

Wheels of Change

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NSW set to fight pokies limits

The Federal Government will put itself on a potential pre-election collision course with the NSW Government if it recommends tighter poker machine regulation. It's rumoured that the Federal Government plans policies to help reduce problem gambling, but would need the assistance of state governments in implementing many of them. *The Sydney Morning Herald* reported that in 2008 the Government commissioned the Productivity Commission Inquiry Into Gambling In Australia and released its final report last month. But the Federal Government will not detail its response to the Commission's recommendations until later in the year. In responding to the Report, which recommends measures to reduce the rate at which punters can lose money on poker machines, the Government must also deal with recommendations to liberalise internet gambling. In a submission to the Inquiry, NSW Gaming and Racing Minister Kevin Greene emphasised the State Government's support for the Club Industry and said it opposed online gambling. Mr Greene also was sceptical about suggestions such as \$1 bet limits and restricting gamblers to putting \$20 or less into machines at any one time.

New guidelines for electronic ID scanning

The Privacy Commissioner has released compliance guidelines for clubs to follow when using electronic scanners to collect patrons' personal information. The fact sheet is designed to help clubs comply with the National Privacy Principles by offering tips for how to collect, handle and store information from patrons' IDs safely and securely. The Privacy Act only applies to clubs with annual turnover of more than \$3 million. Clubs with less than \$3 million in annual turnover are still encouraged to follow the National Privacy Principles. Collecting unnecessary information is a breach of the Privacy Act. Clubs should only collect information relating to a person's identity when collecting the information is a requirement of their business. Under Section 31 of the Registered Clubs Act, clubs are required to keep a register of guests and temporary members and can therefore show the scanning of patrons' IDs is necessary. For clubs with electronic scanner technology, it is good practice to give patrons the option of signing in manually and showing their ID to a club employee instead of having their ID scanned.

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➤ Pages 14-17

NSW club veteran Stephen Hodge, ACCM has some home-grown advice for Victoria's club managers - think hard about what they'll give up to gaming consultants in the new era of gaming machine management. "To me, I think it's far too much, it's going to cost clubs a hell of a lot of money to have these companies run their poker machines when they could learn and do it themselves," he says. Mr Hodge says the knowledge void in Victoria is a huge hurdle, but can be overcome if managers start educating themselves about every facet of gaming ...



➤ Pages 24-25

More than 70 club CEOs, CFOs and industry experts attended the inaugural CMAA Finance Conference on May 19 and 20 at the CMAA's Career Development Centre at Auburn. Representatives from clubs of all sizes and managers from Darwin to Townsville, Phillip Island and Broken Hill were represented. The Conference delivered an impressive resource of positive feedback, some great networking opportunities and lots of "take-away lessons" to ensure plans are already under way for the 2011 version of the CMAA Finance Conference ...



➤ Pages 48-49

Rob Morris is a man who lives, works and breathes soccer. He began playing aged 4 in Port Macquarie, where he came under the guidance of a strict German coach. Today, at 35, Rob is in his personal paradise. He believes fate dealt him a winning hand in November last year when he was appointed General Manager of the licensed Palm Beach Soccer Club on Queensland's Gold Coast. With the World Cup in full swing Rob is in soccer heaven ...



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Professional development questions remain firmly atop CMAA's charter

Some time ago, before being elected CMAA Federal President, I attended - with Terry Condon - a meeting of various organisations that represent the Club Industry. It was at a time when the NSW taxation fight was at its peak and a raft of issues was on the agenda - including the industry's future and direction. Two questions surfaced during this meeting. First: what do you have to do to be a club manager? Second: what, as an Association, is the CMAA doing to attract the right people to a career in club management - making it a career of choice? Both questions were put by the then-Executive Officer of the NSW Bowling Association and were, quite correctly, meant to address the issues confronting that sector of the industry. The answer to the first question was easy - nothing. Anybody can be called a "club manager" if appointed by a club Board of Directors. The second question was considered as a whole-of-industry matter. The way we project ourselves as a professional collective and the vast array of career options available was seen as a longer-term project. These two key areas of professional development have always been the CMAA's charter and the emphasis has never been stronger than in recent years. The philosophy that it is an industry responsibility to attract the right people to careers in clubs has never diminished. Sadly, this sentiment is not shared by key players and representatives of the industry as a whole. CMAA members would be well aware of the issues surrounding the new Registered & Licensed Clubs Award 2010. The CMAA's position was to support the industry having its own Award. The issues surrounding the 30% salary exemption for overtime soon became a reality. By circular, clubs in NSW were advised: "Clubs Australia was successful in having the 30% salary exemption rate for managers specified in the Draft Award reduced to a 20% exemption rate." Already-employed staff would be protected by existing NAPSA but, what about the new employees? These are the young, career-oriented professionals that our future depends on. So, how could this come about and, more importantly, what is Clubs

Australia? Club managers and their Boards of Directors also should be asking this question. At the insistence of ClubsVic, the Draft Award was reduced to the 20% exemption rate. Subsequent to this, and in the best interests of the clubs, the CMAA made approaches to have corrected the anomaly of managers now being entitled to penalty rates with the gradual introduction of the 30% exemption rate for new employees.

While ClubsNSW supports this position, the Registered & Licensed Clubs Award 2010 is now subject to a number of variation applications. The CMAA's application is to correct the current position and another application by ClubsVic aims to remove the penalty rates and leave the 20% exemption in place. The CMAA became aware, during discussions with Clubs Australia, that, under what is described as "democratic process", each state club body has equal say in the process. While that suits the 400 clubs that are reportedly represented by ClubsVic, the vast majority of clubs in Australia represented by ClubsNSW and ClubsQld have the same say as those represented by ClubsWA and ClubsSA. If Clubs Australia is to become the body that represents all clubs industrially, then a better form of representational "democracy" needs to be developed. Clubs Australia is a much-needed organisation and the current leadership has the CMAA's support. However, until a charter can be developed to equally promote the best interests of clubs, it remains open to self-interest sectors. The CMAA looks forward to developing - with Clubs Australia - an industry of choice for career-minded industry professionals. At the CMAA's Mid Year Conference at Jupiters Gold Coast - July 7 to 9 - the Federal Executive will review the Association's strategic objectives with the Federal Council. During the ensuing months, the Executive will advise members of key areas of the CMAA's direction. As always, members are encouraged to provide feedback on any of these issues to any member of the Federal Executive, Federal Council or through the CMAA's Zone network.

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

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New Award delivers uncertain future

As reported in *CMA Magazine*, the long and protracted exercise surrounding the Registered & Licensed Clubs Award 2010 has, finally, reached a conclusion.

In 2008, the respondents to the Club Industry Awards - the Club Managers' Association Australia, LHMU National Office and Clubs Australia, which comprises ClubsNSW, ClubsVic, ClubsQld, ClubsSA, ClubsWA and ClubsACT - presented a case to the Fair Work Australia Commission that the Club Industry should have a stand-alone national Award.

On September 4, 2009, the Commission handed down a decision supporting this submission. Then began the long and flawed process to bring these separate Awards together.

The Award conditions were discussed. The major stumbling block was the Exemption Rate provisions where NSW had a 30% buy-out provision on certain Award conditions, where other states had a 20% buy-out provision which had been in their Awards before gaming machines were legalised in their states.

The minimum rates of pay were discussed and, where the CMAA lobbied for a mid-range level (ACT rates), the Commission, in its Draft Award, handed down minimum rates which were applicable to Victoria. It set the Exemption Rate at 20% nationally on all new employees employed after July 1, 2010, on a phased-in basis.

In its Draft Award, the Commission included penalty rate payments for managers on the Exemption Rate who worked on weekends and public holidays.

As this was not previously in our Awards, the CMAA saw this as a huge impost on the Club Industry.

The CMAA approached Clubs Australia and proposed that the industry's peak bodies return to the Commission with an agreed position - to removed the penalty rates and reinstate the 30% Exemption Rate.

ClubsNSW supported the CMAA's position on the re-introduction of the 30% Exemption Rate. However, other associations - in particular, ClubsVic and ClubsQld - refused to budge from the 20% Exemption Rate. This is despite the fact the increase to 30% would be phased in over a five-year period.

ClubsNSW advised the CMAA on May 24 that it would

support a state-only submission on the 30% Exemption Rate if the CMAA withdrew the penalty rates that managers not on the Exemption Rate received.

As this meant that supervisors would receive more pay than managers if they both worked on a weekend or public holiday, the CMAA could not agree to this condition.

As the Commissioner would only entertain variations to the Draft Award if there was consent from all parties, the Award now has been finalised with the 20% Exemption Rate included, and the penalty rates removed.

Managers employed in the industry before June 30, 2010, are covered by Award conditions and rates of pay by a NAPSA (Notional Agreement Preserving a State Award) until 2014.

Managers employed after June 30, 2010, will be employed under the new Award conditions which came in on January 1, and the new rates of pay which are phased in from July 1, 2010 over a five-year period.

ClubsNSW has advised that it will be advising clubs in NSW that they should retain the 30% exemption rates for all new employees.

As I stated previously, this was a flawed process where, in particular, ClubsVic outlandishly claimed it represented more than 1,000 managers. In reality, there would be only 200 managers in Victoria. With its position, ClubsVic has held to ransom the future of new managers coming into the Club Industry around Australia at a time when Victoria's hospitality venues has been given the right to own and operate their own gaming machines - as other states do - and enjoy the benefits of removing third-party operators.

The CMAA was a lone voice before the Victorian Government's inquiry into the future of gaming machines in Victoria in 2007. The CMAA urged the Government to give Victoria's clubs the right - like other states - to own and operate their own machines. ClubsVic, when appearing before the Inquiry as the state's "peak industry body", did not support this position.

The future of Club Industry management has been placed in jeopardy because of the actions of these individuals.

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

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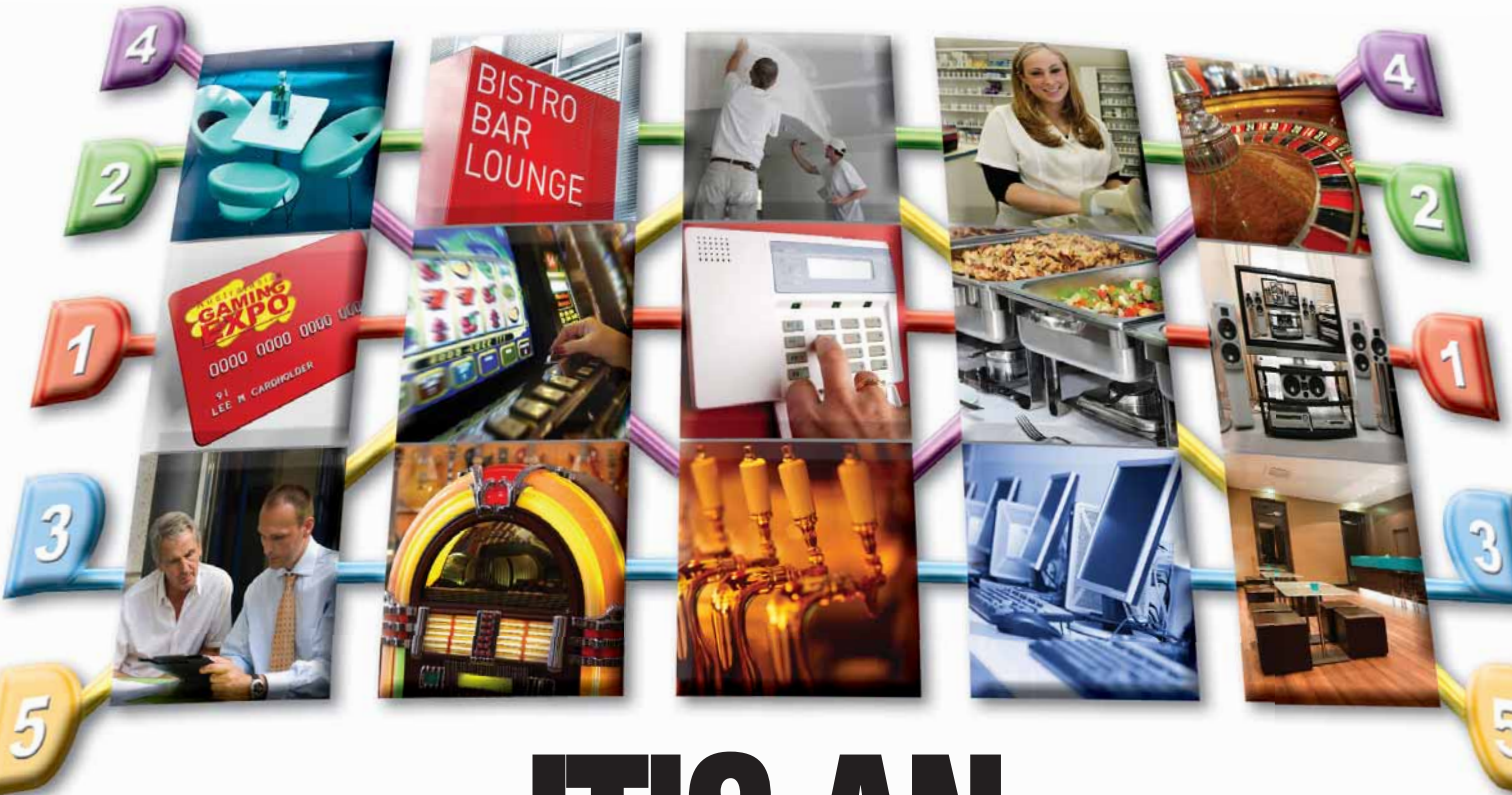


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The Board of Management Studies is an integral element within the Association's education arm - the CMDA.

The Board - better known as the BMS - is made up of seven CMAA members passionate about education and professional development for the Association's more than 2,500 members nationally.

The BMS, chaired by CMAA Federal Vice President David O'Neil ACCM, meets monthly as a committee to discuss and plan for changes and improvements in what courses are made available for members undertaking professional development.

The BMS also acts as advisors to the CMAA's Assistant Executive Officer Ralph Kober who is responsible for the Association's Registered Training Organisation (RTO) and education program.

The BMS representatives are ...

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Members are encouraged to contact any member of the BMS to comment and offer feedback on the CMDA's activities and to convey any professional development opportunity suggestions for the benefit of all members.

This group is also strongly committed to the CMAA's Zone structure with ...

