

Club Management

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CLUB CHAMPIONS

Phil Wheaton & Patrick Crick bounce back from Armidale City Bowling Club armed robbery 'experience': P12&13

Healesville
RSL Club
General Manager
Peter McPhee

- CMAA honours Healesville RSL Club heroes: P16&17
- OLGR updates CCTV coverage guidelines: P18&19

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➤ Pages 16 & 17

“Black Saturday” - February 7, 2009 - goes down in our nation’s history books as one of the country’s worst natural disasters. The leafy town of Healesville, 65 kilometres out of Melbourne, may have escaped the inferno by 1km but as weary fire fighters and evacuees fled to its centre, they were unable to avoid the devastating human impact. With most of Healesville RSL Club staff members battling to protect their families and save their homes, the club stopped trading. While the doors were closed for business, they were wide open for welfare ...



➤ Pages 22 & 23

Police will target groups of people “noticeably” drunk in a crackdown on public boozing. The NSW Government has taken the fight to reclaim the streets to a new level, aiming to enshrine in law that groups “noticeably” drunk and potentially out to cause trouble can be ordered to disperse or fined \$220. Critics have labelled as “overkill” the decision to further expand police powers to tackle public drunkenness. Being “seriously” drunk previously was the trigger for police to move on intoxicated people. NSW Police Minister Tony Kelly said there was a “significant difference” between those two words ...



➤ Pages 26 & 27

The CMAA has invested heavily in streamlining its administration processes and is looking for efficiencies to better serve the membership. Members now can register themselves and staff on to CMDA courses via the CMAA website www.cmaa.asn.au The CMAA has developed a contemporary website and online course administration facility. Places on a course are guaranteed for those members who register and pay online by credit card. For any other form of payment, including manual credit card processing, a \$25 per placement administration fee will be charged above the listed course price ...

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Club Industry's resilience as amazing as it is inspiring

Despite the caning that the Club Industry has come in for in recent years regarding everything from outdoor smoking facilities, gaming machine taxation to binge drinking and problem gambling, I never cease to be

amazed and inspired by the single-mindedness and resilience of the club movement. It doesn't matter whether it's charity work in desperate times of fire and flood to simply supporting the local junior sporting clubs, our industry continues to put aside the sniping and grandstanding from politicians and the anti-everything brigade to deliver venues, services, financial and in-kind support to communities around Australia. I recently attended the CMAA Victoria Zone's AGM and Awards Dinner at General Manager Kerry Scarlett's Mulgrave Country Club when 196 club people turned out to celebrate everything that is good about what we do and to honour the industry's high-achievers. I was honoured to be invited to present a Special Community Award to Healesville RSL Club General Manager Peter McPhee for the remarkable work that the club, its staff and directors achieved during the terrible days of the firestorms that ravaged communities and claimed lives across Victoria in February (see story Pages 16&17). Again, a club went above and beyond the call of duty and responsibility to support its own community and others in the vicinity, working around the clock to ensure courageous fire fighters and emergency services volunteers got the best food and support in those frightening circumstances. Resplendent in his family kilt, Peter spoke briefly and proudly about the selfless efforts of his staff and club directors before acclaiming the people who risked their lives to save anyone and anything that the firestorms spared. Occasionally - and only occasionally - I'll hear someone say, "this could really damage our clubs", and I'd be naïve to say that could not happen. But, when I visit Zone Meetings, see and hear of the good that clubs continue to do, appreciate the importance of the role that the CMAA plays in the lives of hard-working club managers and hear them talk about their determination to make a difference in their towns and communities, I believe we will survive anything -

economic downturn or legislation - because we are doing this for the right reasons.

On a more sobering note, anybody who has attended a CMAA Zone Meeting in recent years where Executive Officer Terry Condon has represented the Association would have heard him pleading with managers to ensure that the CMAA has checked their employment agreements. This is because Terry and Industrial officer Peter Cooper are privy to - almost on a daily basis in these times - the harsh reality of CEOs, General Managers and Secretary Managers being summarily sacked after a change in their club's Board. It's important for every manager to have the CMAA in your corner when it comes to these unpleasant and difficult confrontations.

There can come a time in everyone's professional career when you feel like you have achieved almost all there is to know and learn - a time when a manager might feel that there's not much more that anyone else can help with. That might apply even more to someone managing a major club with hundreds of employees and grand plans. It's important to get fair dinkum and acknowledge that when you arrive at the top of the heap in this Club Industry, there may not be much more the CMAA can do in the way of career and professional development. That doesn't mean there's nothing that the CMAA can do for you, or offer. There's always professional networking and the personal interaction opportunities that can assist you - and others. The CMAA also provides an avenue and opportunity for managers who have done so well out of clubs to give something back to an industry and an Association that has strongly supported their professional and career development. It's an opportunity to give back something real and important ... to leave a legacy for those who will follow and be inspired and enriched by such a contribution. Thankfully, not everyone who gets to the top of the tree believes he/she knows it all. Those who do support the leaders of the future are not only leaving a legacy for the Club Industry but also for their clubs.

➤ **BILL CLEGG, ACCM, is the CMAA Federal President and General Manager at Randwick Labor Club**

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competition. Corporate Governance "Cohort 2" is the CMAA's latest joint venture with Southern Cross University's Graduate School of Management to provide clubs - managers, chairmen and presidents - with tertiary-level opportunity and environment to comprehend the detail and complexity of modern business management. Cohort 2 "students" have emerged with a deeper understanding of the roles that board and management play in a successful club. They have also come away with a greater respect for the contribution that each makes in enhancing the profile and success of their clubs. The Corporate Governance program is a major time and financial commitment for any club, but the value of long-term improvement and success driven by a cohesive and professional team of Board and managers cannot be assessed simply in terms of dollars and cents. Cohort 3 starts on June 16 and 17, finishing on July 7 and 8, while Cohort 4 is set down for August 18-19 and September 15-16, with Cohort 5 on October 13-14 and November 24-25.

If the Corporate Governance program is too big a step, then the CMAA's annual Mid Year Executive Leadership Conference should be within reach. It's another world-class event with some of Australia's best speakers and workshops designed to help managers and clubs address the immediate circumstances and implications of domestic commercial and governance issues. Education manager Ralph Kober, his CMDA team and the Board of Management Studies have put together another impressive program of topics, speakers and workshops along with first-class business networking and social opportunities. We will be at Conrad Jupiters from July 15 to 17 with the Combined Zones - Gold Coast and Brisbane - Charity Race Day at the Gold Coast Turf Club providing a perfect conclusion to the three days of education and professional development. There's still time to register online at cmaa.asn.au and book airfares and accommodation for the conference. The brochure is

presented on Pages 29 to 32 of this edition and I look forward to seeing you there.

Through a new website and online version of CMA Magazine, your Association has been able to provide enhanced opportunities to participate in the CMDA's vast education programs and keep abreast of what's happening in an around the Club Industry. The online magazine has brought the world to the Association and our sponsor partners and advertisers are enjoying the hi-tech benefits of our partnership with Tic Technologies and Insite Organisation. The magazine links online readers to the websites and products of our advertisers through URL hyperlinks and there is capacity for more sophisticated "rich media" add-ons such as "rollovers" and "flash media". Victoria Stevenson, from CMAA Career Development Centre sponsor company InfoGenesis, has bravely gone where no man or woman has gone previously by making a flash media presentation and I invite readers to go online and appreciate the opportunities this level of marketing provides. The InfoGenesis article is on Page 48 and all you need do is click on Victoria's smiling image. Go to www.cmaa.asn.au and click on the magazine cover "tile" to access the online version of this magazine.

I am delighted to see the smiling faces of Phil Wheaton and Patrick Crick on the cover of this June edition. Both men represent all that is good in our Association and in the Club Industry. As colleagues - and mates - they went through the painful physical and emotional experience of a violent armed robbery at their Armidale City Bowling Club earlier this year. They have tackled their return to the club and their North West State Zone with courage and determination. They have also had remarkable support from their families and their CMAA colleagues. I encourage all members to read Peter Sharp's article and appreciate what a proud, powerful and remarkable network the CMAA is for all members.

➤ TERRY CONDON, CCM, is the CMAA's Executive Officer, a CMAA Life Member & former Club Manager



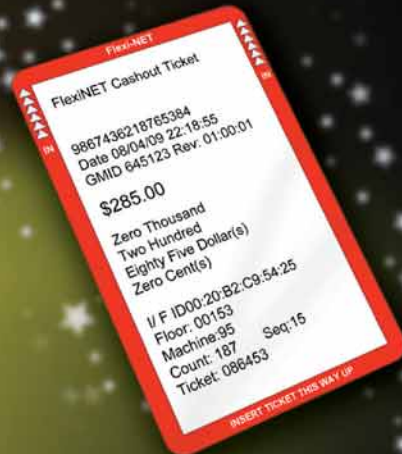
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Armidale team stronger for support that

By PETER SHARP

There is no perceivable emotion in Phil Wheaton's voice. His eyes are clear and focused on the questions. His responses are measured and specific, the detail is impressive.

The Armidale City Bowling Club General Manager's personal warmth and professional passion for his club and the industry is unchanged - perhaps strengthened - by the events of Tuesday, March 10, and beyond.

Patrick Crick is Phil's 26-year-old Assistant Manager at Armidale. Like his boss, Patrick's resolve to move on from the armed robbery at the club is impressive and convincing.

Both men were physically harmed during the armed invasion but have drawn strength and perspective from their families, their close personal friendship, professional relationship and the remarkable response from CMAA colleagues.

It was just before midnight when four men smashed through the club's front doors with hammers and knives to take what they could and deal with those who got in their way.

Members, managers, club directors and industry trade representatives were enjoying last drinks following the CMAA North West State Zone dinner in the club's auditorium. CMAA colleagues were making arrangements to return for the Zone Meeting the next morning.

Phil and Patrick, the Zone Education Officer, say they reacted more out of curiosity to the commotion at the front of the club. Just 18 minutes later, the gang were escaping with \$54,000. A hammer blow to the right side of Phil's face left him unconscious for the duration of the robbery. Patrick was able to intervene, save Phil from further physical damage and ensure no-one else was involved as the gang did their dirty work.

Phil says his jaw is "shattered", not

broken, and guides a hand across the calcification lump to illustrate his point. Like Patrick, he has three broken - yet to be repaired - teeth along his jaw-line. A hammer caused Phil's damage, while a blind-side kick accounted for Patrick's "memento".

The pair sit side-by-side following the Zone AGM at Gunnedah Services and Bowling Club in mid-May - just two months since the robbery - and prefer to talk about the fallout from the armed robbery rather than the event.

"I can't tell you much ... I was on the floor unconscious for most of the action," Phil says with his dry humour, born of 38 years in the Club Industry - 14 years at Armidale Ex-Services Club, the balance at the bowling club. "It wasn't much fun for anyone involved ... Patrick did a remarkable job to contain the situation and get the robbers out as quickly as possible."

Both men were threatened at knife-point and admit to being scared for their lives as the gang screamed threats, abuse and brutally dealt with anyone in their proximity. Four people, including Patrick's girlfriend Samantha, were tied up during the ordeal.

"A lot of things go through your mind very quickly in that situation ... I wish Sam hadn't been there to witness what happened, but we are all safe and with the support of our families, friends and club mates we will be fine," Patrick says.

Apart from Patrick and Samantha, Supervisor Michael Davidson and the club's security guard, who was also bashed, were tied up during the robbery. Patrick, with bar staffer Jay Porter, was able to divert the gang's attention from inflicting more physical

punishment to their purpose, the money. "It was very unpleasant and difficult, but I tried to concentrate on the Barringtons armed robbery training we did at Glenn Innes 12 months ago and get them away from Sam and Phil, who looked to be in a bit of trouble," Patrick added.

Less than a month later, a gang robbed Peter Negus's North Haven Bowling Club near Port Macquarie. State Protection Support Group officers, who had contained the area, confronted the robbers as they tried to escape. Police arrested and charged the four males, while a fifth man eluded a Police pursuit and road spikes to escape on foot into bushland. The four faced Port Macquarie Local Court on

April 7 charged with North Haven hold-up. Three staff members and one security guard were tied up during the robbery before the men allegedly ransacked an office

"It was very unpleasant and difficult, but I tried to concentrate on the Barringtons armed robbery training we did at Glenn Innes 12 months ago and get them away from Sam and Phil, who looked to be in a bit of trouble ..."

PICTURE: Armidale City Bowling Club General Manager Phil Wheaton with his Assistant Manager Patrick Crick at the recent CMAA North West State Zone AGM at Gunnedah Services and Bowling Club.



adversity delivers

area. The arrests were part of "Operation Marquet", formed by Mid North Coast Local Area Command Police following a number of similar armed robberies on the North Coast and New England regions, including the Armidale City Bowling Club robbery.

Phil wants to move on to what he describes as the "real story" of the club robbery. "The people who stepped up to help us were just amazing," he says with the pride of a "club man" who serves as the CMAA Zone President. "Good people - great friends and club professionals - made sure that our club opened the next day and operated without a hitch ... that our staff and directors understood what had happened and that the club would function smoothly for our members ... that our Zone Meeting started on time ... and that we could focus on our recovery and getting back to work," Phil added.

"Paul Gordon is known as a joker but he was a total professional as, with Sharon Goodhew's help, he took control of the situation in running the club, briefing the board and the staff, ensuring people got on with their roles, supporting Patrick to keep everything ticking over. He also handled all of the media and was a remarkable 'director' and calming influence for everyone involved. Tim Palmer and Kelly Anderson set up the bar for trading on the Wednesday ... Rod Laing counted the floats for the tills and got the gaming machines ready. I was able to relax because I knew Patrick had help for this group of remarkably talented club professionals."

Patrick said he received numerous calls every day from club managers offering

assistance and advice. "It was the first time I had experienced anything like this ... the robbery was terrible for everyone, but the support and generosity that followed helped me slow down and get myself organised emotionally and work-wise," he added. "It was an amazing experience and made me understand just how important the CMAA support network is and why I am involved. I hope that I can provide that same support when another manager needs my help."

Phil spoke glowingly at the AGM about the same topic - the CMAA and its people. "We are a small, but very strong, Zone and the support that I had from everyone during and after the robbery has been a life-changing experience," Phil said. "The CMAA - Terry, Ralph and the team - has been remarkable ... it seems that you can pick up the phone 24 hours a day and get help or an answer. It's a clear indication of why every club manager should have that support and experience in case something goes wrong personally or professionally."

"In some people's eyes, we - Patrick and me - might have come back to work too quickly, but we agreed it was important to 'get back on the horse' straight away ... in fact the four club people involved in the robbery all worked the night shift together two days later. It's important to get on with it. We've had remarkable support



from the members and the Armidale community which was another good reason to get back to the club as soon as possible. Pat and I talked about it a lot over the next few days. I spent time with my wife, Marilyn, with Pat and Sam and Pat's parents to make sure we were okay to get on with our lives and our work. I'm happy that we did it this way ... it may not be right for everyone, but it was right for us."

It's hard to imagine two blokes, good mates, in country NSW doing it any other way.

➤ **FOOTNOTE:** Phil Wheaton suffered concussion when knocked out during the club robbery, spent the night in hospital and was able to go home to his family the next day. Headaches are a natural consequence of such a blow to the head and Phil had his share for a few weeks. When the headaches persisted, he returned to his doctor who recommended a CAT scan to ensure there was no damage beyond the broken jaw. A subsequent MRI and battery tests revealed Phil had tumours on his brain. Visits to a neurological specialist in Brisbane confirmed the tumours. A biopsy has shown the tumours are benign and, with ongoing monitoring, Phil will be fine.



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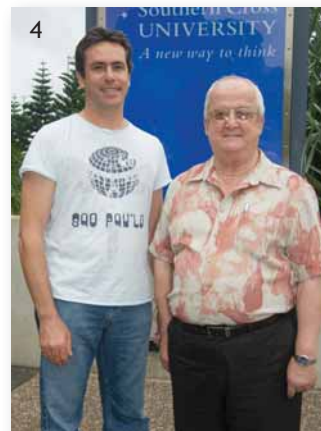
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CMAA-SCU Corporate Governance Cohort 2 Report Card

By RALPH KOBER,
CMAA Education Manager

The second cohort of delegates for the CMAA-Southern Cross University (SCU) Corporate Governance Program last month rated the program highly for "relevance, impact, intellectual content and value". All managers and directors were enthusiastic about their experience.

David Mantle, Dooleys CEO, said the course was "excellent" and others, such as Club Rivers CEO Simon de Munck commented: "This course will place you forward on to the path of business growth and is the most valuable course I have ever undertaken. 'Unveiling the Corporate Veil' and the 'Myth of Limited Liability', demystifying and defining the roles and responsibilities of the CEO and the Board enabling both to manage their functions to achieve sound business decisions, and ensuring business stability and security were major outcomes."

Clubs represented at Cohort 2 included Dooleys, Goulburn Soldiers Club, Club Ashfield, Milton Ulladulla Bowling Club, Mittagong RSL Club and Club Rivers. All course delegates agreed on the way the whole program is constructed, how they travelled together, shared accommodation, attended classes at the Tweed Heads

Campus of SCU's Graduate School of Management enabled them to gain the trust necessary to extract the full value of a high-level tertiary education event.

