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Club Plus Superannuation CEO Paul Cahill (centre) with his Member Services team (from left) Charlie Sala, Craig Whyte, Craig O'Loughlin, Peter Bishell and Tracey McDonald.

➤ What's Happening In The Zones: P37-49

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WHAT IS RESCUE SPIN? RESCUE SPIN is a feature that guarantees free games and credits for those players that have not triggered a feature within a predetermined number of games.



➤ Pages 16-21

It was bigger and better than Ross Ferrar dared hope for. At a time when the gaming and hospitality industry is showing signs of a recovery, more than 10,000 people caught up with the latest technology and innovations at the 20th annual **Australasian Gaming Expo (AGE 2009)** in mid-August. AGE 2009 included the region's largest gaming equipment trade exhibition and an important gaming machine briefing session. The Gaming Technologies Association (GTA) CEO said that all of the feedback from the Expo had been "very positive" ...



➤ Pages 22 & 23

In July, more than 640 people attended the Victorian Government's Gambling Licences Review (VCGR) state-wide Information sessions, expecting to get some answers to the vagaries of the new 2012 gaming model. Unfortunately, while the three-hour talkfest did allow attendees to ask questions, they were filed away to be addressed at a later date, with the Government declaring "probity" as the silencer. **KATIE CINCOTTA** reports that consensus among club managers appears to be that the Government is dragging its heels in issuing comprehensive details ...



➤ Pages 30-32

Woonona-Bulli RSL Operations Manager **BIKRAM SHARMA** couldn't believe his good fortune when his name was drawn out as winner of the Illawarra Shoalhaven Zone Bursary to attend the CMAA's annual Mid Year Executive Leadership Conference at Conrad Jupiters in mid-July. It was Bikram's first trip to a major conference and he decided it was going to be something of a springboard in his Club Industry career. He presented a brief report to the Zone Meeting at Bomaderry Bowling Club but his full report of his three-day conference experience makes interesting reading ...

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CMAA a proud fraternity of industry professionals

The Club Industry is a diverse and complex industry. As managers, we need to carry that same varied and diverse range of skills. Our business is multi-faceted, comprising a number of different businesses under the one business umbrella - THE CLUB.

The traditional club consists of bars, restaurants, coffee shops, gaming, entertainment, playfields and sporting facilities. The modern club ... there's all that - plus the added interests in amalgamated sites ... fitness centres, accommodation, car washes, butchers, shopping centres, bowling alleys - even cemeteries. Our businesses are more than just a "CLUB". They are highly geared organisations that require a great deal of skill and attention to manage all the variables that impact us on a daily basis.

The Club Industry is one of the most highly regulated industries in the nation and we are subject to numerous Acts and Regulations that need to be managed to ensure compliance. These Acts and Regulations, while necessary, place a great deal of extra pressure on managers and organisations.

The Club Industry has evolved in recent decades to become a highly professional and complex industry. The skills and abilities of its managers are equal to any other corporate manager. Often, the diversity of skills required far outweigh managers in other industries.

Over the years, I have worked with, and have witnessed, a number of highly professional, dedicated and passionate managers who have worked hard to elevate the perception of Club

Industry within the Hospitality Industry but, more importantly, within the communities they support and represent. These managers work in clubs - large and small - but, regardless of venue size, their contribution is significant to the community, members and staff they serve.



DAVID O'NEIL

The Club Managers Association Australia has played an important role in the evolution of the Club Industry through the development of managers with support, assistance and its highly professional education arm the CMDA. Although the CMDA is a national Registered Training Organisation, it has been able to develop and deliver relevant training and education programs to the industry, addressing

the needs of managers and the industry as they arise. These education and professional development courses have ranged from RSA/RCG to high-end tertiary-level Corporate Governance.

While training and education is an important part of the Association's responsibility, it also provides a great deal more. Perhaps, one of the major benefits the Association provides is its support structure and network. This is strong, extensive and available to any manager who might require assistance and/or advice - regardless of the circumstance. The Association has a wealth of experience and knowledge along with a vast network of managers and industry partners who can provide information and assistance. Often, it's simply a matter of asking.

The benefits of Association membership are far more than the obvious and its strength is its preparedness to provide that assistance to support managers in their daily roles to continue the profession's improvement and evolution. The industry is highly complex - even unique - and it's imperative that we draw upon the resources and fellow managers for advice and support.

The CMAA and CMDA are much more than industrial relations and education ... it is a fraternity of proud industry professionals with an important and unique place in communities around Australia.

➤ DAVID O'NEIL, ACCM, is a CMAA Federal Executive Member, Chairman of the CMDA Board of Management Studies and General Manager at Castle Hill RSL Club

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Positive 'buzz' around Darling Harbour as industry starts to appreciate recovery

It's one of those superstition things, I suppose. If you played any sport,

won a few games on the trot ... you didn't change things. Put the left boot on first, wore the same pair of socks, sat in the same spot each week. And, so it is with the slight, but perceptible, improvement in the Club Industry. No-one is making a song and dance about it, but things are definitely improving and, around the ridges, managers - and their industry sales representatives - look a little more relaxed about business in their clubs. Ross Ferrar, the CEO of Gaming Technologies Australia, had that same, more-relaxed look after a successful Australasian Gaming Expo at Darling Harbour last month. As most organisations, including the CMAA, would testify, numbers have been down at conferences since non-smoking laws came into full effect on July 2, 2007. However the standard of the conferences - the speakers, topics and workshops - has remained high, as the industry, our managers, board members and the trade demands and deserves. There was a positive "buzz" around the Sydney Convention and Exhibition Centre and veteran gaming industry sales executives were not unhappy with the amount of "traffic" and interest in the new range of products and services. It all adds up to positive indicators for the Club Industry and the Boards and managers who have worked so hard to maintain a level of service and community support in the most trying of financial times. In the CMAA, Zone meetings attendance continues to increase, along with membership. Zones are investing more time and funding for in-Zone education and training to help managers cope with the financial and staffing pressures attached to this challenging period. Another group who deserve recognition are the companies who continue to support the CMAA's education programs through CMDA Career Development and National Bursary Program sponsorship. Last month, we acknowledged the commitment by Customers ATM. At the Mid Year Conference we welcomed Club Plus Superannuation's decision to upgrade its relationship to become CMDA Career Development Centre Sponsor - **story: P12**. Three new

National Bursary Program sponsors - Rawsuga, Colorcraft and One Stop Promotions - added their support to this important initiative - **story: P14**. Every organisation aims to raise the bar in all aspects of their business and responsibilities ... the CMAA's impressive and generous "family" of sponsors makes it possible for club managers to raise the bar in education and professional development.

Like many fellow-Australians, I love a punt ... have done most of my life. While I would tackle any challenge to see the Wests Tigers and Gold Coast Titans in action in the NRL, my passion is racehorses. I love seeing my horse go around and throw a few dollars on to enhance the excitement. It's not for everyone, but it's part of me and my happiness. Like gaming machines in clubs, a bet at the races is a highly regulated, legislated and legal activity that has a healthy social aspect to enjoying the company of friends. A significant plank in the Clubs Australia submission to the Productivity Commission's inquiry into problem gambling is the danger that online gambling poses for Australians. Despite my strongly held "live and let live" philosophy, I share that same concern. It's a throw-away line, but there is disturbing reality in the theory that modern technology and internet betting options will let you "lose your house without leaving your lounge room". The problem is that, unlike traditional forms of punting, online gambling is essentially unregulated and unsupervised. It's the anonymity of a laptop or home computer that put "gamers" in a position of gambling jeopardy. There are no professionally trained club managers to observe player behaviour and offer assistance through gambling support programs and counselling if things go awry. The latest disturbing data comes from a study of youth gambling in the NSW Hunter region. The Central Coast Problem Gambling Service research project found most teens - over 14 - had gambled for money or goods, in the playground, online or illegally at clubs and hotels. The study of 200 teens found 62% of under 14-year-olds and 77% aged up to 17 had gambled for money or items including mobile phones and MP3 players, while 6% of people aged under 18 had played a






poker machine. One youth had stolen his parents' credit card and lost \$3,000 betting online. Teens can bet online, mainly using overseas websites, with little more than a parent's driver's licence and credit card. A counsellor said the rising popularity of online gambling, especially online poker, meant many teens could hide their addiction. I'm not saying poker machines in clubs aren't a part of the problem gambling mix, but underestimating the threat from anonymous online gambling could be catastrophic. My 12-year-old grandson, Tom, recently reminded me of this situation. Tom has been raised in a family where his father and grandfather have been involved in racing; me, employed in the Club Industry for more than 35 years; he lives across the road from a licensed club; attends functions at clubs; is a "nipper" at his local surf club where poker machines are on display. Never, at the races, has Tom asked to bet \$1 on his "family horse", or, when walking past gaming machines, if he could drop in a coin. Yet, while waiting to watch a recent Friday night rugby league game, a commentator mentioned the \$3.20 odds of Tom's team winning and he asked his father if he could have a bet. The next day, at the local under 12s footy game, a number of them volunteered they'd had the same experience with their children - with their families never exposed to gambling. Like all managers in our industry, we regularly question being involved in hospitality, including gambling. We weigh the balance of what gaming machine profits provide against the problems they cause some people, which we conscientiously help to address. But, when we see our favorite sporting teams resorting to being involved in online gambling, directly beamed into lounge rooms around Australia at "prime time" to help address the lack of financial support that their licensed club can no longer provide - due to the continuous attack by the "anti-everything" lobby and governments on controlled gambling on gaming machines - then, perhaps, someone has got it wrong.

➤ **TERRY CONDON, CCM, is a CMAA Life Member and former Club Manager**



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Paul steers Club Plus Super's total commitment to members and clubs

Paul Cahill is passionate about money ... other people's money - and making sure they are comfortable in retirement or secure if they are injured or too sick to work. Paul is CEO of Club Plus Superannuation - the Club Industry's superannuation fund. Less than two years ago, the 38-year-old father of two became the first Club Plus employee - and the fund had been running for more than 20 years - when he set about finding an office and a desk to "set up shop". The fund had been administered by the Trustee Board, comprising employer representatives nominated by ClubsNSW and the Liquor, Hospitality and Miscellaneous Union (LHMU - Liquor and Hospitality Division) NSW Branch. The Board is John Hawker (Chairman), Wayne Krelle (Deputy Chairman), Tara Moriarty (Joint Fund Secretary), Stephen Banister (Joint Fund Secretary), Peter James (Director), Adrian Caddy (Director), Charlie Gibson (Director), Janet Southcott (Director), Richard Tait (Director) and John Morris (Director).

For the previous 15 years, Paul was the Fund Secretary and CEO at the Australian Meat Industry Superannuation. "I got to write my own job description," Paul says with a cheeky grin that belies the hours and work he has invested in taking Club Plus into the "heavyweight" division of superannuation in Australia. "The Board had done an amazing job to serve the needs of members without actually offering or delivering any member service or recruiting new members. It really goes to show how people respect a not-for-profit fund that is set up only to serve the interests of members."

Paul spent time with CMAA Executive Officer Terry Condon before accepting an invitation to become a Career Development Sponsor. After just 12 months, Paul decided to upgrade the Club Plus commitment to the Association by becoming the Career Development Centre Sponsor. "Working so closely with the CMAA in the Club Industry, we appreciate the importance of education and career development for club managers, so we were pleased to be able to enhance our relationship with the

CMAA and support of their education goals for their members," Paul said.

Terry agreed with Paul's sentiment and assessment of the new - now enhanced - partnership. "The CMAA invests a lot of time and resource in our managers around Australia and Club Plus shares that same ambition and philosophy," Terry added. "It's a fitting and important partnership and we are delighted to have Club Plus as our Career Development Centre sponsor."



*Club Plus Superannuation CEO
PAUL CAHILL.*

Established in 1987, Club Plus now has more than 150,000 members, 5,000 employers and more than \$1.3 billion in funds under management, making it one of Australia's largest industry funds. Club Plus is the industry superannuation fund for Clubs in NSW, the ACT and Western Australia. Club Plus offers an impressive range of insurance options, superannuation, pension, financial planning solutions (see story: P51) and, operating as a not-for-profit organisation, all fund earnings are returned to members in quality products and services.

Since those memorable early days, Club Plus has moved from digs in Sydney's Chinatown to CBD offices in Hunter Street. Paul now has assembled a team of 10 staff, including Charlie Sala heading up the Member Services team of Tracey McDonald, Craig O'Loughlin, Peter Bishell and Craig Whyte who recently started as Member Services Coordinator. Charlie, Craig, Tracey and Peter have become familiar faces at CMAA Zone meetings. "Being able to make face-to-face contact with our members, help them understand superannuation, fund insurances, pensions, financial planning and investing makes our Member Services team integral to the best possible attention for our members and their future," he added. "I'm particularly proud of our automatic life insurance, terminal illness and total and permanent disability components that offer members security, dignity and peace of mind at the worst possible time of their working lives. It's a significant feature that sets Club Plus apart from other so-called industry funds. We are owned by ClubsNSW and the LHMU and really are the only true club industry fund ... we are not owned by the AHA, or commercially motivated. Our reason to be is for the support and benefit of our members - the club industry."

Members are covered for up to 90% of income (plus 9% Superannuation Guarantee contributions) for up to two years should illness or injury prevent work, via the fund's industry best-practice Income Protection policy. Club Plus offers six superannuation investment options, with new pension products to members aged over 55, facilitating education programs and offering financial planning solutions.

To become a Club Plus member, you need to be working for an employer who participates in Club Plus and who will pay your Superannuation Guarantee contributions to Club Plus. If you leave the club industry, your Club Plus account travels to the next job. For more information on Club Plus Superannuation, its products and services, go to the website - www.clubplussuper.com.au - or contact the Member Services Hotline 1800 680 627.

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CMAA welcomes new National Bursary sponsors

Sponsors are the lifeblood of the CMAA's education and professional development program through the CMDA. Another important building block in the education foundations is the CMAA's National Bursary Program. The Bursary Program provides more than \$100,000 in travel, registration and tuition costs for courses and conferences around the world, including the Global Gaming Expo (G2E) staged annually in Las Vegas, the Asian Gaming Expo (G2E Asia) presented annually in Macau, the CMAA's Conference and Hospitality Expo at Darling Harbour and the Mid Year Executive Leadership Conference at Conrad Jupiters on the Gold Coast. The CMAA recently welcomed three new National Bursary Program Sponsors - **Rawsuga, Colorcraft Printing and One Stop Promotions**. The sponsorships were finalised in time for executives from all three companies to attend the 2009 Mid Year Conference at Conrad Jupiters from July 15 to 17. Executives from all three companies attended the conference and social events, including the State of Origin 3 broadcast and Sponsors Appreciation Dinner. One Stop Promotions Managing Director Dennis Mawson made an immediate impression when he won a Phar Lap framed tribute at the Gold Coast and Brisbane Combined Zones Charity Race Day at Gold Coast Turf Club, then donated it to Gold Coast Zone President Steve Condren to raffle or auction and raise funds for the Zone's own education program. In his President's Report to the Members' General Meeting at Jupiters, Bill Clegg welcomed all

three sponsor organisations and reminded all Association members of the responsibility to consider "those companies that support our Association" when looking at products and services for their clubs. CMAA Executive Officer Terry Condon said he was delighted to welcome **Rawsuga, Colorcraft Printing and One Stop Promotions** to the CMAA's "family" of sponsors. "It was great to be able to spend some time with these people at Jupiter and I'm sure they will enjoy the partnership and opportunities that these relationships will provide," Terry said.