- David Hiscox - President of the Illawarra Shoalhaven Zone
- Cameron Provost - President of Mid State Zone
- Tracey Van Rossum - Education Officer of St George Cronulla Zone
- Michelle Dennington - Education Officer of Inner West Zone
- Carl Pozzato - Education Officer of Manly Northern Suburbs Zone

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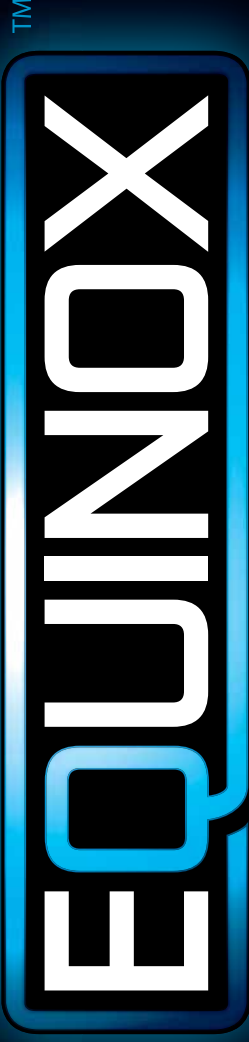
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Club gaming veteran's tip for Victoria's managers: Do your sums on third party operators

By KATIE CINCOTTA

NSW club veteran Stephen Hodge, ACCM has some home-grown advice for Victoria's club managers - think hard about what they'll give up to gaming consultants such as TGS (Tabcorp) and PVS (Tatts) in the new era of gaming machine management.

As the new General Manager of Morwell's Italian Australian Club, Mr Hodge isn't just preaching on high from another more-experienced state. Having managed clubs in NSW, including the Richmond Golf Club and Club Marylands, he and his wife Jane moved eight months ago to Victoria on a mission to rescue the Morwell Italian Australian Club from financial quicksand. "The club had come off two sets of losses - one at \$168,000 and a \$210,000 loss last year," he said. "But, as of this year, we'll make a profit, hopefully up around \$250,000."

Mr Hodge's path back to profitability involved streamlining wages and administration, scaling back some membership arrangements and solidifying the club's gaming plans. "Members were used to getting too much for nothing ... 10% food discount, plus 10% in loyalty points. Some members had \$1,500 in points," Stephen added. "But that's not how business works these days, especially when there's a \$1.5 million renovation debt to be paid off."

With the support of his executive committee - President Peter Simpson, Secretary Frank D'Urbano, Treasurer Nick Bomba, Vice President Tony Paolini, Junior Vice President John Vitale and a General Committee of nine others - Mr Hodge has moved the club's finances back into the black. But on the cusp of the gaming machine owner-operator model, the 52-year-old says what he's most



Italian Australian Club General Manager Stephen Hodge believes Victoria's club managers must train or recruit to maintain control of their gaming opportunities.

passionate about is getting gaming right.

His committee supported Mr Hodge's ideas from their first meeting with him, including the need to change the club's culture, especially with the coming gaming changes in 2012.

Like fellow managers, he's been assessing third party gaming services and is shocked to discover that some of those partnerships could cost clubs six figures per annum. "I know people who have signed up with companies to service their machines at \$34 per machine per day. You might as well turn around and go back to the days of Tattersalls and Tabcorp," he says.

"From what we can see, the best price around is from Clubs Victoria, at \$7 per machine per day. But with 42 machines, that's going to cost me \$2,058 a week, by 52 weeks is \$107,016. And that's just for the service of a machine. I find those prices scary."

What clubs risk by hiring gaming consultants is not only the loss of

profit, but a personalised service.

"The biggest problem with a third party operator is that you don't know what he's going to do or say," Mr Hodge added. "Is he going to give you the best machines, and the best advice, especially when they take on so many places?"

Mr Hodge says what's worked best in NSW clubs is the appointment of a staff gaming manager, or a trainee manager with specialist gaming skills. "He doesn't have to be a world-beater, but he needs to be smart and know what he's talking about," Mr Hodge says. "He's got to be able to look at the machines and know what's working and what's not."

Mr Hodge hopes managers will start signing up for training programs, including CMDA courses and the 6-model course offered by Aristocrat, featuring the gaming expertise of former CMAA Vice President and Panthers Group Operations Office Danny Munk and other highly regarded gaming executives.

"Managers down here need to make the decision ... do they let these people take their money?" he asked. "To me, I think it's far too much, it's going to cost clubs a hell of a lot of money to have these companies run their poker machines when they could learn and do it themselves."

Johnnie Walker, former Clubs Victoria President and current Chairman of The Elsternwick Club, recently wrote a testimonial for TGS after partnering with them ahead of 2012. "Because we are not a large club we knew we would need to outsource our gaming room operations," said Mr Walker in a Q&A interview for the TGS website.

Mr Hodge can't understand that thinking. "Why? If the manager they're paying to run the place isn't capable of doing the job, get a new one. That's what the Club Manager's Association is all about, about learning and training people so you have professional people running your business."

Mr Hodge says the knowledge void in Victoria is a huge hurdle, but can be

Like fellow managers, he's been assessing third party gaming services and is shocked to discover that some of those partnerships could cost clubs six figures per annum ... You might as well turn around and go back to the days of Tattersalls and Tabcorp ...

Continued page 16

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From page 14

overcome if managers start educating themselves about every facet of gaming. "I reckon only about 10% of managers in Victoria really know their gaming. I've seen some that do, like Mick Kelly at Clubs Victoria and Leigh Jennings from Traralgon Bowls Club. It's handy to have those smart people to talk to, but you also need to know yourself."

Stephen Hodge understands managers nearing retirement may not have the desire or energy to retrain and, in that case, the best way forward is succession planning. "I know some

managers are at an age where they don't want to learn and prefer to carry on until such time, but if they're smart about it, they should be putting on a trainee manager to take charge of gaming."

Mr Hodge expects the CMAA to customise gaming training models specifically for Victoria, and that the two industry associations - CMAA and ClubsVic - can work together more closely as a united force. "We have a good employment section within ClubsVic headed by Sue Thomas-Mitchell which should be utilised a lot more than it is. Let the professionals find what your club needs!"

The CMAA has delivered a number of gaming analysis courses to Victorian managers in the past 18 months and is prepared to provide any level of training where there is demand.

The veteran clubbie might not appreciate the Latrobe Valley's cold weather, but he's clearly excited about the challenge of facing the "new frontier of gaming". He urges fellow Victorian club managers to take the smartest path to that transition in making education a priority. "Training staff is the most important thing you need to do. If you've got upwards of 50 machines, I'd think about putting a trainee manager on who is able to do gaming, even if you have to bring them in from NSW, or train someone up. You'll not only save yourself a lot of money, but you'll be in control of your own destiny."

"... It's going to cost clubs a hell of a lot of money to have these companies run their poker machines when they could learn and do it themselves ..."

Robinson runs rule over 'pospoint'

Victoria's Gaming Minister has asked authorities to investigate a device that threatens to undermine a ban on automatic teller machines in gaming venues, due to be in place by 2012. Tony Robinson said he learnt of the "ecash pospoint" machine through a Melbourne newspaper report and had referred the matter to the Victorian Commission for Gambling Regulation. "The Brumby Government's ATM ban has set a clear policy direction for the gaming industry and we want to ensure this will not be undermined as technology advances," a Gaming Ministry official said. The machine is being promoted by a new gaming venue management company - Progressive Venue Services - set up by Tatts Group senior staff. Two of the staff remain employed by Tatts but plan to leave by 2012 to run PVS, when Tatts loses its poker machine licence. According to a PVS brochure, the pospoint machine was "specifically designed for all gaming venues". It allows gamblers to access cash by



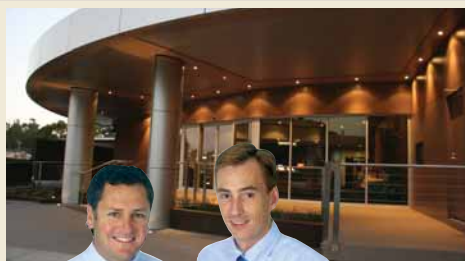
Gaming Minister
TONY ROBINSON

swiping their card and keying in their personal identification number. The cash is dispensed from a machine behind the bar and handed to the customer by bar staff. Richard Whitehouse, one of the Tatts employees behind PVS, said the machine was designed to offer venues greater security, as well as being convenient for customers.

Anti-poker machines Senator Nick Xenophon said the machines should be included in the ATM ban. "This machine is a cynical, sneaky way to get around laws

that were designed to protect problem gamblers," he said. "It's extraordinary that current employees of Tattersall's would think this kind of machine is appropriate given the new ATM laws."

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Victoria auction hammer hits Horsham club for \$6.7 million

By KATIE CINCOTTA

A regional sporting club, 300 kilometres north-west of Melbourne, left the Melbourne Convention Centre on May 10 with a shock \$4.7 million I.O.U. to the Brumby Labor Government.

Horsham Sports & Community Club was the highest bidder among Victoria's clubs in the State Government's controversial auction of gaming machine entitlements.

Having purchased 40 machines in the pre-auction club offer for \$50,225 each and 38 machines at auction for \$125,539, the club is set to outlay a hefty \$6.7 million to run pokies post-2012.

Club General Manager Glenn Carroll, who's been at the helm for more almost 12 years, admits the auction figures were a surprise - not only the six-figure sums at the top end, but the volume of clubs and hotels that scored the reserve price of \$5,500 when faced with no competition.

Mr Carroll and club President Tim Coller attended the auction and realised by around the middle of the day that their machines were going to set them back by more than \$100,000 each.

"There were around 60 bidding rounds and by the high-20s we knew where it was going to be," Mr Carroll added.

Even at that level, the former bank manager emphasises the club didn't go beyond the authorised budget. But, the experience left him frustrated with competing parties kept secret - even after the auction had ended. "An auction, typically, you would know who else is in the game. But that's the way they set it up," Mr Carroll added.

He admits the club asked questions about the discrepancy in prices paid - which ranged by more than \$120,000 across the state. The answer was "market demand" - or lack of it - in



General Manager
GLENN CARROLL

each of the geographic zones.

Despite topping the club leader board in the auction, he says they're trying not to dwell on the negatives. "I suppose, like everyone, we would have liked to have paid a bit less, but that's life," he added.

He says the \$6.7 million outlay on pokies, which caused a stir among local

media, isn't something he or the club regrets and they won't let the seven-figure debt cloud their optimism for the future. "We tend not to focus on a number like that [\$6.7 million]," he said. "It's not something that needs to

be paid in two weeks. So, we're going to simply get on with the job of moving forward."

Mr Carroll says the decision to extend the club's 54 gaming machines to 78 involved careful planning by management and the board. "We've forecast budgets for many years into the future," he added. "We wouldn't have headed down that path if we didn't feel like we

were in a position to look after our community going forwards."

In June, the club handed out another \$80,000 in donations, taking its local sporting fund tally to an impressive \$1 million across the past 15 years.

Mr Carroll says it's the diversity of some 750 organisations that motivates the club to chase gaming profit to return to those clubs over the 10-year licence period. "The strength of our club is that it's not aligned to any single organisation," he said. "We don't have any sporting facilities on site. It's a case of being able to support a wide range of sporting and



community clubs Wimmera-wide, whether it's the local brass band, the tennis club, or the CWA ladies."

He says the club was formed in the early 1990s by a group of local business people who saw gaming was a way to help fund sports and hobby groups, which Mr Carroll describes as "the social fabric of the area".

Now that the gaming parameters have been set, the club will push on with daily operations and start researching for how best to run their own gaming show in two years.

As part of that planning, Mr Carroll says Horsham Sports & Community Club will delay renovations and is meeting with third-party gaming operators. "We've looked at a few but we haven't quite settled on anything," he said. "There's no rush to do that, anyway."

With clubs managers understandably reticent to sign up gaming services years before they take control, new operators such as Progressive Venue Services (PVS) - founded by senior staff at Tatts Group - are putting the pressure on with some sweeteners.

The Age newspaper reported that PVS are making a limited offer to clubs and hotels that now run Tatts pokies, to replace 20% of their machines with new ones before 2012. The catch is the venue has to employ PVS beyond that time, giving them a slice of the gaming pie, which they lose at the end of the duopoly contract.

Another lure designed to entice venues is the now-controversial "ecash pospoint" at the bar, that lets gamblers access funds by swiping their card and punching in a pin number. It appears to be an innovative option to circumvent ATM bans which hit Victorian venues at the end of 2012.

He says the \$6.7 million outlay on pokies, which caused a stir among local media, isn't something he or the club regrets and they won't let the seven-figure debt cloud their optimism for the future ...

NSW Budget's 'shout' for pubs

NSW Treasurer Eric Roozendaal cut hotel gaming tax rates in the NSW State Budget so 430 small pubs don't pay the tax.

A tax-free threshold is being introduced for hotels with annual gaming profits of less than \$200,000 to save country pubs - a deal the Government has struck with the Australian Hotels Association (AHA).

Hotels with annual gaming profits of less than \$200,000 will now pay no gaming tax.

Previously, hotels with profits up to \$25,000 were subject to a 5.1% tax and those with profits up to \$200,000 were taxed 15.1%.

- Hotels earning between \$200,000 and \$1 million from poker machines will pay 33% tax
- Hotels earning between \$1 million and \$5 million will pay 36%
- Hotels earning more than \$5 million will pay 50%.

The Government has been criticised over the move because hoteliers have been massive donors to the Labor

Party in recent years and the election is due next March.

But Mr Roozendaal said the measure was about attempting to save small rural pubs.

After agreement with the AHA, hotels earning more would pay more tax to enable the cut to be made for those that earned less.

"These are important reforms which allow us to help these small businesses, most of them run by families, to build a better future for their communities," the Treasurer said. "Especially in regional NSW, the local is a meeting place and the centre of the community. This will be an investment in the future of local communities right across NSW."

About 1,600 hotels in NSW have gaming machines.

The Government estimated that in 2010-2011 more than 430 hotels, or about 27%, would now pay no gaming tax.

A further 640 hotels, or about 40%, would pay less tax as a result.



NSW Treasurer
ERIC ROOZENDAAL

"These new rates have been determined in consultation with the Australian Hotels Association [AHA]," a Treasury spokesman confirmed.

This is a five-year agreement with the Keneally Government.

The poker machine tax rate on clubs remains unchanged.

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Graham West quits politics

Former Gaming and Racing Minister Graham West entered politics to make the world a better place and worked beside Premier Kristina Keneally at St Vincent de Paul. However, it was that same sense of social justice to make a difference that drove the Juvenile Justice Minister to quit politics. Mr West delivered the Keynote Address to the CMAA's annual Conference and Hospitality Expo at Darling Harbour in 2008 and supported other Association events during his Gaming and Racing portfolio tenure. When he walked away from the NSW Government last month, Mr West said he had grown frustrated by the Government's inability to achieve timely results and realised he could be more "hands-on" beyond the corridors of power. Mr West, who collapsed from dehydration at a press conference in 2007 while Gaming and Racing Minister, said he had discussed the decision with his wife Tanya for some



GRAHAM WEST

time. A key factor was learning that the Department of Commerce had dumped - without his knowledge - a pet project establishing four "bail houses" to keep young offenders on bail out of detention centres as they awaited trial. Mr West learnt of the

decision when Youth Off The Streets charity founder Father Chris Riley rang to ask why the tender process had been scrapped. "He had believed he had won the fight in terms of funding and he was shocked when I called him ... he knew nothing about it," Fr Riley said. "I've been fighting Juvenile Justice Ministers and the law and order agenda for 20 years and finally, in Graham, we had a Minister with real vision. I wonder where this Government is going when it stamps on people such as Graham ... a good man who got it right."