It also enabled the group to establish a strong camaraderie and networking group that can - and will - be sustained in the challenging times ahead for the Club Industry.

The next Corporate Governance program will be over four days: Tuesday and Wednesday - June 16 and 17; Tuesday and Wednesday - July 7 and 8. At the time of publication of this edition, there are places available for clubs for Cohort 3.

Please contact Ralph Kober or Terry Condon on 02 - 9643 2300 to discuss the program in detail.



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- 1 - Bob Bell and Michael O'Sullivan from Milton Ulladulla Bowling Club.
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- 3 - Steven Swadling and Toni Mitchell from Goulburn Soldiers Club.
- 4 - Robert Cassano and Dominic Fiartrone from Club Ashfield.
- 5 - David Mantle and Chris Cassidy from Dooleys.
- 6 - Michael Free and Simon de Munck from Club Rivers.

Liberals consider tax on all alcohol in alcopop tax debate

The Federal Coalition has offered to discuss a tax rise on all alcohol products as it appears to be backing down on its opposition to a 70% rise in the "alcopops" tax.

The move comes just days after Opposition Leader Malcolm Turnbull proposed an increase in the cigarette tax to help lower the Government's \$57 billion budget deficit.

Opposition Health Spokesman Peter Dutton said the "alcopops" (RTD) tax rise as it stood was just a revenue grab. Raising the tax on alcopops alone had not stopped binge drinking because people had simply switched to other types of drinks, Mr Dutton told Channel 10's *Meet The Press* program on May 24.

"If the Minister was serious about having a discussion about addressing the real problem of binge drinking, she would talk about putting - as health groups have advocated - a broader-based tax on alcohol," Mr Dutton said.

The Coalition would be prepared to discuss a wider alcohol taxation regimen, he added.

"If the Government is serious about addressing the problem of binge drinking, we'll come to the table," he said.

If a 70% rise was applied to all forms of alcohol, the tax on a glass of beer would rise from 26c to 44c.

The tax on a glass of cask wine would rise from 6c to 10c.

The tax on bottled wine would go up from 20c to 34c a glass.

And the tax on a glass of spirits would rise from 83c to \$1.41.

A spokesman for Mr Turnbull later appeared to back away from Mr Dutton's call for the tax on all alcohol to be raised. "It was a device to illustrate the hypocrisy of the Government's claims that the alcopops tax was a health measure," the spokesman said.

The Australian Medical Association (AMA) and other health groups want the tax on alcoholic drinks to reflect the total volume of alcohol in each glass.

The Government's tax inquiry is investigating the matter of Australia's differential alcohol taxation rates.

Health Minister Nicola Roxon said she did not take Mr Dutton's offer for

talks on alcohol tax seriously. "I'm interested that Mr Dutton has been spectacularly all over the place on these issues," Ms Roxon said. "I think they're just flailing around looking for options to throw in the air."

The Government has also refused to answer questions about whether it will take



Health Minister
NICOLA ROXON

up Opposition Leader Malcolm Turnbull's offer to support a rise in the tobacco tax. "I find it a bit hard to take him seriously on that as well," Ms Roxon added.

Meantime, Family First Senator Steve Fielding says the Federal Government can keep the \$400 million it has made already from its tax on RTDs but he promises to oppose the permanent introduction

of the controversial new laws.

The 70% tax legislation passed the House of Representatives on May 12, allowing the Government to keep the \$424 million in tax it has collected already, as well as a regulation that will allow it to keep collecting for another year. That legislation and regulation went to the Senate the following day. To keep collecting the money, the Government needs parliamentary approval within 12 months.

The original legislation will come back before Parliament before the end of June, and faces an uphill battle to get through the Upper House. With the Coalition previously opposing the tax, describing it as a "tax grab disguised as a health measure", the Government needs Senator Fielding's support to get its legislation passed.

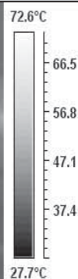
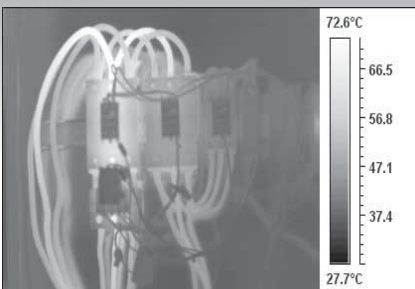
But Senator Fielding said the alcopops tax was a blatant revenue grab by the Government.



Coalition Leader
MALCOLM TURNBULL

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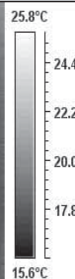
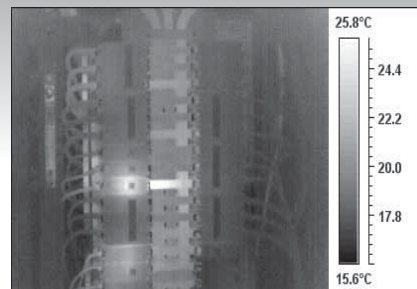
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Black Saturday: Peter and Healesville RSL step

By KATIE CINCOTTA

"Black Saturday" - February 7, 2009 - goes down in our nation's history books as one of the country's worst natural disasters ... 173 people died, 2,029 properties were lost, 61 businesses destroyed, 78 towns affected and more than 400,000 hectares of stunning Yarra Valley bushland burnt to oblivion.

The leafy town of Healesville, 65 kilometres out of Melbourne, may have escaped the inferno by 1km but as weary fire fighters and evacuees fled to its centre, they were unable to avoid the devastating human impact.

With most of Healesville RSL Club staff members battling to protect their families and save their homes, the club stopped trading. While the doors were closed for business, they were wide open for welfare.

True to the Victorian RSL ethos of serving the community during disaster, the sub-branch decided to offer its facilities as a relief centre.

For the next 10 days, the country club took in the hungry and the homeless - serving as a refuge in those traumatic days following the fire.

It began with a midnight call from the Council to club General Manager

It began with a midnight call from the Council to club General Manager Peter McPhee, asking if the club could serve up breakfast for 300 exhausted fire fighters.



Peter McPhee, asking if the club could serve up breakfast for 300 exhausted fire fighters. Peter had just six hours to gather food supplies for the masses and began buying up at several supermarkets from 5.45am, collecting bread and eggs. He also purchased towels, soap and toiletries for those who hadn't showered in days.

Spotless Catering pitched in with its expertise, providing volunteer staff with lessons in emergency catering and bringing in food direct from their MCG kitchens.

Peter says despite the pressure, the

"firies" maintained their humour during the ordeal, swearing off "sandwiches and barbecues", which was the easiest way to keep them fed during the crisis.

But, with cancelled functions at local venues, the Country Fire Association (C.F.A.) crews did score a few top-nosh dinners, including gourmet servings of duck, salmon and rabbit from nearby wineries such as TarraWarra Estate.

In total, over more than a week, the Healesville RSL Club served up 6,500 meals worth \$97,500. "We became an integral part of the emergency service supply unit," Peter said.

Both Peter and club President Arthur Ford also risked their lives to supply local Committee member Vic Williams, who runs the Singing Garden Tea Rooms in nearby Toolangi. Vic was acting as a feeding station for police, fire fighters and locals but had run out of food and petrol to keep the generators going. Despite the danger, Peter and Arthur loaded up the Healesville RSL Community Bus and broke through roadblocks to bring in food, water and fuel. "It was quite scary in the bus with both sides of the road on fire, power lines down and fallen trees," Arthur said. "A 10-minute run to Toolangi took us 2½ hours but we had to keep Vic going."

For the next week, Peter and Arthur traced that treacherous path through the fire embers - knowing how important it was to get essentials into the neighbouring town. "You'd turn a tap on in Toolangi and it would come out the colour of mud," Arthur

The S.E.S. truck donated from Victor Harbour in South Australia, delivered to Marysville.



up to tragedy and challenge

added. "The town was closed for two weeks, so they desperately needed to get water in."

While it's been three months since those deadly blazes ripped through the towns of Kinglake, Marysville and beyond, those on the frontline say the memories are still vivid and raw.

Peter and Arthur find it hard to forget the horror - herds of dead cows in paddocks, houses reduced to piles of rubble and victims so distraught they wanted to end their lives. "There were a couple of people who were suicidal," Arthur recalls, "we used the gaming area as a counselling area, so there was a lot of on-the-spot counselling going on."

Peter says one group of 75 Toolangi locals were so surrounded by fire they had to huddle in a strawberry patch - trapped, with nowhere to go. "There were so many distressing things and you'd go home and you just couldn't talk about it," Arthur added.

But, alongside the tales of death and destruction are wonderful stories of hope and resilience. One club member, nicknamed "Dooleys", lost his entire property in Marysville, but his precious war memorabilia survived - safe on display at the Healesville RSL Club, after his generous donation many years before.

Other veterans and their families who

"As we've seen so often in Australia, when things go wrong, mates come forward ..."



(from left) Healesville RSL Club President Arthur Ford with General Manager Peter McPhee and Club Vice President Alan Farnell.



Burnt trees shipped out from the town.

lost war medals in the fire have had them replaced in record time - some, within days - with companies such as Monsta's Medals in Queensland offering their services free.

Even a utility was donated from Victor Harbor in South Australia, that the State Emergency Services (S.E.S.) in Marysville is now using.

As we've seen so often in Australia, when things go wrong, mates come forward. And it's for that reason that the CMAA recognised Healesville RSL Club's relief efforts at the Victoria Zone's annual Awards Dinner at Mulgrave Country Club last month.

That night, CMAA Federal President Bill Clegg, ACCM, made a special presentation to Peter McPhee, which the club GM proudly accepted in his traditional Scottish attire - the tartan kilt. "Well, I don't fit into the dinner suit anymore," Peter chuckles.

Clearly, it takes more than a bushfire to wipe out a sense of humour - because when you've seen the world at its worst, remembering how to laugh might just be the best thing you can do.



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OLGR issues new standards for in-venue

The NSW Office of Liquor Gaming and Racing (OLGR) has published a new set of minimum standards for Closed Circuit Television (CCTV) systems at licensed premises. The OLGR website states that CCTV systems must comply with State and Federal Legislation¹ and it is incumbent on the licensee to be familiar with those laws. This standard is referenced in CCTV conditions imposed on the liquor licence and serve as best-practice guidelines. The OLGR defines a CCTV system as a “valuable resource” that provides the following benefits for a venue²...

- Deters anti-social behaviour and crime on and near a venue;
- Assists venue management to monitor staff and patron behaviour;
- Assists regulators in the investigation and resolution of incidents.

Given the rapid advances in technology, minimum standards will be deferred to desired outcomes when in conflict with prescriptive technical standards. The standards and requirements indicated will be measured against the playback of recorded images, and not that of live images.

1. Cameras & Display

1.1. A minimum of one camera with a field of view covering the internal ingress/egress of each entrance and exit to the venue when used. Each camera shall be positioned to identify any person entering the premises from the recording - see figure 1.

1.2. A minimum of one camera with a field of view covering the external vicinity of each entrance/exit to the venue to a radius of 10 metres.

1.3. All other cameras must be positioned and record to a standard so that any person is recognisable on the recording - see figure 1.

1.4. The licensee shall ensure that camera recordings meet the standards set in 1.1 and 1.3 at all times, either by way of camera technology and settings, and/or by maintenance of lighting, camera positioning, camera shades and other environmental factors - see figure 2 for common problems that would result in recordings not meeting the standards.

1.5. Each camera will be protected by suitable vandal damage resistant camera housings.

1.6. Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.

1.7. A colour monitor, at least 50cm is to be situated at the main entrance to the venue, so that patrons entering are able to clearly view live images of that entrance.

Figure 1 - Identity and recognition standards



(left) When the figure occupies at least 50% of screen height viewers can say with a high degree of certainty whether or not an individual

shown is the same as someone they have seen before.

(right) With the figure now occupying at least 120% of the screen height, picture quality and detail should be sufficient to enable the identity of an individual to be established beyond reasonable doubt.

Figure 2 - Recordings that would fail the standard



(left) This image shows the effect of flare on a camera. This occurs when bright light falls directly on the camera and causes colours to lack saturation and appear washed out, and can also cause loss of detail. Changing the camera position or the addition of a lens hood to the camera will often help reduce the problem.

(right) This image shows the effect of silhouette, which occurs when extremely high and low light levels are encountered in the same scene creating too much contrast for the camera to handle effectively. It frequently occurs with cameras facing out of entrances. Keeping even levels of light across a scene ensures good contrast. Keeping even levels of light across a scene ensures good contrast.

2. Recording

2.1. Recordings must be in digital format, and commence 1 hour prior to opening, and operate continuously until at least one 1 hour after closure.

2.2. Each camera is to record at a minimum rate of 6 frames per second at a medium resolution.

2.3. The correct time, date and camera identification must be automatically embedded on all recordings and be able to be read when the image is played back on a different system without interfering with the view of the target area.

2.4. Recordings should be retained for a period of 30 days before being reused or destroyed. The licensee shall ensure that no person is able to delete or alter any recordings within the 30 day period.

2.5. The CCTV system shall be able to immediately reproduce a copy of the recordings on compact disk, DVD, or memory stick.

2.6. Recordings shall be able to be selected by any camera, or selection of cameras and for any time period required.

2.7. All recordings shall be able to be played natively by Windows Media player or shall come with 'viewing software' to allow immediate viewing on any computer using the Microsoft Windows Operating System.

2.8. In the event of a power failure, the CCTV system must be capable of continuing for at least 15 minutes. If the power failure exceeds 15 minutes, then the outage is to be recorded in the Incident Register³ at the time of the power failure.

2.9. The CCTV system must be capable of archiving a recording on the hard drive so that it will not be subject to auto deletion.

2.10. If directed by NSW Police, OLGR Inspectors or other Regulatory Officer⁴, the licensee is to ensure that recordings are archived⁵ until such time as they are no longer required.

2.11. Prior to any archived recording being deleted, the

CCTV reporting

licensee must obtain express written approval from the officer who in the first instance requested the recording to be archived.

3. CCTV System & Access

3.1. The CCTV system shall be secured within the venue and be accessible only to authorised personnel⁶ so as to maintain the integrity of the recordings.

3.2. When the venue is open and trading, at least one authorised person shall be at the venue who is capable of accessing the secured CCTV system and is able to immediately download recordings to a compact disk, DVD, or memory stick.

3.3. Access to, and copies of, recordings from the CCTV system are to be immediately made available upon request to NSW Police, OLGR Inspectors or other Regulatory Officer.

3.4. The licensee shall ensure that any requested recording, if it exists and regardless of whether it falls within the 30-day period, is supplied to NSW Police, OLGR Inspectors or other Regulatory Officer, immediately upon request, and not deleted.

3.5. The licensee is to keep a log of all recordings manually deleted, setting out

- > 3.5.1. date and time of deletion,
- > 3.5.2. person deleting the recording,
- > 3.5.3. date and time frame of the recording,
- > 3.5.4. reason for the deletion.

4. Maintenance & Reporting

4.1. The CCTV system shall be maintained by a registered security surveillance company⁷ so as to maintain the visual quality of the recordings for the life of the equipment.

4.2. Prior to the commencement of trade each day, the CCTV system shall be checked to ensure the equipment is in full operating order⁸. An authorised person shall note in the Incident Register:

- > 4.2.1. the date and time of the check,
- > 4.2.2. their name and signature,
- > 4.2.3. the result of the check,
- > 4.2.4. in the event of a malfunction, further action taken.

4.3. If during the daily check or at any other time, it is discovered that the equipment is not in full operating order, the licensee is to notify the Local Area Commander within 2 hours. A record of the notification, along with remedial action taken is to be recorded in the Incident Register immediately.

4.4. The licensee is to keep a log of all recordings copied setting out:

- > 4.4.1. details of the recording copied: date, times, cameras, and the copy format,
- > 4.4.2. the reason for the recording to be copied,
- > 4.4.3. name and signature of the person making the copy,
- > 4.4.4. date and time the copy was made,
- > 4.4.5. recipient of the recording,
- > 4.4.6. date and time of receipt.

5. CCTV Plan

5.1. The licensee must prepare and maintain a CCTV Plan in accord with these requirements. The plan must detail:

- > 5.1.1 the technical specifications of the CCTV system,
- > 5.1.2. location (including to-scale floor plan),
- > 5.1.3. physical and electronic security arrangements for all equipment associated with the CCTV system,
- > 5.1.4. staff authorised to access and operate the system,
- > 5.1.5. ongoing regular maintenance contracts and emergency service arrangements,

> 5.1.6. an affirmative statement signed by the licensee, that they have read, understood, and comply with all relevant local, state and federal legislation and requirements regarding CCTV systems.

5.7. The CCTV Plan is to be retained at the venue and made available immediately to NSW Police, OLGR Inspectors or any other Regulatory Officer.