One Stop Promotions is a passionate, results-driven team who take great pride in their product and are serious about what they deliver in providing innovative, fun gaming promotions. It's a one supplier, one contact, one invoice operations that provides first-class produce - meat, seafood, fruit and vegetables for raffles and promotions across the hospitality industry. Dennis Mawson invites club managers and their food and beverage professionals to create a partnership with One Stop Promotions and experience the benefits of working with a professional team. For more information, contact One Stop Promotions - P: 1300 135 836 or E: sales@ospromotions.com.au Paul Gorton - P: 0417 047 117 or Brad Eckford - P: 0414 011 153.



Rawsuga offers a fresh approach to advertising and marketing. Loyalty programs and advertising are a specialty, turning data, promotions and advertising into profit and life-time customer loyalty. Rawsuga - and its principle, Jacqui Matthews - have more than 15 years of hospitality and marketing experience. Jacqui's management roles in clubs and hotels translate into an intimate understanding of the realities of conducting business in hospitality. Contact Jacqui - P: 02 98383005 to discuss options on advertising and marketing for the club industry, or go to www.rawsuga.com.au



Colorcraft Printing has been providing printing services to clubs for more than 35 years, working closely with a selection of large and small clubs. Colorcraft's Managing Director Sean Downs said this "history" has enabled the company to clearly understand the printing needs and challenges that clubs face. Garry Brown joined the Colorcraft team earlier this year. Gary's extensive Club Industry experience and ideas add value to the clubs that Colorcraft already services. To learn more about Colorcraft Printing's services, go to www.colorcraftprinting.com.au

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Expo rides wave of gaming and hospitality recovery

It was bigger and better than Ross Ferrar dared hope for. At a time when the gaming and hospitality industry is showing signs of a recovery, more than 10,000 people caught up with the latest technology and innovations at the 20th annual Australasian Gaming Expo (AGE 2009) in mid-August.

AGE 2009 includes the region's largest gaming equipment trade exhibition and an important gaming machine briefing session.

The Gaming Technologies Association (GTA) CEO said that all of the feedback from the Expo had been "very positive".

"Good economic news has started to reinvigorate the sector and this positive reaction really changed the dynamics of this year's Gaming Expo," Ross said. "It's a fitting outcome for exhibitors who've invested so much of their resources into the industry in general and into this event in particular."

An Aristocrat Technologies spokesman said he was pleased by the high levels of interest and enthusiasm for the company's new products and for the new JAWS LINK in particular that attracted unprecedented interest on the stand.

"Good economic news has started to reinvigorate the sector and this positive reaction really changed the dynamics of this year's Gaming Expo ...



More than 10,000 people attended the 2009 AGE.

"Judging by the positive response from hotel and club representatives, we anticipate a strong uptake of the new product as a result of being able to demonstrate it at the Australasian Gaming Expo," he said. "The huge variety of new and entertaining products being displayed across the whole show demonstrates a positive outlook by all the manufacturers and a strong focus on developing the right

products for the Australasian market. The beneficiaries will be the hotel and club industries."

A feature of the 2009 event was the special two-hour Gaming Machine Briefing on August 17. The Briefing included presentations on "The Future of Gaming Machines in Australia" from industry leaders and commentators including Ross Ferrar, Kevin Greene, the NSW Minister for Gaming & Racing and Minister for Sport & Recreation; Channel Nine Network's Finance Editor Ross Greenwood; Australasian Gaming Council CEO Cheryl Vardon; futurist and media commentator Dr Keith Suter, who conducted a "Hypothetical" panel session as part of the briefing.

CMAA members and Club Industry representatives unable to attend the Briefing were able to access the full briefing on a simultaneous webcast.

The biggest stand at the Expo was International Game Technology (IGT), which reported one of its most successful AGE shows in many years with strong sales of its new machine, the IGT bluechip Neo and its nine new games.

IGT's CEO was visiting from the United States and commented on the professionalism of the stand and the lively buzz around this year's show.

"IGT would like to thank the GTA for its excellent organisation and our customers for their continued support," he said.

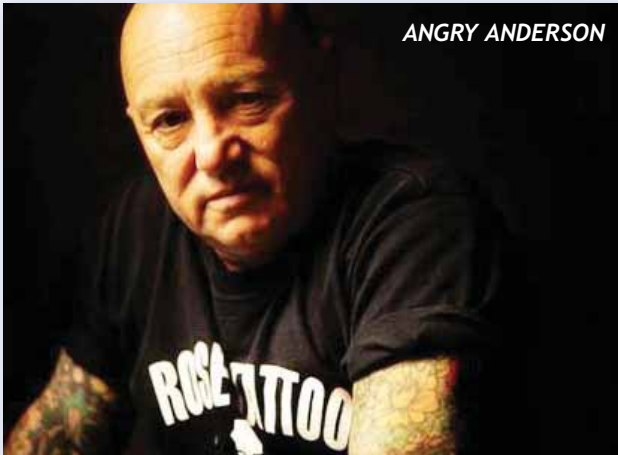
Aruze Gaming had glowing reports for the event. "We were very pleased with the renewed energy in the gaming business, particularly with NSW customers," an Aruze executive commented. "We had the feeling that the NSW economy and the hospitality industry has started to turn the corner as venues sent their key managers and buyers, looking for genuine new product and innovations. Venues are now prepared to reinvest in their gaming machine installations, with the upheavals of the last few years somewhat stabilised and a return focus on providing quality gaming venues."

The 2010 Australasian Gaming Expo is scheduled for August 8 to 10 with more information available at www.austgamingexpo.com



Gaming Technologies Association CEO Ross Ferrar addresses delegates to the 20th anniversary Australasian Gaming Expo at Darling Harbour in mid-August.

Angry hits Aristocrat jackpot as Nick hits the roof



Aristocrat has jumped feet-first into the world of rock music by using '80s music icon Angry Anderson on a new poker machine.

Angry has agreed to his image to be used to create a Rose Tattoo-themed machine.

The former "wild man", famous for his all-over tattoos and as Rose Tattoo's lead singer, has become better known for his charitable works

over the past 20 years than for fronting the famous rock band.

Predictably, anti-gambling Senator Nick Xenophon claims Anderson's decision to allow the machine to show his photo was "a mistake he should back away from".

"Putting his name on a poker machine is quite different to endorsing a T-shirt or a soft drink," Senator Xenophon said. "Angry should have stuck to

helping disadvantaged people. Now he is helping people to become disadvantaged."

Angry Anderson was raising more money for charity through the Variety Club Bash when news of the new machine theme hit the media during the annual 2009 Australasian Gaming Expo at Darling Harbour in mid-August.

Rose Tattoo's manager Stephen White said having their image on a poker machine "has nothing to do with a personal opinion on the gambling industry".

"This is just a business thing," he said. "There's no way he [Anderson] can be perceived as condoning gambling."

Mr White confirmed that the band received "less than \$50,000" for the licensing deal and said there were no plans for it to go to charity.

NICK XENOPHON



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CMAA Sponsors on show at AGE09

Representatives from the CMAA's "family of sponsors" - Career Development and National Bursary Program - were among more than 120 hospitality industry exhibitors at the



20th annual 2009 Australasian Gaming Expo at the Sydney Exhibition and Convention Centre at Darling Harbour last month. The CMAA also had a stand at the Expo to cater to inquiries from Association members and answer membership requests. The three-day expo included the region's largest gaming equipment trade exhibition and attracted more than 10,000 hospitality industry executives club directors and buyers.

CMAA Sponsors at AGE09 ...

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- Global Coffee Solutions
- IGT
- Independent Gaming
- InfoGenesis
- Keno
- Konami
- Maxgaming
- Paltronics
- Paynter Dixon
- Stargames



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GTA logs on to Facebook

The Gaming Technologies Association (GTA), host of the Australasian Gaming Expo - AGE 2009 - is on Facebook.

GTA Chief Executive Ross Ferrar said this will enable interested people to easily keep up to date with the latest special event highlights and developments in the gaming technologies space.

"This week, the GTA will host the most significant event in the regional gaming calendar" Mr Ferrar said at the annual trade show at the Sydney Conference and Convention Centre at Darling Harbour.

"The Australasian Gaming Expo hosts 170 major exhibitors showcasing the latest in gaming and hospitality products and services for three days. The Australasian Gaming Briefing [on August 17] had more than 700 delegates registered to attend and was webcast live.

"There are a number of significant announcements and events coming up over the next few weeks and months and we want to make sure that it's easy for our friends and colleagues to know all about them."

For Facebook users, log on and go to <http://www.facebook.com/srch.php?nm=gaming+technologies+association> to visit GTA's Facebook page.



More than 170 exhibitors showcased the latest gaming industry products at the 2009 AGE.



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More questions than answers as Victoria embarks

In July, more than 640 people attended the Victorian Government's Gambling Licences Review (VCGR) State Wide Information Sessions, expecting to get some answers to all the vagaries of the new 2012 gaming model. Unfortunately, while the three-hour talkfest did allow attendees to ask questions, they were filed away to be addressed at a later date, with the Government declaring "probity" as the silencer. The VCGR insists it has noted all the questions from each of the information sessions across the 16 locations around Victoria and intends to publish "generic" responses on their website beginning in August. Consensus from club managers appears to be that the Government is dragging its heels in issuing comprehensive details - including all the financial costs, which continues to hold back clubs from planning for the new gaming structure and, ultimately, reaping the rewards of a poker machines model that promised them new-found control.

KATIE CINCOTTA talks to three Victorian club managers - **BARRY WEST**, **JIM SMITH** and **KERRY SCARLETT** - about the Victorian Government's first gaming education session as the Club Industry prepares to buy licences in October's Pre-Auction Club Offer.



BARRY WEST, ACCM

CMAA Victoria President

(former Yarraville Club General Manager, now industry consultant)

The session didn't give us any real further information. They didn't tell us anything that we didn't already know. There were no details about how the auctions will take place or any other details - there was nothing new. And, to be honest, I am quite fed up with this Government pulling down the veil of probity. All of a sudden, it's become a veil of secrecy.

The Gaming Minister promised that the changes would be beneficial to all community clubs but, based on the (proposed legislation), he's basically saying if your club is not good enough, then don't expect us to protect you. They've taken years and years of money from a viable Club Industry that has supported them well over the whole time of gaming ... now they turn around and say, 'if you haven't got the money, bad luck'.

Certainly, up to 40 machines, is part way there but they have to be realistic about the prices they expect for them. Take a place like Echuca Workers Club. Last year, their gaming figures went through the roof because Moama Bowling Club - across the Murray River - had a fire. They now have to pay an exorbitant fee for their machines because last year they made a good profit. That's absolute lunacy.

At the end of the day, I would have liked to see it done they way it was in NSW ... there was no charge - if you have 600 machines, you got 600 authorities, and they just took it back with a sliding tax scale. It was much simpler and clubs could cope with it. Here, if we've got 70 machines, we know what 40 are going to cost us, but how do I finance the other 30?

Let's face it, banks don't lend money for 10 years, they lend it for 30 years. So, we're buying an ever-diminishing asset, and repaying it over 10 years, which is going to be a big burden for clubs. It just hasn't been thought out well enough. They've lost touch. Either the Gaming Minister is ill-informed by his advisors, or they really don't care.

The Government simply has to communicate more and, if there's no communication, people become frustrated and scared and the industry is thrown into disarray. There needs to be some quality information given to clubs so that the boards and management can make some real decisions.



KERRY SCARLETT

Mulgrave Country Club

General Manager

I feel the session was helpful. Alan Clayton, the Project Director of Gambling Licences Review, took the session I attended in Cranbourne. I found there was some additional information available on the bidding process.

There were some questions asked with reference to racing clubs. Apparently, they pay dividends to individuals associated with the club (not sure in what capacity) but they were questioning the legality of this, post-2012, because of the prohibition on profit sharing.

At Mulgrave Country Club, we will be taking up the pre-auction club offer of the full 40 EGM entitlements. We are meeting with our bank manager early next week and a Special General

Meeting has been scheduled for September 10. Our Board of Directors will be seeking approval from the members to accept the pre-auction allocation, to empower the Board to execute a bank guarantee, bid at auction for additional entitlements and to acquire the necessary hardware and software to operate the EGMs in 2012.

Slowly, more information is coming to light, but there is still much to learn. The bidding process appears quite complex but I believe the next round of information sessions scheduled, along with the bidding training, hopefully, will help put us more in the picture.

on brave new world



JIM SMITH, ACCM

Club Hawthorn General Manager
(formerly The Hawthorn Club)

A lot of the stuff was just reiterating what we already knew. They avoided questions and said they would be answered on the internet. So it was very evasive. I just don't understand why they don't have the answers to most of the simple questions. They're using "probity" as a means of avoiding discussing certain things.

I've registered online to receive email communications, which is a good way of keeping on top of what's going on. We just need to continue to go along to these industry information sessions and soak up as much as we can.

We know that our entitlements will cost us \$26,000 per machine. We have 43 machines, so we'll be taking the pre-auction offer of 40 and maybe look at some extra machines, maybe go for 50 or 60 machines? But the geographic areas and caps are too confusing. Do we have to compete against hotels? It's still a bit murky.

Most club managers I've spoken to (including those in regional areas) - like Grant Duffy, Glenn Carroll and Ron Stockdale - say they'll take the 40 to start with and see what happens. But it depends what you think about the costing. There are some clubs that would be crazy to jump into the pre-auction club offer, if they're going to be paying \$80,000 per machine.

I also think the regulatory supervision fee to the VCGR is a bit harsh at \$550 per machine per annum. That's going to cost us \$23,500. It was certainly skimmed over at the information session. And I think many club managers, like me, didn't initially realise that they've slipped it in there.