Mr West, a married father of three children, will remain on the back bench until the next election.

Mr West, 36, joined the Labor Party at 21 and was a researcher for the then-Olympics Minister Michael Knight in his electoral office in Campbelltown and was Campbelltown Branch Secretary at the time. This put him in the box seat to win pre-selection when Mr Knight quit after the Olympics. He was the youngest MP when he entered Parliament aged 27.

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Added security on under-18 licenses

The RTA has changed the look of licences for under 18-year-olds. From late May 2010, learner and provisional (P1 and P2) driver licences issued to under 18s incorporate new security features. The new-look licences have additional security features ...

- > The date of birth of the licence holder is repeated in the card background
- > A red box surrounds the facial image
- > A reference to the date of the holder's 18th birthday appears in the banner of the card

The new features are being introduced progressively in NSW Motor Registry offices. These new measure enhance the security features on the licence and facilitate the visual identification of the age of under 18s. The new licence remains valid after the holder has turned 18 and remains valid until the expiry date shown on the card. Licences already issued to under 18s without these new security features remain valid until the card's expiry date. Licences issued to over 18s do not change.

\$26 boost for minimum wage

On June 3, Fair Work Australia handed down its 2010 annual wage review, increasing adult award rates by \$26. The increases apply from the first pay period starting on or after July 1, 2010.

The increase coincides with the start of the first phasing step of the Registered & Licensed Club Award 2010. From the first pay period on or after July 1, the following specified wages and conditions commence under the Award ...

- > classification rates of pay
- > casual and part-time loadings
- > Saturday, Sunday, public holiday, evening & other penalties
- > shift allowances

Where there are substantial differences between the Award and "old" NPSA provisions, the transition will take place over a maximum of five years.

Above Award Payments

The Award rates are minimum rates only. There is nothing stopping clubs paying above-Award minimums. If clubs are paying above-Award rates, then any increases can be absorbed into these payments. However, clubs need to be aware that over-Award payments must specify what the over-Award payment covers. If a club is paying an employee an above-Award "rate of pay", then any Award increase in the Award minimum rate of pay can be absorbed in the above-Award component until the modern Award transitional rate catches up to the above-Award rate of pay.

However, the Fair Work Ombudsman, in Guidance Note No. 7 - Transitional Arrangements in Modern Awards, has stated that above-Award rates of pay cannot be offset against unspecified award entitlements. If a club pays an above-Award rate of pay to an



Federal Employment Minister
JULIA GILLARD

employee which did not specify that it was to encompass shift penalties, then the above-Award rate of pay could not be used to offset an entitlement the employee has under the Award to a shift penalty.

Fair Work Australia ignored business sector requests to limit the pay rise to \$12.50, using its first ruling to lift the minimum wage to \$569.90 per week. The decision "tops-up" the salaries of more than 1.4 million workers in their

first pay packet after July 1. The Fair Work panel said there was a "strong case" for a wage rise because of the better than- expected performance of the Australian economy and to protect the living standards of the lowest paid.

Australian Council of Trade Unions (ACTU) Secretary Jeff Lawrence said the decision would help restore the value of wages for Australia's lowest paid, who he said were left out in the cold under the Howard Government's industrial relations regime. However, the Australian Industry Group (AIG) slammed the decision as "risky" and "out of sync" with an economy still recovering from the global economic downturn and grappling with uncertain global conditions. The Australian Chamber of Commerce agreed, calling the decision "irresponsible and potentially damaging to the economy".

Federal Employment Minister Julia Gillard said Fair Work Australia's ruling was "considered and fair" and the pay rise would ease pressure on family budgets.

The LHUM, which represents employees working in hospitality, aged care, child care and cleaning said the decision was "catch-up" relief for the lowest-paid Australians who "bore the brunt of the global financial crisis".

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Inaugural events delivers value on investment

More than 70 club CEOs, CFOs and industry experts attended the inaugural CMAA Finance Conference on May 19 and 20 at the CMAA's Career Development Centre at Auburn. Management representatives from clubs of all sizes attended with Victoria and regional NSW well represented.

Club Plus Superannuation CEO Paul Cahill opened the Conference with a clear overview of the world economic picture, the future financial forecast and explained how the current financial scene was highly volatile. Club Plus Superannuation is the CMDA Career Development Centre Sponsor.

A panel of three experts - a hospitality banker from St George, a commercial finance broker and a specialist hospitality valuer discussed strategies for finding finance for clubs and explained what financiers are really looking for in these turbulent times - good relationships, financial professionalism and delivering accurate financials on time.



Ralph Kober and Big Dave Staughton

The Day 1 afternoon Master Classes proved popular with tips for overseas sourcing and renovation being discussed in the room, facilitated by Greg Russell from Russell Corporate Advisory - another Career Development and CMAA National Bursary Program sponsor company. Three CFOs shared their experiences of recent club renovations with ideas from large, medium and smaller clubs were covered. Thanks to Angela McDonald from Wests Ashfield Leagues Club, Nadeem Ali from Castle Hill RSL Club and Joanna Hoskins from Orange Ex-Services Club for their generous contribution to this successful session.

Walter Stark from Reassign delivered a presentation on expense reduction and deal-making techniques using professional purchasing systems.

Michael Alexander from Club Data Online gave an inspired presentation on the future of gaming revenue in clubs and some novel ideas for club improvements. The continuing decline in gaming patronage was in stark contrast to the increase in people spending more time online at home.

Peter Buckingham from Spectrum Analysis gave a graphic presentation on the types of data available for mapping in local areas and improving club financial decision making.

Day 1 rounded off with John Murray and Tony Johnston from Eastern Commercial Lawyers - yet another CMDA Career Development Centre sponsor organisation - offering a lively presentation outlining recent changes in legislation and a compliance update.

Day 2 opened with Big Dave Staughton and Greg Russell (Russell Corporate Advisory) giving a motivational presentation on the many ways for clubs to improve return on investment and maximise assets.

A panel of turn-around specialists and insolvency experts provided some

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The Conference delivered an impressive resource of positive feedback, some great networking opportunities and lots of "take-away lessons" to ensure plans are already under way for the 2011 version of the CMAA Finance Conference.



dollars for all clubs



important tips and techniques for clubs in financial difficulty and outlined the road to financial ruin. Some potential indicators of clubs in financial trouble included:

- being in extended arrangements with the Australian Taxation Office (ATO)
- selling off gaming licences
- sale and lease-back of assets
- creditors in extended terms (60-90 days)
- deliveries on stop supply or COD.

Clubs were warned of the dangers of trading while insolvent and the corporate governance responsibilities of boards and directors.

The Day 2 afternoon Master Classes included Tony Hood from William Buck, Victoria discussing financial ratios, benchmarks and some lessons from the new IBIS world report on the Club Industry.

Peter Hodge from PKF - another CMDA Career Development Centre sponsor organisation - and Big Dave provided a workshop on presentation skills for financial managers and ideas for making financial presentations more engaging by using interaction, visuals and charts.

Greg Russell facilitated a great discussion on maximising property assets and making the most of a club's property portfolio. PKF contributed with some advice on structuring the property deal.

Big Dave wrapped up the inaugural Conference with a presentation on being more effective and implementing great club strategy. He covered ...

- tips for improving outdoor and indoor gaming areas using Bill Freedman's rules
- attracting your ideal target market
- using food as a club marketing strategy
- offering functions, events and conferences that really support the gaming department

Dave finished with some inspirational ideas about "doing the most you can with what you already have" and



making sure industry executives balance work and family time to have a happier life.

The Conference delivered an impressive resource of positive feedback, some great networking opportunities and lots of "take-away lessons" to ensure plans are already under way for the 2011 version of the CMAA Finance Conference.



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Wed 8 Sept

- 8:30-9:00 | ARRIVAL** Coffee & Registration
- 9:00-9:10** Welcome and Summit Opening
- 9:10-10:00 | Session 1** **Trends You Can Use** – discover the latest Food & Beverage Ideas from Europe and Australia. **Tom Rutherford**, Caterer and Foodservice Consultant
- 10:00-10:15** Morning Coffee and Refreshments
- 10:15-11:15 | Session 2** **Smart Operators, Smart Business:** two clubs share their recipes for success. **Peter O'Brien**, F&B Manager at Dee Why RSL and **Paul Bradbury**, Executive Chef at Brisbane's Greenbank RSL
- 11:20-12:20 | Session 3** **MASTER CLASS – with Industry Specialists**
Choose from the following topics – Master Classes are repeated in the afternoon
Fast Beverage Training – how to build a successful sales & service culture with your wine list. **Bill Shirley**, Hospitality Trainer
Kitchen & Bar Design Essentials – improve the layout, equipment selection, design and use of space in your F&B operation.
David Vokes, Intero Hospitality Projects
Danger Alert: Managing Duty of Care in F&B - How to Avoid the Common Traps.
Tony Johnston, Eastern Lawyers
- 12:30-1:30 | LUNCH** Lunch Break and Networking
- 1:35-2:35 | Session 4** **MASTER CLASS – with Industry Specialists**
Choose from the following topics
Fast Beverage Training – how to build a successful sales & service culture with your wine list. **Bill Shirley**, Hospitality Trainer
Kitchen & Bar Design Essentials – improve the layout, equipment selection, design and use of space in your F&B operation.
David Vokes, Intero Hospitality Projects
Danger Alert: Managing Duty of Care in F&B - How to Avoid the Common Traps.
Tony Johnston, Eastern Lawyers
- 2:35-2:55** Afternoon Tea and Coffee
- 3:00-4:00 | Session 5** **Cost Cutter: How to Reduce Energy Use & Improve Sustainability in the Kitchen** – practical strategies from one of Australia's leading design consultants. **Tim Smallwood**, FCA Foodservice Consultants
- 4:05-5:10 | Session 6** **Café Makeover** – renovating for popularity, speed and profit improvement. With **Paul DiMattina**, owner, operator and partner of the DiMattina Group Restaurants, and **Michael Foulkes**, Cabra-Vale Diggers Club
- 5:15-6:30 | Happy Hour** Join us for lively networking, wine, beer and gourmet platters. Share insights from the day, then team up with your colleagues for dinner afterwards.



Thurs 9 Sept

8.30 -9.00

9:00 -10:00 | Session 7

Coffee and Arrival

Creating Success in your Club Café. One of Sydney's leading café operators shares her formula for creating a great business. **Angela Vithoulkas**, café business consultant and director of VIVO Café Group

10:00 -10:15

10:15 -11:15 | Session 8

Morning Coffee and Refreshments

Local Heroes: Building Fame & Popularity – success strategies from two leading regional clubs. **Anne Stovin**, Currumbin RSL and **Christine Haynes**, Diggers @ the Entrance.

11:20 -12.20 | Session 9

MASTER CLASS – with Industry Specialists

Choose from the following topics – Master Classes are repeated in the afternoon

Taking the Knife to Food Costs – learn the strategies used by one of Australia's leading clubs. **Kim Chilcott** and **Gary Burgoyne**, Twin Towns Services Club.

Repair & Maintenance Planning for Commercial Kitchens – ensuring a long-term return from your equipment. **Geoff Hunter**, Hobart Foodservice

Regional Success – how to create a great food & beverage business in regional Australia. **Tony Moxey** and **James Gross**, Phillip Island RSL

12:25-1:25

1:30-2.30 | Session 10

Lunch Break and Networking

MASTER CLASS – with Industry Specialists

Choose from the following topics:

Taking the Knife to Food Costs – learn the strategies used by one of Australia's leading clubs. **Kim Chilcott** and **Gary Burgoyne**, Twin Towns Services Club.

Repair & Maintenance Planning for Commercial Kitchens – how to ensure a long term return from your equipment. **Geoff Hunter**, Hobart Foodservice.

Regional Success – how to create a great food & beverage business in regional Australia. **Tony Moxey** and **James Gross**, Phillip Island RSL.

2:35 -3:45 | Session 11

Controlling Fraud in Food & Beverage - practical Strategies to control pilfering and theft. **Jason Fullerton**, Barringtons Group

3.45 - 4.00pm

Close and Final Comments



WHEN: 8th and 9th September

WHERE: Bankstown Sports Club

HOW MUCH:

EARLYBIRD PACKAGE: \$490 plus GST per person includes two days of quality seminars, catering, happy hour and networking on Wednesday night.

Early Bird price only available until 15 July 2010.

NORMAL: \$590 plus GST per person includes two days of quality seminars, catering, happy hour and networking on Wednesday night.

Book Now at www.cmaa.asn.au Inquiries: phone 02-96432300

Activity Points: CMAA Members and CMDA Affiliates receive 20 Industry Activity Points for attending the Summit towards achievement or maintenance of the Active Club Manager Award (ACCM). For members who travel more than 100km from the radius of their club a further 5 Activity Points are awarded

CMDA Training Program: July - August 2010

For full content details of each of the programs contact the CMDA or refer to the 2010 calendar on our website.

