductor, composer and arranger ... the name of "the Maestro" Tommy Tycho is synonymous with musical excellence worldwide.

The genius of Tommy Tycho, makes him one of that charmed inner circle of musicians – prolific, extraordinary quality and equally at home in any genre of music, which sets him apart from his peers in Australia.

Tommy's credits include thousands of orchestrations; composing and arranging more than 1,500 pieces of music for movies and television; more than 75 recordings; conducting all major symphony orchestras across Australasia, Channel 7 Musical Director for 12 years and being at the helm of most of Australia's major musical events, including nine *Royal Command Performances*.

Tommy's status and respect in the Australian music industry is reflected by the collection of Australian and international performers for whom he has arranged music and conducted orchestras for tours, recordings, concerts and special events - Peter Allen, Shirley Bassey, Jack Benny, James Blundell, June Bronhill, Dave Brubeck, Rhonda Burchmore, Don

Tommy Tycho, AM, MBE



Burrows, David Campbell, Perry Como, Judy Connelli, Peter Cousens, Barry Crocker, Sammy Davis jnr, Barbara Eden, Tommy Emmanuel, John Farnham, Dominic Frontiere, Simon Gallaher, Robert Goulet, Rob Guest, Rolf Harris, Colleen Hewitt, Marcia Hines, David Hobson, Hugh Jackman, Col Joye, Kamahl, Graham Kennedy, The Four Kinsmen, Toni Lamond, Don Lane, John Laws, Peggy Lee, Tommy Leonetti, Jerry Lewis, Jimmy Little, Henri Mancini, Ricky May, Todd McKenney, James Morrison, Bert Newton, Olivia Newton John, Johnny O'Keefe, Donald O'Connor, Roy Orbison, Jill Perryman, Marina Prior, Normie Rowe, Janet Seidel, Sandy Scott, Ray Stevens, Judy Stone, Mel Torme, Leslie Uggams and Anthony Warlow.

Maestro Tommy Tycho is a gentleman who wears his genius graciously, preferring his astonishing musical talent and extraordinary career to speak for itself.

He has, for many years, been firmly established at the pinnacle of Australia's music industry, with a range and diversity that may never be seen again.

Happy birthday, Maestro, and many more in perfect harmony with the music.



Melinda's boots made for walking

Australian country singer Melinda Schneider joined Olivia Newton John on "The Great Walk To Beijing 2008" from April 7 to 29.

International stars and cancer survivors walked 228 kilometres along the Great Wall of China in just 21 days.

The walk included teams from the United Kingdom, the United States, Canada, China, and Australia.

This event will help raise money to build a much-needed Wellness Centre for the Olivia Newton John Foundation.

Melinda lost her father to cancer four years ago and said she was tackling the walk in his memory.

Melinda said she knew her father would be looking down and smiling during her epic journey. "He always taught me to help others in any way possible, so here goes," she added.

Melinda was thrilled to have recorded a duet with Olivia for her "Songs Of Hope And Inspiration" - *Olivia and Friends* album. The duet was a song Melinda co-wrote with Ben Cooper in Nashville called "Courageous".

To raise money, the walkers asked people to sponsor their steps by going to www.greatwalktobeijing.com

On the walk, Melinda joined fellow Aussies Sigrid Thornton, Jimmy Barnes, James Reyne, Joanna Griggs, Suzie Wilks, Mike Goldman, Keiran Perkins, Samantha Riley, Dipper, Andrew Gaze and Layne Beachley among others.

International celebrities included Joan Rivers, Dannii Minogue, Sir Cliff Richard and Leeza Gibbons.

We look forward to hearing about the blisters and adventures when they return home.

Melinda with Olivia



Expo exposure inspires entertainers

Shayne O'Leary and Peter Byrne weren't sure what they were in for when they accepted Terry Condon's invitation to host a stand at the CMAA's 2008 Expo at Darling Harbour.

The CMAA Executive Officer has been working with his *ClubsNSW* counterpart, David Costello, to help boost the fortunes of club managers and entertainers through a coordinated approach.

An Entertainment Forum at the CMAA's Auburn offices late last year was the first big step in the recovery plan and the Expo Stand was the next stage of the operation.

Shayne, from the **Artistes' Answering Centre**, and Peter, a popular and high-profile club performer, were overwhelmed by the interest and support from club managers at the Expo and Conference. The pair fielded questions, responded to inquiries and comments and came away with an ambition to take hold of the opportunity to self-evaluate the industry from the entertainer perspective and implement some radical initiatives to revive entertainment in clubs.

Immediately after the Expo, Shayne wrote an email to enlist interest and participation in an entertainers-only industry forum and workshop to advance this project.