As we move away from the branding of Tatts and Tabcorp, we hope that the club associations will create some huge campaigns about the Club Industry, like the advertising campaign that's just been produced by ClubsNSW. That's what's been lacking in Victoria. Clubs Victoria and CCAV have been negligent in their duty to promote the Club Industry in the media. The situation we got into with politicians not understanding what clubs are all about is a clear indication that the general public don't understand either - that clubs are about giving back to the local community. If we get that message out there, people won't be so resistant to the changes that are taking place. It's the reason we've changed our name to Club Hawthorn.

Victoria - Towards 2012

- > There will be 27,500 entitlements up for auction
- > 50-50 split of entitlements between Clubs and Hotels
- > Offer to pay off entitlements over 4 years, on 5% deposit
- > 20% of entitlements must be outside Melbourne
- > Clubs can have a maximum of 105 machines
- > Hotels can have a maximum of 105 machines
- > Clubs must contribute 8.33% of revenue back to the community
- > A hotel group is unable to hold more than 35% of (hotel) entitlements
- > Ban on ATMs in all venues
- > If entitlements not used within the first 6 months - they are lost
- > Maximum club tax : 50%
- > Maximum Hotel tax : 58.33%

Club licences to rise \$20,000

Nightclubs face a \$20,000 rise in their liquor licences in the Victoria Government's latest measure to tackle CBD violence. The Age newspaper reported that a new liquor licensing system will result in big, late-trading clubs facing a fee of up to \$25,560 - an increase from the previous high of \$6,660.

The new fees are expected to raise \$36 million, which will be used to pay for the new 120-strong police taskforce dealing with the soaring number of city assaults, and licence inspectors. Fees will be decided on a "risk-based" scheme that will assess the type, size and opening hours of venues as well as their history of obeying liquor laws.

Small venues that close before 11pm will have a base fee of \$355, a drop

of more than \$6,000 for some cafes and restaurants.

But big nightclubs with a bad record could face annual licence fees of \$48,000.

Melbourne Lord Mayor Robert Doyle applauded the new fee structure, but industry figures say it will punish unfairly many venues and force up the price of drinks.

Consumer Affairs Minister Tony Robinson said the new fee structure would see the industry "pay its way" with venues that create the most risk to the community paying more.

"A direct cost of managing the licensed industry, particularly in the inner-city area, is a greater police presence than was believed necessary 10 or 15 years ago," Mr Robinson said.

The Australian Hotels Association's Victorian Chief Executive Officer Brian Kearney said the philosophy of a risk-based fee structure was reasonable, but this "blunt" proposal would penalise many venues. "It puts the Hyatt Hotel in the same category as a nightclub in King Street, which is ludicrous," he said.

Venues would have no alternative but to push up drink prices or reduce their staffing levels, Mr Kearney said.

The Association of Liquor Licensees Melbourne (ALLM), which represents many of the city's smaller bars and clubs, also said the new fees were unfair. "They're having a crack at the late-night venues but most of the violence is as a result of earlier venues closing and putting all of these people out on the street who are drunk," ALLM spokesman Andrew Sumpter said.

Mounties puts \$5 million where its heart is

Mounties has dramatically demonstrated the depth of the Club Industry's commitment to communities around Australia with a \$5 million contribution to the Fairfield and Liverpool communities.

The record commitment was announced at the Mt Pritchard club's 2009 Community Grants presentation evening on Thursday, August 6.

The event celebrated Mounties' local community contribution for the past 12 months and kicked off the massive financial boost through the CDSE with \$565,000 presented to various organisations on the night.

The Fairfield and Liverpool communities benefited in 2008-2009 from Mounties providing and supporting ...

- sporting teams,
- playing fields,
- co-ordinating more than 30 sub-clubs and special-interest groups
- donations to community groups, charities and schools
- hosting significant community events, including Carols by Candlelight and the Mounties Christmas Party
- activities dedicated to ethnic groups, seniors and the aged community

Mounties Group President Kevin Ingram and Club Directors presented the funding grants to a broad range of organisations, including Anowah Community Living, Westmead Hospital Trauma Service, Asian Women at Work Inc, SHINE for Kids and Villawood Senior Citizens Club.

Mr Ingram described the 2008-2009 community grant recipients as "diverse".

The grants covered initiatives from youth and health awareness programs to projects providing assistance to people who are intellectually disabled.

Many local schools will be able upgrade facilities and implement programs using the donations.

"The organisations to receive funding are providing essential services to the community and rely heavily on our grants," Mr Ingram said. "In addition to local schools and health services, there are many smaller community groups and cultural organisations that have benefited."



Mounties Group CEO Greg Pickering with (from left) Nick Lalich, Joe Tripodi, MP, Mounties Group Vice President Steve Fitzpatrick, Wendy Walker, Kevin Ingram and David Costello.

A \$30,000 grant to the Ted Noffs Foundation - the CMAA's preferred charity - will be used to run multi-media workshops for youth, while the Australian Foundation for Disability (AFFORD) will use its \$20,000 to provide two "SmartBoards" and computers for 150 people with disabilities.

Other significant beneficiaries on the night included the Australian Red Cross, which will use its \$35,000 donation to fund the "Good Start" Breakfast Club, while Liverpool City Council will use its \$50,000 to develop and construct a new war memorial, which was beyond repair. Hoxton Industries will develop a new business with its \$100,000 grant to secure employment for workers with disabilities.

Local public schools - John Edmondson High School, Lawrence Hargrave School, Bonnyrigg Heights Primary School, Marsden Road Public School, Fairfield Public School, Mary Immaculate Primary School, Harrington Street Public School and William Stimson Public School - also received grants on the night.

Distinguished guests who attended the dinner included Fairfield City Mayor and Member for Cabramatta Nick Lalich, Liverpool City Mayor Wendy Walker, Member for Fairfield Joe Tripodi, MP, and ClubsNSW Chairman Peter Newell, OAM.



Community clubs worth \$1.8 billion to Queensland

A study of Queensland's not-for-profit community clubs - the first in a decade - has revealed the Club Industry is worth at least \$1.8 billion to Queensland communities.

The Social and Economic Impact Study (SEIS), undertaken throughout Queensland in 2008-09 by research consultancy Dickson Wohlsen Strategies and independently reviewed by BDO Kendalls, revealed how much clubs reinvest into Queensland in just one year.

Tourism and Fair Trading Minister Peter Lawlor, the Minister responsible for Liquor Licensing and Gaming, said that, while the Clubs Queensland figures were impressive, they were not surprising.

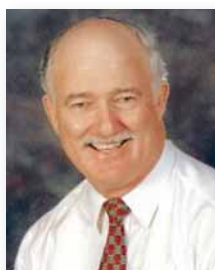
"Everyone knows how important local community and sporting groups are to Queensland," Mr Lawlor said. "The Club Industry not only contributes to Queensland economically by employing 26,900 people, but also contributes significantly to the quality of life of Queensland communities through their sporting and recreation activities.

"On average, every club provides \$711,000 a year in economic benefit to their community ... they are, without a doubt, the heartbeat of many communities."

The last study was undertaken in 1999 by KPMG, but was not as comprehensive as the latest research project.

Clubs Queensland's Chief Executive Officer Doug Flockhart said the survey required clubs of all sizes to compile information about their employed staff, volunteer hours, assets, supplier contracts, and donations to charity and community organisations.

"These results were very surprising, having never been fully tallied before," Mr Flockhart said. "They clearly show that without our community clubs providing major assets such as sporting fields, dressing sheds, bowling greens, golf courses, cenotaphs and memorials - on top of thousands of jobs, volunteers,



Queensland Liquor Licensing and Gaming Minister
PETER LAWLOR

entertainment, services and donations - Queenslanders would be poorer in many ways ... culturally, socially and economically."

Queensland has almost 1,000 licensed, not-for-profit community clubs, including surf lifesaving, RSL and Services, football, golf, bowling and cultural interest clubs.

Clubs service more than 3.5 million members, equating in real terms to

one club membership for every 1.3 people in Queensland.

The largest club has more than 50,000 members, while the smallest club has 44 members.

Some key findings of the study include ...

- In 2008, 4.83 million hours in unpaid labour was provided by volunteers within the community club sector.
- Volunteer input to the maintenance of sporting fields, coaching of teams and the attendance to administrative functions is valued at \$103.97 million of labour input - equal to 2,998 full-time equivalent jobs.
- Community clubs paid \$480 million in 2008 in net wages and superannuation and directly employed 26,900 staff.
- A further 3,400 contractors are engaged to work within community clubs.
- The total estimated value of these direct community and economic benefits in 2008 was \$668 million - or more than \$711,000 for every community club.

Mr Flockhart said that, essentially, this study had revealed the significance of clubs' contribution in providing and maintaining community assets that governments could simply not afford to create, or replace.

"The results of the SEIS clearly illustrate that Queensland's clubs are the very hearts of their local communities and begs the question ... where would Queensland be without its clubs?" he asked.



Qld Govt suspends 1,100 liquor licenses

Peter Lawlor, Queensland's Minister responsible for Liquor and Gaming, says that more than 1,100 liquor licences remain suspended for non-payment of fees due on July 31, 2009.

Mr Lawlor, also the Minister for Tourism and Fair Trading said changes to liquor licensing laws in January 2009 introduced an annual fee for liquor licensees, payable by July 31 each year.

"Annual fees for licences ensure the liquor industry carries some of the cost of regulating the industry," Mr Lawlor said. "The State's 6,550 licensees had until midnight on July 31 to pay their annual fees. It's disappointing to see this many businesses do not take their responsibilities seriously."

Queensland Office of Liquor and Gaming Regulation (OLGR) figures show that 1,118 licensees had not paid their fees by August 5, 2009.

On Saturday, August 1, these liquor licences were automatically suspended.

If the licensees failed to pay their annual fees by August 28, 2009, their licence would be automatically cancelled.

Licensees under suspension are not only prohibited from selling alcohol, but from carrying alcohol on their premises.

Thirteen licensed venues have had their gaming machines disabled due to their failure to pay their liquor licence fee. This ban would remain in place until the payment is made.

"Licensees are on notice. OLGR officers are conducting state-wide inspections and investigations to ensure no-one is trading while suspended," Mr Lawlor added.

OLGR officers ordered to close a number of premises around the State - including Gordonvale Bowls Club in Cairns, Flaschengeist Lov Gifts in Maroochydore, Sushi Qld in Southport and Ciccio's Pasta Bar in Brisbane - that have not paid fees.

OLGR officers are continuing their State-wide sweep until all licensees have paid their fees or have been closed down.

Four guilty on Illawarra club trespass charges

In July 2008, four men entered a registered club in the Illawarra region.

Two of the men were members of the club, while the other two were signed in as visitors.

The club's front door staff were unaware that one of the men was a declared "Unwelcome Guest" who had been barred from the premises on a previous occasion for misbehaviour.

Within a few minutes of these persons entering the premises, security staff identified the "unwelcome guest"

and - with Management - approached him, requesting he leave the premises.

The man declined to leave, stating that he had been admitted legally to the premises.

Security directed the man to leave, then a violent brawl erupted involving all four men and security guards.

The four men eventually were removed from the premises, however security personnel sustained minor facial injuries.

Police later charged all four men with numerous offences, including assault and Enter Enclosed Lands (Trespass).

In July 2009, the men appeared at Wollongong Local Court and pleaded "not guilty" to all charges.

Following a two-day hearing, each man was found guilty on all counts.

The crux of the Prosecution case in this matter was the ability to prove that the "unwelcome visitor" knew he was in fact not welcome at the club.

The defendant claimed he was unaware of the exclusion.

During the hearing, the Prosecutor tendered a document supplied by the club. The letter advised the man that he was unwelcome and not

permitted to enter the club.

The letter also advised that Police

would be called if he attempted to gain entry to the premises.

The letter was dated March 2008, signed by the staff member issuing the document to the unwelcome visitor and witnessed by a second staff member.

The Magistrate ruled the document was adequate proof the unwelcome visitor was aware he was not permitted to enter the premises and found the man guilty of "Enter Enclosed Lands".

The letter was framed and worded by Licensing Police and Barringtons staff.

The Letter should be used when an "unwelcome visitor" enters a premises and attempts to gain admission.

The letter should be printed on the reception desk computer with the "unwelcome visitor" name inserted into the document, then signed and dated by the staff member issuing the letter.

The signed letter should be handed to the "unwelcome visitor" person.

The CCTV footage of this process also should be stored for future reference and the document copied and retained.

This document will overcome any doubts a Court might have that the "unwelcome visitor" was not aware he/she was unwelcome and therefore guilty of Enter Enclosed Lands (Trespass).

BARRINGTONS®

Federal Health Minister
NICOLA ROXON



'Alcopops' tax passes Senate into law

The Federal Government has finally managed to get its controversial "alcopops" (Ready to Drink) legislation through the Senate. However the issue raised more questions within the Federal Coalition, when the National Party broke ranks with the Liberals and refused to support the tax rise. The alcopops bill cleared the Senate on August 13 at the second attempt after the Opposition agreed to support the Government's 70% tax rise on pre-mixed drinks. The legislation was passed without a formal division, given the Government had the numbers - even without the votes of Family First Senator Steve Fielding, who opposed the measure, and the rebel National Party senators. This method of passage avoided the spectre of National Party senators crossing the floor. National Party Senate leader Barnaby Joyce put his party's objections on the record during the brief legislative debate. He said promises had been made to constituents to oppose the tax increase, and the Nationals intended to honour them. "We see this as just another tax grab," Senator Joyce said.

The Government and public health groups welcomed passage of the legislation. "More than a year after the Rudd Government first moved to address this problem, and after much empty posturing by the Opposition and alcohol distillers, this is a clear win in the battle against binge drinking," Health Minister Nicola Roxon said. The Public Health Association of Australia said the alcopops measure would not, of itself, solve binge drinking but it was a step forward.



Club Industry goes on attack over 60 Minutes ratings grab

Clubs Australia has called on the commercial television watch dog, *Free TV Australia*, to investigate *60 Minutes* for its decision to fly a known problem gambler to Queensland so they could film him playing a poker machine.

On Sunday, August 2, *60 Minutes* screened a story on poker machines that featured problem gambler John Duncombe, who reporter Tara Brown admitted has been a problem gambler for 15 years.

Channel Nine flew Mr Duncombe to Queensland so he could play a poker machine at a club participating in a State Government-funded trial that restricts people's gambling session to a pre-determined monetary amount. Clubs Australia was told by those who observed the filming that *60 Minutes* also provided Mr Duncombe with the money to gamble in a set-up that required him sitting in the gaming area of the club for 30 minutes. He was required to repeatedly play the poker machine so that *60 Minutes* had sufficient footage for their story.