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

COURSES... <i>(Venue is CMAA Career Development Centre, Auburn unless otherwise noted)</i>	JULY	AUGUST
Provide Responsible Service of Alcohol SITHFAB009A (LAB approved) 1 Day (ACCM Unit)	W 21 (Mounties)	W 18 (Mounties)
Provide Responsible Gambling Services SITHGAM006A (LAB approved) 1 Day (ACCM Unit)	Th 22 (Mounties)	Th 19 (Mounties)
Deal with Conflict Situations SITXCOM003A - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.	M 5 & T 6	
Duty Management Development Program 2 x 3 Day Sessions Content includes: HR Fundamentals, Cost Control, Rostering, Customer Service, Leadership, Compliance/Risk Management. This program targets Duty Managers and Senior Supervisors. <i>(Includes Roster staff SITXHRM003A, Manage quality customer service SITXCCS003A & Lead and manage people SITXHRM005A).</i>	(S1) T 6, W 7 & Th 8 (S2) T 27, W 28 & Th 29	
The Effective Operational Manager Program - 2 x 3 Day Sessions This 6 day program has been designed to build on the CMAA's Duty Manager Development Program and Enhance the skills of existing Line Managers, Departmental Managers and Assistant Managers.		(S1) M16, T17 & W18 <i>Continues September</i>
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...	Cardiff (S1) M 12 & T 13 (S2) T 20 & W 21	(S1) W 4 & Th 5 (S2) W 11 & Th 12
The Influential Communicator Program 12 x 1 Day sessions (Non accredited) This program is most suited to people who are in business roles that require the ability to successfully influence others to generate positive business outcomes. This program can change the life in your business and the business in your life!		(S1) T17 (S2) T 24 (S3) T 31 <i>Continues Sept & Oct</i>
Develop and Implement a Business Plan SITXMGTO04A 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) T 13 & W 14	(S2) W 4
Corporate Governance Program - CMAA & Southern Cross University Graduate School of Management 2 x 2 Day Sessions For the MOST Senior Managers & Directors of Clubs Contact Ralph Kober for details and registration.... Phone: 02 9643 2300	(S1) T 20 & W 21	(S2) T 24 & W 25
Intro to Cost Control Principles 1 Day (Non accredited) Understand the basics of calculating percentages, profit and COG's.	T 6	
Financial Fundamentals Program 2 Days (Prerequisite for Financial Management Program SITXFIN005A & SITXFIN006A) This program covers the basics of understanding and working with financial information.		W 18 & Th 19
Recruit, Select & Induct Staff SITXHRM002A 2 Days (ACCM Unit) Deals with the skills and knowledge required to recruit, select & induct staff within the framework of overall HR plans.		M 9 & T 10
Effective Online Marketing 1 Day Workshop	T29	Red Hill T3

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

REGISTER ONLINE TODAY - www.cmaa.asn.au

Amstar Learning approval status cancelled

The Office of Liquor Gaming and Racing (OLGR) has cancelled approvals held by Amstar Learning to conduct RSA and RCG training in NSW. The approvals were cancelled on February 25 following an ICAC investigation. The ICAC inquiry found that Amstar Learning had entered into an agreement with another training provider - the Roger Training Academy - to issue RSA and RCG certificates in its name. All holders

of RCG and RSA training certificates issued by the Roger Training Academy, which is not an approved provider, must undergo approved training if they are working in the hospitality industry. Licensees and security employers should review copies of RSA and RCG certificates held in their registers. CMAA Assistant Executive Officer Ralph Kober said it was appropriate, under the circumstances of the OLGR

decision, to remind all Association members and potential clients that the CMDA has been a nationally accredited Registered Training Organisation (RTO) since 1999 and had its RTO status confirmed in 2009. "Investing in education and professional development is a major commitment and the CMDA is recognised as one of the hospitality industry's leading providers of RSA and RCG training and certification," Ralph added.

CMDA's E-Learning Launch

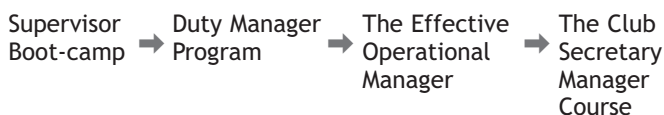
The CMDA is excited to inform members that the first of four accredited units developed for online learning within the national qualification SIT 060307 Advanced Diploma of Hospitality, will be open for registrations in August. The units - *SITXF0003A Interpret Financial Information* and *SITXF0004A Manage Finances within a Budget* - which comprise the Financial Fundamentals course and facilitated by former club manager Geoff Meston, will enable students to complete the course through one day of face-to-face tuition and the remainder via the online facility. This "blended" approach to E-Learning is the most impactful according to the vast research into completion rates on online learning. This is because it allows students to join with others in a collegial environment - initially in a classroom setting, then move on through the online component as a cohort with a completion date set ensuring that students are motivated to engage and finish the course. The benefits to online learning with the CMDA are many, including ...

- The ability to cut down on travel time and accommodation costs for courses scheduled well away from a student's own club locality, especially where regional members want to attend training
- A value-for-money course investment where variable costs are reduced saving clubs time in workplace absences and money in travelling costs for one or more students attending the online course
- Time spent out of the workplace is reduced and study completed in the workplace or in the student's own time
- Learning can be spread over weeks to months duration reducing the pressure and stress on assignment completion and time spent per week studying
- A great networking medium where students can meet other managers face to face in the classroom on day one, then engage in discussion boards and forums throughout the duration of the course
- A fully supported and resourced course offering facilitator feedback and communication and coaching
- Regular and timely course offering in multiple locations throughout the eastern states providing fairer access and equity for regional members

Further specific information, including dates, locations and process will be published for members information in the next month and all members are encouraged to consider this investment in contemporary education medium as a positive outcome.

Effective Operational Manager Program

Management Development Pathway with the CMDA



- > Session 1 (3 days): August 16, 17 & 18 - 9:30am to 4pm
- > Session 2 (3 days): September 13, 14 & 15 - 9:30am to 4pm

Where: the CMDA Career Development Centre at Auburn, Sydney (close to Sydney Olympic Park)

Cost: CMAA Member/Affiliate \$1,560(+GST) - Non Member \$1,690(+GST)

Registration: Log on to www.cmaa.asn.au or contact Estelle McDonald Birch at
E: estelle@cmaa.asn.au or
P: 02 9643 2300.

The CMDA has drafted a new management development program that fills the gap between the Duty Manager Program and the Club Secretary Manager Course. Aimed at line, departmental and assistant managers, the new course advances the skills and knowledge levels of middle managers and is a must for managers wanting to solidify their careers in a meaningful and planned fashion. The six-day program over two months will be presented by the industry's finest facilitators including Paul Lyons, "Big Dave" Staughton, Jodi Dickson, Geoff Meston, Bill Shirley, and Kristen Gower. The focus of the course will be on challenging managers to better understand the complexities of management, particularly focused on HRM strategy, interpersonal communication skills, contracts, finances, continuous improvement, project management and more. Dates for the program for 2010 will be released soon. However, managers can express their interest in either attending or sending managers to the course by contacting Estelle at the CMDA on 02 - 9643 2300 or E: estelle@cmaa.asn.au

2010 Visionary Leadership Program

The CMAA's long-running values-based leadership program presented by values expert Karynne Courts is a must for anyone seeking answers to becoming more fulfilled personally and professionally as a leader who displays passion, trust and integrity. Many senior managers within club management ranks and the trade have benefited immensely from the insights and key messages Karynne is able to convey during this intensive and challenging four-day program.

2010 Dates ...

Session 1: November 4-5 & Session 2: December 2-3

Registration:

E: leadership@valuesconnection.com or
P: 02 - 9983 0755

You can also contact Assistant Executive Officer Ralph Kober on 0418 963 057.

Remember to mention your CMAA membership to receive a discounted investment fee.

2010 Club F&B Management Summit

Returning to the program for the third successive year is the hugely successful CMAA - Profitable Hospitality Food & Beverage Management Summit on September 8 & 9 at Bankstown Sports Club. Riding high after a great Event & Functions Management Summit event in May, Ralph Kober and Ken Burgin have put together another world-class program of industry experts and speakers guaranteed to provide managers with the most up-to-date and challenging F&B management information and news. The two-day program again will feature master class sessions, networking opportunities, presentations and - for those who have supported the event in past years - generous discounts for attendance at this summit. Access the brochure online at www.cmaa.asn.au and ensure you and your team attend this important event. Early Bird rates apply to registrations booked before July 15.

Announcing the **CMAA's newest management development program** aimed at building the development and professionalism of hospitality managers:

THE 'EFFECTIVE OPERATIONAL MANAGER' PROGRAM



One of the most discussed issues in hospitality management in Australia is the development of operational managers into being **more effective, knowledgeable and decisive** in their role as leaders of teams. Successful managers are rarely born with the skill set and ability to navigate the difficult and complex world of **'managing others'**. It often requires years of trial & error & heartache around making poor decisions.

This **6 Day** program has been designed to build on the CMAA's Duty Manager Development Program and **Enhance the skills of existing** Line Managers, Departmental Managers and Assistant Managers.

Management Development Pathway with the CMDA

Supervisor Boot-camp → Duty Manager Program → **The Effective Operational Manager** → The Club Secretary Manager's Course

Self Leadership
<ul style="list-style-type: none"> Develop personal effectiveness Manage work priorities
Human Resource Planning
<ul style="list-style-type: none"> Discover the importance of HRM Strategy Job analysis, job specifications, and job descriptions that align to strategy goals
Developing Teams
<ul style="list-style-type: none"> Influence team effectiveness Monitor team performance
Operational Plans
<ul style="list-style-type: none"> Advanced labour scheduling Getting the most out of your rostering
Project Management
<ul style="list-style-type: none"> Decision making process Project Mgt Stages

Inspiring Employees
<ul style="list-style-type: none"> Motivate and inspire staff Deal with multi generational staff
Difficult Conversations
<ul style="list-style-type: none"> Understand complex interpersonal communication issues Deliver 'bad news' effectively & confidently
Finance for non finance mgrs
<ul style="list-style-type: none"> Understand management accounting basics Interpret management reports
Continuous Improvement
<ul style="list-style-type: none"> Work flow analysis Work flow improvement & implementation
Understanding Contracts
<ul style="list-style-type: none"> Elements of contracts What to look for: traps, tips & action

***Session 1 (3 Days): Mon 16, Tues 17 & Weds 18 AUGUST**

9:30am - 4pm

***Session 2 (3 Days): Mon 13, Tues 14 & Weds 15 SEPTEMBER**

9:30am - 4pm

CMAA Career Development Centre Auburn Sydney (close to Sydney Olympic Park)

CMAA Member/Affiliate \$1,560 + GST - Non Member \$1,690 + GST

To register hit www.cmaa.asn.au or contact Estelle E: Estelle@cmad.asn.au or P: 02 9643 2300.

Barbara in the spotlight at St George AGM

St George Cronulla Zone continued on to bigger and better things following the Annual General Meeting at St George Rowing Club on May 25. Zone President Ian Todd welcomed 35 members to the AGM where Debbie Harris became the new face on the Committee. Debbie takes over as Publicity Officer from Tracey Van Rossum who has taken on the Education Officer role after Stuart Jamieson stood down. Incumbent Vice President Gary Baudinette and Secretary Shawn Morris also swapped roles in the election.

The St George Cronulla Zone Committee for 2010 ...

- President: Ian Todd - Kingsgrove RSL Club
- Vice President: Shawn Morris - Caringbah Business & Sports Club
- Secretary: Gary Baudinette - Engadine Bowling & Recreation Club
- Treasurer: Alicia Upton - Kurnell Community Sports & Recreation Club
- Education Officer: Tracey Van Rossum - Moorebank Sports Club
- Publicity Officer: Debbie Harris - Kingsgrove RSL Club

CMAA Communication Services Manager Peter Sharp attended the AGM to present the Head Office Report and conduct the election of office bearers. Ian announced winners of the Zone Bursaries with Tracey Van Rossum and Joanne Howe going to Jupiters Gold Coast for the CMAA Mid Year Executive Leadership Conference. Jason Smit, Melissa Unicomb and Alicia Upton collected the bursaries to attend the CMAA's popular Secretary Manager Course. At the conclusion of the Meeting, Peter also presented Earlwood Services Club General Manager Barbara Mangan with her CMAA 21 Year Service award. Barbara, who has worked in the Club Industry for more than 30 years took the opportunity to recall her start in the business and thank some good friends in the crowd for their support over the years. Following the AGM, host club General Manager Tony Lycakis welcomed 80 Zone members and industry trade representatives to lunch overlooking the Georges River where Justin Herald, Managing Director of Attitude Inc. was the guest speaker. St George Cronulla Zone's next event is a Meeting at Engadine RSL & Citizens Club on September 7 with the annual Golf Day at Kogarah Golf Club on September 28.



CMAA - Southern Cross University's

Corporate Governance Program

As a CEO you have the onerous responsibility to ensure that you and your board are demonstrating compliance with Corporations Law, are viewed as being socially, environmentally and ethically responsible to your community and the WORLD!!!!

If you have spoken to any of the Program's past participants then you will know how good this Program is!

www.cmaa.asn.au



Join **the industry's only** university level Corporate Governance Program, **acknowledged as being the MOST appropriate course for the industry's MOST senior managers and board members.**

Everybody talks about corporate governance these days and for good reason. There's no doubt that effective corporate governance is essential to the success of any business including clubs. But what, exactly, is it?



It's about a number of things. It's about having a system of checks and balances in place that ensures sustainability. It's about being accountable not only to stakeholders but also to the wider community and acting in ways that are socially and environmentally responsible. And it's about conforming to an increasingly onerous regulatory framework that demands more of clubs and club directors and CEOs than it ever has before.

The CMAA - Southern Cross University Corporate Governance Program is unique as it is a unit within the MBA program offered by Southern Cross University's Graduate College of Management Tweed Heads Campus. Registrations for the Program require two reps from the one club - one senior manager (preferably the CEO) & one director (preferably the President). Fees cover **2 PEOPLE**

Club Cost & Inclusions	Total Cost for 2 PEOPLE per club GST incl	4 Day Course, Workbooks, Readings & CD ROMs pp	4 x Flights Ex Syd / Ex GC Sessions 1 & 2 pp	Twin Towns Resort 2 x Single Rooms 4 nights	All catering, including breakfast, lunch, dinner and course catering
1 x Manager & 1 x Director	\$9,900 <i>Less if flights not required</i>	✓	✓	✓	✓

Dates for the two remaining Cohorts (Scholastic Group) offered in 2010:

Cohort 3

Session 1: Tues 19 & Weds 20 October
Session 2: Tues 16 & Weds 17 November

To join the many clubs who have received great benefit from attending the program contact Ralph Kober at the CMDA (02) 9643 2300.

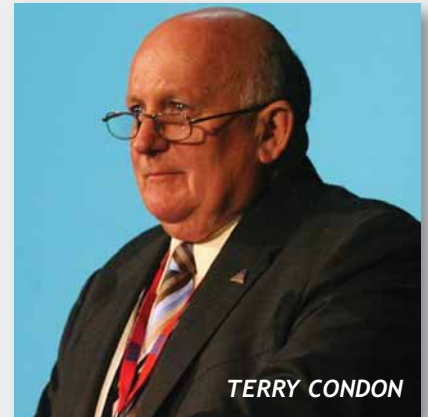
Workshops schedule means work before lunch

Brisbane members had to work for their rewards with three workshops before lunch at the Zone Meeting at Carina Leagues Club on May 27. It was a morning of information and updates with CMDA Career Development Sponsor company Intero Hospitality Projects first cab off the rank and Business Development Manager David Vokes looking at kitchen bar design and project procurement. Intero is part of the Rohrig Group and, from July 1, the organisation is trading under the Rohrig name for all core and associated businesses. The Rohrig Group, which has offices in Brisbane, Melbourne, Sydney and Hong Kong, also encompasses Rohrig Constructions and Rohrig Properties.