"It has been a big couple of days," Shayne wrote. "Being invited to be involved with the Expo has been a very positive experience. It was great to get out and talk to club managers and businesses, hear what they have to say and many visitors received copies of our directory.

We had prime position, outside the Conference Centre, so 300 people



Shayne O'Leary, from the Artistes' Answering Centre, with high-profile entertainer Peter Byrne at the Club Entertainment Stand at the CMAA's 2008 Expo at Darling Harbour.

passed by our stand several times each day, along with the regular traffic moving through the Expo. Response to the Directory was very positive and guests were happy to receive the information. Many people were looking for entertainment information and advice and were pleased to know they could call on the agents who advertised in the Directory.

"There were many positives to come out of the last couple of days. The CMAA continues to be a great supporter of the entertainment industry and has offered us more opportunities to showcase our industry. As we are well aware, the Club Industry has seen many changes and clubs are feeling the pinch now. Some of those - not all - are blaming it on the new smoking laws.

"Some managers are investigating new ways to handle their clubs and this

brought discussion to entertainment and how clubs can continue to offer entertainment. As clubs continue to make changes and move forward, the Entertainment Industry also must look at how we can make changes so that entertainment is an asset to the Club Industry.

"Too long, there has been negativity and talk about how the industry used to be and how the clubs are turning their backs on entertainment. We need to look at why and how we can change that. We need to pull together as an industry and work out how we can be an asset to clubs - not a liability. If we want to see change ... we need to make change.

For more information, contact **Shayne O'Leary** at the **Artistes' Answering Centre 02 - 9529 5777** (office), **0416 243 387** (mobile) or www.answeringcentre.com

Industry's premier Duty Manager Program dates

CMAA Members and managers are advised that the *Duty Manager Development Program*, the industry's premier development program for supervisors moving into management and existing duty managers is scheduled in many areas outside Sydney in the upcoming months.

The program continues to help key staff and their clubs become better prepared in meeting the challenges of responsibility and the leadership of others.

Generous discounts apply for non-managerial staff through the **CMDA Affiliate program**. For more information on the *Duty Manager Development Program*, or other CMDA education and professional development courses, contact **Brad Jones - (02) 9643 2300** or at brad@cmaa.asn.au

- **Brisbane – Kedron Wavell RSL Club**, May 26-28 & June 23-25
- **Auburn**, June 23-25 & July 21-23
- **Illawarra – Dapto Leagues Club**, June 2-4 & July 8-10
- **Tamworth – West Tamworth Leagues Club**, August 4-6 & September 8-10
- **Albury – SS&A Club**, September 30-October 2 & November 10-12
- **Coffs Harbour – Coffs Ex-Services Club**, September 8-10 & October 13-15
- **Auburn – Foster's Duty Managers Program**, (sponsored by Foster's Australia) October 20-22 & November 17-19

Wild Turkey website launches featuring poker king Joe Hachem

Wild Turkey has launched its new website -

www.wildturkeybourbon.com.au - which is part of a global digital upgrade that began in the United States.

It's a completely integrated website tailored to user needs and level of usage. Wild Turkey's new website has responded to poker's world-wide popularity with a detailed section created by World Series of Poker Champion and Wild Turkey ambassador Joe Hachem. Beginners and pros are catered for with downloads to become better poker players. Odds, terminology, hand ranking and a **pokerstars.net** master class takes users into the world of professional poker, giving users free access to top-notch tips. There will also be updates on Joe Hachem, what he's up to and how he was the first Australian to become a World Series of Poker champion. As part of this completely interactive site, an online merchandise store opened in mid-April, providing a secure and easy

way to buy Wild Turkey products. The store recognises high-frequency users and offers special merchandise deals and individual promotions. The promotions section allows the site to run multiple promotions nation-wide, also allowing consumers to claim prizes immediately through the merchandise store by providing a unique code number. With many new features, the Wild Turkey website has reached another level and is now one of the leading websites in online consumer engagement, including an integrated platform and database management.