Clubs Australia CEO David Costello said the actions of *60 Minutes* were incredibly irresponsible. "Watching the piece, I could hardly believe my eyes. *60 Minutes* willingly risked undoing years of problem gambling counselling in their chase for TV ratings," Mr Costello said. "The rate of problem gambling in Queensland is



Tara Brown

just 0.47%, which means *60 Minutes* had available to them the views of almost 4 million locals who gamble responsibly. Yet *60 Minutes* chose - for reasons I cannot understand - to ignore these people, instead seeking out a problem gambler from interstate ... a man who quite clearly should never be placed in front of a poker machine.

"It beggars belief that Tara Brown and her team didn't realise the danger and sheer stupidity of placing a man that has struggled with a gambling addiction for 15 years, in front of a poker machine and asking him to gamble.

"The whole interview should have been shut down as soon as Mr Duncombe spoke of his unease sitting in front of a poker machine, which a number of observers noted at the

time. Not surprisingly, *60 Minutes* elected to leave this damning footage on the cutting room floor.

"*Channel Nine* should follow the lead of the ABC who wasted no time condemning '*The Chaser's War On Everything*' when they broadcast the '*Make a Realistic Wish*' sketch.

"The *60 Minutes* piece was sloppy and sensationalist. The story also featured a woman whose struggle with gambling was featured almost five years ago on *Channel Seven's Today Tonight*.

"Obviously, *60 minutes* thinks its viewers have short memories ... and don't watch *Channel Seven*. In fact, *60 Minutes* did virtually the same report on poker machines several years ago.

"Not only did *60 Minutes* chase ratings over the health of a problem gambler but it failed to acknowledge that the rate of problem gambling has fallen by approximately 50% during the last decade or that all available research here and overseas shows that pre-commitment technology doesn't help problem gamblers in their efforts to stop gambling.

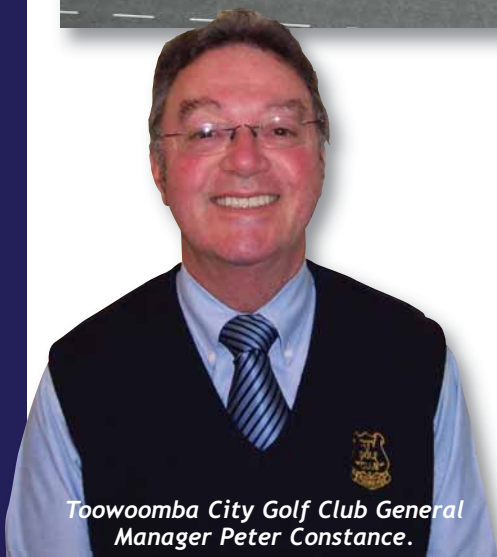
"The rules are simple. If you are a problem gambler, you shouldn't be gambling. Not one dollar and certainly not a 30-minute session using the money of *60 Minutes*."

What 60 Minutes didn't report

- The rate of problem gambling in Australia is falling due to the efforts of state and territory governments and stakeholders. It is now at less than 1% of the adult population, it's lowest level since governments first start measuring the rate a decade ago.
- The largest gambling study in Australian history was recently completed in Queensland with more than 30,000 adults participating. It found the rate of problem gambling in Queensland to be 0.47%, which is a reduction of 43% since 2001.
- In NSW, the problem gambling rate is 0.8%.
- In Victoria, the problem gambling rate is 1.12%.
- In South Australia, the problem gambling rate is 0.4%.
- In Western Australia where they don't have poker machines in clubs and pubs, the rate is 0.7%.
- The number of phone calls to G-Line, Australia's largest 24-hour-a-day problem-gambling counselling service, have fallen by almost 50% during the past eight years. This has occurred despite record Government promotion and investment in the program, further evidence that problem gambling rates are falling substantially.
- Clubs employ more than 70,000 people, with the wider industry contribution being more 500,000 jobs.
- Clubs have donated more than \$1.5 billion to community and sporting groups during the past decade.
- Clubs provide more than \$3 billion in sporting facilities and equipment across Australia.
- The dollar value of the social contribution clubs make in the community has been independently valued by IPART (Independent Pricing and Regulatory Tribunal of NSW) at more than \$1 billion a year.
- Clubs pay around \$3 billion a year in tax to state and federal governments.
- Clubs are safe, friendly, affordable venues available to the entire community. They are, by law, not-for-profit organisations, meaning any money they make is donated to local charities and sporting groups or spent upgrading local facilities.

Shrugging off the hard times with \$11 million

The artist's impression of the new \$6.2 million motel complex.



Toowoomba City Golf Club General Manager Peter Constance.

By HENRI LACH

The best autumn rains for many years have brought smiles to the farming communities on Queensland's Darling Downs. Spirits are high and bank balances healthier thanks to bumper winter grain crops.

The "R" word appears to have disappeared from the vocabulary of Toowoomba - gateway to the Downs - as rural prosperity flows through to the city.

Nowhere is dismissal of "recession" more evident than at the Toowoomba City Golf Club where massive capital works are underway.

The club is in the throes of a \$5.1 million upgrade. It's also making a further \$6.2 million investment in a motel complex on freehold land adjacent to the golf fairways.

General Manager Peter Constance says the decision to embark on the huge expansion program at a time when many organisations are looking to "downsize" is based on sound assessment.

"We held a strategic meeting and set down what our goals were," Peter says. "What transpired from that was that there was an immediate need to look at our business model and also at new opportunities, and to diversify into other areas if we could, and to look away from our dependence on gaming."

"The current club structure is 10 years old - we're not big enough - the current club has served its purpose. Membership growth has been very significant over the last two years - we're nudging 20,000 social members now."

Predictions are that there will be a substantial population increase in Toowoomba over the next 10 years. Brisbane's western corridor has been identified by the State Government as a major growth area.

"The renovations are food-driven and to make our members more comfortable with added facilities," Peter said.

The emphasis on food will see development of a totally new food court, including a new café, pizza/pasta bar, noodle and wok as well as an ala carte menu area providing lunch and dinner seven days

A \$5.1 million renovation is in progress at Toowoomba City Golf Club.



How the new café bar will look.



‘spend-up’

a week. The café will operate all day with snacks available. There’ll also be a gelati bar and a juice bar.

Peter Constance has head hunted a new executive chef from Melbourne - Keith Windsen, whose experience includes four years with Crown Casino.

“We’re very mindful of today’s market and the advantage of a diversity of foods. We’re looking to appeal to a greater range of tastes,” Peter said.

The rear of the club is being extended to provide a 180-degree view of the fairways and the 18th hole. A total of 400 square metres of floor space is being added.

As to the motel development, research has shown there is a shortage in the quality end of accommodation in Toowoomba, according to Peter. “There will be 40 units, with what we call a dual key process, so there will be 46 rooms available,” he explained.

The motel will front onto Ruthven Street, which is the New England Highway, and back onto the club property. The club bought six properties, four of which will accommodate the motel complex. “The two projects will run hand-in-hand - one will complement the other,” Peter said.

Refurbishment will be completed by November with the motel opening by January next year.

A shuttle service will ferry motel guests to and from the club for functions or entertainment. “We’re gaining a country club-resort style of development,” Peter said.

He has no qualms about the club’s capacity to service the new loan commitment of nearly \$12 million.

The final payment of its previous loan of \$9 million was made at the end of June. Peter recalls that \$5.5 million was still owed when he took over the general manager’s job just on five years ago.

“There is a degree of confidence here,” he says. “We’re a self-sufficient community. We believe that the economic slump has not affected Toowoomba as much as other areas. It’s a lot more stable.

“There’s been no downturn in the



Nerang architects W.N. & Associates artist's impression of the-new look rear of the Toowoomba City Golf Club.

“We’re very mindful of today’s market and the advantage of a diversity of foods. We’re looking to appeal to a greater range of tastes ...

club’s trading. People are still going out for a meal and entertainment, and we are trading through the renovations.”

He and his board have not lost sight of what licensed clubs are about. The Toowoomba City Golf Club has

created its own community benefit fund through which local non-profit organisations can apply for grants. More than \$25,000 was available each of the past two years, with \$30,000 available next year for grants of between \$500 and \$2,500.

Toowoomba honours the ‘Father’s’ contribution

While Toowoomba City Golf Club General Manager Peter Constance and the Board are looking to the future, their club’s past has not been forgotten.

The new sports bar will be named after former General Manager Phil Reitano who served the club for 22 years before his retirement in 2004. Remarkably, from mid-2001 until he retired, Phil continued to manage the club from a wheelchair and partly on a prosthetic leg, after losing his leg to the scourge of

diabetes. During his tenure the Toowoomba City Golf Club gained status as one of Queensland’s most successful licensed venues.

Phil died last year, aged 59, after battling the crippling diabetes and heart disease.

“He was a character who overcame great difficulties,” Peter said. “He remains a legend. Twenty years from now, people will remember Phil Reitano as the father of this club,” Peter added in a tribute to his predecessor. - HENRI LACH



The sports bar will honour former General Manager Phil Reitano “father of the club” (pictured right).



Bikram's making goals - not excuses - after

Woonona-Bulli RSL Club Operations Manager BIKRAM SHARMA couldn't believe his good fortune when his name was drawn out as winner of the Illawarra Shoalhaven Zone Bursary to attend the CMAA's annual Mid Year Executive Leadership Conference - "*Winners Make Goals; Losers Make Excuses*" - at Conrad Jupiters in mid-July. It was Bikram's first trip to a major conference and he decided it was going to be something of a springboard in his Club Industry career. He presented a brief report to the Zone Meeting at Bomaderry Bowling Club but this is an edited version of his full report of his three-day conference experience ...

I want to thank the Illawarra Shoalhaven Zone and Woonona Bulli RSL Club for the wonderful opportunity to attend the CMAA Mid Year Conference. It was a lot more than I had expected, meeting managers from clubs all around NSW, Queensland and Victoria. This is a summary of the sessions that I attended and what I learnt from them.

Day 1: Wednesday, July 15

12-1pm: Conference registration

1-2pm: CMAA Members' General Meeting

2.15-3pm: "*30 Minutes with Liesl Tesch*"

This session started with a short description of how Liesl got her disability while she was young and riding her bike in 1998. She went on to explain how she did not give up and is now one of the most respected women in her field. She explained how she has tirelessly put her effort into making a difference in the field of women's wheelchair basketball - not only in Australia, but around the world. She holds a Bachelor of Science and Diploma in Education, which she achieved after her accident. Apart from being a world-ranking basketballer, she is also a full-time teacher and makes time to attend sessions like the CMAA Conference to represent all wheelchair athletes. Liesl ended her session by thanking clubs in Australia, especially in her home town, that has allowed her to follow her dream. She assured delegates that clubs play a big role in supporting athletes like her to follow and achieve their dreams. She encouraged clubs to keep supporting local communities. Overall, she was an excellent speaker with a touch of humour and got the audience emotional with talk of the ups and downs of her life and basketball career.

3.15-4.15pm: "*Are You Winning The Corporate Governace War?*" with Paul Lyons.

Paul was an excellent presenter, who spoke about the basics of corporate governance in clubs and offered suggestions on the club code of practice. He covered answers to these questions:

- What is the code all about?
- What commitments are attached to the code?
- How is it monitored and administered?
- How is it enforced?

Paul also covered some best-practice guidelines for clubs to consider. In explaining how Directors and Management should work together, Paul ended by listing the "*Behaviours Of High-Performance Teams*" and, for this, he used the model from Patrick Lencioni's "*5 Dysfunctions Of A Team*" ...

- Trust
- Conflict
- Commitment
- Accountability
- Attention to results

Day 2 - Thursday, July 16

9-10:30am: Keynote Speaker - Bernard Salt.
"What Are Consumers Looking For?"

Bernard Salt is a KPMG Partner based in Melbourne and has established an international reputation as a trend forecaster for business and government. He explained the changing demographic of Australia and showed Australia's fastest-growing regions. He also revealed the newest Australian "tribes" and asked the question of how Indian and Chinese people socialise, as they are the fastest growing immigrants in the country. He went on to list the type of migrants that were reducing in number, compared to previous periods where Italians and Greeks topped the list. Salt explained that Australians are on the move to the coast and charted growth areas for the next 20 years. He also showed how Australian family structure is changing and spent much of his talk around "Generation Y" - people born between 1976 and 1991 - explaining their behaviour, thinking patterns and values. "Gen Y" are young people - 20 to 24 - working in bars and hospitality sectors ... "It's critical that we understand them," he concluded. It was interesting to hear Salt present the statistics and what they mean for the future in terms of the overall market - especially with the global financial crisis.

11-12:30pm: Keynote Speaker - Barry Urquhart.
"Master Strategies For Turbulent Times"

The Managing Director of Perth-based market research and strategic planning practice Marketing Focus, Barry Urquhart has authored six books, including the two largest-selling publications on service excellence in Australasia. His latest is "*Marketing Magic - Street-Smart Marketing*". Barry travels 300,000km on five continents annually to deliver up to 120 keynote addresses and facilitate around 15 strategic planning workshops. His presentation, "*Hope, Scope and Opportunities for Turbulent Times*", started a recent Readers Digest survey showing Cadbury as the most-trusted brand in Australia. He said it shows people are looking for comfort and we should be able to provide it. To succeed, he emphasised to get product, ambience, experience and service right and educate the customers you are selling the products to. He suggested that we could copy what others were doing previously and that was fine, but recommended everyone to be first. "It's better to be 1st than better to be better" was his message. His example was the "*Master Chef*" TV program and how it was the talk of the country. He added that there is a demand shift towards being first,

Jupiters Conference bursary experience



Woonona Bulli RSL Club
Operations Manager
BIKRAM SHARMA.

“Overall, the three days of Conference was an excellent experience ...

getting something different - and it needs to be affordable, fresh and local. Woolworths is doing well because of the way they have branded lines of fresh, local food and advertised accordingly. His point was that Woolworths is selling similar products to Franklins or IGA, but has taken a different marketing approach. Barry's four critical words to increase the business ...

- Good, but needs to be better and best
- Fast, but needs to be faster and fastest
- Cheap, but needs to be cheaper and cheapest
- New, but needs to be newer and newest

His parting questions: What should we ...

- Start doing?
- Continue to do?
- Do different?
- Stop doing?

1-4pm (Workshops): “Working With Suppliers To Build Your Business”

Day 3 - Friday, July 17

9-10:30am: Workshop A - David Barlow (McKenzie Carrick Australia) “Risky Thinking: The Role Thinking Plays In Personal And Business Success”

David explained various theories and backed them up with his principles. His first theory was the “*Success Continuum*”, with principles that included “success is a learned outcome” and “what we think is what we are”. He supported his first principle by showing this flowchart ...

Success



Results



Behaviour (the way we repeatedly act or our habits of actions)



Attitude (the way we repeatedly think or our habits of thought)



Conditioning (family, school, friends, work, race, religion, sex, society, media, politics etc.)



Repetition (depends on positive or negative input)

In his *Success Continuum* second principle, David discussed ...