Performance Standards Checklist

Camera and display

Location	All entrances and exits
Recording	6 frames per second
Internal view	Identify persons entering
External view	Radius of 10m of all entrance/exits
Other cameras	Recognise persons on recordings
Colour monitor	Minimum of 50cm situated at main entrance
Camera views	Not obstructed by any permanent or temporary impediments

Recording

Format	Digital
Recorded times	1hr before open to 1hr after close
Display	Correct time/date and camera ID embedded
Storage	30 days
Power display	Record for 15 minutes
Deletion	Disabled for recordings within 30 day period
Archive	Archive on request and protected from deletion

Playback

Copies	CD, DVD, USB memory stick
Software	Windows Media Player or must come with viewing software

Access	Trained manager available at all times
Recording	Select by camera/s and time

Maintenance & Reporting

Security company	Security Master licence, install & maintains CCTV as part of their principle activities
Check	Daily prior to trade and noted in Incident Register
Malfunctions	Report to Local Area Commander within two hours
Copies	Log of all recordings copied
Deletions	Log of all recordings manually deleted
CCTV Plan	Maintained and kept at the venue Technical specifications of the CCTV system Floor plan Authorised persons Security arrangements Maintenance and emergency service arrangements Affirmative statement from licensee

For more information go to the OLGR website www.olgr.nsw.gov.au or direct to the In Venue CCTV page at http://www.olgr.nsw.gov.au/policies_standards_in_venue_cctv.asp

1 In the event of conflicting requirements, legislation will take precedent over this document.

2 Licensed premises.

3 As defined in s.56 of the Liquor Act 2007

4 An authorised person carrying out a local, state or federal statutory function.

5 On the CCTV system hard drive.

6 A person authorised by the Licensee and noted in the CCTV plan, who has the skills and ability and training to sufficiently operate the CCTV system.

7 Must possess a Security Master licence and install and maintain CCTV security equipment as part of their principal activities.

8 This is to include reviewing recordings to check image quality and length of storage.

Wheel turning the right way for Southport

By HENRI LACH

The tide is finally turning for the Southport RSL Club. On Queensland's Gold Coast, the club has been languishing in a backwater virtually from the day its \$17 million renovations opened nearly 14 years ago. Located on the fringes of Southport's CBD in busy Scarborough Street - just a stone's throw from the magnificent Broadwater - this club had the immediate potential to become a major focal point - even an icon - of this part of the Coast. But it was not to be.

"Nothing's changed since November 1995," says club General Manager Paul McGuire, "not the design, not the furniture, not the carpets. It's probably a good

rap for the furniture because it's lasted that long."

The reasons for the stagnation are many and complex. Suffice to say that a series of unfortunate events saw the club implode, then be placed into receivership in 2001.

Paul McGuire knew what he was getting himself into when he accepted the GM role just on two years ago. He was heading the Queensland Lions Soccer Club at Richlands in Brisbane's western suburbs when he got a phone call offering him the job. "The Board and the receiver, Jack Duff, were up-front and very honest," Paul adds. "I can't commend them enough.

They explained the situation exactly. They thought I might be able to help."

And things are on



PAUL MCGUIRE

Residential development adds options for club

The sale of adjacent land to a South Korean development consortium, City Plan Partners, has done more than just boost ailing coffers at Southport RSL Club. It also holds great promise for the club's future trading. Foundation work on the site is well under way for construction of a 35-level residential tower to be known as Victoria Towers, aimed at the over-50s market. The \$220 million development will have 220 strata title units and three levels of aged care facilities. Victoria Towers will share a common foyer with the club and the club has agreed to participate in the developer's marketing strategy. A sales office in the club's current foyer is attracting plenty of attention. Club membership will come with each sale. "There's been a lot of interest and we already have several contracts signed," sales consultant Elisa Nicholson said. Southport RSL Club General Manager Paul McGuire describes it as "a perfect deal" between the developers and the club. "I've asked for the catering rights for the tower to diversify our catering income," he said. "We have a licence for off-site catering." As well, the club will have a "captive audience" of residents with immediate access to its facilities. For potential buyers in the over-50s bracket, the attraction of club amenities on their doorstep is a powerful incentive. With a two-year timeframe to complete the Victoria Towers project, Southport RSL Club may yet fulfil its role as a major player in the Southport CBD. Paul McGuire is looking forward to the challenges this will bring.

- HENRI LACH

PICTURE: An artist's impression of the Victoria Tower that will rise next to Southport RSL Club.



A new gaming area is a major part of Southport RSL Club's upgrade.

the move since Paul's appointment.

A portion of the club's freehold has been sold to a developer for \$16.5 million, the club's constitution has been re-written to give more stability to the Board who are now appointed for three-year terms on a rotating basis, and the club is trading well under Paul's stewardship.

"We showed an operating profit last year for the first time in a long period," he said. "The food and beverage side of the business this year has been great. Our attitude is we're going to have a go. We don't read the bad news in the papers ... we're out there in the marketplace."

Most importantly, the club is on the brink of shrugging off its disappointing past. "The sale of the land will alleviate a lot of the debt and make the balance sheet look a lot healthier," Paul said. "We are close to signing off on a financial agreement to come out of receivership. All of the documents have been signed by the Board. We need to clear all the pre-receivership debt, such as workers' entitlements. Once the taxation department accept the proposal we've put to them, we'll be out of receivership."

Paul is confident that the club will enter the new financial year with that monkey off its back. Plans are already on the drawing board for a major refurbishment. The first stage will cost about \$1.3 million, the second \$800,000. A major part of the project will be to move the gaming room next to the outside smoking

RSL Club

area. "We need to show the financial institutions that we have plans for the future," Paul added. "It's exciting when we're doing things that couldn't be done for 14 years."

Paul has been pleasantly surprised by the reception he has received at his new post from his fellow CMAA members and managers. "The Gold Coast managers have just been amazing," he said. "In Brisbane, it's very much a closed shop. Here, it's a case of 'if you need a hand, give us a call'. Those guys have been enormous," he said.

He also had words of praise for his Board and its President Brian Baker. "They are dedicated to the task," Paul said. "All nine Board members took a day off to do the Corporate

Southport RSL Club in busy Scarborough Street - the void on the left will be filled by the new residential tower.



"The food and beverage side of the business this year has been great. Our attitude is we're going to have a go ...

Governance course," he said. The staff members too come in for praise: "A lot of them have been here a long time and they've gone through

a lot of pain. I'm proud of what we've achieved. Everyone's a spoke in the wheel ... and it keeps rotating," Paul said.

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Drunk slurring and troublesome groups on police hit list



NSW Police Minister
TONY KELLY

Police will target groups of people "noticeably" drunk in a crackdown on public boozing. The *Telegraph* newspaper reported the NSW Government has taken the fight to reclaim the streets to a new level, aiming to enshrine in law that groups "noticeably" drunk and potentially out to cause trouble can be ordered to disperse or fined \$220. Critics have labelled as "overkill" the decision to further expand police powers to tackle public drunkenness. Being "seriously" drunk previously was the trigger for police to move on intoxicated people. NSW Police

Minister Tony Kelly said there was a "significant difference" between those two words. He said "noticeably" drunk could mean people slurring.

Mr Kelly wants to legislate to allow police to target ...

- Drunken beach parties where people could drown while swimming, as it was a safety issue;
- Barbecues or picnics where people "noticeably affected" by alcohol could disturb others;
- Groups of people gathering on footpaths who they consider drunk and a safety risk.

"This will make it easier for police to move on drunken idiots," Mr Kelly said.

Some Labor MPs said the proposal, and other police announcements, were Premier Nathan Rees trying to emulate Bob Carr's successful push to make law and order an election winner. "This is about Rees needing to divert attention from how badly we're going - but he's no Bob Carr," an MP said.

Mr Kelly said police had asked for the change, with the force going heavy on alcohol-related crime since Commissioner Andrew Scipione took the reins. "Police aren't out to stop people having fun," he said. "This change gives police the same legal provisions that apply to the responsible service of alcohol in licensed premises."

Police sources said the legislative change was "hardly sensational and more about the Minister trying to look like he's doing something than making a change police really need".

Lawyer Philip Stewart said lowering the threshold went too far and "opened the way for police to be heavy-handed". "Police have broad powers as it is," he said.

Opposition Police Spokesman Mike Gallacher accused the Government of "a song-and-dance routine". "NSW Police already have the power to move on drunks but what they don't have, are enough police to enforce these laws," Mr Gallacher said.



NSW Police Commissioner
ANDREW SCIPIONE



Victoria's
Consumer
Affairs
Minister
TONY
ROBINSON

Crackdown on liquor licence venues

Victoria's clubs and hotels can expect a massive crackdown on venues flouting liquor licensing laws with an extra 25,000 yearly inspections to begin in July. *The Age* newspaper reported that the State Government's new civilian inspectors have been warned they had better be prepared to patrol King Street in the early hours of the morning. Australian Hotels Association Victoria Chief Executive Brian Kearney, who supported extra funding for Police instead of the new civilian inspectors, said he was concerned the inspectors would concentrate on "easy targets" such as the local club or hotel rather than late-night venues in the CBD. "The easy hits are going to be the low-risk venues, the ones that aren't a problem, your basic pub operation from 7am to 11pm, your gaming venue," he said. "The problem venues are your late-night venues, your bars, your clubs. I'm not sure these guys [civilian inspectors] are going to go on the road at two or three in the morning ... it's a challenge for the cops to do it." Victoria's clubs and hotels were fined more than \$1 million last year for breaching laws such as serving patrons affected by alcohol and allowing drunk and disorderly people to remain on the premises. There were 949 infringements issued against bar owners, with each infringement carrying a penalty of \$1,361. The number of warnings issued to licensees rose from 51 in 2006 to 106 in 2008. Another 6,887 offences were recorded at licensed premises last financial year for other issues including 1,578 assaults, 22 rapes, 130 drug offences and 63 weapons offences. The Department of Justice is forecasting 33,250 inspections by its Consumer Affairs and Liquor Licensing Inspectors during the next financial year - most are believed to be enforcing liquor licensing regulations. There is expected to be just 7750 inspections this financial year. Consumer Affairs Minister Tony Robinson said in December the new civilian inspectors would "provide enforcement support to Victoria Police, working in partnership with them and exercising similar powers to enforce liquor licensing laws".

Qld OLGR resolves liquor reform measures

The Queensland Government has finalised its position on some liquor reform measures. Clubs Queensland has been negotiating with the Office of Liquor, Gaming and Racing (OLGR) since the reforms were announced to achieve the best possible outcome. These matters are now resolved and clubs must proactively implement them to ensure effective compliance with the liquor laws.

1 - IMPORTANT DATES ...

JANUARY 1, 2009 - Anyone involved in the sale and supply of alcohol (e.g. bar staff, glassies etc.) must be qualified in RSA. > Note: 1. Staff employed pre-1 January have until 30 June 2010 to complete RSA. 2. Staff employed post-1 January

JUNE 30, 2009 - Prior to this date, all applicants who have lodged their approved manager applications to complete RMLV and RSA in order to obtain Approved Manager's approval.

APRIL 30, 2010 - Any current liquor nominee who does not hold current RSA and RMLV completion of training certificates, to complete the training and submit Form 4 in order to meet the expiry date of 30 June 2010 prior to deemed status expiring. All current nominees to submit an application form to transition from Deemed to Approved.

JUNE 30, 2010 - Prior to this date, all former liquor nominees (deemed equivalent to approved managers) have to undertake RMLV and RSA and apply for and obtain Approved Manager's approval.

JUNE-JULY 2009 - OLGR to issue annual liquor licence renewal notices, with fees payable for 2009/2010 (full 12 months).

JUNE 30, 2009 - OLGR transitional arrangements for approved managers ends and you must use someone with a current approved manager's approval.

2 - Trading Hours

OVERALL

- > Licence document to state approved trading hours
- > No trading between 5am to 7am
- > No machine gaming before 10am.

Pre-10am

GENERAL

- > Sale and supply of alcohol is only permitted if formal approval has been obtained from OLGR. No approval is needed if there is no sale or supply of alcohol in this period (i.e. global approval).
- > Can have four one-off approvals for pre-10am trading per calendar year (application cost of \$50 per day) 7am to 9am.

- > Clubs can trade by exception if the club is a bowls or golf club or can demonstrate need in the community (e.g. shift workers).
- > Clubs that hold a bona fide function* can serve alcohol at the function only (i.e. limited trading). 9am to 10am.
- > General trading allowed by application only upon demonstration of need.

10am to 12am (Midnight)

- > Ordinary trading hours (no change).
- > As of right trading to 2am on New Year's Eve.

Post-12am (Midnight)

- > Pre-January 1, 2009, late approved hours continue (i.e. no change).
- > New applications face elevated risk assessment and fees and must be accompanied by a Community Impact Statement (CIS) and Risk Assessment Management Plan (RAMP).
- > Up to 12 one-off approvals are available per calendar year without paying the elevated risk fee (application cost \$50 per day).

3 - Approved Managers

OVERALL

- > New position of Approved manager (replaces the liquor nominee but has different responsibilities).
- > All former liquor nominees are deemed to be the equivalent of approved managers until June 30, 2010.
- > Approved manager must hold current RMLV and RSA qualifications
- > See IMPORTANT DATES above.

Availability

- > Must be present at the club during all extended trading (pre-10am and post-midnight).
- > Must be reasonably available if away from the club during ordinary trading hours.
- > Must be present for the majority of time during the operational hours, with particular regard to high risk trading periods.

Signing

- > Only one approved manager needs to be signed in for each shift.
- > Must sign on and off the register at commencement and completion of duty.
- > Provided that there is no negative compliance history, clubs with less than 2,000 members are not required to have an approved manager rostered for ordinary training hours. (They must still have an Approved Manager who is reasonably available).
- > Clubs with less than 10 full-time or equivalent employees may apply for an

exemption for Approved Manager to be rostered during ordinary trading hours. These clubs still need to have an Approved Manager who is reasonably available. If the Approved Manager is not rostered, he/she does not need to fulfill the signing requirements, although the name of Approved Manager who is "reasonably available" needs to be noted in the register.

Approved Manager's Register

- > No prescribed form under legislation so an industry template is available from Clubs Queensland.
- > Register must contain copies of the current training certificates of the Approved Manager, which must be made available to OLGR Inspectors on request.
- > The register must be clearly labeled as the Approved Manager's Register.
- > It is preferable that the register is securely bound so that the sign-on pages and certificates are kept securely.

4 - External Signage

OVERALL

- > Letters must be at least 15mm high.
- > Displayed at the main entrance (e.g. door reception area).
- > Name of liquor nominee is not required any more.

Particulars - The following particulars must be on the sign:

- > Name of licensee.
- > Name of premises.
- > Nature of the business.
- > Permitted trading hours (including extended trading hours).

Format - It is recommended that particulars are not truncated so as to reduce any chance of a misunderstanding or misinformation.

- > i.e. Name of Licensee (not licensee).
- > i.e. Name of Premises (not premises).
- > i.e. Nature of Business (not business).
- > i.e. Permitted Trading Hours (not hours).

5. Security Staff and Crowd Controllers

Brisbane - Clubs that trade after 1am require designated numbers of crowd control staff under the Brisbane City Safety Action Plan.

Rest of the State - No specific ratios. Normal risk assessment and management procedures apply.

For more information, contact Penny Wilson or Mukesh Prasad on 07 - 3252 0770 at Clubs Queensland. For specific qualification of conditions applying to these regulations, please go to the Queensland Government's OLGR website www.olgr.qld.gov.au

Boy from the bush appreciates ‘seachange’ at

By HENRI LACH

He’s a boy from the bush who’s still coming to terms with the hand fate has dealt him - even after two years in his new role.

Andrew Spice hails from Forbes in central NSW where he started work in the Forbes Services Club as a casual bar attendant in 1998. He definitely comes from the “old school” of club executives who worked their way up through the ranks.

“I did all the usual things, picking up glasses, emptying ashtrays,” Andrew recalls. “Once I got started in the industry, I knew that this is where I wanted to be. I made it to assistant manager in eight years. I was fortunate in having some good help and support along the way.”

As a CMAA Member, he was Mid State Zone Education Officer for for two years.

In May 2007, aged 29, Andrew found



Andrew Spice and his administration officer Trish Warner, a CMAA colleague, try out one of the club’s new carts.

himself a long way from his former home - in the Secretary Manager’s job at the small but prestigious Ocean Shores Country Club on the NSW Far North Coast.

There’s a note of pride in his voice as he talks about his appointment. “I’ve spoken to a lot of club managers and

it seems to be every manager’s dream to get a job in a club on the coast. Usually you have to go through four or five clubs before you get a coast job,” Andrew said. “I was lucky. It’s my first time out of the country. This is more than a job ... it’s a lifestyle. I love this place.”

While luck may have played a part, so too did dedication and diligence. “It took long, hard hours to get here,” Andrew added.

He’s on a three-year contract with the club and intends to enjoy every day to the fullest. And the “seachange” obviously has had a positive effect on Andrew and wife, Joanne. A son, Isaac, arrived 12 months ago - a brother to Tyler, 12 and Abi, 3.

Andrew has inherited a club with a healthy bank balance and impressive assets. The clubhouse, course and car park cover more than 80 hectares (200 acres) of freehold land that has been the envy of coast developers for many years.

Andrew is aware that a developer recently made an offer to build a \$7 million clubhouse to the east in exchange for the site the current building stands on. “The members and the Board wisely said no,” Andrew assessed.