DAVID VOKES

"Our customers will still be dealing with the same people and will still find us just as keen to give you better service by understanding what is important during the construction process and as long-term results," David said. Members then heard from the Queensland Office of Liquor Gaming and Racing (OLGR) about the latest developments within the Gambling Community Fund. Robert Fraser-Scott from Australian Fermenters, a company supplying to "Q"Clubs, was the next workshop. Robert is the owner of the Boathouse Tavern, Warehouse Tavern and Lost City Tavern and started Australian Fermenters to take on the Dan Murphy's bottle shops being built near his three hotels. Zone President John Limbrick welcomed 40 members to the Meeting where CMAA Executive Officer Terry Condon delivered the Head Office Report and spoke about the latest developments with the Registered & Licensed Clubs Award 2010 and how it affects Queensland managers. Terry spoke about the controversial Henry Tax Review and its consequences for the Club Industry. He congratulated Queensland members on their support of the inaugural "Food & Beverage Alive In Queensland" hospitality summit that was staged in Brisbane



TERRY CONDON

on March 23-24. Terry also encouraged members to attend the CMAA's annual Mid Year Executive Leadership Conference at Jupiters Gold Coast from July 7 to 10. Following the workshops and meeting, 125 guests, including directors and industry trade representatives, enjoyed lunch where Syd Heylen Junior provided the laughs and entertainment. Brisbane Zone's next event will be a meeting, workshop and luncheon at Easts Leagues Club on September 2, with a meeting and the CMAA Queensland Bursaries Luncheon at Kedron Wavell Services Club on November 5 and the Zone Cocktail Party at the Story Bridge Hotel on December 2.

CMAA 2010 National Bursary Program Sponsors

Support the companies that support your Association



34 CMAA Diary - 2010 Zone Meetings & Industry Functions

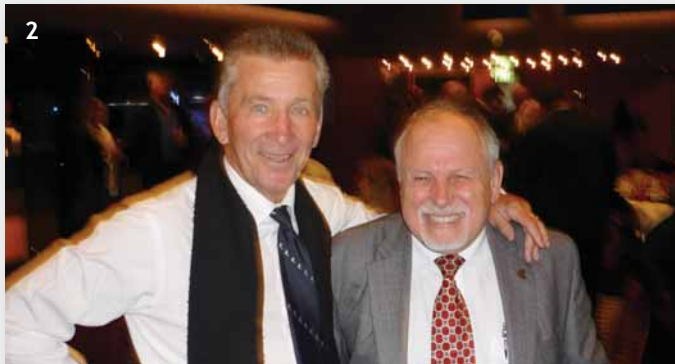
Day	Date	Meeting	Venue	Zone
JULY				
Wednesday	07/07/2010	14:00	Conrad Jupiters, Gold Coast	CMAA Fed Executive / Fed Council Meeting
Thursday	08/07/2010	16:00	Conrad Jupiters, Gold Coast	CMAA General Meeting
Wed-Friday	07-09/07/2010	09:00	Conrad Jupiters, Gold Coast	CMAA Mid-Year Conference
Saturday	10/07/2010	11:00	Gold Coast Turf Club	Gold Coast-Brisbane Zone Charity Race Day
Sunday	18/07/2010	10:00	Dubbo RSL Club	Mid State Zone Meeting
Sun - Mon	18-19/07/2010	09:30	Wagga RSL Club	Riverina Murray Zone Meeting
Tues - Wed	20-21/07/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 2 - Day 1 & 2
Thursday	29/07/2010	11:00	Forestville RSL Club	Manly Northern Suburbs Zone Mid-Year Meeting
Friday	30/07/2010	11:00	Bomaderry Bowling Club	Illawarra Shoalhaven Zone Meeting
AUGUST				
Monday	02/08/2010	07:30	The Grange Golf Club	Illawarra Shoalhaven Zone Charity Golf Day
Tuesday	03/08/2010	11:00	Coffs Harbour Catholic Club	Mid North Coast Zone Meeting
Tuesday	03/08/2010	11:00	Gympie RSL Club	Sunshine Coast Zone Meeting
Wednesday	04/08/2010	10:00	Forster Bowling Club	Great Lakes Zone AGM
Sunday - Tues	08-10/08/2010	09:30	Darling Harbour, Sydney	AGE 2008 www.austgamingexpo.com
Tuesday	10/08/2010	07:30	Fox Hills Golf Club	Nepean Zone Charity Golf Day
Tues - Wed	17-18/08/2010	09:30	Inverell RSL Club	North West State Zone Dinner & Meeting
Friday	20/08/2010	11:00	Foster's Brewhouse, Abbotsford	Victoria Zone Meeting
Tues - Wed	24-25/08/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 2 - Day 3 & 4
Tues - Wed	24-25/08/2010	09:00	Bermagui Country Club	Far South Coast Zone AGM & Dinner
Wednesday	25/08/2010	11:00	Wallsend Diggers Club	Hunter Zone Meeting
Thursday	26/08/2010	09:30	Auburn	CMAA Executive Meeting
SEPTEMBER				
Wednesday	01/09/2010	11:00	Southern Cross Club, Woden	ACT Zone Meeting
Tuesday	02/09/2010	11:00	Broncos Leagues Club	Brisbane Zone Meeting
Tuesday	07/09/2010	11:00	Engadine RSL & Citizens Club	St George Cronulla Zone Meeting
Tuesday	07/09/2010	11:00	Burleigh Bears Club	Gold Coast Zone Meeting
Wed - Thurs	08-09/09/2010	09:00	CMAA Training Centre, Auburn	2010 Club F&B Management Summit
Tuesday	14/09/2010	14:30	Randwick Labor Club	City Eastern Suburbs Zone Cocktail Party
Tues - Wed	14-15/09/2010	11:00	Lismore Workers Club	Far North Coast Zone Conference
Thursday	16/09/2010	11:00	Campbelltown Catholic Club	Nepean Zone Quarterly Meeting
Tuesday	21/09/2010	11:00	Dooleys Waterview, Silverwater	Inner West Zone Meeting
Wed - Thurs	22-23/09/2010	09:00	Kooindah Waters Resort, Wyong	Central Coast Zone Meeting & Conference
Friday	24/09/2010	11:00	Bribie Sports Club	Sunshine Coast Zone Charity Bowls Day
Tuesday	28/09/2010	07:30	Kogarah Golf Club	St George Cronulla Zone Golf Day
Thursday	30/09/2010	09:30	Auburn	CMAA Executive Meeting
OCTOBER				
Monday	04/10/2010		Labor Day Public Holiday	Labor Day Public Holiday
Sat - Tuesday	09-12/10/2010		Gold Coast Convention Centre	ClubsNSW Annual Conference
Tues - Wed	19-20/10/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 3 - Day 1 & 2
Sunday - Wed	24-27/10/2010		Grand Hyatt Hotel, Melbourne	RSL & Services Clubs Assn Annual Conference
Thursday	28/10/2010	09:30	Auburn	CMAA Executive Meeting
Friday	29/10/2010	11:00	Dapto Leagues Club	Illawarra Shoalhaven Zone AGM
NOVEMBER				
Thurs - Sunday	04-07/11/2010		Sheraton Mirage, Gold Coast	Leagues Club Association Annual Conference
Friday	05/11/2010	10:00	Foster's Brewhouse, Abbotsford	Victoria Zone Meeting & Workshops
Friday	05/11/2010	10:00	Kedron Wavell Services Club	Brisbane Zone Meeting & Qld Bursaries
Tues - Thursday	15-17/11/2010		Las Vegas Convention Centre	Global Gaming Expo - G2E
Tues - Wed	16-17/11/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 3 - Day 3 & 4
Thursday	18/11/2010	11:00	Coffs Harbour Turf Club	Mid North Coast Zone Meeting
Friday	19/11/2010	11:00	Weston Creek Labor Club, Sterling	ACT Zone Meeting & Bowls Day
Wednesday	24/11/2010	11:00	Swansea RSL Club	Hunter Zone Meeting & Xmas Luncheon
Friday	26/11/2010	09:00	Brighton Le Sands	CMAA Executive Meeting
Friday	26/11/2010	10:30	Brighton Le Sands	CMAA Federal Council Meeting
Friday	26/11/2010	12:00	Brighton Le Sands	CMAA Sponsors Luncheon
Monday	29/11/2010	11:00	Sydney Rowers Club	Inner West Zone AGM & Xmas Luncheon
Tuesday	30/11/2010	11:00	Matraville RSL Club	City Eastern Suburbs Zone Meeting & Xmas Luncheon
DECEMBER				
Wednesday	01/12/2010	10:00	Collaroy Services Club	Manly Northern Suburbs Zone Xmas Meeting
Friday	03/12/2010	11:00	Doyalson RSL Club	Central Coast Zone AGM & Xmas Luncheon
Friday	03/12/2010	12:00	Collegians, Balgownie	Illawarra Shoalhaven Zone Xmas Luncheon
Tuesday	07/12/2010	11:00	St George Motor Boat Club	St George Cronulla Zone Meeting & Xmas Luncheon
Tuesday	07/12/2010	11:00	Maroochy RSL Club	Sunshine Coast Zone Xmas Meeting
Tues - Wed	07-08/12/2010	09:30	Tamworth Diggers Club	North West State Zone Meeting & Xmas Dinner
Tues - Wed	07-08/12/2010	09:00	Highlands Golf Club	Far South Coast Zone Meeting & Xmas Dinner
Wednesday	08/12/2010	10:00	Gloucester Soldiers Club	Great Lakes Zone Meeting & Charity Golf Day
Wednesday	08/12/2010	09:30	TBA	Far North Coast Zone Meeting
Thursday	09/12/2010	12:00	Smithfield RSL Club	Nepean Zone Xmas Luncheon
Friday	10/12/2010	12:00	Club Helensvale	Brisbane-Gold Coast Zone Xmas Luncheon
Thursday	16/12/2010	09:30	Auburn	CMAA Executive Meeting

New members and ACCM Award at Blacktown Workers

Nepean Zone welcomed two new members to its mid-year meeting at Blacktown Workers Club on June 17. President John Turnbull welcomed 48 members to the meeting, including new members Craig Kernaghan from Parramatta Workers Club and Ron Aurelius from Penrith RSL Club. CMAA Assistant Executive Officer Ralph Kober attended to deliver the Head Office Report and present Rayleen Ridgeway from Mounties with her Active Certified Club Manager (ACCM) Award and pin. Managing Director Allen Barry and Jas Fullerton from Barringtons presented the free education workshop, "Current Risks In Your Club", at 9am and attracted 38 guests. More than 90 guests, including club directors and industry trade representatives filled the room for lunch when magician Matt Hollywood created some chaos and plenty of laughs with John Turnbull, Phil Clarke and Jacqui Matthews from CMAA National Bursary Sponsor company Rawsuga "victims" of Matt's sense of humour and fun. Nepean Zone will host its annual Charity Golf Day at Fox Hills Golf Club on August 10 with the next quarterly meeting at Campbelltown Catholic Club on September 16 and the Christmas Luncheon at Smithfield RSL Club on December 9.

1 - CMAA Assistant Executive Officer Ralph Kober presents Rayleen Ridgeway from Mounties with her ACCM Award and pin

2 - Arthur McGill from Customers ATM and Charlie Sala from Club Plus Superannuation attended the Nepean Zone Meeting at Blacktown Workers Club.



iPads replace restaurant menus



An Australian restaurant has ditched printed menus and now hands diners the latest tech craze - Apple's touch-screen iPad computer - to choose and order their meals. Risking damaging wine spills and customers taking an iPad "to go", the Global Mundo Tapas eatery at the Rydges Hotel in North Sydney introduced its new menus within a week of the iPad's Australian release. "One of the points of difference for our restaurant was to have a unique menu," Rydges Hotel's General Manager Craig Simpson said of the innovation. "Everyone's excited about the

iPad and we're jumping on the back of that." Hundreds of people queued around the block in central Sydney to buy the iPad when it went on sale outside the US for the first time on May 28. An iPad application developed ahead of the tactile device's launch allows diners at the 50-seat restaurant to browse the menu - complete with photographs and tasting notes - with a flick of a finger. Order a steak and the application asks how you would like the meat cooked. Placing an order can be done with the press of a button.

CMAA ZONE EDUCATION OFFICERS

ACT

Lisa Pozzato
Canberra Labor Club
P.O. Box 167 BELCONNEN ACT 2616
P: (02) 6251 5522 F: (02) 6253 1059

NSW

CENTRAL COAST

Craig Ellis
Tuggerah Lakes Golf Club
Shelley Beach Road SHELLEY BEACH 2261
P: (02) 4332 3400 F: (02) 4334 3621

CITY EASTERN SUBURBS

Graeme Tonks
Paddington-Woolollahra
RSL Club
P.O. Box 176 PADDINGTON NSW 2021
P: (02) 9331 1203 F: (02) 9332 3973

FAR NORTH COAST

Ted Hoddinott
Casino RSM Club
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INNER WEST

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Dennis Skinner
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MID STATE

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Dubbo RSL Memorial Club
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NEPEAN

Joseph Bayssari, ACCM
Seven Hills Toongabbie RSL Club
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NORTH WEST STATE

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Armistade City Bowling Club
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P: (02) 6772 5666 F: (02) 6772 3811

RIVERINA MURRAY

Paul Barnes, ACCM
Moama Bowling Club
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SOUTHERN RIVERINA

Craig Muir
Coomealla Memorial Club
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P: (03) 5027 4505 F: (03) 5027 4350

ST GEORGE CRONULLA

Tracey van Rossum, ACCM
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BRISBANE

Wendy Varley
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Bryan Jones
Coolangatta Surf Lifesaving
Supporters Club
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IPSWICH DARLING DOWNS

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Goondiwindi RSL Club
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SUNSHINE COAST

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BUNDEBERG

Michael Hughes
RSL (Qld Branch) Maryborough Club
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ROCKHAMPTON GLADSTONE

Will Schroeder, ACCM
Yaralla Sports Club
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VICTORIA

Jim Smith, ACCM
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ABS retail trade: food sales up, restaurants down

Latest figures from the Australian Bureau of Statistics (ABS) show that retail sales rose by 0.6% in April, including a 1.3% increase in food retailing and a 0.7% drop in the Cafes, Restaurants and Takeaway Food Services sector. The Australian Food Service reported that in current price trend terms, both sectors showed growth of 0.2%, an increase in the trend now for 23 consecutive months. The Australian Retailers Association (ARA) described the month's growth as "dismal", suggesting consumers were beginning to "cocoon" in their homes. ARA Deputy Executive Director Russell Zimmerman said April retail sales are only up 1.8% compared to 2009. "This is appalling growth and well below the current rate of inflation," he said. "One of the first areas of retail to be hit with a decline in sales when consumers tighten their belts is cafes, restaurants and takeaways, but it's also one of the first areas people will start to spend in when they are loosening their purse strings. Consumers were slowly beginning to treat themselves to small luxuries including a night out for dinner or a week-day lunch but April's sales fell for cafes, restaurants and takeaway food services [-0.7%] showing consumers are cocooning again." Cocooning behaviour favours food retailing as consumers begin cooking meals at home and stocking pantries. "While consumers adjust to significant increases in their mortgage repayments by spending more time at home, sales in food retailing [groceries] have increased [1.3%]," Mr Zimmerman added. "Household goods retailers who have been suffering all year have also had significant growth [2.6%] as consumers spend more time 'nesting'."