What we think



What we say



What we do



What we become

His other theory was about “*Breaking Rules*” where he used Sir Isaac Newton and Albert Einstein as examples. In supporting this theory, his principle was

“Innovation does not necessarily correlate with experience”. He revealed that Einstein made his most important discoveries and findings in his early days - he was young with intelligence but did not necessarily have the experience or the knowledge.

His next theory was “*Solving Impossible Problems*”, that he supported with “*What you see is not necessarily reality*” and “*Rewrite the rule book; rewire your brain*”. He gave the example of Henry Ford, who lost market share by making only Black Model T vehicles, while his competitors came into the marketplace and offered frills and options while Ford refused to break his own rule. Sometimes, violating commonsense may be the only way to solve the problem.

David's next theory was “*Learn A New Game*” where his supporting principle was “the level of thinking that created the problem will not solve the problem”. He explained this with these ...

- Game 1: Take an extra turn
- Game 2: Use the other guy's assets
- Game 3: Define victory flexibly
- Game 4: Co-operate

Continued page 32

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In his next topic he urged everyone to *“Be A Critic Of Your Thinking”*, which he supported with ... *“the mind is in its own place and, in itself, can make a hell of heaven or a heaven of hell”*.

David looked at *“Self Awareness Is Critical To Reflective Thought”* and said it is critical to think about thinking and that no matter what your circumstances or goals are, no matter where you are, what problems you face ... you are better off if your thinking is skilled. Overall, David’s workshop was interesting and very informative with the things he explained able to be used to enhance both work and personal life.

10:45-12:15pm: 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’s workshop covered issues that club managers face every day, while dealing with IT companies and technicians. Although he showed a lot of charts and theories from industry leaders, his main message was *“will the change, or investment, you make in your IT benefit your member?”* If it benefits members, then spend the money. He also advised that technicians usually hide behind industry jargon and, if you don’t understand, you have every right to ask them to explain in plain English. If they can’t explain it to you simply, then they probably don’t know the answer.

1-2:30pm: Workshop E - Peter Sharp (CMAA Communication Services Manager, Jeremy Bath (ClubsNSW Media Manager) & Dean Gould (Gold Coast Bulletin Editor). *“Using The Media To Sell Your Club’s Story”*

This was the last Conference session and Peter Sharp introduced Jeremy Bath and Dean Gould. Both speakers were interesting and advised the audience on the “dos and don’ts” in dealing with the media. Jeremy showed examples of media coverage that clubs had received for

free, such as Revesby Workers Club with their child-minding centre. He emphasised the importance to have a good relationship with your local media, as you can give them messages that they can publish without it costing the club advertising dollars. He said it is daunting for club managers to pick up the phone and talk to a local radio station but it will get easy as you practice. Dean admitted that he is a clubs “supporter” and accepted that clubs don’t always get positive media coverage. In his Editor role, he has to select the right news articles and confessed that he could print news of local clubs supporting the local community with donations, but that happened almost every day and, unless the article is “newsworthy”, no paper will look at printing it.

Conclusion

Liesl Tesch reassured clubs they are making a difference in their communities. The differences may not be immediately evident in some cases and she is living proof of that fact. Her most important message was that you should not give up - no matter what. If your drive to achieve something is great and, if you are persistent, you will succeed.

Paul Lyons highlighted management and board the expectations regarding the industry Code of Practice. The Behaviours of High Performance Teams that he listed should be considered for the director- management team to co-exist and work to the better the club.

Bernard Salt showed the moving trends in society and predicted more people would move to the coast. He also explained characteristics of “Gen Y” that managers should consider as most of our front-of-house staff are “Gen Y-ers”. We cannot be complacent and evolve with all the change that is happening around us, or we will be left behind.

Barry Urquhart revealed interesting facts that clubs need to consider to come up winning in these turbulent times. His statement: “it’s better to be first, than better to be better” contradicts what I believe is considered to be the industry philosophy, where everyone is trying to be better than competitors. His key words “Good”, “Fast”, “Cheap” and “New” were something all venues need to seriously look at to be successful.

David Barlow’s workshop message can be used at work and at home. He showed that to be successful, you need to follow a set of guidelines and, if you follow those guidelines, you could lead your staff or children towards the path of success. His theory of being a critical thinker of your own thinking was interesting as we have been conditioned to think in a certain way but it’s not often that we sit and criticise our own thinking.

Malcolm Fraser showed that you do not have to be an IT “guru” to look after your club’s IT needs, but you do need a good working relationship with your IT provider.

Peter Sharp, in the last session with **Jeremy Bath** and **Dean Gould**, showed club managers that you can use the media for your own advantage - even though sometimes you cannot control what is printed or aired.

Overall, the three days of Conference was an excellent experience, where I got to sit and interact with other club managers and industry leaders. It was a great event, presented by the CMAA and I’m proud to be a part of this organisation and the Illawarra Shoalhaven Zone.



The CMDA continues to work hard at making sure you the member have access to professional development opportunities and activities ...

Duty Manager Development Program

The Duty Manager Development Program is scheduled for the Armidale and New England region on September 21-24 and October 26-28; Tweed Heads on October 26-28 and November 23-25 and Auburn on November 9-11 and December 7-9. This industry-recognised program for developing potential and existing duty managers is the one course that senior managers must send their staff to. More than 1,000 duty managers and supervisors have completed the course since 2003 and it has helped to launch many careers. Refer to the CMAA website - www.cmaa.asn.au - and click onto the Training Calendar for dates and locations.

Want Cheaper Training Costs?

The CMDA has worked with the Association's zones to schedule a series of courses suitable for managers and operational staff. Remember that the CMDA can deliver most of its range of courses upon request in local zones and "in-house" at clubs. To view the full listing of courses scheduled for metropolitan and regional areas, go to www.cmaa.asn.au and click on to the CMDA Training Calendar.

Club Secretary Manager Course

This successful course for aspiring and existing CEOs has struck a chord with club managers and continues to receive praise and positive feedback from executives across NSW who have attended the four-day course. So, don't delay as both are booking out fast.

November - Session 1: Wednesday 11th & Thursday 12th; Session 2: Wednesday 18th & Thursday 19th.

Register via the CMAA website - www.cmaa.asn.au - or contact Estelle McDonald-Birch at the CMDA at estelle@cmaa.asn.au for details.

Great Lakes Zone

The ACCM Unit - *Manage Workplace Relations* - is scheduled for Monday 19th to Wednesday 21st of October at Forster for all local managers. Register via the CMAA website - www.cmaa.asn.au - or contact Estelle McDonald-Birch at the CMDA at estelle@cmaa.asn.au for details.

Mid State Zone

The Mid State Zone has a *Financial Fundamentals* course scheduled at Woolgoolga in October - Tuesday 6th to Wednesday 7th. Stage 1 of a two-tiered financial management program, this course is ideal for managers responsible for putting together financial reports and interpreting financial information. Register via the CMAA website - www.cmaa.asn.au - or contact Estelle McDonald-Birch at the CMDA at estelle@cmaa.asn.au for details.

Brisbane Zone

The Brisbane Zone has a *Gaming Manager Program* scheduled over two months in Brisbane starting with Session 1 in October - Monday 12th to Wednesday 14th and Session 2 in November - Monday 9th to Wednesday 11th. The course is intensive and covers advanced gaming analysis, gaming marketing, gaming security and more. It is an ACCM unit and attracts 24 activity points for members and affiliates. Register via the CMAA website - www.cmaa.asn.au - or

contact Estelle McDonald-Birch at the CMDA at estelle@cmaa.asn.au for details.

2008 F&B Summit DVD Special Offer

In preparing for the 2009 Club F&B Management Summit this month, the CMDA is offering clubs a "delicious" deal. Priced previously at \$195 for seven hours of modern F&B management content, the four-disk set now is available for only \$95. Contact Narell Harrison at the CMAA - 02 9643 2300 - to purchase your collection.



Attention Queensland Managers

The Club Managers Association Australia (CMAA) has partnered with Queensland-based training company The Academy to provide localised training for Queensland club managers across the state. This new

partnership - the CMAA Academy - kicks off by offering the mandatory OLGR compliance course for Approved Managers - *Responsible Management of Licensed Venues (RMLV)* - at \$455 per person registered on any of its 15 courses scheduled monthly in Queensland. CMAA members will be entitled to 24 ACCM Activity Points for undertaking the CMAA Academy RMLV course. Points will not be awarded for other RMLV courses delivered by other organisations. So start - or continue - the path to ACCM qualification with your CMAA Academy RMLV course. You can register and pay online at the CMAA website - www.cmaa.asn.au Select the red **Training Calendar** icon on the right-hand side of the home page. Then select the *RMLV* date you wish to attend.

Active Certified Club Manager

If you are working towards your Active Certified Club Manager (ACCM) Award, then you should start planning your 2010 training schedule. CMDA Career Development Administrator Narell Harrison is focused on assisting applicants to identify training needs and how best to attain the award through training, recognition of prior learning (RPL) and industry participation. Contact Narell - 02 9643 2300 or email narell@cmaa.asn.au - to discuss your specific needs, or how the ACCM works.

Armed Robbery Training Keeps Staff Safe

Club premises armed robbery continues to be rife. So much so that even the media is only reporting the more-sensational robberies. The CMAA and Barringtons continue to assist clubs in meeting this challenge and comply with OH&S legislation that is explicit in its objectives - to ensure all workers have a right to a safe and secure workplace. For employers not to demonstrate that this has occurred means that the club is vulnerable in any subsequent litigation by Workcover, the regulator, and any staff member who blames management inaction as a mitigating factor in the severity of their trauma and/or inability to return to work due to depression, anxiety, stress and other consequences. All staff should take on Face-to-Face Armed Robbery training. All staff should regularly complete a 20-minute on-line armed robbery survival refresher course. Clubs should talk to Barringtons representative Philip Browne - P: 0439 643 157 or E: philip.browne@barringtongroup.com.au - and CMAA Education Manager Ralph Kober - P: 0418 963 057 or E: ralph@cmaa.asn.au - on how to help minimise the risk associated with armed robbery.



CMDA Training Program: September - October 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@cmaa.asn.au

COURSES... <i>(Venue is CMAA Career Development Centre, Auburn unless otherwise noted)</i>	SEPTEMBER	OCTOBER
Provide Responsible Service of Alcohol SITHFAB009A (LAB approved) 1 Day (ACCM Unit)	M 7 (Wests Illawarra) W 16 (Mounties) Th 17 (City Tatts) Th 17 (Wests Illawarra)	M 12 (City Tatts) W 21 (Mounties)
Provide Responsible Gambling Services SITHGAM006A (LAB approved) 1 Day (ACCM Unit)	T 8 (Wests Illawarra) Th 17 (Mounties) F 18 (City Tatts) F 18 (Wests Illawarra)	T 13 (City Tatts) Th 22 (Mounties)
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. (Includes Roster staff SITXHRM003A, Manage quality customer service SITXCCS003A & Lead and manage people SITXHRM005A).	Armidale (S1) M 21, T 22 & W 23	Armidale (S2) M 26, T 27 & W 28 Tweed Heads (S1) M 26, T 27 & W 28 Concludes Nov.
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.	Wollongong M 28	
Turning Grumpy into Great 2 days (Non accredited) <i>Presented in conjunction with Big Dave Staughton</i>		Th 29 & F 30
Develop & Update Legal Knowledge Required for Business Compliance SITXGLE001A 3 x 2 Day Sessions (ACCM Unit)		(S1) M 26 & T 27 Continues Nov. & Dec.
Manage Workplace Relations SITXHRM008A 3 Days (ACCM Unit)	M 14, T 15 & W 16	Foster M 19, T 20 & W 21
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...	Wollongong (S1) T 1 & W 2 (S2) T 8 & W 9	Sydney (S1) W 14 & Th 15 (S2) W 21 & Th 22
Develop and Implement a Business Plan SITXMG004A 3 Days - (ACCM Unit) Assists Managers to understand the process of strategic management and shape their Club's business plan. Develop & implement a plan for your club....	(S1) W 23 & Th 24	(S2) Th 22
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.		T 6 & W 7
Gaming Management Development Program - 2 x 3 Day Sessions (ACCM Unit) (Develop and manage gaming activities SITXGAM005A)		Brisbane (S1) M 12, T 13 & W 14 Concludes Nov.
Financial Fundamentals Program 2 Days <i>(Prerequisite for Financial Management Program SITXFIN005A & SITXFIN006A)</i> This program covers the basics of understanding and working with financial information.		Coffs Harbour T 6 & W 7
Recruit, Select & Induct Staff SITXHRM002A 2 Days (ACCM Unit) <i>Deals with the skills and knowledge required to recruit, select & induct staff within the framework of overall HR plans.</i>		M 19 & T 20
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 19 & T 20
Advertising Management 1 Day (Non accredited) Develop your skills in the development of advertising materials.	M 21 & T 22	
OHS Risk Management for Supervisors and Managers 2 Days (Implement and monitor workplace health, safety & security procedures SITXOHS004A))	M 28 & T 29	

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'House Full' sign out for Manly Northern Suburbs day at Dee Why

President Ray Agostino had to hang out the "house full" sign for the Manly Northern Suburbs Zone luncheon following the Mid Year Meeting at Dee Why RSL Club.

The July 30 events attracted more than 60 members to the Zone Meeting and 140 managers, directors and industry trade representatives packed the Flame Dining Room for the luncheon.

"We actually had to stop accepting late bookings for the lunch ... it was another great roll-up for our events," Zone Publicity Officer Cindy Bunyan said.

CMAA Executive Officer Terry Condon and Education Manager Ralph Kober attended both events and jointly presented the Head Office Report, dealing with the still-evolving Licensed and Registered Clubs Award industrial relations environment, the Mid Year Conference at the Gold Coast in July and upcoming Club Food & Beverage Management Summit at Auburn this month. Ralph spoke about the opportunities for members to advance their Active Certified Club Manager (ACCM) programs through the new and successful Secretary Manager Course.

The CMAA newest Career Development Sponsor, Customers ATM, was represented by former Australian rugby union fullback Arthur McGill who outlined the company's range of products and services along with its new strategy for a much greater profile in NSW.

Members then moved from the meeting to lunch where magician Daniel Spade (Up Close Magic) moved around the room entertaining guests and Tina Petroni provided the musical background to the event.



Manly Northern Suburbs Zone's next meeting will be on Wednesday, December 2, along with the Christmas Lunch.

NSW gaming reforms cut machine numbers

The number of poker machines removed from clubs and hotels has almost tripled since the NSW Government introduced changes to poker machine laws.

Gaming and Racing Minister Kevin Greene said 365 gaming machine entitlements had been removed permanently since the laws came in at the end of January.