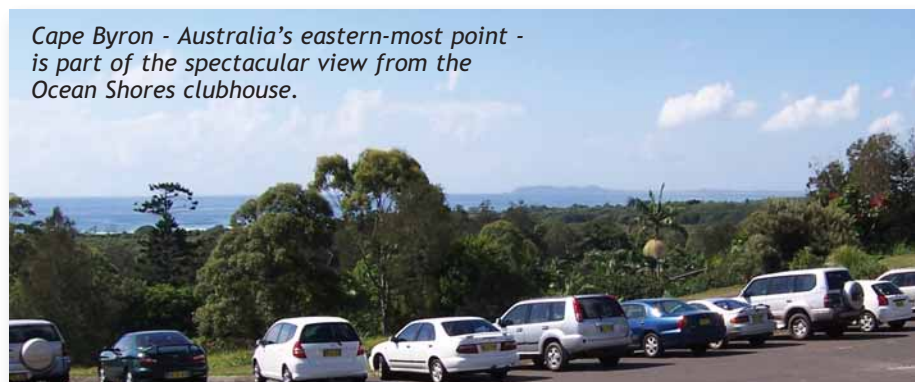
There are currently no elaborate plans for the club. “The Board and I have prioritised what we want to do ... improving the actual clubhouse is first,” he added.

A gradual upgrade is being undertaken. New toilets have been the priority with painting, new carpet and furniture high on the agenda.

While golf, naturally, is the club’s core business, Ocean Shores also is a community centre. Social members and visitors can enjoy lunch and dinner at the catered restaurant, play on the club’s 35 gaming machines, have a bet at the TAB outlet, or buy a KENO ticket. They can also enjoy the spectacular Pacific Ocean views and the manicured links to the west. A swimming pool and two bowling greens provide additional recreational facilities. It’s a club that has - and offers - everything.



The clubhouse, course and car park cover more than 80 hectares (200 acres) of freehold land that has been the envy of coast developers for many years.



Cape Byron - Australia’s eastern-most point - is part of the spectacular view from the Ocean Shores clubhouse.

Ocean Shores

Local community organisations, such as Lions and Rotary, all receive free room hire for their meetings. "We also hold a lot of functions for the Department of Education," Andrew said. "We're a centre of the area and we're the only venue for a fair radius with function facilities."

Freeway driving new business to tee off

Andrew Spice's arrival at the Ocean Shores Country Club coincided with the opening of the new freeway extension of the Pacific Highway from the Tweed to the Byron Bay turn-off. The new section of freeway has had a profound impact on Ocean Shores and Brunswick Heads, just across the way on the other bank of the Brunswick River. It has brought these communities closer to the Tweed and to the Gold Coast - by about 20 minutes. "The Gold Coast is now only a stone's throw away and it's easy for four or five blokes to jump in a car and come down here for a round of golf," Andrew said. "We're very competitive. You go up there [the Gold Coast] and you pay twice as much for a round," he said. Andrew speaks highly of the club's course: "Our golf course rates in the top 100 courses in Australia, and in the top 50 public access courses in Australia. It's laid out like a championship course - six par threes, six par fours and six par fives." It's also a very busy course. "More than 200 players go through here on a Saturday," Andrew said. A major initiative was undertaken recently with the club now managing its pro shop. "It's a trend golf clubs are moving to," Andrew said. "A lot of the course usage is by social members and a lot of them rent carts. We now directly receive the rental from the carts. There's a lot of money to be made in that area. It gives us greater flexibility. When we had a contractor out there we set the green rate but he set the cart hire rate. Now we have this ability to sharpen our prices to the customers." The club has 26 carts available for hire. Andrew expects the new arrangement will provide a substantial boost to the club's already healthy bottom line.

- HENRI LACH



Ocean Shores Country Club's manicured links attract golfers from near and far.

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Supervisor Development						
Supervisor Boot Camp <i>SITXMG001A Monitor work operations & SITXHRM001A Coach others in job skills</i>	4		S1: M2 S2: M9 S3: M16 S4: M23			S1: M4 S2: M11 S3: M18 S4: M25
Train The Trainer <i>SITXHRM001A Coach others in job skills</i>	1		M23		BALLINA T7	M25
Deal With Conflict Situations <i>SITXCOM003A</i>	2			M23 & T24		
Duty Management Development						
Duty Manager Program <i>SITXCCS001A Manage quality customer service, SITXHRM003A Roster staff, SITXHRM005A Lead and manage people</i>	6		BROKEN HILL S1: M16-W18	BROKEN HILL S2: M16-W18 S1: M9-W11	S2: M20-W22	BRISBANE S1: M11-W13
Plan & Establish Systems & Procedures <i>NACC</i>	1	TH22				
Management						
Turning GRUMPY into GREAT! <i>NACC presented in conjunction with Big Dave Staughton</i>	2	W21 & TH22				
Presentation Skills for Leaders <i>NACC presented in conjunction with Big Dave Staughton</i>	1		W11			
Action Planning DIY Strategies for Smaller Clubs <i>NACC presented in conjunction with Big Dave Staughton</i>	1			F20		
Develop Legal Knowledge Req'd for Bus. Compliance <i>SITXGLX001A Develop and update legal knowledge required for business compliance</i>	6		S1: T24 & W25	S2: T17 & W18	S3: M6 & T7	
Manage Workplace Relations <i>SITXHRM008A</i>	3			M23 – W25		BATEMANS BAY M4-W6
Club Secretary Managers Course <i>NACC</i>	4			S1: W11 – TH12 S2: W18-TH19	S1: W15 & TH16 S2: W22 & TH23	CENTRAL COAST S1: W13-TH14 S2: W20-TH21
Manage Physical Assets <i>SITXFIN007A</i>	4					
Develop & Implement a Business Plan <i>SITXMG004A</i>	3	S1: W28 & TH29	S2: T24			
Gaming						
Analyse & Report on Gaming Machine Data <i>SITHGAM004A</i>	2	M19 & T20	CENTRAL COAST M9 & T10		W15 & TH16 BRISBANE M6 & T7	CASINO M25 & T26
Gaming Manager Program <i>SITHGAM005A Develop and manage gaming activities</i>	6		S1: M16 –W18	S2: T24 –TH26		
Food & Beverage						
NEW Profitable Functions Workshop <i>NACC presented in conjunction with Profitable Hospitality</i>	2			W4 & TH5		
Profitable Cafe' Workshop <i>NACC presented in conjunction with Profitable Hospitality</i>	1				T7	
Catering Improvement Workshop <i>NACC presented in conjunction with Profitable Hospitality</i>	2			WOLLONGONG T10 & W11 M30 & T31		NARRABRI T5 & W6 WAGGA T19 & W20
Bar Profits Workshop <i>NACC presented in conjunction with Profitable Hospitality</i>	2					
Functions Supervisors Bootcamp <i>NACC presented in conjunction with Profitable Hospitality</i>	2				T21 & W22	
Finance						
Introduction to Cost Control Principles <i>NACC</i>	1	W28				W13
Stage 1 - Financial Fundamentals <i>SITXFIN003A Interpret financial information & SITXFIN004A Manage finances in a budget</i>	2	DUBBO D1 W21	M2 & T3 DUBBO D2 W11	GLENN INNES M9 & T10		SUNSHINE W27 & TH28
Stage 2 - Financial Management <i>SITXFIN005A Prepare and monitor budgets & SITXFIN008A Manage financial operations</i>	5			S1: T24 & W25	S2: T28-TH30	
Human Resources						
Recruit and Select Staff <i>SITXHRM002A Recruit, select and induct staff</i>	2					W20 & TH21
Monitor Staff Performance <i>SITXHRM006A</i>	2				W15 & TH16 ACT M20 & T21	
Advertising & Promotion Marketing						
Stage 1 - Marketing Fundamentals <i>NACC</i>	2		M2 & T3			
Stage 2 - Develop & Manage Marketing Strategies <i>SITXMPR005A</i>	4			S1: M30 & T31	S2: M20 & T21	LAURIETON S1: M18 & T19
Advertising Management <i>NACC</i>	2				M6 & T7	
OHS						
Stage 1 - OH&S Risk Mgmt for Supervisors & Managers <i>SITXOHS004A Implement and monitor workplace health, safety and security procedures</i>	2				M6 & T7	
Stage 2 - OH&S Consultation for Workplace Committees <i>SITXOHS005A Establish and maintain an OHS system</i>	4					S1: M11 & T12

JUN	JUL	AUG	SEPT	OCT	NOV	DEC	Member Affiliate Upfront Credit Card Payment	Non Member Upfront Credit Card Payment	Payment Mode other than Credit Card Payment
		S1: M10 S2:M17 S3: M24 S4: M31			S1: M9 S2: M16 S3: M23 S4: M30		\$750 (+GST)	\$950 (+GST)	+ Admin Fee \$25pp
		M31			M30		\$220	\$290	+ Admin Fee \$25pp
	M6 & T7					M14 & T15	\$480	\$580	+ Admin Fee \$25pp
BRISBANE S2: M15-W17	S1: M27-W29	S2: M24-W26 ACT S1: M24-W26	ARMIDALE S1: M21-W23 ACT S2: M14-W16	ARMIDALE S2: M26-W28 TWEED HEADS S1: M26-W28	S1: M9-W11 TWEED HEADS S2: M23-W25	S2: M7-W9	\$1,560 (+GST)	\$1,690 (+GST)	+ Admin Fee \$25pp
	W8		WOLLONGONG M28			TH10	\$280 (+GST)	\$380 (+GST)	+ Admin Fee \$25pp
TH4 & F5				TH29 & F30			\$455 (GST incl)	\$495 (GST incl)	+ Admin Fee \$25pp
F19					TH26		\$255 (GST incl)	\$295 (GST incl)	+ Admin Fee \$25pp
	F24				F27		\$255 (GST incl)	\$295 (GST incl)	+ Admin Fee \$25pp
S1: M22 & T23	S2: M20 & T21	S3: M10 & T11		S1: M26 & T27	S2: M16 & T17	S3: M7 & T8	\$1,320	1,490	+ Admin Fee \$25pp
M1 - W3	TAMWORTH M27 - W29	NEWCASTLE T4-TH6	M14 -W16	FORSTER M19 -W21		T1-TH3	\$690	\$790	+ Admin Fee \$25pp
S1: W10 & TH11 S2: W17 & TH18	TWEED HEADS S1: M13 -T14 S2: M20-T21	S1: W12 & TH13 S2: W19 & TH20	WOLLONGONG S1: T1-W2 S2: T8-W9	S1: W14 & TH15 S2: W21 & TH22	S1: W11 & TH12 S2: W18 & TH19	ALBURY S1; W2-TH3 S2: W9-TH10	\$690 (+GST)	\$890 (+GST)	+ Admin Fee \$25pp
		S1: W12 & TH13 S2: W19 & TH20					\$900	\$1,000	+ Admin Fee \$25pp
			S1: W23 & Th24	S2: Th22			\$690	\$790	+ Admin Fee \$25pp
ACT M22&T23	M13 & T14			T6 & W7		TH10 & F11	\$480	\$580	+ Admin Fee \$25pp
CENTRAL COAST S1: M22-W24	CENTRAL COAST S2: M20-W22	LISMORE S1: M17-W19	LISMORE S2: M14-W16	BRISBANE S1: M12-W14	BRISBANE S2: M9-W11		\$1,320	\$1,490	+ Admin Fee \$25pp
		T4 & W5					\$455 (GST incl)	\$495 (GST incl)	+ Admin Fee \$25pp
							\$255 (GST incl)	\$295 (GST incl)	+ Admin Fee \$25pp
							\$455 (GST incl)	\$495 (GST incl)	+ Admin Fee \$25pp
	M27 & T28						\$455 (GST incl)	\$495 (GST incl)	+ Admin Fee \$25pp
				M12 & T13			\$455 (GST incl)	\$495 (GST incl)	+ Admin Fee \$25pp
		T4				T1	\$280 (+GST)	\$380 (+GST)	+ Admin Fee \$25pp
WOLLONGONG T9 & W10	W22 & TH23			COFFS HARBOUR T6 & W7		M14 & T15	\$480	\$580	+ Admin Fee \$25pp
					S1: W4 & TH5 S2: T24-TH26		\$1,200	\$1,350	+ Admin Fee \$25pp
				M19 & T20			\$480	\$580	+ Admin Fee \$25pp
					M16 & T17		\$480	\$580	+ Admin Fee \$25pp
M22 & T23				M19 & T20			\$480 (+GST)	\$580 (+GST)	+ Admin Fee \$25pp
PORT MACQ. S2: M15 & T16					S1: M16 & T17 S2: M30	S2 (Cont): T1	\$900	\$1,000	+ Admin Fee \$25pp
			M21 & T22				\$480 (+GST)	\$580 (+GST)	+ Admin Fee \$25pp
			M28 & T29				\$480	\$580	+ Admin Fee \$25pp
S2: T9 & W10					S1: W4 & TH5 S2: M23 & T24		\$790	\$890	+ Admin Fee \$25pp

New online incentive for CMDA education program

The CMDA continues to work at developing programs and courses to ensure Members have access to professional development opportunities and activities. Here's a few items for your information ...

CMDA Course Registration Update

The CMAA has invested heavily in streamlining its administration processes and is looking for efficiencies to better serve the membership. Members now can register themselves and staff on to CMDA courses via the CMAA website www.cmaa.asn.au. The CMAA has invested heavily in creating a contemporary website and online course administration facility. Places on a course are guaranteed for those members who register and pay online by credit card. For any other form of payment, including manual credit card processing, a \$25 per placement administration fee will be charged above the listed course price. As Members will appreciate, the CMAA is striving towards being able to service Members within the limited resources available to the Association in the current industry and economic environment and trusts that clubs will support the move to online pre-payment and registration for training activities. Where a club wants to book an in-house event, or a Zone wants to purchase a course, please contact Training Course Administrator Estelle McDonald-Birch or Ralph Kober at the CMDA P: 02 - 9643 2300.

Mid Year Executive Leadership Conference 2009

Don't delay if you haven't already booked your place onto the upcoming CMAA Mid Year Executive Leadership Conference - "*Winners Make Goals - Losers Make Excuses*" to be held at Conrad Jupiters on the Gold Coast from July 15 to 17. Regarded at the Club Industry's education and professional development Conference, the 2009 event features three days of world-class speakers, quality conferencing and networking opportunities, including the annual State of Origin rugby league series Game 3 broadcast live on July 15. Bernard Salt, Australia's foremost demographer and Barry Urquhart, Australia's premier marketing strategist, will provide delegates with a "helicopter" view of what's happening in Australia as an ongoing consequence of the global and domestic financial

BARRY URQUHART



PAUL LYONS



crisis and how club managers can address the challenges now and into the immediate future. Corporate Governance and how to manager "risky" thinking are "meaty" topics that require managers to become engaged and proactive. David Barlow, Professor Ian Eddie and Malcolm Fraser are respected experts in their fields and they will clarify these technical areas so that managers can apply key concepts within their clubs. The conference also features Paul Lyons, well-known to CMAA members and a panel session with media experts Jeremy Bath, the *ClubsNSW* Media Manager, Gold Coast Bulletin Editor Dean Gould and CMAA Communication Services Manager Peter Sharp, who is also Editor of *CMA Magazine*. To register, go to www.cmaa.asn.au or www.ccmtravel.com.au

Want Cheaper Training Costs?

The CMDA has worked with the Zones to schedule a series of courses suitable for managers and operational staff. Remember that the CMDA can deliver most of its course offerings in local Zones and in-house at clubs. To view the full listing of courses scheduled for metropolitan and regional areas, click on to the CMDA Training Calendar link at www.cmaa.asn.au

CMAA-SCU Corporate Governance Program

Registrations are now open for the fourth and fifth Cohorts (study groups) scheduled for 2009. Each Cohort is restricted to a maximum of 12 clubs, so don't delay in registering your club's interest in attending the Club Industry's premier Corporate Governance program. For a full description of the program, testimonials, costs and inclusions, or to register online, click on the CMAA-SCU Corporate Governance tile at the CMAA's website www.cmaa.asn.au - see story P14.

CMAA Corporate Governance 2009 Dates

Cohort 4 - 2009 (2 x 2 days)

Workshop 1: August - Tuesday 18th & Wednesday 19th

Workshop 2: September - Tuesday 15th & Wednesday 16th

Cohort 5 - 2009 (2 x 2 days)

Workshop 1: October - Tuesday 13th & Wednesday 14th

Workshop 2: November - Tuesday 24th & Wednesday 25th

YOUR CAREER - YOUR FUTURE ... invest with the CMAA knowledgebank

2009 Mid Year Executive Leadership Conference
& Members General Meeting



Conference Sponsor

Winners make goals Losers make excuses



July 15 - 17, 2009 @ 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 Conference Sponsor Aristocrat and 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 + Delegates \$750 each* includes GST

**Discount applies when multiple managers/directors from the same club register*

ACTIVITY POINTS

Delegates receive 20 Industry Activity Points for attending the Conference towards achieving or maintaining 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 15 July (1pm - 2pm).

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.

ENTERTAINMENT

Wednesday 15 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 I.D. Badge required for entry on the night: **No Badge - No Entry!**

Saturday 18 July (11:30am - 6pm)

CMAA Gold Coast / Brisbane Zones Race Day at Gold Coast Turf Club -

\$120pp (incl GST) or table of 10 \$1,100 (incl GST)

All proceeds will go to local charities. Book online, or inquiries to CMA Gold Coast Zone

P.O. Box 553 Southport Queensland 4215, or Steve Condren at steve.condren@sslsc.net.au

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

The Conference Program

WEDNESDAY, JULY 15, 2009

12pm - 1pm: Conference Registration

1pm - 2pm: **CMAA Members General Meeting - CMAA Members Only**

Pavilion Convention Centre, Ground Floor, Conrad Jupiters.