Corporate Governance on Zone agenda

Far North Coast Zone members got a first-hand insight into the success and significance of the CMAA's Corporate Governance program when Dr Michael Singleton conducted an hour-long workshop at Casino RSM Club on June 9. Dr Singleton, from Southern Cross University's School of Business and Law, offered a "snapshot" on what corporate governance is, the responsibilities of Boards and roles of Directors and underlined the importance of good corporate governance. CMAA Executive Officer Terry Condon, who travelled to Casino for the day, described Dr Singleton as "one of the most impressive persons he had anything to do with in the Club Industry" and placed a real emphasis on the CMAA and Southern Cross University's Corporate Governance Program. Terry presented the Head Office Report to the 28 members who attended the Zone Meeting following the workshop. Zone President Darren Schipp announced that he was standing down as General Manager of Casino RSM Club, thanking everyone for their friendship and support over the years. A highlight of the lunch, with beverages supplied by CMDA sponsor companies Foster's, Tooheys, Casella Wines and Pernod Ricard, was a CMAA presentation to Yamba Bowling Club CEO Jon McGregor to mark his remarkable contribution to the Association as Zone President for 20 years. Terry spoke about Jon's energy and efforts in maintaining support and enthusiasm in the Far North Coast Zone. The Zone's next event is the two-day conference and meeting at Lismore Workers Club on September 14 and 15.



Vale John Carr-Gregg

The highly publicised crash of an aircraft in Africa last month claimed the life of a former colleague and friend, John Carr-Gregg (pictured). John, the Company Secretary of Sundance Resources Limited, is one of seven Australian mining executives who died when their plane vanished in dense west-African jungle on Saturday, June 19. The plane they had chartered vanished 25 minutes after leaving Yaounde in the Republic of Cameroon en route to the Republic of Congo. John served as Company Secretary of the Australasian Gaming Machine Manufacturers Association (AGMMA) for nine years. AGMMA was changed to the Gaming Technologies Association (GTA), which hosts the Australasian Gaming



Expo (AGE) annually at Darling Harbour. AGE Chief Executive Officer Ross Ferrar said John was passionate about the gaming machine industry and his passing is deeply felt by people across almost every area of the industry. "His knowledge of the industry and its regulatory framework in Australia and myriad overseas territories was well known and respected," Ross added. "A gentleman and consummate professional, John played a vital role in the gaming industry with his intellectual rigour, enthusiasm and energy. Our thoughts are with John's wife, Susan, their family and friends at this very sad time."

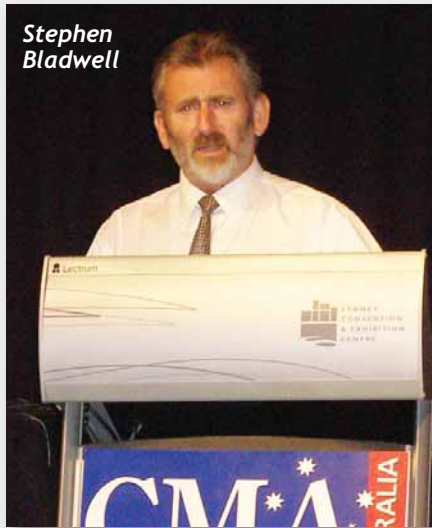
Stephen runs rule over GST, Compliance and EBITDA

The issue of GST remains a challenge for club managers with issues such as gaming machine promotions and membership incentives.

It has often been suggested that many clubs overpay GST to avoid the problem of dealing with the Australian Taxation Office.

Following his presentation to close the education program at the CMAA's annual Conference and Hospitality Expo at Darling Harbour in March, the CMAA's Mid North Coast Zone decided to invite a GST expert along to resolve the "grey" areas.

At the Mid North Coast Zone Meeting at Macksville Ex-Services Club on June 8, Stephen Bladwell, the Indirect Tax partner at PKF, a CMDA Career Development Sponsor company, presented an hour-long free Workshop - "GST, Compliance & EBITDA" - to 32 Zone members, directors and industry trade representatives.



The Workshop followed the Zone Meeting where President Bill Larkey welcomed 16 members and CMAA Executive Officer Terry Condon presented the Head Office report, covering latest developments on the CMAA's efforts to restore the 30% Exemption Rate to the Registered & Licensed Clubs Award 2010, the upcoming Mid Year Executive Leadership Conference at Jupiters Gold Coast and the success of the CMDA's recent Event & Functions Summit at Bankstown Sports Club and the inaugural Finance Conference at the Career Development Centre at Auburn.

It was on to lunch and networking following the Workshop and Meeting.

Mid North Coast Zone's next event will be a Meeting at Coffs Harbour Catholic Club on August 3 with the Christmas Meeting and Luncheon at Coffs Harbour Turf Club on November 18.

Club Secretary Manager Program

The Club Industry's **ONLY** Secretary Manager Course

CMA Auburn Sydney
S1: 4/5 August S2: 11/12 August

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Content Includes:

- Enacting compliance with management & accountability provisions as set out in part 4 & part 4A of the Registered Clubs Act 1976
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Program Details:

Times 9.30am - 4.30pm all 4 days
Fee \$690+GST - CMA Member
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Award Certificate of Attendance
ACCM points: 25 points awarded

To Register:

www.cmaa.asn.au

The Effective Operational Manager

CMAA Career Development Centre
Auburn, Sydney (close to Sydney Olympic Park)

***Session 1** (3 Days): **AUGUST**
Mon 16th, Tues 17th & Weds 18th
9:30am - 4pm

***Session 2** (3 Days): **SEPTEMBER**
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9:30am - 4pm

Ideal Candidate:

Middle managers, Dept Managers, Senior Duty Managers and Assistant Managers

Content Includes:

- Contracts, executive communication techniques, finance and accounting, advanced labour scheduling, HRM, job analysis, work flow improvement, self leadership, project management - **and more**

Program Details:

Times 9.30am - 4.30pm all 6 days
CMAA Member/Affiliate \$1,560 + GST -
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Award Certificate of Attendance
ACCM points: 25 points awarded

To Register:

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Corporate Governance Program

In conjunction with Southern Cross University

Registrations are open for the final Cohort (study group) for 2010.

Each Cohort is restricted to a maximum of **12 clubs**.

Don't delay in registering your club's interest in attending the industry's premier **Corporate Governance** program.

For a full description of the program, testimonials, costs and inclusions, refer to the online brochure.

You can register online by clicking on the **CMAA-SCU Corporate Governance** tile on the CMAA's website

www.cmaa.asn.au

Or contact **Ralph Kober**
Assistant Executive Officer
on (02) 9643 2300

2010 - Cohort 3 - 2 x 2 days

Session 1: October 19th & 20th
Session 2: November 16th & 17th

www.cmaa.asn.au

David Conway steps up to Inner West presidency

President Mathew Roper's climb up the professional ladder has forced a change of leadership in the Inner West Zone. The popular "spark plug" of the region has moved from Sydney Rowers Club to Moorebank Sports Club and on to the Nepean Zone.

That meant a vote for the presidency and the subsequent moves within the Committee.

CMAA Assistant Executive Officer Ralph Kober was at Canada Bay Club on June 15 to present the Head Office Report and conduct the election of office bearers that follows Mathew's resignation.

David Conway from Club Five Dock accepted the nomination to move from Vice President to President.

David also held the Publicity Officer role for the Zone and Pat Eagleton from Drummoyne Sailing Club accepted the nomination to fill that role.

One of David's first responsibilities was to welcome new member Louis Acland who is a Duty manager at Wests Ashfield Leagues Club. He also thanked Mathew for his enthusiastic contribution to his roles with the Zone and wished him well in his new role at Moorebank.

Ralph also was able to present Zone Treasurer Garry Weston from Marrickville Golf Club with his Active Certified Club Manager (ACCM) Award and pin.

He may have moved on but, at the end of the 10am meeting, Mathew Roper moved into facilitator mode to host the industry forum on "The State Of Gaming In The Inner West" with three of the gaming industry's most respected executives.

Cameron Louis from IGT, Don Moseley from Ainsworth Game Technology and John Gould from Aristocrat, who was inducted into the CMAA Hall of Fame at the 2010 Conference and Hospitality Expo, took a close look at the trends, successes and failures of the gaming business in Sydney inner western suburbs. Zone Education Officer Michelle Dennington described it as an impressive and valuable workshop for all managers. "These men know their business thoroughly and they discussed interesting aspect of return to player analysis and the importance of investing to sustain gaming business growth," Michelle said. Inner West Zone's next meeting is at Dooleys Waterview, Silverwater, on September 21 with the AGM and Christmas Luncheon at Sydney Rowers Club on November 29.



1 - New Zone President David Conway (left) receives congratulations from outgoing President Mathew Roper at the Inner West Zone Meeting.

2 - CMAA Assistant Executive Officer Ralph Kober (right) presents Marrickville Golf Club General Manager Garry Weston with his ACCM Award.

3 - Inner West Zone's new Committee (from left) Garry Weston, Kerrie Wadwell, David Conway, Michelle Dennington and Pat Eagleton.

4 - Don Moseley from Ainsworth Game Technology with John Gould from Aristocrat and Cameron Louis from IGT.

5 - Mathew Roper (right) moderates the Industry Forum on "The State Of Gaming In The Inner West" following the Inner West Zone Meeting last month.

Zone acknowledges Federal Executive success

Far South Coast Zone members got their first opportunity to congratulate Michael O'Sullivan on his election to the CMAA Federal Executive at the Zone Meeting at Eden Fisherman's Club in May. The Milton Ulladulla Bowling Club General Manager joins Debbie Feening as an Executive Member with President Bill Clegg, Federal Secretary Allan Peter and Vice President David O'Neil. Following the formal congratulations of Zone President Craig Clark, Michael, the Zone Education Officer and past President of the St George Cronulla Zone, said he was proud to have been elected to the federal role and looked forward to the challenges that the Association and the Club Industry faces in the coming years. CMAA Assistant Executive Officer Ralph Kober made the trip to the Zone's most southern outpost to deliver the Head Office Report to 18 members and discussed the evolution of the Registered & Licensed Clubs Award, loss of the 30% Exemption Rate for managers and addition of penalty rates. Ralph also discussed the Henry Tax Review's implication for clubs, the E-Learning program that comes on line in August and the addition of the Effective Operational Manager Program that has been added the CMDA's suite of education and professional development options. The Zone is investigating options for a Zone Bursary program and Craig Clark reported on the successful Study Tour to Canberra on April 27-28. Despite near-torrential rain in late May, 60 guests - managers, directors and industry trade representatives - attended the dinner

on May 25 after the social golf event was washed out earlier that day. Zone Secretary/Treasurer Caleb Rose will host the Zone's Annual General Meeting and Dinner at Bermagui Country Club on August 25-25 with the Christmas Meeting and Dinner at Highlands Golf Club on December 7-8.

1 - Far South Coast Zone Secretary/Treasurer Caleb Rose with President Craig Clark and Zone Education Officer Michael O'Sullivan at Eden Fishermen's Club.



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Police call for 3am pub, club lockdown trial

The NSW Police Association claims closing all clubs and hotels across NSW by 3am should be trialled for three months to determine if it leads to a decline in drunken violence.

smh.com.au reported the NSW Police Association, in conjunction with other groups including the NSW Nurses' Association and the Australian Medical Association, has made repeated calls for tougher restrictions to be applied to licensed premises to curb alcohol-related violence. To date, their suggestions have largely been rejected by the NSW Government,

the Club Industry and Australian Hotels Association (AHA). Police Association President Scott Weber challenged the hospitality groups to conduct a three-month trial - to be completed before the NSW election in March - to determine if a 3am closing time would make a difference. A 3am closing time had already proved effective in Newcastle,



KRISTINA KENEALLY

he said. NSW Premier Kristina Keneally says she is not in favour of a "one-size-fits-all approach" that punished those premises that were incident-free, which encompasses most Club Industry venues.

Michael grabs spotlight with ACCM Award

There may have been a Federal President and Executive Officer on deck, but Michael Bolger stole the spotlight at the City Eastern Suburbs Zone Meeting at NSW Leagues Club on June 22. The Duty Manager at the NSW Bowlers Club, Michael enjoyed perhaps the proudest day of his club management career so far when he received his Active Certified Club Manager (ACCM) Award from CMAA Federal President Bill Clegg in front of 21 colleagues. Bill, the Randwick Labor Club General Manager, is a member of the Zone and he described Michael ACCM achievement as something very special in the professional life of each Association member who reaches this milestone. Executive Officer Terry Condon, who attended the meeting to present the Head Office Report, also congratulated Michael on his ACCM Award. Zone President Lary Dorman invited Terry and Bill to brief members on the latest development in the Registered & Licensed Clubs Award 2010, with a focus on the Exemption Rate being set at 20% with weekend and public holiday penalty rates now set in the Award that comes into effect on July 1. Terry reminded members there was still time to register for the CMAA's Mid Year Executive Leadership Conference at Jupiters Gold Coast - July 7 to 9 - and the world-class array of speakers and workshop topics. In General Business, members supported an initiative to introduce a program of bursaries offering \$12,000 in education and professional development incentives for members to attend Zone meetings. Following the meeting, Host club CEO Chris Bowden welcomed 60 guests to lunch. City Eastern Suburbs Zone's next event is a Cocktail Party at Randwick Labor Club on September 14 with the Zone AGM and Christmas Luncheon at Matraville RSL Club on November 30.



'Odd couple' join forces to tackle common problem

The Club Industry has, for many years, felt the media spotlight and blowtorch of public criticism from politicians and welfare groups regarding problem gambling and poker machines.

The industry is financially reliant on gaming machine revenue and, despite being the most regulated form of legitimate gambling in Australia, opportunists and groups are prepared to say almost anything to maintain the attack.

So it's refreshing to find that at least one club sector is being recognised for its responsible management of problem gambling issues in its community.

At first glance, it appears an unusual alliance ... the Anglican Counselling Service (ACS) and Wests Entertainment Group in Tamworth. However, these organisations have been working together for a number of years.

During "Problem Gambling Awareness Week" in NSW, both organisations publicised there is help available for people who recognise they have a problem with gambling and want to overcome it.

ACS receives funding from the NSW Office of Liquor, Gaming and Racing

(OLGR) through the Responsible Gambling Fund to provide counselling services for problem gamblers. The Wests Entertainment Group has regularly contributed to the cause by making club facilities available free to ACS for a range of workshops and training days.

The Wests Entertainment Group, headed by CEO Rod Laing, also is aware of research showing that exposure to gambling, for those who work in the Club Industry, places them at greater risk than the general public of developing a problem gambling habit.

At the CMAA North West State Zone Meeting at Glenn Innes Services Club in mid-March, Wests Entertainment Group Technical Services Manager Geoff Shanley provided colleagues with a 20-minute powerpoint insight into the group's innovative and effective Responsible Gambling Initiatives ...

Mind your ATM Card Service

Patrons can ask the venue to secure their ATM card while they are in the venue. This service is designed to prevent gaming machine players from chasing their losses and investing funds outside their normal entertainment budget. At the patron's request, the card is protected in a security-sealed tamper-proof envelope. The service is voluntary but provides a potential "cooling-off" period for the patron.