"Earlier this year, the Government introduced significant new gaming machine laws to address community concerns about problem gambling," Mr Greene said. "We cut red tape to make it easier for venues to trade machine entitlements, because, when venues trade, they must forfeit one out of every three licenses which is then removed permanently," he said.

Since the laws came in on January 31:

➤ Almost four times the number of



NSW Gaming and Racing Minister
KEVIN GREENE

gaming machine entitlements changed hands, with 1,514 this year compared to 386 in 2008

➤ 365 entitlements have been forfeited, compared to 126 in '08

➤ The laws have seen 323 machines moved from high-density areas and 174 from medium areas.

As more machines are traded, more will be forfeited, meaning ongoing machine number reductions in NSW. Mr Greene said most transfers involved registered clubs, enabling them to sell unwanted machine entitlements or buy new machines to generate income. "Our laws protect high-density gaming areas from increases in poker machines because venues there find it extremely difficult to get approval for extra machines," he added. "Meanwhile, it is less rigid for pubs and clubs in low-density areas, so pubs and clubs there are encouraged to trade and forfeit machines, so overall numbers continue to fall. After six months, these results are encouraging and we will continue to reap benefits from this scheme."



Packed schedule around Far South Coast AGM

It was a big couple of days for CMAA members in the Far South Coast Zone in late July. There was a Zone AGM, CMDA Secretary Manager Course, a dinner, golf day and 50th birthday - all within three days.

The Secretary Manager Course, that is proving very popular with club executives across the Association, was presented by Federal Secretary Allan Peter, ACCM, and attracted 21 managers from across the Zone to the first two days of the four-day course.

Many of the managers stayed on for the CMAA Dinner, hosted by Milton Ulladulla Bowling Club General Manager Michael O'Sullivan, who is also the Far South Coast Zone Education Officer.

An afternoon of social golf on Mollymook Golf Club's spectacular Hilltop Course with 20 players preceded the dinner back at the bowling club where Michael welcomed 75 guests, including Zone members, club directors and Club Industry trade representatives. There was also an early 50th birthday celebration for Zone Committee Member and Highlands Golf Club General Manager David Fenner.

Zone President Mark Bellette welcomed 20 members to the AGM the following day, including two new members - Suzanne Kleczar (Administration Manager) and Darren Miller (Functions Manager) - both from Milton Ulladulla Ex-Services Club.

In his report, Mark highlighted the Zone's vastly improved education and professional development program, including the '09 Study Tour that attracted 14 members, the Duty Manager Development Program (25 members) and the Secretary manager Course (21 members). Mark congratulated Secretary-Treasurer Craig Clark and Committee Member John Weir for their efforts in

organising the Club Study Tour and encouraged members to support all of the Zone's education and fund-raising initiatives.

CMAA Communication Services Manager Peter Sharp made the trip south for the dinner and meeting to present the Head Office Report and conduct the election of office bearers for 2009-2010. The committee was re-elected unanimously with Barry Clynch replacing Craig Madsen.

The CMAA Far South Coast Zone Committee:

- President: Mark Bellette - Tomakin Sports & Social Club
- Secretary-Treasurer: Craig Clark - Moruya Golf Club
- Education Officer: Michael O'Sullivan, ACCM - Milton Ulladulla Bowling Club
- Committee: David Fenner - Highlands Golf Club; Barry Clynch - Tuross Lakes Country Club; Tony Casu - Narooma Sporting & Services Club; John Weir - Yass Soldiers Club





To conclude the meeting, Arthur McGill from Customers ATM - the CMAA's new Career Development Sponsor company - and Peter Bishell from ClubPlus Superannuation - the CMAA's new Career Development Centre Sponsor - both spoke about their range of services and products available to members and clubs across the industry.

Pambula Merimbula Golf Club will host Far South Coast Zone's next Meeting on September 22 and 23, with the Christmas Dinner and Meeting at Batemans Bay Soldiers Club on November 24 and 25.

One sip too much for teens

A leading psychology professor claims teenagers allowed to sip champagne at a relative's wedding or given a glass of wine over dinner are being led down a path to binge drinking. Sydney's *Daily Telegraph* reported Deakin University Health Psychologist Professor John Toumbourou claiming that early exposure to alcohol switches off the sedative effect of alcohol in the teenage brain, allowing teens to drink more and still walk a straight line. Prof Toumbourou said teens should be banned from drinking until they are 18.

However, Federal Opposition Family Spokesman Tony Abbott responded by saying that it was something that would be hard for parents to sell to their kids. The man who wants to lead the Liberal Party and who wrote a book on his policy vision for the nation, said his 18-year-old daughter Frances called him a "lame, gay, churchie loser" the last time he offered a word of advice on drinking. Launching a new government-funded kit to help parents drug-proof kids, Prof Toumbourou said research proved wrong the European cultural practice that parents who supervise the drinking habits of their teens in the family home bring up adults who can control drinking.

He said all it did was give the teen permission to drink when they were not at home and increased their risk of being a binge drinker by 35%.



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Ken delivers top 10 tips to Sunshine Coast

The best in food, beverage and service was on the menu for the Sunshine Coast Zone Meeting, Workshop and Luncheon at Caloundra RSL Club in early August.

CMAA Education manager Ralph Kober attended the meeting to present the Head Office Report and discuss many of the “big-ticket” issues facing the Club Industry. Ralph focussed on the CMAA’s new Queensland-specific education partnership with The Academy and the benefit for Association members across the state.

A gathering of more than 60 people attended the pre-meeting free Education Workshop - “*Food & Service Trends for 2010: Club Opportunities*” - presented by Profitable Hospitality Managing Director Ken Burgin.

Ken, who is also a co-organiser of the upcoming CMAA Club Food & Beverage Management Summit on September 8 and 9, briefed his audience on the “top 10 tips” coming out of the United States in food and beverage operations. Ken also discussed how local clubs could customise these trends and tips to be more attractive to a wider audience in their community. Topics such as “fat kids” and obesity, kids’ menus, technology innovation, community activities, making queues shorter and more fun were on the workshop menu.

Following from the meeting and workshop, guests including club managers, directors and industry trade representatives enjoyed a first-class Caloundra RSL Club lunch. Sunshine Coast sporting hero and Olympic kayak gold medallist Clint Robinson took the microphone and lifted his audience with a presentation around motivation and leadership. Clint was the Australian first canoe-kayak competitor to win an Olympic gold medal when he shocked the world at the 1992 Barcelona Games. Four years later in Atlanta, he collected bronze and in Athens in 2004, Clint partnered Nathan Baggaley to win a silver medal in the K2 500m final. He received an OAM for the finest national championship record of any surf lifesaver when his gold-medal tally reached 30.



Sunshine Coast Zone will host its annual Charity Bowls Day at Bribie Sports Club on Friday, September 25 with its Christmas Meeting and Luncheon at Maroochy RSL Club on Tuesday, December 8.

1 - Profitable Hospitality Managing Director **KEN BURGIN**

2 - Olympic kayak gold medallist **CLINT ROBINSON**

Commission launches Canberra Labor clubs inquiry

The ACT Gambling and Racing Commission has launched an investigation into whether the Australian Labor Party breached gambling, tax and corporation laws through alleged intervention in the sale of the Canberra Labor Club sites. The *Canberra Times* newspaper reported that ACT Gambling Minister Katy Gallagher announced in the Legislative Assembly that Commissioner Greg Jones would conduct an investigation after she passed on correspondence that Labor Club Group President Brian Hatch recently sent to senior party figures warning them about possible breaches if they unduly influenced negotiations. “I have been advised

by the Gambling and Racing Commission that they have received my letter of August 17 and, in accordance with their powers of investigation ... the Commission will conduct an investigation into matters relating to the proposed sale and its compliance with requirements of the [Gambling and Racing Control] Act,” Ms Gallagher said.

The investigation follows the allegations that the ALP might have breached company, tax and gaming laws by seeking to unlawfully influence the sale of its nearly \$50 million gaming empire. If the allegations are proved, the club could be stripped of its gaming machine licences - one of the ALP’s

biggest money-spinners - and face huge fines. An ALP National Executive directive relayed by then-ACT party Secretary David Tansey reveals senior figures in the ALP ordered the ACT wing to do “everything in its power” to block the sale of its four Canberra Labor clubs. A series of subsequent letters from Labor Club President Brian Hatch warned Kevin Rudd, other ALP National Executive senior members and the ACT Administration Committee that they might have acted unlawfully if they interfered in the sale of the clubs. Mr Hatch says the party might have broken the federal corporations and tax laws, as well as the ACT Gaming Machine Act.



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- unpacking the Liquor Act & Registered Clubs Act, RCG & RSA Policy & Practice
- managing the CDSE function
- managing change and strategy implementation and decision making and;
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Great Lakes Committee re-elected as bursary auction tops \$20,000

Great Lakes is another of the CMAA's regional zones going from strength to strength with meeting attendance numbers and education programs.

The membership also voted to re-elect its Committee unopposed at the Zone AGM at Port City Bowling Club in Port Macquarie on August 5.

President Tim McAlister welcomed 25 members, including Division D Federal Councillor Stephen Byfield, ACCM, to the full day of activities that included a free Education Workshop, the AGM, annual Bursary Auction and luncheon with host club General Manager Lary Collins directing operations.

Greg Russell, the Managing Director of Russell Corporate Advisory, kicked off the day with a one-hour workshop - "Developing A Business Plan" - for 30 guests that looked at the essential elements of a business plan, starting from strategic issues and moving through into operational plans. Russell Corporate Advisory is a CMDA Career Development and CMAA National Bursary sponsor company.

The program then moved onto the AGM with CMAA Communication Services Manager Peter Sharp presenting the Head Office Report and conducting the election of office bearers for the new year. As with many of the Zone AGMs, it was almost a formality that the members supported the work and dedication that their committees provide when the incumbent executive was re-elected.

The Great Lakes Zone Committee for 2009-2010 ...

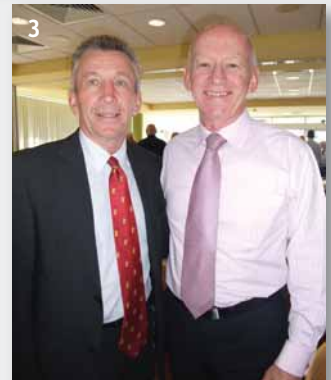
- President: Tim McAlister - Taree West Bowling Club
- Vice President: Lary Collins - Port Macquarie City Bowling Club
- Secretary: Kim White - Club Old Bar
- Treasurer: Allan Hudson - Kendall Services & Citizens Bowling Club
- Education Officer: Jason Stone - Port Macquarie Panthers
- Publicity Officer: Trevor Haynes, ACCM - Port Macquarie Golf Club

In his President's Report, Tim thanked members on behalf of the committee for their interest and support and committed to increasing the Zone's focus on education and professional development for all members. He also welcomed Damian Clements from Forster Bowling Club who was attending his first Zone meeting.

The meeting also decided on the Zone's meeting schedule for 2010 ...

- April 14 at Camden Haven Golf Club (Laurieton United Services Club)
- August 4 at Forster Bowling Club
- December 8 at Gloucester Soldiers Club

Craig O'Laughlin from Club Plus Superannuation and Arthur McGill from Customers ATM - both CMAA Career Development Sponsor companies - joined the in the entertainment of the auction that raised more than \$20,000 for Zone bursaries and education programs. Machine conversions from Career Development sponsors Aruze Gaming, Konami, IGT, Stargames, Aristocrat and Ainsworth



along with contributions from fellow-sponsors Coca-Cola, Tooheys, Pernod Ricard and Keno boosted the auction pool. Trevor Haynes will host the next Great Lakes Zone Meeting - in conjunction with a Charity Golf Day and Christmas Luncheon - at Port Macquarie Golf Club on Wednesday, December 9.

1 - The newly elected Great Lakes Zone Committee (from left) Allan Hudson, Lary Collins, Tim McAlister, Kim White, Trevor Haynes and Jason Stone.

2 - Division D Federal Councillor Stephen Byfield with Tim McAlister and the Zone's newest member Damian Clements.

3 - Arthur McGill from Customers ATM with Lary Collins.

4 - Tim McAlister with Russell Corporate Advisory Managing Director Greg Russell.

5 - Stephen Byfield with Steve Talbot and Robert Dwyer.

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- * Learn how to **engage** the hands, minds and hearts of the people you lead

The visionary leadership program was a mindset changing experience. It brought us closer as a management team and led to new strategic direction guided by values. With this guiding our policies and practices we have been able to achieve beyond our means and tackle issues with a renewed sense of motivation.

Patrick Crick, Operations Manager,
Armadale City Bowling Club, Small Club
of the Year 2009.

Karynne and her visionary leadership program had a deep and long lasting effect on my management style and the way I approach issues. The power of a value based leadership has led to a reformulation of our business model to accommodate values at its core. This approach has directly contributed to the Club being awarded Clubs NSW Small Club of the Year 2009.

Phil Wheaton, CEO,
Armadale City Bowling Club, Small Club of the Year 2009.

About Your Facilitator

Karynne Courts is Australia's leading values specialist and has been inspiring and coaching leaders for over a decade. Working across Australia and internationally, Karynne has designed and implemented programs for both corporate and government sectors. She has worked with organisations such as Westpac, The Defence Materiel Organisation (DMO), Bidvest, and Westfield. A Master Accreditor in Values for the Minessence Group and accredited in Barrett CorpTools and The Leadership Circle, Karynne's pioneering work is highly respected by her peers and clients. Karynne facilitates the Visionary Leadership Program as well as regularly developing and facilitating programs for different organisations. Her recent book *Journey to the Blue Road* is an inspirational book blending her rural upbringing with her work in leadership and her experiences with life.

www.valuesconnection.com

Date: 29/30 October and 19/20 November 2009

This is a four day program - it is essential to attend all four days to benefit from this experience

Time: 8 am – 5 pm

Venue: CMA Career Development Centre, Auburn

Investment: \$2915 per person for CMA members (incl. GST).

Fee includes all program materials including texts and a comprehensive Leadership Development workbook based on the results of a values inventory completed online. Details are in the enrolment pack.

To reserve your place:

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Mid North Coast members stick with successful team

Mid North Coast members unanimously re-elected its long-serving committee for another term at the Zone Annual General Meeting at Nambucca RSL Club last month.

CMAA Executive Officer Terry Condon flew to the North Coast to present the Head Office Report and conduct the election of office bearers for 2009-2010.

Although it was little more than a formality with none of the 24 members at the meeting standing against the incumbent executive, Terry congratulated the Zone on its ambitious education and professional development program.