2:15pm - 3pm: 30min + with Liesl Tesch - Champion wheelchair basketballer

The CMAA is pleased to profile an Australian paralympian athlete - Liesl Tesch - considered one of the modern legends of the game, having dominated the women's world wheelchair basketball scene since 1994. She has competed at five Paralympics - Barcelona, Atlanta, Sydney (silver medal), Athens (silver medal) and Beijing as captain (bronze medal), and four World Championships, including the 1994 championships (Gold Cup) in Stoke Mandeville, where Australia won a bronze medal.

3:15pm - 4:15pm

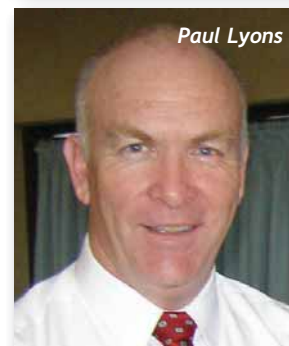
"Are You Winning the Corporate Governance War?"

Paul Lyons.

This session will highlight what the expectation of management and boards are with respect to the industry Code of Practice. Issues to be covered include: tendering process, building, best practice, major capital works, procurement of goods and services, remuneration and overseas travel.



Liesl Tesch



Paul Lyons

THURSDAY, JULY 16, 2009

9am - 10:30am

Keynote Speaker: Bernard Salt

“What are consumers looking for?”

In an increasingly competitive economy, now more than ever, businesses need to understand and exceed the expectations of consumers. Leading commentator and advisor to Corporate Australia on consumer, cultural and demographic trends, Bernard Salt will tell you what you need to know to maintain your competitive edge.

10:30am: Morning Tea

11am - 12:30pm

Keynote Speaker: Barry Urquhart, Managing Director, Marketing Focus

“Master Strategies for Turbulent Times”

Barry Urquhart is an inspiring speaker, one of Australia’s most active keynote speakers and internationally recognised as an authority on quality customer service, consumer behaviour and creative visual merchandising. An economic downturn clarifies the mind. Making the right decisions for your business is paramount in 2009. In rapidly challenging and turbulent times, a strategy is a must for business. Not what many people call a strategy ... with mission statements, improbable goals and three to five-year budget plans - a real strategy ... a cohesive response to a challenge. Barry will present master strategies to strengthen your business in the market place and discuss current market research findings.

12:30pm - 1pm - Lunch

1pm - 4pm

“Working with Suppliers to Build your Business”

Delegates will have the opportunity to participate in four separate workshops involving the CEOs/Senior Managers of major industry suppliers to discuss how they can work with you to increase your profitability. The 40-minute workshops will commence with a five-minute introduction from the moderator on current issues and follow with a panel discussion and conclude with questions from the floor.

1pm - 1:40pm

Gaming Forum

1:45pm - 2:25pm

Beverage Forum

2:30pm - 3:10pm

Design & Construct Forum

3:15pm - 4pm

Catering Forum

FRIDAY, JULY 17, 2009

9am - 10:30am - *Select one workshop only (either A or B)*

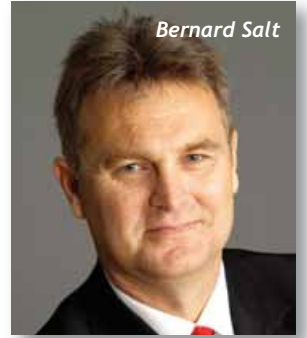
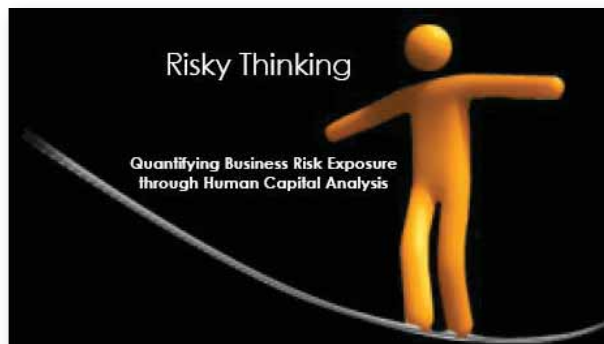
Workshop A:

David Barlow, McKenzie Carrick Australia

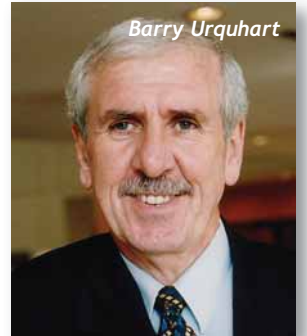
“Risky Thinking”

Thinking risky thoughts is a two-edged sword: achievement or failure and greatness or ignominy all come from risky thinking. In this session, you will be introduced to concepts that will make you think about:

- Good Thinking is as easy as Bad Thinking
- Become a critic of your own thinking
- Weak v Strong Critical thinking
- How the Human Mind works
- Mental Models and how Our World is shaped
- Better Mental Models = Smarter Thinking = Smarter Decisions



Bernard Salt



Barry Urquhart



FRIDAY, JULY 17, 2009

9am - 10:30am

Workshop B:**Professor Ian Eddie - Graduate College of Management Director, Southern Cross University****“Why is Corporate Governance the new Catchphrase in Today’s Business Environment?”**

Professor Ian Eddie has more than 30 years experience teaching, researching and consulting on developments in international accounting and corporate financial reporting. This has involved assignments in Canada, China, Japan, Malaysia, Papua-New Guinea, U.K., U.S. and Vietnam. He has specialised in implementing financial market reforms in transition economies and emerging markets, concentrating on developing securities markets and associated regulatory frameworks, including transparency and corporate governance structures. In 2008, he was appointed to the Corporations and Markets Advisory Committee main Board with statutory responsibility to advise the Australian Government on the law and regulation of Australia’s corporations and securities markets.

10:30am: Morning Tea

10:45am - 12:15pm - *Select one workshop only (either C or D)***Workshop C:****David Barlow, McKenzie Carrick Australia****“Business Risk Exposure - how to quantify your organisation’s Risk Exposure through Human Capital Analysis”**

Following on from David’s earlier session - ‘Risky Thinking’ - participants will find out how risky thinking impacts and influences business outcomes and:

- What is Risk Exposure and how is it Quantified?
- The Value of a Risk Exposure Index - REI
- Predicting Risk Events before they occur in your business
- When and Where to use a Risk Exposure tool

10:45am - 12:15pm

Workshop D:**Malcolm Fraser - Centre for IT Innovation & Entrepreneurship (CiTie) at Southern Cross University****“The Case for IT Corporate Governance - Moving with Business Best Practice”**

Malcolm Fraser is currently undertaking research for multinational companies in the areas of local software economies, software entrepreneurship and innovation in globalised markets. In this session, Malcolm will introduce participants to the virtually unknown area of IT Corporate Governance and what clubs need to do to be at the cutting edge of business diligence with respect to a club’s IT systems and reporting tools.

12:15pm: Lunch

1pm - 2:30pm

Workshop E:**Peter Sharp, Jeremy Bath & Dean Gould****“Using the Media to Sell Your Club’s Story”**

This session aims to provide managers with an insight into how better utilise the Media to tell the Club sector’s story. The session - facilitated by CMAA Communication Services Manager & CMAA Magazine Editor Peter Sharp - will focus on a number of practical steps to use our limited resources to secure positive media coverage for the club sector and individual clubs in their local areas. The session involves strategic and tactical approaches, covering planned and responsive activities and offensive and defensive (dealing with crises) actions. Peter will be joined by Jeremy Bath - ClubsNSW Media Relations Manager and Dean Gould - Editor of the *Gold Coast Bulletin* newspaper.

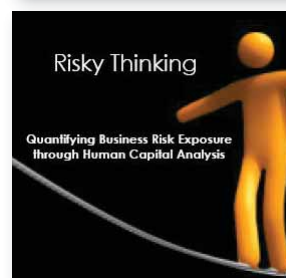
**The CMAA reserves the right to change the workshops and presenters listed at its discretion prior to the conference dates*

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

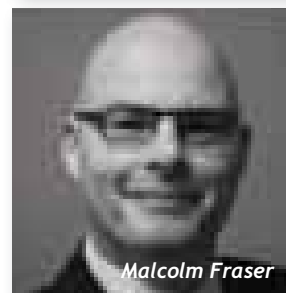
Professor Ian Eddie



Risky Thinking

Quantifying Business Risk Exposure
through Human Capital Analysis

Malcolm Fraser



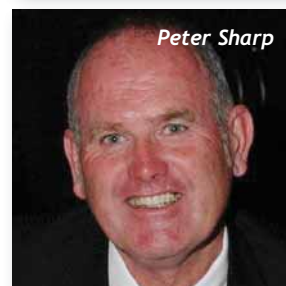
Jeremy Bath



Dean Gould



Peter Sharp



Central Coast starts day on business footing

Central Coast Zone made the most of a good idea for their first Zone Breakfast Meeting at Gosford RSL Club in mid-May.

In March, St George Cronulla Zone hosted its annual Breakfast Meeting at Tradies where some of the Club Industry's finest business minds got their heads together to run a ruler over the best and worst ideas in clubs today.

In framing their breakfast event, Central Coast decided not to reinvent the wheel and invited three members of the Tradies panel - Greg Russell (Russell Corporate Advisory), Rob Brennan (RT Hospitality) and Jim Hollington (PKF) - to review *"The Best and Worst Things in the Club Industry"*.

The day kicked off at 7.30 with the Zone President Boris Beleuski opening the Meeting before CMAA Education Manager Ralph Kober delivered the Head Office Report to more than 50 members.

Club Directors and industry trade representatives then joined the CMAA members for a full buffet breakfast at 8am, followed by the Industry Forum at 9 o'clock.

The examples given by the "three wise men" were interesting and, to a degree, entertaining but most importantly a timely reminder to all managers that they need to be diligent and completely focussed on corporate governance matters that arise in their daily duties and responsibilities.

Central Coast Zone's next meeting will be part of its annual two-day Conference at Crowne Plaza, Terrigal, on Wednesday and Thursday - August 12 and 13.



1 - Jim Hollington from PKF

2 - Jim Hollington with Central Coast Zone Secretary James Smith.

3 - More than 80 guests attended the Central Coast Zone Breakfast and Industry Forum at Gosford RSL Club.

4 - Greg Russell from Russell Corporate Advisory.

5 - Rob Brennan from RT Hospitality



New Chairman for ILG

Independent Liquor Group (ILG) will undergo generational change after announcing on Friday (May 15) that long-serving chairman and director Bob Bourne is no longer with the co-operative. ILG CEO Doug Evans said Mr Bourne left the board on May 12 after an ILG meeting. "This is a highly significant time for ILG. Bob has been involved with ILG from the beginning and has played a key role in its growth," he said. "It is very much the end of one era and the start of a new one, and the board and management are united and excited about the future." The co-operative, which supplies liquor to 865 shareholder members in 1200 hotels, clubs and liquor stores in NSW and Queensland. Mr Bourne had been associated with ILG since the cooperative was established in 1975. He was a board member for 30 years and chairman since 1988.



CMDA Training Program: June - July 2009

For full content details of each of the programs contact the CMDA or refer to the 2009 calendar on our website.

Phone: (02) 9643 2300 * www.cmaa.asn.au * Email: training@cmad.asn.au

COURSES... <i>(Venue is CMAA Career Development Centre, Auburn unless otherwise noted)</i>	JUNE	JULY
Provide Responsible Service of Alcohol SITHFAB009A (LAB approved) 1 Day (ACCM Unit)	W 17 (Mounties)	W 1 (Norths) M 13 (Seagulls) M 20 (Tradies) W 22 (West's Ashfield) W 22 (Mounties)
Provide Responsible Gambling Services SITHGAM006A (LAB approved) 1 Day (ACCM Unit)	Th 18 (Mounties)	Th 2 (Norths) T 14 (Seagulls) T 21 (Tradies) Th 23 (West's Ashfield) Th 23 (Mounties)
Deal with Conflict Situations SITXCOM001A - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.		M 6 & T 7
Duty Management Development Program 2 x 3 Day Sessions Content includes: HR Fundamentals, Cost Control, Rostering, Customer Service, Leadership, Compliance/Risk Management. This program targets Duty Managers and Senior Supervisors. <i>(Includes Roster staff SITXHRM003A, Manage quality customer service SITXCCS003A & Lead and manage people SITXHRM005A).</i>		Sydney (S1) M 27, T 28 & W 29 Continues August
Plan & Establish Systems & Procedures - 1 Day (Non accredited) This unit enables participants to identify, plan, develop, establish and review workplace systems and procedures assisting in operational requirements for their club.		W 8
Turning Grumpy into Great 2 days (Non accredited) Presented in conjunction with Big Dave Staughton	Th 4 & F 5	
Presentation Skills for Leaders 1 Day (Non accredited) Presented in conjunction with Big Dave Staughton	F 19	
Action Planning DIY Strategies for Smaller Clubs 1 Day (Non accredited) Presented in conjunction with Big Dave Staughton		F 31
Develop & Update Legal Knowledge Required for Business Compliance SITXGLE001A 3 x 2 Day Sessions (ACCM Unit)	(S1) M 22 & T 23	(S2) M 20 & T 21 Concludes Aug
Manage Workplace Relations SITXHRM008A 3 Days (ACCM Unit)	M 1, T 2 & W 3	Tamworth M 27, T 28 & W 29
Club Secretary Manager's Course 2 x 2 Day Sessions Ideal for aspiring and existing CEO's. Includes 35A Audit Checklist, Finance, Corporate Governance, How to run a Board Meeting, Role of Company Secretary and more...	(S1) W 10 & Th 11 (S2) W 17 & Th 18	Tweed Heads (S1) W 13 & Th 14 (S2) W 20 & Th 21
Analyse & Report on Gaming Machine Data SITHGAM004A 2 Days (ACCM Unit) <i>(Prerequisite for Gaming Management Development Program)</i> Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.	ACT M 22 & T 23	M 13 & T 14
Gaming Management Development Program - 2 x 3 Day Sessions (ACCM Unit) (Develop and manage gaming activities SITXGAM005A)	Central Coast (S1) M 22, T 23 & W 24	Central Coast (S2) M 20, T 21 & W 22
Bar Profits Workshop 2 Days (Non accredited) Presented in conjunction with Profitable Hospitality		M 27 & T 28
Financial Fundamentals Program 2 Days <i>(Prerequisite for Financial Management Program SITXFIN005A & SITXFIN0006A)</i> This program covers the basics of understanding and working with financial information.	Wollongong T 9 & W 10	W 22 & Th 23
Marketing Fundamentals 1 Day <i>(Prerequisite for Develop & Manage Marketing Strategies SITXMPR005A)</i> Demystifies the 7 P's of Marketing - Product, Price, Promotion, Place, People, Process & Physical Evidence.	M 22 & T 23	

Courses featuring a code prefixed by SIT are nationally recognised & accredited training units. Upon successful completion of assessment requirements, participants will be issued with a Statement of Attainment and/or a Qualification. For further information contact Estelle McDonald-Birch at the CMDA. Phone: (02) 9643 2300 or Fax: (02) 9643 2400 or Email: estelle@cmad.asn.au.

REGISTER ONLINE TODAY - www.cmaa.asn.au

CMAA - Southern Cross University 'Corporate Governance Program'

Registrations are now being accepted for the 4th Cohort
Workshop 1: Tuesday 18th & Wednesday 19th August & Workshop 2: Tuesday 15th & Wednesday 16th September
Register online now at www.cmaa.asn.au or phone Ralph Kober for more information on 02 9643 2300

Dennis takes helm for Shellharbour Workers event

Education Officer Dennis Skinner took the helm for the Illawarra Shoalhaven Zone Quarterly Meeting at Shellharbour Workers Club on the last Friday in March.

With President David Hiscox away on a family holiday and Secretary-Treasurer Phil Ryan indisposed, Dennis welcomed 22 members including Kiama Bowling Club Trainee Manager Cathy Ball, who was attending her first Zone Meeting. CMAA Communication Services Manager Peter Sharp presented the Head Office Report. Peter spoke about the ongoing refinement of the Federal Government's Fair Work Australia Bill industrial relations legislations and the implications for the Club Industry. Armed robbery in clubs and hotels also was another major topic with all managers reminded of their duty of care for all staff in providing appropriate training. Peter also pointed to the CMDA's *"Financial Fundamental Skills for Supervisors and Line Managers"* course that will be presented at Dapto Leagues Club on Tuesday and Wednesday, June 9 and 10.

Club Plus Superannuation Member Services Manager Peter Bishell, who has published a book, *"The Self-Managed Super Handbook"*, spoke to members about current domestic conditions and the best options for superannuation.

Host club General Manager David White welcomed 50 guests, including Club Industry trade representatives to lunch with the table presentation provided by Club Windang's latest business venture, Lavish Wedding Design.

The Zone's next event was a luncheon at Culburra Bowling Club on Friday, May 29, with the Zone's Charity Golf Day on Monday, June 22 and Quarterly Zone Meeting at Bomaderry Bowling Club on Friday, July 31.