"How To Stop Gambling" Book

Wests Group provides free the highly regarded book by Paul Symonds, "How To Stop Gambling". The book is available to people with a gambling problem but, just as importantly, it's available to third parties who want to better understand problem gambling and desperate to help a loved one affected by problem gambling.

Voluntary Cheques

Wests Group allows and encourages payment of all gaming and wagering wins by cheque - regardless of the amount. The cheque option allows the patron a "cooling-off" period of a few days while the cheque is processed. Not only does this service help problem gamblers, it also



Wests Entertainment Group CEO Rod Laing.

provides security for those who are not comfortable handling cash.

Local Counselling Services Partnership

As well as being a member of Clubsafe, Wests Group has a strong relationship with local counselling services, including Anglican Counselling and CentaCare. Wests Group offers its facilities free to these groups for counsellor training and seminars. Wests Group meets regularly with both groups to improve its responsible gambling initiatives.

Responsible Gambling Website

To mark 2009 Responsible Gambling Awareness Week, Wests Group launched its own responsible gambling website - www.wtlc.com.au. The site features links to problem gambling self-assessment tools and where to get help. The site also allows users to make appointments online for a self-exclusion meeting. Patrons can request further information about the group's responsible gambling initiatives.

Responsible Gambling Awareness Week 2010

In conjunction with local counselling services, Wests Group set up problem gambling information displays in the foyers of both clubs. The group also set up a "time out" room during Awareness Week. The "time out" room featured an internet kiosk with



Wests Entertainment Group Technical Services Manager Geoff Shanley.

Continued page 43

Rev Carter delivers CMAA CARE message

North West State Zone members know how to fill in 24 hours when they get together for their quarterly meetings. It was another information-packed agenda when almost half of the Zone membership travelled to Narrabri for the Annual General Meeting, workshops and dinner at Paul Gordon's Narrabri RSL Club. The Outback Shack was packed with 76 guests for dinner, entertainment and fun on June 15. That followed a three-hour free Hospitality Workshop, "Quick & Easy Functions", presented by Bill Shirley from Profitable Hospitality with 40 members on deck. Zone President Phil Wheaton welcomed 37 members for the 8.30am start to the AGM where CMAA Executive Officer Terry Condon presented the Head Office Report and conducted the Election of Office Bearers for 2010. North West State Zone members are more than happy with the enthusiastic and professional team that has delivered information, support and education in recent years. If you ducked outside to check your mobile phone messages, you would have missed the election with the entire Committee re-elected unopposed in a matter of minutes. The North West State Zone Committee is ...

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

Phil also welcomed three new members - Allan Edmunds from Armidale Ex-Services Club, Greg McLaren from Glen Innes Services Club and Jay Ryan from Walgett RSL Club. Following the Meeting, members moved into another workshop with the Reverend Chester Carter, Co-ordinator of the CMAA CARE welfare program. Chester spoke about the manager's range of responsibilities and how it impacts on them personally and professionally. Phil Wheaton described the session with Chester Carter as one of the most significant he had experienced in his many years with the CMAA. "This man, without even knowing most of

personally, hit on the personal, family and business pressure points that we work and live under," Phil said. "Being in regional centres, we too often refuse to seek help for our problems or don't have access to the level of professional help that will make a difference. After hearing Rev Carter speak today, I'm sure our managers will take the option of accessing the CMAA's member welfare program." North West State Zone's next event is a meeting and dinner at Inverell RSL Club on August 17-18 with the Christmas meeting and dinner at Tamworth Diggers Club on December 7-8.



CMA CARE Co-ordinator Reverend Chester Carter had a profound impact on North West State Zone members when he visited Narrabri last month.

From page 42

access to problem gambling help sites and a DVD on continuous play that focused on the myths surrounding gaming machines. The area provided information about where to get help for problem gambling. Patrons also could start the self-exclusion process from this area, or offer their ATM card for minding. If nothing else, patrons could at least enjoy a "cooling off" period over a cup of coffee away from the attraction of the gaming machines.

Hospitality Staff Harm Minimisation Program

West's Group is working with the local Anglican Counselling Service to develop a program to minimise the risk of club staff becoming problem gamblers. There is anecdotal evidence that employees working in venues offering gaming have an increased chance of becoming a problem gambler. Club Industry workers are exposed to gaming and wagering. Most club staff only hear about and see the "big wins" and can naively believe that winning is normal. Staff working "split" shifts appear most susceptible to problem gambling as they gamble to fill the time between shifts. When complete, the West's Group program will offer

staff the facts about gambling and try to dispel myths or misconceptions about gambling. Even if staff covered by this program are not at risk, they will be more able to recognise and help patrons and workmates.

A successful program also will ask venues to do more to protect staff from problem gambling as a duty of care. Venues may consider providing more entertainment and social activities for staff to participate in during breaks and before/after shifts. Venues may even reconsider their internal staff gambling policy to exclude gambling in the workplace period.

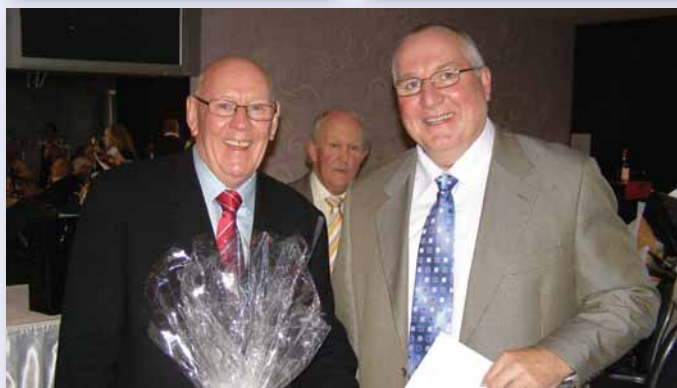


Industry icons gather to farewell John Newson

John Newson reckons he became something of a numbers expert when he went into the gaming business. But John would have been at his best to calculate the centuries of experience accumulated by guests at his farewell on June 18. More than 70 guests, most of them veterans of the club and gaming industries, gathered at the Botany Bay Seafood Restaurant to pay tribute to the Maxgaming National Sales and Marketing Manager who retired a week later. Maxgaming and the CMAA hosted the luncheon with industry icons such as Len Ainsworth and George Anthony topping a guest list that included Tattersalls Managing Director & CEO

Dick McIlwain, CMAA Federal President Bill Clegg and Federal Executive members Allan Peter, David O'Neil and Debbie Feening with Executive Officer Terry Condon and Assistant Executive Officer Ralph Kober. Shaun McCarthy, one of the men who will succeed John at Maxgaming was Master of Ceremonies and presented John with a parting gift and flowers to John's wife Ruth. Bill Clegg opened the speech "batting" and presented John with a memento from the CMAA membership, followed by Len Ainsworth, John Laut and Don Hammond, another who will step up in the Maxgaming ranks with John's

departure. CMAA members Gus Lico and Jack Jolley travelled from Griffith and Wagga Wagga to offer their support. John thanked many people in the room for their friendship and support, relating stories about the genesis of the gaming industry in Australia, through to his many humorous adventures with IGT executive Norris Goudy. "It has been fun and the people have made it special for me," John told the audience. "But there are more exciting adventures on the horizon and I look forward to sharing them with Ruthie - starting with three months in Spain a week after I walk out the door at work." Adios amigos.



Phil makes most of a sticky situation

Club managers are innovative and resourceful people. They have to be when, despite the best of management plans, so much of their busy days happen spontaneously. Culburra Bowling & Recreation Club General Manager Phil Boughton was a shining example of innovation and resourcefulness when he turned a washed out golf day into a thoroughly entertaining indoor sports “spectacular” for more than 60 guests at St Georges Basin Country Club on June 7. The course had been almost flooded after a weekend of constant, heavy rain and Phil, organiser of the Illawarra Shoalhaven Zone’s southern edition of their annual golf days, set about an alternative with carpet bowls, darts, pool and poker in a skills challenge for two-person teams. A few hardy souls were determined to play golf and headed off for a sodden stroll. With Bomaderry Bowling Club CEO Gary Wilbraham’s assistance, Phil put together a round-robin tournament that provided a few hours of fun. More than 90 golfers, indoor sports legends and guests sat down to a barbecue lunch where Phil announced Bomaderry Bowling Club’s “dynamic duo” Sharyn Allen and Karen Mitchell - the only two-female team in the event - winners for the day. “It’s wonderful how people can have fun as long as they are together,” Phil said. “It was disappointing not to play the golf, but we were able to make the most of the situation.” Illawarra Shoalhaven Zone will host a Meeting at Bomaderry Bowling Club on Friday, July 30, with the northern edition of the golf “tour” at The Grange on Monday, August 2.



Armidale City Bowling Club maintains remarkable



**City Bowling Club
General Manager
Phil Wheaton.**

Phil Wheaton is a man who believes in the ethic of the Club Industry. "Members and the community come first," Phil says with pride after his Armidale City Bowling Club picked up six categories at the ClubsNSW 2010 Awards of Excellence last month in Sydney.

Last year, the club supported 53 community groups, well up on the 41 groups of the previous year.

"We will continue to look at how we can further support the local community, who in effect are the owners of the club," Phil said. "Working with the local community is the vision and mission of this club. Without the local community we wouldn't exist ... we wouldn't have jobs."

The CMAA Far North Coast Zone President and his Operations Manager Patrick Crick, the Zone Education Officer, were overloaded with trophies when they returned to Armidale from the awards ceremony.

Armidale City Bowling Club won "*Small Club Of The Year*", while Bingara Returned Serviceman's Club won the "*Spirit of the Bush*" award.

Armidale was the big winner on the night with six awards and easily out-performing some of the state's biggest clubs. The club also collected awards for ...

- > "*Outstanding Community Service*"
- > "*Outstanding Human Resource Management*"
- > "*Encouragement Of Amateur Sport*"
- > "*Club Keno*"
- > "*Best Club Gaming Venue*"

The Winners ...

NSW Chef's Table

Gold: Tweed Heads Bowls Club

Silver: City Tattersalls Club

Bronze: Western Suburbs (Newcastle) Leagues Club

Best Club Keno Award

Small Clubs: Armidale City Bowling Club

Medium Clubs: Cardiff RSL Club

Large Clubs: Coffs Ex-Services' Memorial and Sporting Club;
(Highly Commended: Dapto Leagues Club)

Best ClubTAB Award

West Tamworth League Club

Outstanding Human Resource Management Award

Small Clubs: Armidale City Bowling Club

Medium Clubs: The Westport Club

Large Clubs: Dee Why RSL Club

Best Club Development Award

Small Clubs: Graphic Arts Club Mascot

Medium Clubs: Milton Ulladulla Ex-Servos' Club

Large Clubs: Revesby Workers' Club

Outstanding Environmental Sustainability Award

Mounties; (Highly Commended: Crescent Head Country Club
& Western Suburbs Newcastle Leagues Club)

Outstanding Club Governance & Innovation Award

Dee Why RSL Club; (Highly Commended:
Kahibah Bowling Club)

Spirit of the Bush Award

Bingara Returned Serviceman's Club

Best Club Gaming Venue Award

Small Clubs: Armidale City Bowling Club

Medium Clubs: The Westport Club;

(Highly Commended: Ettalong Memorial Bowling Club)

Large Clubs: Dee Why RSL Club

Club of Excellence Award

Dee Why RSL Club

Best Club Restaurant Award

Coffs Ex-Services' Memorial and Sporting Club;
(Highly Commended: Club Marconi)

Best Casual Dining Venue Award

Small Clubs: Club Old Bar

Medium Clubs: Sydney Rowing Club

Large Clubs: Mingara Recreation Club

Best Club Function Venue Award

Campbelltown Catholic Club;

(Highly Commended: Mingara Recreation Club)

Outstanding Financial Management Award

Small Clubs: Alstonville Plateau Bowls & Sports Club;

(Highly Commended: Black Head Bowling Club)

Medium Clubs: Club Toukley RSL

Large Clubs: Coffs Ex-Services' Memorial & Sporting Club

Best Club Entertainment Award

Small Clubs: Club Old Bar

Medium Clubs: Panthers Newcastle

Large Clubs: Campbelltown Catholic Club

Outstanding Community Service Award

Small Clubs: Armidale City Bowling Club

Medium Clubs: Canada Bay Club

Large Clubs: Wyong Rugby League Club;

(Highly Commended: Mounties)

Encouragement of Amateur Sport Award

Small Clubs: Armidale City Bowling Club

Medium Clubs: The Westport Club

Large Clubs: Mingara Recreation Club

Outstanding Contribution to the Club Industry Award

Deborah Feening

People's Choice Award for Community Service

Castle Hill RSL Club

Young Achiever in Clubs Award

Liam Fleming - Moama Bowling Club

Tooheys Club of the Year Award

Small Clubs: Armidale City Bowling Club

Medium Clubs: The Westport Club

Large Clubs: Dee Why RSL Club

standards in 2010

"What separates Armidale City Bowling Club from others is the ability to continue growing their support for community groups - regardless of how tough economic times are," ClubsNSW CEO David Costello said. "The club has made it clear it wants to be recognised as a community club that cares about the well-being of its community."

The Armidale Hospital's Oncology Unit is just one example of how the club continues to make a difference in the lives of those needing help the most. In 2009, the club donated \$10,000 to the Armidale Palliative Care/Cancer Support Service but backed in 2010 by supporting a charity fundraising night for an additional \$20,000. This support is allowing the Oncology Unit to continue assisting all cancer patients, despite its funding being cut by the relevant authority.

Bingara Returned Servicemen's Club beat more than 300 regional clubs for "Spirit of the Bush", which was selected by 2GB's Alan Jones.

It was the third time - 2005, 2009 and 2010 - that Armidale City Bowling Club has won the overall award. "We were nominated in eight categories and won six of them ... it's unbelievable," Phil Wheaton said. "We were over the moon to win the Outstanding Community Service. It was also significant to win the Outstanding Human Resources Management category, which is management, board and staff along



with the Best Club Gaming Venue categories as we haven't won them before."

Other overall winners were The Westport Club for Best Club (medium) and Dee Why RSL Club for Best Club (large).

The ClubsNSW awards sponsors included the CMAA's Career Development Sponsor companies Club Plus Superannuation, Tooheys (Lion Nathan), IGT, Shuffle Master Australasia, Ainsworth Game Technology, Independent Gaming, Konami Australia, Coca-Cola Amatil and Keno along with CMAA National Bursary Program sponsor companies Global Coffee Solutions and Independent Liquor Group.

Armidale City Bowling Club Operations Manager Patrick Crick will have to find room on the club's wall of fame for six more Clubs NSW Awards of Excellence trophies following the 2010 presentation ceremony.