The Mid North Coast Zone Committee is

- President: Bill Larkey - Nambucca Heads RSL Club
- Secretary-Treasurer: Daphne Parker - Woolgoolga Returned Services Club
- Education Officer: Glenn Buckley - Woolgoolga Returned Services Club

Bill, Daphne and Glenn presented their reports before Terry worked through the major issues confronting Association members and the Club Industry, including the yet-unresolved industrial relations position with the Licensed and Registered Clubs Award still being finalised. Terry also reported on the success of the CMAA's annual Mid Year Executive Leadership Conference at Conrad Jupiters.

Much of the Zone focus remains firmly on offering Association members the incentive to attend CMDA career development training and the CMAA's Darling Harbour and Gold Coast conferences.

CMDA Career Development sponsor company representatives Matthew Green (Paynter Dixon) and Arthur McGill (Customers ATM) gave an overview of their companies' range of products and services with Matthew focusing on what clubs are doing with outdoor smoking and gaming areas.

Arthur, who toured the world playing rugby union for NSW and the Australian Wallabies, was soon back at the microphone as Terry Condon's luncheon interview guest. The well-known industry sales executive entertained the 43 guests with his stories of taking on the might All Blacks and playing in the last Wallabies tour to South Africa before an international playing ban was imposed because of the country's apartheid policy.

Glenn and Daphne will host the Zone's four-day Secretary Manager Course at Woolgoolga during the first two weeks of September.

The Zone's next event will be a combined meeting and Christmas Luncheon at Coffs Harbour Race Club for the race day on Thursday, November 19.

1 - Terry Condon (right) with the newly-elected Mid North Coast Zone Committee (from left) Bill Larkey Daphne Parker and Glenn Buckley following the AGM at Nambucca RSL Club.

2 - Terry Condon and Customers ATM State Sales Manager Arthur McGill caught up and entertained the audience during lunch following the AGM.



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\$1,690(+GST) per person for Non-Members. It's a small investment in the future of your club.

Participants who meet the assessment requirements of the program's Rostering, Manage Quality Customer Service and Leadership modules receive Statements of Attainment for SITXHRM003A Roster Staff, SITXCCS003A Manage Quality Customer Service & SITXHRM005A Lead & Manage People in partial completion of the nationally recognised qualification SIT60307 - Advanced Diploma of Hospitality Management.



To register, go to www.cmaa.asn.au
 For more information, contact Estelle McDonald-Birch
P: 02 9643 2300 or **E: estelle@cmaa.asn.au**

Jamie cracks the auction whip for \$28,000 at Moree

A great meal and another successful auction put North West State Zone members in the mood for extra bursaries and bigger education opportunities in 2010.

Host club General Manager Graham James got the two days of meetings, education and networking off on the right foot with a feast of steaks at the famous Moree Services Club Barbecue.

Zone President Phil Wheaton welcomed more than 80 managers, directors and industry trade representative to the dinner before handing the microphone and the auction reins to Jamie Gallen, when the real action kicked off.

CMAA Career Development Sponsor companies Aruze, Stargames, Ainsworth, Aristocrat, Konami and IGT donated poker machine conversions to the auction while fellow sponsors, Maxgaming, KENO, Tooheys and Foster's added products to the item list. When the smoke cleared and Jamie had exhausted every bid in the room, the auction total topped \$28,000. That inspired Zone Secretary-Treasurer Margaret McGrath to suggest that the Zone Bursary list be extended to 11 bursaries worth \$28,500. There was no argument and the bursaries were announced at lunch the next day, following the CMAA Zone Meeting.

Twenty-nine members backed up for the Zone Meeting where Phil, Margaret and Education Officer Patrick Crick presented their reports. Patrick endorsed the plan from the auction to increase the number of bursaries to 11.

CMAA Communication Services Manager Peter Sharp travelled to Moree for the dinner, auction and meeting where he presented the Head Office Report. Peter also did the draw for the Zone Bursaries with Patrick and Anne Marie Gerathy taking the \$9,000 major bursaries.

The meeting also resolved to host a Zone information day to deal with the final details of the new Licensed and Registered Clubs Award, which will be finalised on September 12.

CMAA Career Development sponsor company Customers ATM regional sales representative Daniel Beeby did a presentation before the meeting started formally, outlining his company's range of products and services. CMDA Career Development Centre Sponsor Club Plus Superannuation's Craig O'Laughlin also attended the meeting and luncheon.

The list of Zone Bursary winners is
 Anne Marie Gerathy (Tamworth Services Club)
 Patrick Crick (Armidale City Bowling Club)
 Carol Hardy (Gunnedah Services Club)
 Phil Wheaton (Armidale City Bowling Club)
 Steve Johnson (Gunnedah Golf Club)
 Greg Harris (Tamworth City Bowling Club)
 Owen Walker (South Tamworth Bowling Club)
 Michael Swanton (Moree Services Club)
 Tim Palmer (Inverell Returned Servicemens Club)
 Troy Gale (Armidale Ex-Services Club)
 Eileen Smythe (West's Leagues Club Tamworth)



North West State Zone's next meeting will be at West Tamworth Leagues Club on Wednesday, December 2, with the Zone Christmas Dinner the previous night.

46 CMAA Diary - 2009 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
SEPTEMBER				
Tuesday	1/9/2009	11:00	St George Masonic Club	St George Cronulla Zone Meeting
Wednesday	2/09/2009	09:00	Belconnen Soccer Club Hawker	ACT Zone Meeting
Wednesday	2/09/2009	11:00	Souths Newcastle Leagues Club	Hunter Zone Meeting
Tues - Wed	8-9/09/2009	09:00	CMAA Training Centre, Auburn	2009 Club F&B Management Summit
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
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	09:30	Redlands RSL Club	Brisbane Zone Meeting
OCTOBER				
Wednesday	07/10/2009	11:00	Nudgee Golf Club	Brisbane Zone Golf Day
Sat - Tuesday	10 - 13/10/2009		Gold Coast Convention Centre	ClubsNSW Annual Conference
Friday	23/10/2009	10:00	Foster's Brewhouse, Abbotsford	Victorian Zone Meeting
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
Tues - Thursday	17 - 19/11/2009		Las Vegas Convention Centre	Global Gaming Expo - G2E
Thursday	19/11/2009	10:00	Coffs Harbour Race Club	Mid North Coast Zone Meeting
Thursday	19/11/2009	15:00	Storey Bridge Hotel, Brisbane	Brisbane Zone Cocktail Party
Monday	23/11/2009	15:00	Xmas Cruise	Inner West Zone AGM
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
DECEMBER				
Tuesday	1/12/2009	11:00	St George Motor Boat Club	St George Cronulla Zone Meeting
Wednesday	2/12/2009	09:30	West Tamworth Leagues Club	North West State Zone Meeting
Wednesday	2/12/2009	09:30	TBA	Manly Northern Suburbs Zone Xmas Meeting
Wednesday	2/12/2009	09:30	Port Macquarie Golf Club	Great Lakes Zone Meeting & Charity Golf Day
Friday	4/12/2009	10:00	Gosford RSL Club	Central Coast Zone Meeting
Friday	4/12/2009	11:00	Collegians Balgownie	Illawarra Shoalhaven Zone Xmas Luncheon
Tuesday	8/12/2009	11:00	Maroochy RSL Club	Sunshine Coast Zone Xmas Meeting
Wednesday	9/12/2009	09:30	Yamba Bowling Club	Far North Coast Zone Meeting
Thursday	10/12/2009	12:00	Liverpool Catholic Club	Nepean Zone Xmas Luncheon
Friday	11/12/2009	11:30	Club Helensvale	Brisbane & Gold Coast Zone Xmas Lunch
Thursday	17/12/2009	09:30	Auburn	CMAA Executive Meeting

Mandarin Club calls last orders

Sydney's famous Mandarin Club is the latest in a growing list of the city's hotels to call last drinks after it collapsed with millions of dollars in debts. smh.com.au reported that, despite recent attempts to attract more drinkers and gamblers, the club has been placed in liquidation in the middle of a \$35 million revamp after one of its lenders, the regional television billionaire Bruce Gordon, sought for it to be wound up. Mr Gordon is understood to have loaned the club's late founder,

Denis Wong, about \$1 million several years ago and has only been repaid about half, leaving a debt of \$556,000. Mr Wong knew high-powered personalities such as Mr Gordon from his days running the legendary Chequers nightclub in Goulburn Street. The Mandarin Club was moved from the corner of Goulburn and Pitt streets to 1 Dixon Street in Chinatown last year in a bid to boost its membership. It also increased its poker machine numbers. In recent months, it attempted to stave off collapse by moving to subdivide the property, with ambitions of raising up to \$8 million.

Central Coast Conference ticks all the boxes

There was no suggestion of beginner's luck when the Central Coast Zone hosted its second conference at the Kooindah Waters Resort at Wyong in mid-August.

More than 110 delegates again signed on for the two-day Conference that incorporated the CMAA Zone Meeting on August 12 along with keynote speakers, workshops and networking sessions.

Zone President Boris Beleuski, ACCM, welcomed close to 100 members for the Zone Meeting that opened the program.

CMAA Education Manager Ralph Kober spent the day at the Conference and presented the Head Office Report, focusing on the CMDA's impressive range of education and career development opportunities.

Carsten Pederen, NSW Westpac Institutional Bank Director, Financial Markets & International opened the "batting" before lunch when he presented the topic, *"Australian and Global Economy and Financial Markets"*.

Ian Hutchison is the Chief Engagement Officer on Life By Design and helps employers create and culture of self-driven employee engagement. His topic was *"PEOPLE GLUE: How To Engage And Motivate Your People To Dom More With Less In Tough Times"*.

There were afternoon workshops before delegates gathered with hospitality industry representatives for dinner at the picturesque resort.

Merv Neal, who has presented at CMAA Zone events and conferences, delivered two sessions on Day 2 with *"Strategic Planning: The 1-Page Business Plan and The Balanced Scorecard"* which are designed for the small to medium enterprise market. He was back again after lunch with his *"Stress Management"* session, investigating the effects of mental and physical health issues and offering strategies to "de-stress" a club manager's business and personal life.

Conference Keynote Speaker was popular comedian and television celebrity Anh Do, who inspired the delegates with his story of escaping Vietnam to Australia spiced with the style of humour that has endeared him to Australian and international audiences.

Publicity Officer Troy Sheary described the Conference as another major success for the Zone. "It was a great event all-round ... well organised and presented ... well received by the delegates," Troy said. "I think the Conference has now found its own place on the Club Industry calendar."



Morning tea and first tee activities in the



It was a “long weekend” of CMAA activities for Illawarra Shoalhaven Zone members in July and August. The weekend started with the Quarterly Zone Meeting at Bomaderry Bowling Club on Friday, July 31, and finished with the annual John Wilkinson Charity Golf Day at The Grange Golf Club on Monday, August 3.

Zone President David Hiscox, also the CMAA Division F Federal Councillor, welcomed 27 members - including new member Gordon Allen - to the Zone Meeting where host club Manager Gary Wilbraham turned on a culinary feast, starting with morning tea, provided by Baker Street.

Kiama Bowling Club General Manager Tony Woods introduced his Trainee Manager Gordon Allen to the meeting.

The Shoalhaven leg of the Zone Charity Golf Day schedule realised more than \$18,000 and the meeting unanimously supported a donation of \$3,000 to assist Blackbutt (Shellharbour) youngster Kade Erskine whose family is struggling with the cost of his cancer treatment.

The meeting also unanimously supported a proposal to fund an RSA training program for senior students from seven Shoalhaven region high schools. Culburra Bowling Club General Manager Phil Boughton explained that through negotiations with the local Liquor Accord, the Zone's \$8,000 contribution would enable 192 students to undertake the program.

Woonona-Bulli RSL Club Operations Manager Bikram Sharma gave a brief report from his Zone Bursary trip to the CMA's Mid Year Executive Leadership Conference at Conrad Jupiters in mid-July - **see full report on Pages 32-34**

CMAA Communication Services Manager Peter Sharp presented the Head Office Report, focusing on the unresolved Industrial Relations situation and other Club Industry issues.

Peter Bishell from Club Plus Superannuation and Arthur McGill from Customers ATM took a few minutes to remind members of their CMAA sponsor company products and services to open the meeting.

Following the meeting, Gary Wilbraham welcomed more than 70 guest to a three-course lunch and acknowledged gaming industry sales representative Craig Coleman who has recently made the move from IGT to Tricorp Gaming.

A few days later, most of the “gang” got back together for the Illawarra golf day at The Grange where host club



Illawarra Shoalhaven

Manager Michael Villa welcomed more than 90 players.

Joe Trad and Jack Shaw from CMAA National Bursary Sponsor company Global Coffee Solutions got the golfers off on the right foot with their quality coffee and a sausage sizzle.

The Steelers Club team, with Hal Browne leading the charge, took out the major trophy with Craig Coleman and his Tricorp Gaming team-mates finishing second. There were plenty of trophies for straight drive and nearest-the-pin but the Zone was the big winner for more than \$35,000 raised for education bursaries and courses for members.

CMAA Career Development Sponsor companies Aristocrat, IGT, Konami, Stargames, Aruze and Ainsworth donated poker machine conversions to the auction while fellow sponsors Coca-Cola and Barringtons added to the item list.

Illawarra Shoalhaven Zone held a luncheon at Wollongong Golf Club on August 28 with the AGM at Dapto Leagues Club on Friday, October 30, and the Christmas Luncheon at Collegians Balgownie on Friday, December 4.

1 - New member Gordon Allen (front centre) with (from left) Tony Woods, Phil Ryan and David Hiscox at Bomaderry Bowling Club

2 - The Oak Flats Bowling Club team.

3 - The winners - Illawarra Steelers Club.

4 - The runners-up - Tricorp Gaming.



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Community First goes 'pink' to support McGrath Foundation

Community First Credit Union, a CMAA Career Development sponsor, recently launched the official McGrath Pink Visa card. It's the only national "pink" Visa credit card in Australia specifically designed to make a difference to the lives of women diagnosed with breast cancer and their families.

McGrath Foundation Chairman and Co-Founder Glenn McGrath joined Community First Credit Union CEO John Tancevski to launch the McGrath Pink Visa in Sydney last month.

Other guests at the project launch included McGrath Foundation Executive Director Tracey Bevan, the wife of former Australian Test and One Day International player Michael Bevan, and Abacus CEO Louise Petschler. Abacus is the industry body for credit unions and mutual building societies - Abacus - Australian Mutuals.

For each year that the McGrath Pink Visa card is held, Community First will donate half the annual fee (\$20)



Glenn McGrath congratulates Community First Credit Union CEO John Tancevski on the "pink" Visa credit card.



to the McGrath Foundation to support the placement of McGrath Breast Care Nurses in communities across Australia.

Louise Petschler welcomed the innovative and exciting initiative. "This is another fantastic example of a credit union epitomising the principles of what credit unions and mutual building societies are all about - people helping people," she said.