Invest in your career at the CMDA knowledgebank....



‘Is your career goal to become a GM, CEO, Secretary Manager?’

‘Are you an existing GM, CEO, Secretary Manager?’

If you answered YES to either question then you need to seriously consider attending the CMDA’s NEW...

Club Secretary Managers’ Course

(Especially developed for aspiring & existing GMs, CEOs, Sec Mgrs)

The CMAA has now developed a **club specific** course that will **focus** on:

- preparing you for the role of GM, CEO, Secretary Manager of a registered club
- understanding the role of the Company Secretary, role of Management & the Board
- how to prepare and conduct Board Meetings, introduce you to club Constitutions, member meetings, notices, disciplinary meetings, motions and more
- demystifying legislative & OLGR auditing requirements
- explaining key areas of gaming compliance & general administration & finance
- enacting compliance with management & accountability provisions as set out in part 4 & part 4A of the Registered Clubs Act 1976
- corporate governance & Corporations Law
- unpacking the Liquor Act & Registered Clubs Act, RCG & RSA Policy & Practice
- managing the CDSE function
- managing change and strategy implementation and decision making and;
- providing you with the recognition you need to demonstrate to a board that you have the knowledge to be able to hold the position of GM, CEO, Secretary Manager and licensee of a registered club

Location	Club	Date
Auburn	CMA Auburn	S1:W10/TH11 June & S2:W17/TH18 June
Tweed Heads	South Tweed Sports Club	S1:M20/T21 July & S2:M27 & T28 July
Auburn	CMA Auburn	S1:W12/TH13 August & S2:W19/TH20 August
Wollongong	Dapto	S1:T1/W2 September & S2:T8/W9 September

Times 9.30am - 4.30pm all days (4 day course - 2 x 2days)

Cost \$690 (plus GST) - CMAA Member/CMDA Affiliate*,
\$890 (plus GST) - Non Member.

Award A CMDA Certificate of Completion on participation of this program.

ACCM points: CMAA Members & CMDA Affiliates earn 25 points toward ACCM activity.

Register online today at www.cmaa.asn.au.

For more details contact Estelle McDonald-Birch at the CMDA

Phone: 02 9643 2400 * Email: estelle@cmad.asn.au

North Coast maintains rich golfing traditions

And, another good thing about CMAA Zone Golf Days ... there are enough funny stories from one round to go around for the 12 months until they do it all over again. Mid North Coast Zone hosted its 11th annual Golf Day last month and the players maintained this rich tradition. There were reports of a bloke tearing the backside out of his pants, a high-profile former rugby league star throwing the odd club and one, or two, people who actually knew what they were doing. The weather was fine and the Woolgoolga RSL Safety Beach Golf Club in good condition as event organiser Glenn Buckley managed to round up the field for a sausage sizzle breakfast during registration and a shotgun start at 10am for the four-person Ambrose event. Aristocrat, WHK Camerons and Mid Coast Vending were Gold Sponsors of the event. For the record, the Woolgoolga Bowling Club's team of Barry Woodward, Craig Wykes, Barry Adams and Glen McKeachie took out the major trophy, with Coffs Ex-Services Club team - Kevin Flannery, Greg Engell, Lance Pike and Tony Cahill - taking the runner-up trophies. Glenn, the CMAA Mid North Coast Zone Education Officer, summed up the day perfectly: "If you think running a club is tough, you should try getting this mob pointed in the right direction - they were here for the fun." And the good news ... they will do it all again this time next year. The Zone's next event will be a CMAA Meeting at Urunga Golf Club on Tuesday, August 11.

1 - North Beach Bowling Club's team of Barry Woodward, Craig Wykes, Barry Adams and Glen McKeachie took out the major trophy.

2 - Coffs Ex-Services Club's team - Kevin Flannery, Greg Engell, Lance Pike and Tony Cahill - were runners-up on the day.

3 - WHK Camerons: Gold Sponsor company WHK Camerons team of Craig Duly, Naomi Lund, Peter Nevell and Willie Arbie enjoyed the fun and action.

4 - The Mid Coast Vending company was another Gold Sponsor with the "Page Gang" - Bernie, Brett and Neil - on deck for the big day.

5 - Golf Day organiser Glenn Buckley also acted as master of ceremonies for the presentation luncheon.

6 - Woopi RSL Club team members Geoff Thompson and Denis Crossley.



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.

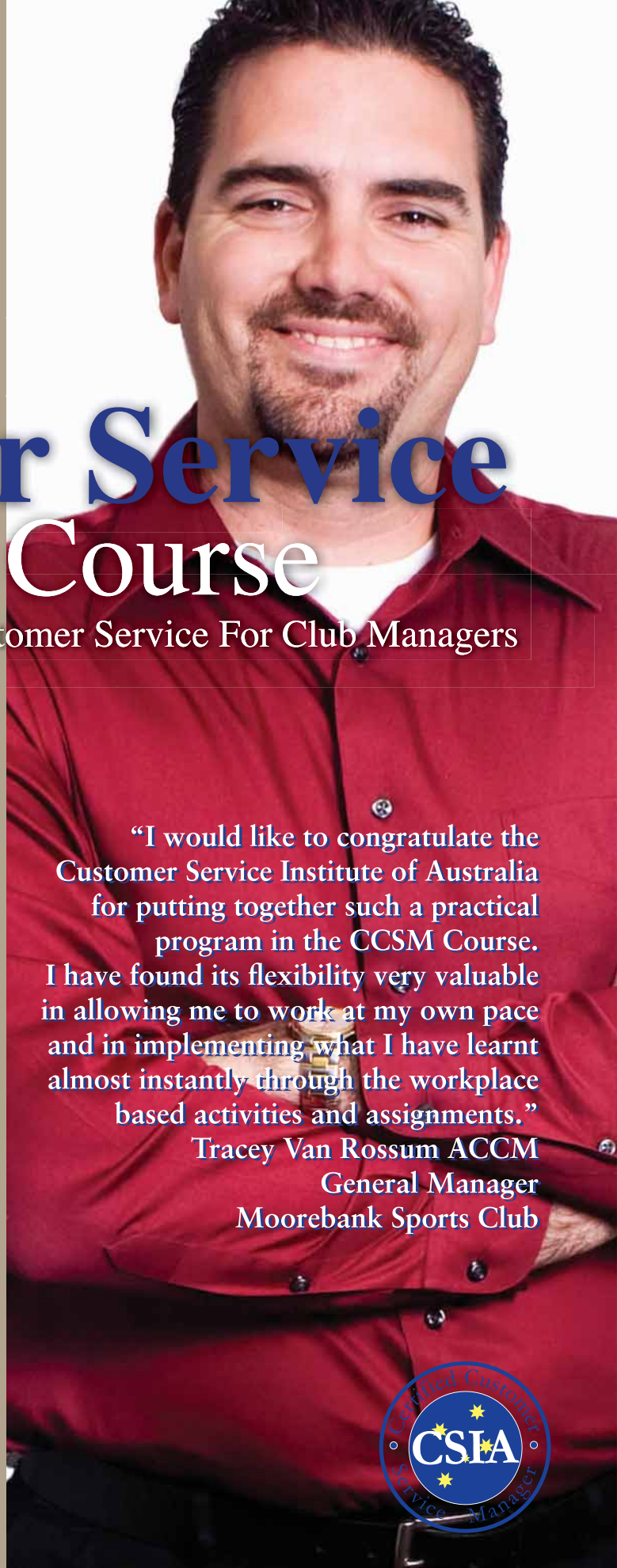
The course includes a workbook and a two day workshop, workplace assignments and an assessment.

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>



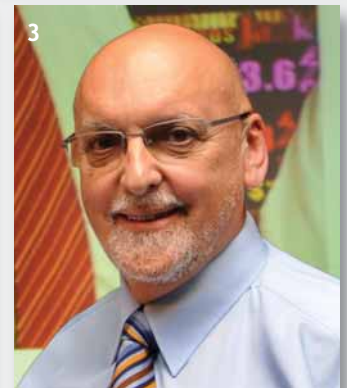
"I would like to congratulate the Customer Service Institute of Australia for putting together such a practical program in the CCSM Course. I have found its flexibility very valuable in allowing me to work at my own pace and in implementing what I have learnt almost instantly through the workplace based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

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



Gold Coast managers start day on right foot

Gold Coast Zone joined the trend of experimenting with a Breakfast Meeting at Southport Surf Club in mid-May. Zone President and host club General Manager Steve Condren welcomed 21 members for the meeting, breakfast and industry workshops with John Anthony and Ron McLean. The meeting started at 8 o'clock with CMAA Executive Officer Terry Condon presenting the Head Office Report and discuss several industry-specific issues along with the Federal Government's recently gazetted Fair Work Act 2008 and its industrial relation implications for clubs and managers. Terry pointed to the possibility that, although the Act has received Royal Assent, Industrial Relations Minister and Deputy Prime Minister Julia Gillard could yet announce a hospitality industry-specific, or perhaps a club industry-specific award, to properly address club I.R. issues. Terry also encouraged members to take the geographical opportunity to attend the CMAA's annual Mid Year Executive Leadership Conference - "Winners Make Goals - Losers Make Excuses" - to be staged at Conrad Jupiters from July 15 to 17. The Zone will be heavily involved in the social side of the Conference when it combines with Brisbane Zone to co-host the annual Charity Race Day at the Gold Coast Turf Club on Saturday, July 18. Steve then welcomed 45 guests for breakfast, served at 8.30, when IGT's Professional Services Manager John Anthony offered his advice and philosophy about customer service learned during more than 45 years in the gaming and clubs business. John was inducted into the CMAA Hall of Fame at the annual Conference and Expo at Darling Harbour in March and is an authority on topics such as gaming floor layout, technical compliance, promotions, sales and his pet topic, customer service. Creating Synergy Managing Director Ron "Rowdy" McLean then stepped into the spotlight to talk communication, interaction and understanding of management, employees and customers, creating an environment where people and businesses grow. Gold Coast will join forces with Brisbane for the Combined Zones Race Day and the next Zone Meeting is at Burleigh Bears Club on Tuesday, September 8.



1 - CMAA Executive Officer TERRY CONDON

2 - Gold Coast Zone President STEVE CONDREN

3 - IGT's Professional Services Manager JOHN ANTHONY

4 - Southport Surf Club

Lion Nathan's healthy half-year profit

Lion Nathan CEO Rob Murray described premium beer is the "affordable luxury" for Australians in hard economic times as he revealed a healthy half-year profit for the company. The XXXX, Tooheys, Hahn, Boag's and West End brewer's earnings jumped by 7% to \$176 million in the six months to March 31 - a rare profit among the current sea of public company losses. Australian beer sales climbed 11% to \$832 million for the six months - outperforming sales of New Zealand beer and Australian wine brands. Mr Murray said Australian drinkers continued to move away from mainstream beers to premium brands - international labels, low-carb products and "craft" beers such as Boag's. Tap beer, in steady decline for the past decade because of bottles bought over the bar and carton purchases, had a rare increase of 2% in the half - particularly for XXXX Gold, Boag's Draught, Hahn Super Dry and James Squire brands.



LION NATHAN





ACT Training 2009

JUNE Monday 22 & Tuesday 23

SITHGAM004 Analyse & report on gaming machine data

This course teaches Managers, Duty Managers and Supervisors legislation and Liquor & Gaming & Racing regulation preferred procedures.

- It teaches where to look for daily and weekly variances.
- It will highlight all possible problem areas in venues when it comes to gaming and gaming float reconciliation.
- Attendees complete a manual gaming float reconciliation and learn the audit trail for all figures on the GFR.
- Attendees are taught to analyse all reports so they can immediately identify abnormalities.

CMA Members/CMDA Affiliates \$480 pp Non Members \$580pp

AUGUST Session 1: Mon 24, Tues 25 & Wed 26 August 2009

SEPTEMBER Session 2: Mon 14, Tues 15 & Wed 16 September 2009

Duty Manager Development Program

IDEAL for Level 5/6 Supervisors, Level A, B & C Managers & Trainee Managers

CMA Members/CMDA Affiliates \$1,560 + GST pp- Non Members \$1,690 + GST pp

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Big roll-up for another AGM on 'auto pilot'

One thing you can be sure of when attending a North West State Zone AGM ... it won't take long to find the new committee. And, so it was when the CMAA's "smallest" Zone met at Jamie Gallen's Gunnedah Services and Bowling Club on May 13. Because of the Zone's vast geography, it's numerically small, but the level of support from its 49 registered Members was, as always, strong and enthusiastic. President Phil Wheaton welcomed 39 members to the AGM where CMAA Communication Services Manager Peter Sharp presented the Head Office Report and conducted the election of office bearers for 2009-2010. The entire Committee, with Vice President Paul Gordon absent, was re-elected unanimously and unopposed ...

- President: Phil Wheaton - Armidale City Bowling Club
- Vice President: Paul Gordon - Narrabri RSL Club
- Secretary - Treasurer: Margaret McGrath - Quirindi RSL Club
- Education Officer: Patrick Crick - Armidale City Bowling Club
- Publicity Officer: Tim Palmer - Inverell Returned Servicemen's Club

Phil joked that the few minutes Peter took to conduct the election had been one of the slowest in the Zone's recent history. Peter's report produced plenty of discussion and debate, particularly surrounding the OLGR's new CCTV Security Guidelines - see story Pages 18 & 19. There was also animated discussion about OLGR Inspectors requesting RSA identification for club staff. In Patrick Crick's Education Report, he reminded Members of the upcoming Profitable Hospitality F&B course at Narrabri and the Secretary Manager course on June 2 and 3 at Tamworth Services Club. The Zone Meeting was part of a busy schedule at Gunnedah with managers and directors moving on to a ClubsNSW Meeting, luncheon and three-hour workshop with Albert Gardner, the OLGR's Director of Compliance and Director of Liquor and Gaming before dinner at the Club. Charlie Sala and Craig McLaughlin from CMDA Sponsor company Club Plus Superannuation also attended the day's events to assist with staff super needs. North West State's next event will be a Zone Meeting at Moree Services Club on Wednesday, August 12.

1 - The North West State Committee elected at the Zone AGM at Gunnedah Services and Bowling Club (from left) Patrick Crick, Margaret McGrath, Phil Wheaton and Tim Palmer.



PALtronic's bursary winners

PALtronic's has announced the winners of its bursaries to Macau next month. The bursaries are available to members in Hunter Zone, Mid North Coast Zone and Great Lakes Zone. The winners are ... Great Lakes Zone: Tim McAllister - Taree West Bowls Club; Mid North Coast Zone: Glenn Buckley - Woolgoolga RSL Club; Hunter Zone: Joanne Henderson - Telarah Bowling Club. The CMAA member trio will fly out on July 14 for visits to Macau's major hospitality and gaming venues.