Poker king Joe Hachem

Oxford Headmaster produces great beer head

A beer glass is more than just a beer glass with Crown Commercial's latest Headmaster addition - the Oxford Headmaster. The new slim-line Oxford Headmaster offers a simpler and sleeker look with the benefits of the Headmaster range. Exclusive to Crown Commercial, Headmaster has a nucleated base. This surface effect captures the carbon dioxide in the beer and slowly releases it while the drink is being consumed. As a result, the beer simply looks more appetising, keeping its head and fresh appearance. Headmaster is designed to give venues a competitive edge, reducing wastage and increasing the bottom line. Particularly good for functions where beers are poured and often left to sit, with a Headmaster nucleated glass, less wastage occurs as beers look and taste fresher for longer. Headmaster is approved as a capacity glass under national Weights & Measures legislation. Headmaster is available in three styles - Oxford, Conical and Washington - in 425ml and 285ml sizes. For more information on the Headmaster range, call Crown Commercial - 1800 252 360 - or contact an accredited Crown Commercial distributor direct to arrange a demonstration.



sexy in style and price tag, but they're also better quality than many commercially advertised brands in the \$70 to \$80 range," Ben said. "However, it's important to remember that all alcohol needs to be consumed in responsible quantities, irrespective of its content. "While **ASM's** range is 'better for you' with a superior taste, it is still an alcoholic beverage, which should always be consumed responsibly".

ASM brings out the holiday spirits

A new range of premium spirits made without the chemicals that contribute to hangovers also promises top-shelf aficionados cleaner, richer flavours. Australian liquor producer **ASM's** spirit **Vodka O** and its four new spirits, **Kinky Nero** dark rum, **Kinky Lux** white rum, **Jinn Dry Gin** and **Tequila Blu**, are made without residual herbicides, pesticides, and fungicides

and are a new kind of clean green alcoholic beverages designed to be kinder the morning after. Spearhead liquor **Vodka O**, which is making waves among the inner-city set, is produced using **ASM's** original patented evaporative and charcoal-filtering process. It's free of all chemicals and distilled with Australia's purest

spring water, making it as "chaste" a drop as vodka was intended.

Kinky Nero is a dark Caribbean rum aged to perfection with subtle undertones of cocoa, vanilla and raisins. **Kinky Lux** is its light-bodied counterpart, a white rum is made from Caribbean sugar cane and aged in oak for a smooth, mellow and refreshing taste. **ASM's Jinn Dry Gin** is the product of a seven-stage evaporative refining process and is subtly infused with hints of orange peel and spice. **Tequila Blu** is exceptionally smooth and distilled in Mexico from blue agave plants which have been matured for a decade.

ASM believes in producing product free of chemical impurities at an affordable price. To guarantee the purest smooth-sipping spirits, **ASM** has exclusive agreements with top international raw materials suppliers. **ASM Liquor** co-founder and sales director Ben Anderson said consumers really had little choice and frequently pay a premium for poor quality products. "Our brands are



Spice things up with **Keno**

Option 1
Base Unit



Option 2
Salt & Pepper
with
base unit



Extras
Table
numbers



Game Guide



KENO COMBINATIONS



KENO KENO BONUS



1

Keep the fun times rolling with the new range of Keno Bistro Holders. Designed for use in bistros and outdoor settings they keep Keno accessible to your diners, so it's a great way to increase your Keno sales!

Email KenoSalesNSW@tabcorp.com.au for an order form or contact your Area Manager for further details.

ARISTOCRAT'S NEW PLATFORM HAS ARRIVED!

NOW MEET OUR

EXCLUSIVE GEN7 GAMES

THE POWER BEHIND THE PERFORMANCE



Geisha™ Power Pay
• Win up to 20 FREE Games



DOUBLE HAPPINESS™ Power Pay
• Win up to 25 FREE Games with double roaming WILD



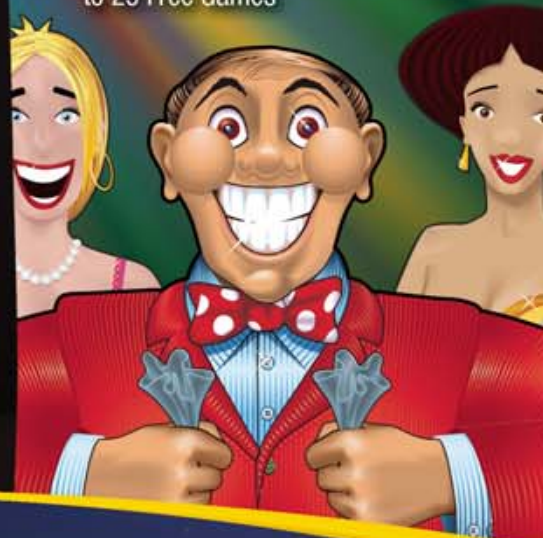
POLYNESIAN PEARL™

Polynesian Pearl™ Reel Power
• NEW SLIDING WILD feature



SHOW ME THE GAME™

Show Me The Game™ Power Pay
• Second-screen feature choose up to 25 Free Games



ARISTOCRAT
it's all in the game™

For further information contact your Business Development Executive on 1800 150 432
or visit our website www.aristocratgaming.com