John Tancevski said he was delighted to be able to support such a worthy cause as the McGrath Foundation and its work for women around Australia. "Glenn McGrath has been very generous with his time in getting this project off the ground and, as he was on the cricket field, has dedicated his energy to honouring his wife Jane's life through this work," John added. "Community First Credit Union is proud of its involvement in Australian communities and this exciting project may be the most significant we have ever undertaken."

Credit unions and mutual building societies in Australia are strong, resilient and serve close to 4.6 million people nationally with more than \$70 billion in assets.

Being Authorised Deposit-taking Institutions (ADIs), Credit unions are regulated to the same strict high standards as banks, under the Banking Act and strict oversight by



Glenn McGrath with the Community First Credit Union "pink" Visa credit card.

the Australian Prudential Regulation Authority (APRA).

Credit unions and mutual building societies exist for their members. As mutual organisations, their members own them. Instead of maximising profits to pay external shareholders - such as the publicly-listed banks - credit unions and building societies put their profits back into better rates, fairer fees, responsible lending and outstanding customer service.



Community First Credit Union's new Visa credit card "pink" Customer Services Vehicle.

Illegal pokies seized in record haul

Gaming inspectors have seized 42 illegal poker machines in Victoria's biggest seizure. Victorian Commission for Gambling Regulation (VCGR) inspectors raided two properties in Melbourne's northern suburbs on August 19. They also seized 49 restricted poker machine components. Some machines were for sale, while others were being converted to be offered on the black market, a VCGR spokesman said. A man is expected to be charged under summons under the Gambling Regulation Act with being in illegal possession of gaming machines. The offence carries a maximum penalty of six years' jail.

Sharks score big with double

Sutherland Shire Council approved the \$110 million Cronulla Sharks Village development a few days before Coldwell Banker Real Estate signed on as a Sharks sponsor for 2010. At the August 18 Board Meeting - the day after Council approved the club's development application - the Sharks began the search for investors to fund the village project. The proposal is for a 150-room hotel, 140-room apartment block for "active retirees", a 1300-square-metre supermarket, boutique shops, a basement carpark for more than 620 vehicles and leagues club extensions.

Income Protection - no-one can afford to be without it

It's not uncommon for people to be very careful when insuring a car or home, often shopping around to get the best possible deals. Yet those same people often tend to overlook what matters most - the ability to earn income into the future. To illustrate the point, research by the Investments and Financial Services Association (IFSA) in July 2006 showed that whereas 84% of Australians had motor vehicle insurance, only 31% of those same people had income protection insurance. When it comes to insuring what matters most - the ability to earn income - many people, clearly, are at risk. The ability to earn income determines financial well-being and ability to enjoy a future lifestyle. An accident or illness can prevent a person from working, often meaning that income stops. And, should that happen, who would pay the bills and look after the family?

There are many reasons why people who insure a car or home don't insure the ability to earn income. Some of the commonly held views or reasons include ...

"I'm fit and healthy, so I don't need insurance." Yet statistics show that as many as 50,000 people were hospitalised due to transport accidents in 2005-2006 with more than five days in hospital. The majority of those (81%) were working age*.

"I don't need income protection because I don't have dependants, or many debts." But, if injury or illness occurs, there's still the need for income to pay for extra help, medical expenses and help maintain a standard of living.

"If I get sick, I'll just lodge a workers' compensation claim," Workers compensation doesn't cover non-work-related illnesses.

More than 40% of people say insurance is too complicated, making it difficult to know where to start, or too hard to select a product.

Club Plus Superannuation - the CMAA's Career Development Centre Sponsor - has thought about the issues involved in non-insurance - or under-insurance - when it comes to income protection for members. Club Plus makes it very easy for members to obtain protection and peace of mind should the worst happen. Coverage is automatically provided as part of fund membership.

No matter where a member works, when their Superannuation Guarantee contributions are paid into a Club Plus account (and premiums are paid from it), income protection continues while he/she working - up to 70 years old. Coverage is 24 hours a day, seven days a week.

The Club Plus income protection benefits are for payment of up to 90% of member income - one of the highest amounts available - plus 9% Superannuation Guarantee, should illness or injury prevent work.

Payments can continue for up to two years while a member recovers. There is a 21-day wait period between injury/illness and being placed on cover.

Depending on medical circumstances, a member can receive further benefits towards the expense of rehabilitation,



emergency transport to hospital, household duties, and away-from-home accommodation expenses.

Set out below are some examples of injuries or illnesses to Club Plus members who received replacement income from their Club Plus policy in 2008-2009 when they were unable to work due to illness/injury. Replacement income is calculated on normal casual, part-time or full-time income, including overtime and allowances, provided that Superannuation Guarantee contributions are paid by the employer, averaged over the 12 months preceding the claim.

(The amount payable will be reduced by

other payments received, such as sick leave or Workers' Compensation)

Fractured foot	\$6,112
Heart disease	\$3,885
Fractured calf bone	\$5,199
Hysterectomy	\$1,338
Elbow injury	\$8,052
Fractured elbow	\$1,700
Anxiety	\$7,835
Toe injury	\$4,202
Cancer	\$4,120
Coronary bypass	\$4,993
Kidney failure	\$15,602
Fractured foot	\$5,225

What does it cost?

Protection is provided for a monthly premium of just 7.56% of Superannuation Guarantee contributions (for incomes up to \$40,170 per quarter). There is no separate bill to pay - the premium is deducted from a member's Club Plus account each month, with transactions shown on the Annual Statement. For members earning more than \$40,170 per quarter, the premium is 8.32%.

How does it compare?

Club Plus has compared its income protection policy with one available from another industry superannuation fund ...

	Club Plus - 21 day wait period		Another Industry Fund - 30 day wait period	
Annual Income	Annual Premium	Total Annual benefit - up to	Annual Premium	Total Annual benefit - up to
\$26,560	\$180.71	\$26,294	\$208.00	\$23,904
\$39,840	\$271.07	\$39,441	\$312.00	\$35,856
\$53,120	\$361.43	\$52,588	\$416.00	\$47,808

Source: Information above is taken from or calculated from Product Disclosure Statements available on the website of Club Plus Superannuation and another industry superannuation fund as at 7 July 2009.

With Club Plus, members get a higher replacement income paid for a lower cost premium - and benefit payments start being paid earlier.

Club Plus has looked at all the issues and complexities involved with income protection insurance - then simplified it. Members can be assured that automatic income protection means peace of mind should injury/illness prevent work.

*Lifewise, www.ifs.com.au

Bankstown Sports first Aust customer for IGT bluechip Neo



Cameron Louis (on left), IGT's NSW state sales manager, with Steve Rose, gaming manager, Bankstown Sports which is the first customer for its new machine - the IGT bluechip Neo.

Bankstown Sports Club is IGT's first Australian customer to install the new bluechip Neo range of gaming machines. Bankstown initially installed six machines that feature greater comfort for players with room for knees under the extended button panel, larger and more tactile buttons, bigger and brighter LCD widescreens, handbag holder and drinks holder.

IGT featured the bluechip Neo machines as the main focus of its AGE 2009 stand, demonstrating the new server-based gaming.

Using its sbX product, IGT demonstrated how games can be remotely changed on gaming machines in real-time (according to customer demand) with no downtime costs. This is the next step forward for gaming in Australia - when it is approved by the regulatory authorities - as it will provide venues with a more cost-effective model for providing game and other content to players.

IGT also demonstrated how sbX enables a venue to instantly deliver customised marketing messages and services to players on the game screen via a service window. For example, a venue may want to cross-promote an event happening in the venue later that day.

Colin Gray, General Manager of IGT's Systems Division in Australia said that having downloadable games means a venue isn't stuck with one game or game package per machine as it is today. "That's just not cost-effective," Colin added.

"A game might be popular on certain nights, then, on other nights with a different demographic, another game might be popular. sbX enables a venue to have more of a particular game on the floor at the right times to match customer demand. Also, with restrictions on the number of machines a venue can have, it enables valuable machine licences to be maximised. This is especially important for smaller venues.

"IGT has always been at the leading edge of gaming and venue management systems development and our sbX product is operating successfully in many venues outside of Australia.

"As we prepare to implement sbX in Australia, we wanted to be the first to show that it is real and it is tangible."

"While downloadable games are a key part of sbX, it is also a full solution for complete venue management. Most importantly, with sbX a venue can manage their customers' total experience with them. The improvement in timely and targeted communications provides a better experience for the customer and better business for the venue."

Ainsworth launches GamePlus products at AGE09

Ainsworth Game Technology showcased its GamePlus products at the recent Australasian Gaming Expo 2009 at the Sydney's Convention and Exhibition Centre at Darling Harbour last month.

Ainsworth - a CMDA Career Development Sponsor - launched its latest mid-denomination link progressive "Players Paradise" that provides three new titles - "Vegas Fantasy", "Vegas Fortune" and "Vegas Fever".

Based on Ainsworth's proven Double Shot formula, Players Paradise combines a Grand Link Progressive with dual stand-alone progressives, frequent hitting bonus prizes and a free games feature.

The Vegas graphic theme provides the centrepiece for the Players Paradise games that trigger 10 free games with stacked symbols and frequent re-triggers. Progressives and bonus prizes can be triggered by a five-of-a-kind win with the special Players Paradise "winner" overlay.

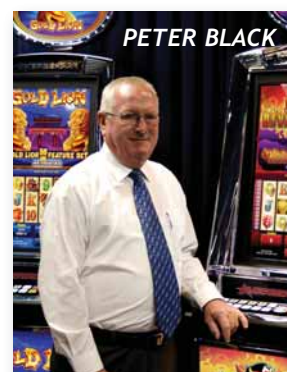
Ainsworth will release more titles to its successful Double Shot range - "Enchanted World", "Year of the Ox", "Fortune Fountain" and "Royal Diamonds Deluxe". The Double Shot™ concept means increased jackpot start-up values, two-level progressives and bonus prizes with free game features.

Added to the GamePlus range, Ainsworth will launch the biggest game package to hit the NSW dollar market. Ainsworth's new "Multi Play" "Big Time" multi-game entertainer headlined with three big-hitting dollar games - "Cannonball Express", "Sahara Sands" and "Wild game". Multi Play Big Time dollar games feature an array of free game features and bonus prizes for the ultimate gaming experience.

The successful two-level "\$ Mystery" Progressive option is available with Multi Play Big Time.

National Sales Manager, Peter Black said Ainsworth continues to deliver with new Play 100Lines, Play 50Lines, Play 40Lines games - "Dragon Lines Hold 'Em", "Dolphins", "Dragon Festival" and "Busta Bucks". All new games in the Play 100Lines, Play 50Lines, Play 40Lines™ range offer more stacked symbols, highly interactive substitutes and frequent free game re-triggers.

"With a strong foundation in innovative game design and cutting edge presentation, Ainsworth will continue to deliver world class games complementing any gaming floor," Peter added.



Bounce into Keno's new reward and recognition program



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is the incentive
program that
rewards you and
your venue for
PROMOTING KENO!

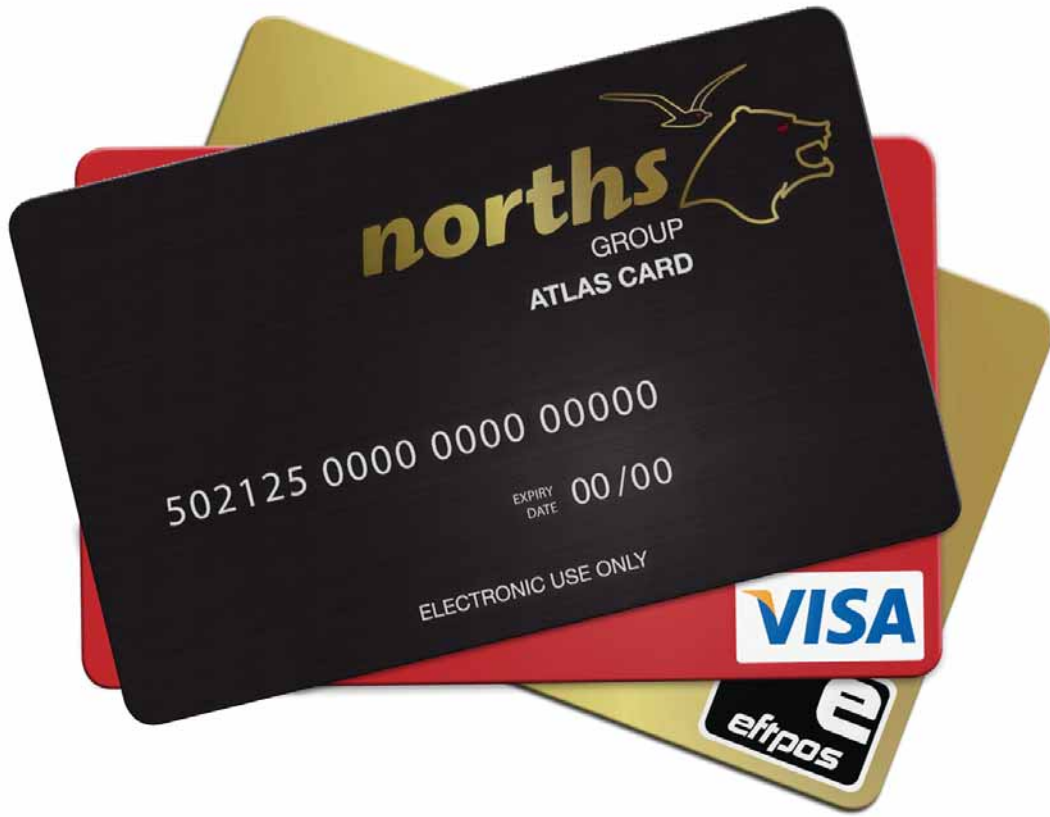
Keno has now launched its exciting new incentive program, Bounce!
Unlike any other reward program, Bounce is about patting you on the back
for a job well done and putting you in control of how you are rewarded.

Check it out for yourself at www.kenobounce.com.au, where you can
self-enrol, or contact your local Keno Business Development Manager
to discuss your eligibility.

www.kenobounce.com.au



Expand your Club footprint across Australia and around the world.



THE EFTPOS / VISA REWARDS PROGRAM

- Members convert loyalty points, promotional wins and add own funds
- Increase Gaming Revenue
- Increase member card usage
- Allow members to spend rewards and promotional wins at 400,000 locations nationally under an EFTPOS card program, or 29 million locations internationally and online under a Visa prepaid card program*
- Increase brand awareness
- Interfaces with your back-end system

For more information, contact Danielle Rayner on 0405 123 444, or email at danielle@gslsolutions.com.au

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*subject to merchant discretion