42 CMAA Diary - 2009 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
JUNE				
Tuesday	2/06/2009	11:00	Kingsgrove RSL Club	St George Cronulla Zone Meeting
Thurs - Sat	2 - 4/06/2009		Hong Kong & Macau	G2E Asia - www.asiangamingexpo.com
Wednesday	17/06/2009	09:30	Casino RSM Club	Far North Coast Zone Meeting
Thursday	18/06/2009	09:30	Penrith RSL Club	Nepean Zone Meeting
Thursday	18/06/2009	10:00	Tigers Leagues Club	Inner West Zone Meeting
Tuesday	23/06/2009	11:30	Randwick Labor Club	City Eastern Suburbs Zone Meeting
Wednesday	24/06/2009	11:00	Newcastle Panthers Club	Hunter Zone AGM
Thursday	25/06/2009	09:30	Auburn	CMAA Executive Meeting
JULY				
Wed - Friday	15 - 17/7/2009	09:00	Conrad Jupiters, Gold Coast	CMAA Mid-Year Conference
Wednesday	15/7/2009	14:00	Conrad Jupiters, Gold Coast	CMAA Fed Executive / Fed Council Meeting
Thursday	16/7/2009	16:00	Conrad Jupiters, Gold Coast	CMAA General Meeting
Saturday	18/7/2009	11:00	Gold Coast Turf Club	Brisbane Gold Coast Zone Charity Race Day
Tuesday	21/7/2009	10:00	Mulwala Services Club	Riverina Murray Zone Meeting
Monday	27 - 29/7/2009	09:00	Twin Towns Services Club	RSL & Services Clubs Assn National Conference
Wednesday	29/07/2009	09:00	Milton Ulladulla Bowling Club	Far South Coast Zone Meeting
Wednesday	29/07/2009	09:00	Canberra Labor Club, Belconnen	ACT Zone Meeting
Friday	31/7/2009	10:00	Bomaderry Bowling Club	Illawarra Shoalhaven Zone Meeting
AUGUST				
Monday	3/8/2009	07:30	The Grange Golf Club	Illawarra Zone Charity Golf Day
Tuesday	4/8/2009	09:30	Caloundra RSL Club	Sunshine Coast Zone Meeting
Wednesday	5/8/2009	10:00	Port City Bowling Club	Great Lakes Zone AGM
Tuesday	11/8/2009	10:30	Urunga Golf Club	Mid North Coast Zone Meeting
Wednesday	12/8/2009	09:30	Moree Services Club	North West State Zone Meeting
Wednesday	12/8/2009	10:00	Foster's Brewhouse, Abbotsford	Victorian Zone Meeting
Wednesday	12 - 13/8/2009	10:00	Crowne Plaza, Terrigal	Central Coast Zone Meeting & Conference
Sunday - Tues	16 - 18/8/2009	09:30	Darling Harbour, Sydney	AGE 2008 www.austgamingexpo.com
Tuesday	18/8/2009	07:30	Fox Hills Golf Club	Nepean Zone Golf Day
Wednesday	19/8/2009	11:00	Souths Leagues Club	Hunter Zone Meeting
Thursday	27/8/2009	09:30	Auburn	CMAA Executive Meeting
SEPTEMBER				
Tuesday	1/9/2009	11:00	St George Masonic Club	St George Cronulla Zone Meeting
Tuesday	8/9/2009	12:00	Burleigh Bears Club	Gold Coast Zone Meeting
Tuesday	8/9/2009	11:30	Club Rose Bay	City Eastern Suburbs Zone Meeting
Wednesday	9/9/2009	08:30	Lismore Workers Club	Far North Coast Zone Meeting
Tuesday	15/9/2009	07:30	Forbes Services Club	CMAA Mid State Zone Charity Golf Day
Thursday	17/9/2009	10:00	Club Five Dock	Inner West Zone Meeting
Thursday	17/9/2009	11:00	Smithfield RSL Club	Nepean Zone Meeting
Tuesday	22/9/2009	07:30	Kogarah Golf Club	St George Cronulla - Neville Worton Golf Day
Wednesday	23/9/2009	09:00	Pambula Merimbula Golf Club	Far South Coast Zone AGM
Thursday	24/9/2009	09:30	Auburn	CMAA Executive Meeting
Friday	25/9/2009	11:00	Bribie Sports Club	Sunshine Coast Zone Charity Bowls Day
Tuesday	29/9/2009	07:30	Logan Diggers Club	Brisbane Zone Meeting
OCTOBER				
Sat - Tuesday	10 - 13/10/2009		Gold Coast Convention Centre	ClubsNSW Annual Conference
Friday	23/10/2009	10:00	Sandhurst Golf Club	Victorian Zone Golf Day
Sunday - Wed	25 - 28/10/2009		Grand Hyatt Hotel, Melbourne	RSL & Services Clubs Assn Annual Conference
Thursday	29/10/2009	09:30	Auburn	CMAA Executive Meeting
Friday	30/10/2009	11:00	Dapto Leagues Club	Illawarra Shoalhaven Zone AGM
Friday	30/10/2009	10:30	Yamba Sports Club, Phillip	ACT Zone Meeting & Bowls Day
NOVEMBER				
Thurs - Sunday	5 - 8/11/2009		Sheraton Mirage, Gold Coast	Leagues Clubs Association Annual Conference
Tuesday	10/11/2009	10:00	North Beach Bowling Club	Mid North Coast Zone Meeting
Tues - Thursday	17 - 19/11/2009		Las Vegas Convention Centre	Global Gaming Expo - G2E
Tuesday	24/11/2009	11:30	Club Bondi Junction	City Eastern Suburbs Zone Meeting
Tuesday	24/11/2009	09:30	Logan Diggers Club	Brisbane Zone Meeting & Qld Bursaries
Wednesday	25/11/2009	09:00	Batemans Bay Soldiers Club	Far South Coast Zone Meeting
Wednesday	25/11/2009	11:00	Central Charlestown Leagues Club	Hunter Zone Meeting
Friday	27/11/2009	09:00	Brighton Le Sands	CMAA Executive Meeting
Friday	27/11/2009	10:30	Brighton Le Sands	CMAA Federal Council Meeting
Friday	27/11/2009	12:00	Brighton Le Sands	CMAA Sponsors Luncheon

Industry veterans steal spotlight at Nambour

A couple of Club Industry veterans and “good blokes” stole the spotlight at the Sunshine Coast Zone Meeting at Nambour RSL Club last month.

It was another busy schedule for Sunshine Coast club managers with a Clubs Queensland meeting before the CMAA Zone Meeting, a “complimentary” Education Workshop and luncheon for more than 100 guests at the popular hinterland club.

Zone President Laurie Williams welcome 35 members to the CMAA Meeting where Communication Services Manager Peter Sharp presented the Head Office Report.

In his report, Laurie touched on the success of the Zone Golf Day on March 30 and the decision to make the 2010 Zone Bursary the G2E Global Gaming Expo tour to Vancouver and Las Vegas. Education was the main topic with Laurie inviting members to support the “Presentation Skills” course presented by Big Dave Staughton that the Zone has purchased and committed to host in August or September. The Zone also is considering changing the August 4 Meeting at Caloundra RSL Club to a breakfast format.

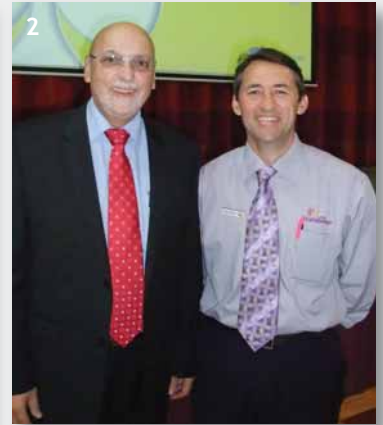
The Zone donated more than \$5,000 to appeals for victims of the Victoria bushfires and North Queensland floods. “This is a very generous donation and I’m proud of the way our Zone responded to the opportunity to support these people in their time of need,” Laurie said.

IGT Professional Services Manager John Anthony, who was inducted into the CMAA Hall of Fame at the annual Conference and Expo at Darling Harbour in March, then entertained the group with one of his favourite topics. “Gaming - A ‘Bolt-On Business Philosophy” where he was able to pass on his more than 45 years of gaming, hospitality and club industry experience about the important of quality customer service.

During the lunch, host club General Manager and past Zone President Chris Keen presented Horton Park Golf Club General Manager Russell Bartholomew with his CMAA 30-Year Service Pin. Chris paid tribute to Russell’s contribution through his club gaming experience when porker machines were introduced to the Sunshine Coast, his generosity in helping so many young managers into the industry and his contribution as a Zone Past President.

1 - Horton Park Golf Club General Manager Russell Bartholomew speaks after receiving his 30-Year Service Pin at the Sunshine Coast Zone Meeting at Nambour RSL Club.

2 - Sunshine Coast Zone President Laurie Williams with IGT’s Professional Services Manager John Anthony Nambour RSL Club.





Bill Clegg (right) presents Peter McPhee with a CMAA Community Special Award.



Barry West accepts the Des Kremkau Award from Joan Kremkau and Kevin Morland.

Victoria's big winners celebrate in style

Despite the challenges of the economy and uncertainty of the brave new world beyond the "duopoly", CMAA Victoria and clubs across the Zone celebrated in style at the annual Awards Dinner last month. Mulgrave Country Club General Manager Kerry Scarlett welcomed 196 guests to a superb three-course dinner, dancing, entertainment and presentation of the CMAA's major awards for 2008, hosted by "the voice", Shawn Cosgrove.

Victoria Zone President Barry West welcomed CMAA Federal President Bill Clegg, ACCM, and his wife Val, Communication Services Manager Peter Sharp, State Member for Derrimut and Parliamentary Secretary for Human Services Telmo Languiller. Barry, who later accepted the Des Kremkau Award, also thanked event sponsors Foster's - also a CMDA Career Development Centre Sponsor - VFJ Currency Management Equipment, Clubs Victoria, Hamper World, Promotions In A Box, Mogg Osborne & Co Accountants, Pos-itive Outcomes, R&R Fundraising and Westside Talent that provided the entertainment of "Cop This" and comedian Doug Chappel.

In his speech, Bill Clegg congratulated the Zone on the impressive response to the awards dinner and great opportunities ahead for managers and clubs through Victoria's new owner-operated gaming machine policy.

Bill then made a special presentation to Healesville RSL Club General Manager Peter McPhee to recognise the club's remarkable contribution to the people and communities who became victims of the terrible Victoria Bushfires in February (see story - Pages 16 & 17).

In his closing remarks, Shawn Cosgrove also paid tribute to the efforts of event organiser Hayley Morris.

The Winners ...

- Community Club Manager of the Year: Glenn Caroll - Horsham Sports & Community Club
 - RSL Club Manager: Mike Grills - Seaford RSL Club
 - Bowling Club Manager: Michael Lewis - Ocean Grove Bowling Club
 - CMAA Victoria Supervisor/Employee: Kerry Rudd - Lakes Entrance Bowling Club
 - CMAA Victoria Assistant Manager or Duty Manager: Gavin Comport - The Yarraville Club
 - Tatt's Pokies Club Manager: Glenn Caroll - Horsham Sports & Community Club
 - Tabaret Club Manager: Kerry Scarlett - Mulgrave Country Club
 - CMAA Victoria Club Manager: Jason Wallace - Lakes Entrance Bowls Club
- 1 - State Member for Derrimut and Parliamentary Secretary for Human Services Telmo Languiller.
 - 2 - CMAA Victoria Club Manager of the Year Jason Wallace.
 - 3 - Tabaret Club Manager of the Year Kerry Scarlett.
 - 4 - CMAA Victoria Assistant Manager or Duty Manager of the Year Gavin Comport.
- Pictures: Happy Medium Photo Co. to order prints from the Awards Dinner - P: 03 9421 5668 or www.happymedium.com.au



Victoria Committee welcomes two new faces

There are two new faces on the Victoria Zone Committee following the Annual General Meeting at Mulgrave Country Club on May 8.

The host club's General Manager, Kerry Scarlett, accepted President Barry West's nomination to become the Zone Secretary, replacing Kevin Morland, who moved into a Committee role with Gavin Comport, the other new face.

Gavin is the new General Manager at the Yarraville Club, stepping up from Deputy GM to take the reins from long-serving boss Barry West who has moved on into a consultancy role.

The Victoria Zone Committee for 2009-2010 is ...

- President: Barry West
- Vice President: Erin Langman - Echuca Workers Club
- Secretary: Kerry Scarlett - Mulgrave Country Club
- Treasurer: Grant Duffy - Numurkah Golf & Bowls Club
- Education Officer: Jim Smith - The Hawthorn Club
- Committee: Gavin Comport - The Yarraville Club
- Kevin Morland - Numurkah Golf & Bowls Club

CMAA Federal President Bill Clegg, ACCM, travelled to Melbourne with Communication Services Manager Peter Sharp to present the Head Office Report and discuss national and state-level Club Industry issues.

Bill discussed the effects of the global and domestic economic downturn and the importance of all club managers maintaining their education and professional development, the new range of courses offered by the CMDA including the Secretary Manager Course and tertiary-level Corporate Governance program co-hosted by Southern Cross University and presented at the Tweed Heads Campus. The CMAA's Mid Year Executive Leadership Conference at Conrad Jupiters (July 15-17), the Federal Executive meeting with the Victoria Zone Committee and the future of the Association with elections due in March 2010 also were on Bill's agenda.

Barry and Grant Duffy, the CMAA's Division H - Victoria Zone, Riverina Murray Zone and ACT Zone - Federal Councillor responded to Bill's comments.

Just an hour earlier and 30 minutes away, the troubled and controversial Gaming Bill was withdrawn from the Victorian Parliament for a second time when it again failed to get support from the Opposition and Greens representatives. Barry West described the current legislation as failing to offer protection to clubs in the changeover from the Tabcorp-Tattersall's "duopoly" to the new owner-operated gaming machine philosophy.

Victoria Zone's next event will be the annual meeting at the Foster's Brewhouse at Abbotsford on Wednesday, August 12.

1 - The Victoria Committee elected at the Zone AGM at Mulgrave Country Club (from left) Erin Langman, Kevin Morland, Barry West, Grant Duffy, Kerry Scarlett and Gavin Comport.

2 - Grant Duffy with Barry West and Bill Clegg.

3 - Gavin Comport with Kerry Scarlett and David Wain.

4 - Grant Duffy with Erin Langman and Kevin Morland.



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Downturn claims Demons Sports Club

Demons Sports Club became the latest club to shut its doors adding 40 management and staff to the state and nation's unemployment queue last month. The Seven Hills-based club, with NSW Premier Nathan Rees as a member, went into liquidation with debts of \$3.5 million. Situated in Mr Rees's Toongabbie electorate, Demons went into liquidation on April 30. It had been in administration for the past 12 months but could no longer service its \$2.8 million loan and, with no amalgamation partner in sight, was forced to close. Demons has historically contributed more than \$400,000 a year into sporting clubs and facilities in the Seven Hills area. General Manager Douglas Kirkham confirmed the club would not re-open for business and liquidator Greg Russell, from Russell Corporate Advisory, would deal with further corporate and financial responsibilities. Mr Russell said the premises, land and club assets would be sold to pay back creditors. He also assured club employees that they will be paid full redundancy entitlements over the next six weeks through a Federal Government-funded scheme. Club



GREG RUSSELL

President Greg Gingell said he was shattered after being involved with the club for almost 30 years. Premier Rees has been a club member for more than five years with the club used previously as a meeting place for ALP branch meetings. The club had hoped Mr Rees and the State Government would step in to save the club, following criticism that raised poker machine

taxes were killing the Club Industry. Meantime, Brighton-le-Sands Amateur Fishermen's Association will seek to amalgamate with another regional club to secure its future. RT Hospitality Solutions deed administrator Rob Brennan said terms of the voluntary administration protected the club until July. He said administrators were canvassing other clubs which might be interested in amalgamating while the association continued to trade. "This is a legal holding position to enable the club to trade whilst we explore all avenues; those include an amalgamation, re-financing or capital injection," Mr Brennan said. He said progress was being made in both the club's trading and its operating results.



ROB BRENNAN

Victoria pokies top \$1 billion

Taxation revenue from Victoria's suburban poker machines reached a new milestone and delivered more than \$1 billion to the State Government in the last financial year. Revenue from lotteries also grew, to \$343 million, but it was \$11 million less than the Government hoped for and follows Intralot's disastrous entry into the market last July. Overall, the money the Government collected in tax from gambling in 2008-09 is now expected to total \$1.625 billion - higher than ever, but \$26 million less than expected. The Government expects about \$1.64 billion in the coming financial year, including another \$1 billion from poker machines. However, Treasurer John Lenders has not revealed how much he expects to make from the auction of the 27,500 poker machines outside Crown Casino next year, which industry sources say will be at least \$2.7 billion. Laws covering the new arrangements are yet to pass Parliament. "Next year, when the legislation is done, we'll presumably factor that into the forward estimates," Mr Lenders said. Mark Zirnsak, of the Interchurch Gambling Taskforce, said the Government's projected growth was a disappointing sign of its gambling revenue dependence. "We think that's a sign they need to be moving more quickly on measures to rein in problem gambling and we would expect to start seeing a decline."

NSW problem gamblers get inside-venue help

The NSW Government has launched a new campaign to update anti-problem gambling materials in the State's gaming venues to deliver a consistent and effective message to gamblers. Gaming and Racing Minister Kevin Greene said new signage, stickers and brochures will be on display in clubs, hotels, Star City Casino, TAB and lottery outlets from this month to warn people of the risks of gambling and encourage those with problems to seek help. "Over the last nine years the NSW Government has required responsible gambling materials in all gaming venues as part of its overall harm minimisation program," Mr Greene said. "We know people with gambling problems respond to gambling help information inside venues. These

new materials create a consistent look with simple and effective messages to ensure we reach more people." All gaming machine venues must place wallet-size contact cards promoting self-exclusion and counselling services on each bank of gaming machines where they can be easily accessed by patrons. Messages include: "Think! About Your Choices", "Think! About Your Family", "Think! About Your Limits" and "Think! About Tomorrow". Updated brochures outlining the chances of winning will be available in five languages. The new signage requirements came into effect on June 1 and gaming venues have six months to provide the new contact cards and 12 months to install the new signage.

Credit where and when it's due

P.O.S. partner InfoGenesis continues to offer guest-centric solutions

In the fast-paced world of customer service and, with the ever-growing trend toward cashless processing, the need to deliver quick, accurate transactions at the point of sale (POS) for credit card and EFTPOS payments has become essential for hospitality and retail operations. With their credit card and EFTPOS interfaces currently available, InfoGenesis continues the goal of providing reliable and feature rich functionality to their club industry customers. InfoGenesis Australia Managing Director Justin Reynolds said customers require solutions that will to accommodate faster transaction time and accuracy. "Automated end-of-day batching, extensive reporting and easy reconciliation are all vital components of our credit card and EFTPOS integration," Mr Reynolds said. A number of InfoGenesis customers already have installed the electronic payment system and are enjoying the benefits offered to clubs and their patrons. InfoGenesis, a CMDA Career Development Centre Sponsor company is proud to have continued its partnership with clubs throughout Australia for more than 12 years. "Understanding the industry and providing guest-centric solutions remains our charter," Mr Reynolds added. Despite the challenges of the global and domestic economic downturn, 2009 will produce many



InfoGenesis Australia Marketing Manager VICTORIA STEVENSON

new opportunities for new and existing InfoGenesis customers, including the introduction of the feature-rich Revelation POS 4 system. For more information about credit card and EFTPOS integration or other solutions, contact InfoGenesis P: 02 - 9922 0800.

➤ Click on Victoria Stevenson's image for an interactive link

Casino Consoles Australia on the move

In the current economic climate clubs need to provide patrons with an atmosphere that is stylish and comfortable to ensure they return to enjoy that experience. Casino Consoles Australia (CCA) has a strong working relationship with gaming room designers, architects and interior decorators to guarantee the best possible and appropriate look, feel and atmosphere. Casino Consoles Australia manufactures quality poker machine bases to suit every club and its requirements. Customised layouts and screening are all part of the CCA service, along with CCA's specialised service to update any gaming room. Last month, CCA moved to new premises in Brisbane and have new contact numbers - P: 07 - 3890 2969 F: 07 - 3907 0914 or for online E: rich.thomas@bigpond.com.au and speak to Richard Thomas or email your room layout for a quote.



AGE 2009 registration opens



Online visitor registration is open for the 20th Anniversary Australasian Gaming Expo (AGE) trade show - Sunday, August 16 to 18 - at the Sydney Conference and Exhibition

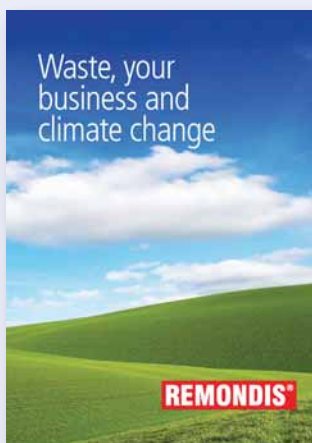
Centre at Darling Harbour. Entry to the AGE and Australasian Gaming Briefing is complimentary to gaming industry executives, courtesy of the Gaming Technologies Association (GTA). This includes management representatives of government, regulatory, research and support bodies, clubs, hotels, casinos, resorts and similar Hospitality Industry establishments. The event is not open to the public. More than 100 companies already are posted on the list of exhibitors, including 20 new exhibitors to the event. That means new technology, products, ideas and services along with 30 companies that have exhibited at every AGE since 1990. The

Australasian Gaming Briefing - at 4pm on Monday, August 17 - will feature Channel 9 Finance Editor Ross Greenwood and will be opened by NSW Gaming and Racing Minister Kevin Greene. GTA CEO Ross Ferrar said the Briefing would be an important event in the gaming calendar. Online visitor registration is available at www.austgamingexpo.com with the Gaming Expo Help Line on 1300 724 030. Trade visitors can arrange accommodation at special event rates by contacting Tour Hosts P: 02 - 9265 0700 or age09@tourhosts.com.au and the website at www.tourhosts.com.au/age09/



REMONDIS and climate change guides helps clubs clean up

REMONDIS Waste Solutions, which recently welcomed the Epping Club to its stable of club clients, has devised a free guide for clubs to minimise the impacts of their operations on the environment. REMONDIS Waste Solutions CEO Luke Agati said that by employing some simple tips for increasing sustainability, clubs of all sizes could increase their competitive advantage and reduce costs. "We found many people were uncertain about the ways they could reduce the amount of greenhouses gases they generate and what impact this could have on our ecological footprint," Mr Agati said. "Waste, Your Business and Climate Change" was compiled to outline the key issues affecting organisations from a waste management perspective and simply explains the impact of our actions. The guide also provides information on the Carbon



Emissions Trading Scheme timeline. "REMONDIS invites Australian clubs to contact us to obtain a copy and learn more about ways to drive costs down, recover and recycle resources and deliver important environmental benefits," Mr Agati added.

A CMAA Career Development Centre sponsor, REMONDIS is Australia's most dynamic waste management and resource recovery company. REMONDIS Waste

Solutions has been operating for 25 years in Australia, and is of the fastest growing waste resource companies, providing professional waste management and environment solutions with particular focus on resource recovery outcomes for customers, minimising diversion to landfill. To obtain a copy of "Waste, Your Business and Climate Change", contact REMONDIS on 13 73 73.

DID YOU KNOW...

- Australia's ecological footprint, which compares consumption of natural resources against the earth's ability to regenerate them, is 6 hectares per person per year, but our planet can only regenerate 1.8 hectares per person per year.
- Recycling 1 tonne of glass saves 38 litres of oil
- Recycling 1 glass bottle saves enough energy to light a 100W bulb for 4 hours
- Recycling 1 aluminium can saves enough electricity to operate a TV for 3 hours
- Recycling 1 tonne of paper saves 17 trees or 4 cubic metres of landfill
- Recycling 1 cubic metre of compost offsets approx 50 days of emissions of an Australian car



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Mounties helps students learn about alcohol responsibilities

High school students are better informed about issues



relating to alcohol thanks to a grant of more than \$11,000 from Mounties Group. St Patrick's Business College, a division of Centacare, ran recent Responsible Service of Alcohol (RSA) courses with 120 high school students examining the laws relating to alcohol in NSW as well as wider social and physical implications. St Patrick's College Director Alan Moran, congratulated Mounties Group for its initiative in funding the courses. "It's important to be able to engage the youth of the community in such training and not ignore issues such as our responsibilities in terms of alcohol and its use. Without the support from Mounties Group, the courses would not be able to go ahead." Issues such as binge drinking and how best to manage people who have had too much to drink were also part of the course. The RSA certificate is valuable to school leavers as it is required by anyone wanting to work in the hospitality industry. Each student received a comprehensive handout and will gain Office of Liquor and Gaming (OLGR) certification. Mounties Group President Kevin Ingram said the responsible use of alcohol was an issue that needed to be addressed in the local community.

"Mounties is proud to support programs which offer advice and training to youth," he added. High schools that took part in the training included Freeman Catholic College, Bonnyrigg

High School, Westfields Sports High School, Bossley Park High School, Patrician Brothers Fairfield, St Johns Park High School, Fairfield High School, Canley Vale High School and Mary MacKillop College.

KEVIN INGRAM



ClubsNSW
CEO DAVID
COSTELLO

NSW Govt considers ATM ban in clubs, hotels

The NSW Government is following Victoria's lead by considering removing ATMs from clubs, hotels and casinos to combat problem gambling. The *Sunday Telegraph* reported that the Office of Liquor, Gaming and Racing (OLGR) has called for tenders for research into whether there should be a required distance between gaming areas and ATMs.

Funded by the Responsible Gambling Fund, it will also investigate deterrents including ATM withdrawal limits and making poker machines unable to accept \$50 or \$100 notes. The move follows Victoria's stand on banning ATMs in gaming venues from 2012 and has reinforced a fierce divide between gambling support groups and the industry.

ClubsNSW CEO David Costello said there was no evidence to suggest the plan would work. "If someone wants to reduce their ATM daily limit or block their debit card, all they need to do is pick up the phone and call their bank," he said.

But Keith Richardson appealed to the Government to make the move after the death of his 28-year-old son in 2004. In a submission to the Productivity Commission's inquiry into gambling, Mr Richardson wrote that the ATM in the Hornsby Hotel where his son was drinking and gambling heavily, led to him losing all his money. Having none left for a taxi home, he tried to get the train, but fell on the Normanhurst tracks and was hit by a train. "There is no doubt in my mind that the fact that our son could beggar himself by walking a few metres from poker machine to ATM under one roof was a significant contributor to his death," he wrote.

Logan Council overturns Brisbane Lions pokies decision

The anti-gambling lobby has again raised its voice over the Brisbane Lions application to build a new club at Logan. The club's plans for 200 machines at a Lions Den Social Club in Rochedale South took a leap forward last month when Logan City Council changed its stance against any increase to the number of machines in the area. Last October, Council decided that the 1,300 pokies registered at 27 venues were more than enough. Club officials lobbied Logan City Council and the decision was overturned 8-1.

Brisbane Lions CEO Michael Bowers said he disagreed with the anti-pokies lobby: "We want a family entertainment facility with lots of attractions and pokies are just one part of that. Without pokies the new premises won't be successful." The club has 80 machines at its Woolloongabba headquarters and Mr Bowers said people had been "excluded" from playing them if they had a problem. A spokesman for Tourism and Fair Trading Minister Peter Lawlor said the club had submitted its application for 200 more machines at Rochedale South. It must also submit a "Community Impact Statement [C.I.S.] prepared by a suitably qualified independent body". The approval process could take up to 18 months.



Ainsworth working its way out of the red

Poker machine designer and supplier Ainsworth Gaming Technology is expecting another trading loss in the second half of the 2008-2009 financial year. *The Australian Business Section* reported that Ainsworth has not provided figures for this forecast but had been reporting losses since 2007. "Global economic conditions and fluctuating currency movement trends over recent weeks will adversely affect Ainsworth's second-half results for the current financial year and a trading loss was expected," Ainsworth said in mid-May. In the 2007-08 financial year, Ainsworth reported a \$19.4 million loss, compared with a loss of \$49.5 million in the previous corresponding year. A net loss of \$2.76 million was posted in the first half of 2008-09, and a \$10.78 million loss in the first half of fiscal 2008. Ainsworth, a CMAA Career Development Centre sponsor company, maintains there will be a turnaround in the company's performance with the success of its



Ainsworth CEO DANNY GLADSTONE

product development strategies and as the economy improves. Ainsworth CEO Danny Gladstone also announced that the company had struck a non-exclusive strategic game content licensing agreement with Las Vegas-



based gaming devices business Bally Technologies in the U.S. and Canada. "This relationship with Bally further strengthens the company's position in North America and complements the game initiatives previously undertaken," Mr Gladstone added. Bally's Chief Operating Officer (COO) Gavin Isaacs said the business was looking forward to making it a successful partnership. "Partnering with Ainsworth Game Technology to put their high-performing video content on Bally's award-winning Alpha game cabinets is a win-win opportunity for both companies," Mr Isaacs said. Ainsworth develops, designs and manufactures the Ambassador range of gaming products along with a range of entertaining stand-alone and linked progressive games to global markets.

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Great new Chardonnay from W.A.

With its own mature, estate-owned and managed vineyards in the Margaret River region and surrounds, Capel Vale is surely in a position to make an informed decision on the best regional styles for the Chardonnay variety. In 1992, the Pratten family, realising the potential of the Pemberton region, developed the *Capel Vale Pemberton* vineyard. Pemberton experiences a significant cooling influence from the Southern Ocean but summer days are warm. The overcast growing season on top of the southern Darling Plateau, combined with the 400 metres elevation above sea level and top-quality water are ideal conditions for growing Chardonnay. Capel Vale has produced award-winning Chardonnays from Margaret River and Geographe for more than 25 years. Over this time, drinkers have moved from the fuller-bodied, oak-dominant style of this wine towards the well-integrated elegance of a style more evident in the top Chardonnays produced in the old world. This change, together with the superb quality of fruit now available from the Pemberton region, has the wine-making team genuinely excited to demonstrate Pemberton's claim as a world-class Chardonnay region. Winemaker Larry Cherubino says: "The best Pemberton Chardonnays are challenging the best from the rest of the country with their signature style of creamy texture and softness with underlying acidity." The new 2008 Pemberton Chardonnay has been carefully assembled, using selected handling and aged in French oak barriques. After a few months of bottle age, this wine already demonstrates the fine texture and elegant stone fruit characters set to make yet another Capel Vale classic.



BATES VINTAGE



Too much of a good thing

Have you been bombarded with New Zealand Sauvignon Blanc? Here's a small history lesson. Not going back eight years, you had about six chardonnays and one Sauvignon Blanc on your wine list ... today, it's the complete opposite. Just about every wine company now has one, with some as cheap as \$6 per bottle.

What this does is to quickly erode the pristine image of this unique wine. Consumers are hoodwinked by varietal characters that appear to be of New Zealand but, are in fact, blended with overseas fruit (Chile, South Africa, etc.) - all in the name of profit as the Kiwi Sauvignon Blanc juggernaut rolls on. I don't want to sound like a prude but all is not what it seems from the land of the Long White Wine. So, beware and do your research on the origins of those Maori-named wines as they appear on your doorstep this spring.

If in doubt, go with a reputable, established NZ supplier that you know and trust. They too have plenty of surplus fruit to get rid of but also have a reputation to maintain. One of the best releases I've seen is the eco-friendly *Two Tracks Sauvignon Blanc*, from the well-established Wither Hills wine-making team.

It's true to variety, with raised aromas of passionfruit, guava and dried herbs and a "zingy" lime-centred flavour. Contact your Fine Wine Partners representative on 1300 668 712 for more information.

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Lucky last KENO nets N.T. mum \$2 million

A Tennant Creek mother won more than \$2 million from a \$1 game of KENO. The small town of 3,500 people was in shock as residents attempted to unmask the anonymous Mother's Day winner. Memorial Club manager Cynthia Thomas remained tight-lipped about the identity of the town's newest millionaire. "I can't really say anything - the person has asked to remain anonymous and we have to respect that," Cynthia said. "All I can say is it is really, really great news and we're thrilled." SkyCity Darwin confirmed that a \$2,044,407 jackpot was won at Tennant Creek on a 10-spot Quick Pick. The woman played nine games of KENO and her numbers came up on the last game on the ticket. It was the Territory's second-largest KENO win. A pensioner living in Gray won more than \$2.1 million in November, 2006. The unassuming punter invested \$3 on the 10-spot jackpot to become the NT's biggest winner in the 10 years that KENO has been running. He put the ticket in at Cazalys at Palmerston but did not hear about the win until he saw it on the news.

Meantime, a man made redundant after Christmas won more than \$243,000 playing KENO at his local Ramsgate RSL Club in Sydney. The Scottish-born grandfather and self-confessed "mad keen KENO player" headed down to his "local" where he had a few drinks and played three games of KENO. The man said he had "blown all his cash" for the night when he remembered the KENO tickets he had purchased earlier. "I put the tickets in and the lady said, 'This is good. I'm going to have to call the supervisor'." When she got the supervisor, she said: 'I can pay you on that ticket, there's \$100 there'. Then the supervisor said: "You've also won \$10,000 on this ticket". I just about flipped and then he said: 'But wait, there's more'. I was speechless." The former delivery truck driver had a 10-number ticket, a 9-number ticket and an 8-number ticket ... winning \$100 on the 8-spot, \$10,000 on the 10-spot and more than \$233,000 on the 9-spot.

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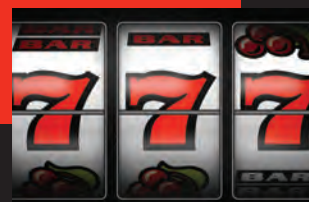
In the current economic climate clubs and hotels need to ensure their advisers have industry knowledge and experience, as this can be a critical factor in how they will fare.

This is why we are expanding our specialist clubs resources and focus from NSW, to QLD and VIC as well.

PKF's clubs specialists offer a comprehensive range of expert services, including audit services, feasibility studies, operations reviews, due diligence, accounting assistance and tax services.

There are a number of tax issues that are almost unique to clubs. In the indirect tax area many clubs over pay GST on their gambling supplies and fail to properly account for GST on transactions involving internal clubs contributions to charities and incentives paid to patrons. In the income tax area mutuality raises important issues both in income tax and capital gains tax.

Lucky you - PKF's Clubs Team has the detailed knowledge of not only the industry, but of the laws governing clubs which are critical in order to properly address these tax issues.



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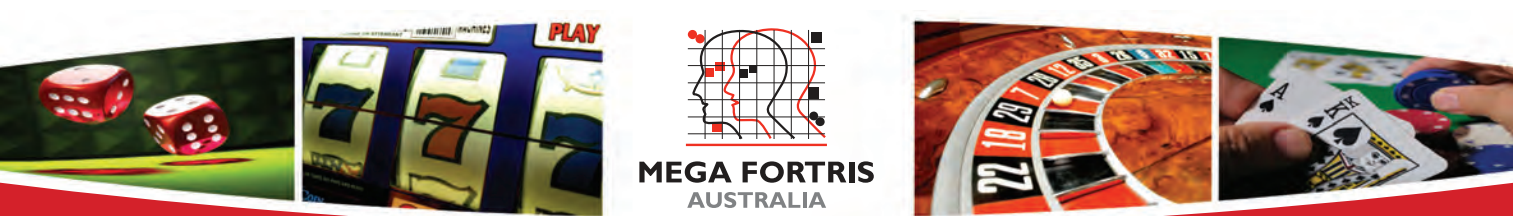
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GAMING SECURITY NEWSLETTER

1st Edition

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Welcome to our first bi-monthly newsletter



Mick Taylor and Matt Vandenberg and the team at Mega Fortris are excited to welcome you to their inaugural newsletter.

Each edition of the Gaming Security Newsletter will have useful tips and information about smart efficient ways and techniques of securing your in-house cash handling, while providing your management and staff with useful and secure ways to better manage your day-to-day operations.

As well as being informative each edition will have special offers exclusive to our Gaming Industry readers.

Our commitment to servicing the Gaming Industry is second to none. Call us now and put our service to the test.

Wrong applications can be very costly Choose the right seal for the right job

It is not uncommon for us to receive orders for products that are not being used for the right application. Well, in most cases it's not that the application is wrong, but often, that a better product is available to do the same job – sometimes this may even save you money!

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seals are so commonly used to protect assets.

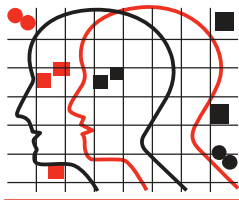
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