Keno in Touch with new format

KENO TOUCH is the latest and exciting development for Keno, presenting new growth opportunities for the game in clubs. Since Keno was first made available to clubs, there has been demand for a self-service Keno selling point to complement the standard terminals installed. The joint Keno licensees have been working for some time on the regulatory approvals necessary for a Keno self-service terminal and this unit is now fully approved. Keno's joint licensee, Jupiters Gaming (JG) is in the process of taking orders for Keno Touch. ClubKENO Holdings considers Keno Touch an opportunity for all clubs and will assist in the early stages of its roll-out. For inquiries and details of the Keno Touch opportunity, contact a Keno Business Development Manager or speak to NSW Trade Marketing Manager Joe Mouawad at Tabcorp Holdings on 02 - 9218 1832 or mouawadj@tabcorp.com.au



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Soccer - or football - more than a just

By HENRI LACH

Rob Morris is a man who lives, works and breathes soccer ... "I'm passionate about the game" is his summary of his labour of love.

He began playing soccer at the age of four at his birthplace, the NSW coastal centre of Port Macquarie, where he came under the guidance of a strict German coach. Rob remembers a tough Teutonic regime.

Today, at 35, Rob is in his personal paradise. He believes fate dealt him a winning hand in November last year when he was appointed General Manager of the licensed Palm Beach Soccer Club (aka "Home of the Sharks") on Queensland's Gold Coast.

He now also coaches the club's junior teams. Sons William 10, and Eddy 6, are keen players with the support of their South Korean-born mother Hee-Sun. Rob attends as many games as he can when and where his club plays. At home, his television is tuned to whatever matches are being shown. The World Cup games have been a feast, at the cost of many hours of sleep. There's a local connection. "One of our players - Tommy Oar - who started at the club in the Under 6s and played right through to seniors is a member of the Socceroos World Cup squad," Rob explained.

Oar was one of the last players cut from Australia's final World Cup squad and travelled to South Africa to

participate in final preparations.

Rob's also quick to point out that the Palm Beach club has a proud overall record in the local soccer world.

"There are half a dozen players in the Brisbane Roar [A-League] team who came from Palm Beach. We feed Brisbane and other clubs," he said.

"I'm told by those who have been here for some time that if we went head to head with every other club in Australia, we've produced more talent who ended up playing in the A-League than any other club.

"We have about 700 junior members. Kids come here from Murwillumbah to play here because they know the standard of coaching is so high. Our trophy cabinet is absolutely chockers."

A Wall of Fame is among improvements planned for the club building as is a second storey incorporating a spectator deck.

There are nine fields around the club and every one of those is used on a Saturday morning. Home games for the senior team in the Gold Coast League attract crowds of up to 300 supporters.

So, why has the Palm Beach precinct produced such a prominent soccer club?



Palm Beach Soccer Club's exterior ... what's in a name?

Rob's happily 'soccer-ised' these days

While his heart and soul are with soccer, Rob Morris hasn't lost sight of the fact that he's also there to manage the licensed club.

He made the move to Palm Beach after 5½ years at the Northcliffe Surf Club where he rose to the rank of Assistant Operations Manager.

"I was coaching here while I was working at Northcliffe and I could see that the [licensed] Palm Beach club needed structure," he said. "I put out a few feelers and wrote to the committee offering my services if a position became available. They accepted me."

From the licensed club's point of view Rob, feels he's started with a fresh, clean slate. "It's given me the opportunity to put my mark on it," he said. "The results have been fantastic in the last few months ... everything is up - the bar is up, gaming is up, food is up. The bar is doing about \$70,000 a

month. We work on a seasonal year, which ends in September. We're looking to make an operating profit of between \$200,000 and \$300,000."

He wasn't boasting, just stating facts.

Rob has a very straight-forward approach to his job. "It's not rocket science," he says with a smile. "You just need to do the little things right ... get the staff to focus on customers and service. There are things you can control ... some things you can't - the economy, for example."

With 28 gaming machines, a staff of 13, catered restaurant and a total membership of 2,000, this is not a giant among licensed clubs in Queensland.

"The big clubs all started out as little clubs," Rob says. "It's all ahead of me. It's all a new challenge and I look forward to it. My sister rang the other day to see how I was doing. I told her I was soccer-ised," he said happily.

- HENRI LACH



game for Rob

It was founded in 1966 by a keen fan and representative player, the late Duncan McKenna, a Scotsman whose love of the game included substantial financial input. His son, Duncan Junior, is a senior committee member. The club building underwent a \$500,000 facelift last year, funded out of reserves. The club has never had a bank loan, according to records.

Rob believes credit for that situation is due largely to the club's treasurer of 29 years, Christel Macintyre.

"This club has always had a good



Palm Beach Soccer Club's "Field of Dreams" ... a tribute to the club's founder.

reputation and a good following, raking in championships in the 1980s and 1990s," he said. "Players come here because they feel they are getting the good coaches.

"It's not a cheap code. The registration fee is \$230. Insurance is a major part of the cost. But this doesn't seem to be deterring parents from encouraging their kids to play soccer here. When a child signs up with our club we provide them with socks, shorts, polo shirt, soccer ball, drink bottle, the whole kit."

Purists often argue that the code should be only called "football", but Rob doesn't have a problem with the term "soccer". "That's the word I was born and raised in," he says.

"Australia's profile in 'football' or 'soccer' has risen dramatically because of the World Cup. The game really is a sleeping giant in Australia. "Call it what you like, it's still the best game in the world."



Soccer fans ... Rob Morris with sons William10, (left) and Eddy 6.

➤ **FOOTNOTE:** The club's registered business name is "Palm Beach Soccer Club Ltd". Signage on the club is simply "Palm Beach Football Club".

"One of our players - Tommy Oar - who started at the club in the Under 6s and played right through to seniors is a member of the Socceroos World Cup squad ...



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Customers ATM team breaks the mould

For most people, ATMs are simply money machines. But, for Customers ATM's all-female Customer Relations team in NSW, they mean a busy and interesting week of visiting clubs around the state.

While the high-powered world of banking and finance is typically dominated by males, one small team of women is leading the charge in the NSW ATM industry.

Jenny Fitzpatrick, Marina Barmina and Desiree Johanson make up the Customer Relations team in the Sydney office of Customers ATM, Australia's largest ATM provider.

Customers ATM - a CMDA Career Development sponsor organisation - has more than 5,600 ATMs nationwide and more than 1,500 terminals in NSW - mainly in clubs, hotels and retail outlets.

The dynamic trio spend most of their time visiting customers across the state and say they rarely have a "typical day in the office".

With a lot of experience in the hospitality sector as well as backgrounds in real estate and retail, Jenny, Marina and Desiree are well placed to understand and attend to the needs of their customers.



The Customers ATM NSW Customer Relations team (from left) Desiree Johanson, Jenny Fitzpatrick and Marina Barmina at the company's new showroom at Chatswood.

"I try to visit at least 30 sites a week," Marina says. "Each visit I will talk to my customers about their ATM transaction volumes and what they can do to maximise this. I also help them with maintenance questions and any other feedback or questions they have."

The women enjoy the variety of the job, allowing them to get out and about to solve issues on-site for their customers.

"The best part of the job for me is

being able to resolve issues for my customers," Jenny says, "I love relationship building and leaving behind a happy customer."

With "who do I call for technical issues?" as perhaps the most common customer question, the team is happy with a valuable answer. "It's great to be able to remind our customers and let our new ones know about our 24-hour Customer Contact Centre," Desiree says. "My customers can always call me, but it's great peace of mind to know that they can call our in-house

technical help desk any time of the day or night for any technical issues. A lot of the time, these can be resolved over the phone or the centre's staff can send a technician out if needed."

While they are on the road a lot, doing their own thing, Jenny says the women enjoy a close working relationship helped by their similar attitudes.

"We're all positive people, working together for the best outcome," Marina said. "It's a really friendly supportive environment."

Customers ATM's Sydney office is now in Chatswood with inquiries on (02) 9438 9009 or email sales@customersatm.com.au.

After the successful launch and ongoing performance of the "Gold Fever" theme bank, IGT has released a new product that can be configured as a theme bank or, in an unusual innovation, will also be available as a link. The new product is "Jackpot Jewels" and all games in the series share a strongly branded theme with free game and jackpot features. This new addition to the IGT bluechip Neo games portfolio features a choice of RTPs and three attractive jackpots, with start-up levels (in the one-cent denomination): Mega - \$2,000, Maxi - \$250, Mini - \$40. As a link, there will be several jackpot options. Additionally, players have the chance to win up to 40 free games with a bejewelled scatter trigger. Stacked substitutes also give players more chances to win per spin, adding to the excitement of the game for players. Initially released

A new jewel in the IGT crown



with two brand new games - "Jade Dynasty" and "Russian Riches" -

"Jackpot Jewels" is capped off with IGT signage to differentiate the game brand in a crowded market. IGT's Product Marketing Manager, Chris Gialouris said the "Gold Fever" theme bank is performing well in the marketplace and we "Jackpot Jewels" will enjoy the same success. "Jackpot Jewels combines a lot of the great features from some of the classic IGT performers that have done so well in venues across NSW," Mr Gialouris said. "Plus, taking the step of enabling Jackpot Jewels to run as

both a link or as a stand-alone theme bank, gives venues of all sizes the opportunity to deploy the product as they see fit. We'll be following the initial launch with more games." "Jackpot Jewels" is available in one-cent or two-cent denominations.

Rooty Hill RSL Club on a mission

The “Vegas of the West” is demanding its own postcode - and someone has already put up their hand to be mayor. Rooty Hill RSL Club has its own power plant, hotel and poker machines. Now, the club plans to lobby Prime Minister Julia Gillard for its own delivery code.

Many of the massive club's 48,000 members can't fathom that the town of Jugiong - about 40km from Gundagai and with a population of only 589 - has two postcodes while the club misses out. Tiriell Mora, who played suburban lawyer Dennis Denuto in the iconic Australian movie, *The Castle*, is the front-man on a viral video campaign arguing the case.

“We have more restaurants and bars than whole towns, why shouldn't we have a postcode?” Club CEO Richard Errington said. “It's big enough to be its own suburb and I want to be mayor.”

To further its cause, the RSL Club plans to lobby high-profile politicians when they launch policies in Sydney's heartland. “We're going straight to the top,” Richard said. “Kevin Rudd was recently here for dinner, Kristina Keneally [NSW Premier] was here last

week and Barry O'Farrell [NSW Opposition Leader] also is a big supporter. We're a politician's backyard.”

Harden Shire Mayor Chris Manchester said Jugiong was a jewel in the crown of his rural shire and he slammed the RSL's bid for independence. “The only thing Rooty Hill RSL Club has that Jugiong doesn't is the pokies,” he said.



Blacktown City Mayor Charlie Lowles said he was unconcerned about the threat of losing a chunk of his constituents to Mr Errington. “I am happy for him to be mayor of Rooty Hill RSL Club, although I feel he would be better suited as the prince of a

principality as then he would not have to get up early in the morning,” Mayor Lowles added.

Loyal Rooty Hill supporters Betty Arlen, 75, and Judy Stack, 66, said the postcode was long overdue. “I have a keen interest in postcodes as I used to work in the mail service and I know them all by heart,” Ms Stack said. “This club is an icon - everyone knows Rooty Hill RSL ... even Bert Newton and Don Lane.”

Clubs NSW CEO David Costello said that as it was with Penrith Leagues Club, Rooty Hill RSL Club had put the region on the map. “If it wasn't for the RSL, Rooty Hill wouldn't have a four-star hotel, a state-of-the-art gym, a new power station or a tenpin bowling arcade and a laser skirmish centre,” he said.

Australia Post says a bid for a postcode would be “unlikely”. “It's highly unlikely that this new locality would be given a different postcode to the one it currently has as there is no delivery requirement for it to change,” Australia Post concluded.

Go to www.rootyhillrsl.com.au to join the cause.

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Tricorp and Paladin find new 'home'

Darren Sollars couldn't be happier. His Tricorp Gaming team is set up in new offices at Caringbah with Paladine Bases as the businesses go from strength to strength. Tricorp moved recently from the small shopfront on the Princes Highway at Engadine to the vast, new office and production base at 9 Adventure Place in the Caringbah industrial estate. "We haven't quite finished the showroom and boardroom, but everything is coming together nicely for Tricorp and Paladin, the management and sales team," Darren, the Managing Director of both companies says. "The new building is perfect for the development and expansion of both businesses." Paladin Bases relocated from a factory in Burns Road at Heatcote where it operated for more than five years. Darren's wife, Kathy, is a Director of Paladin Bases and the operation employs 18 staff with each business run separately. The management team includes General Manager Mark Lindley, Operations Manager Wayne Fulcher, Compliance Manager Greg Hart and National Sales Manager Craig Coleman who is a stalwart of the gaming industry. Darren has been in the business more than 26 years and he and Kathy kicked off Tricorp Gaming 10 years ago, then bought a half-share in Vital Signs & Designs producing business signage and constructing gaming machine bases.



The Tricorp Gaming team at the company's new premises at Caringbah that it shares with Paladin Bases.

They soon became sole owners of Vital Signs and changed the name to Paladin Bases in 2006. Paladin's biggest client is Star City Casino but it also sells to clubs along the eastern seaboard, including Liverpool Catholic Club, Revesby Workers Club, Mollmook Golf Club and Bankstown RSL Club.

For more information on the products and services from Tricorp Gaming and Paladin Bases, call 02 - 9525 833 or go to the website - www.tricorpgaming.com

Intero comes under parent company's umbrella

Intero Hospitality Projects, a CMDA Career Development Sponsor company, is part of the Rohrig Group. From July 1, the organisation has simplified matters by trading under the Rohrig name for all core and associated businesses. Business Development Manager David Vokes said this means that Intero Hospitality Projects would operate as Rohrig Hospitality. "This name change makes sense for us because it strengthens the connection between the companies in the Rohrig Group," David added. "We have always shared the same values and the same determination to impress with our quality, our service and our genuine value."

The Rohrig Group, which has offices in Brisbane, Melbourne, Sydney and

The logo for Rohrig, featuring the word "rohrig" in a bold, lowercase, sans-serif font. The letter "o" is stylized with a red dot above it.

Hong Kong, also encompasses Rohrig Constructions and Rohrig Properties. "From the point of view of our past, current and potential clients, nothing else will change," David said. "Our customers will still be

dealing with the same people and will still find us just as keen to give you better service by understanding what is important during the construction process and as long-term results." Rohrig has built an excellent reputation in construction over the past two decades and this change to the Rohrig name will support the entire group as it continues to expand in Australian and international markets. "We look forward to working with the fClub Industry in future under the Rohrig Hospitality name," David concluded.

Complete ATM Services offers total package

With ATMs located around the country, Complete ATM Services is dedicated to importing, placement, sales and service support of ATMs. Complete ATM Services machines are APCA (Australian Payments and Clearing Association) approved. Complete ATM Services imports their own ATMs, guaranteeing quality hardware and software products, with all service technicians trained in Korea. The company's 1300 ATM HELP line is manned 24 hours by trained service technicians guaranteeing problems can be resolved over the phone, or an on-site technician will be despatched within 24 hours to restore service.

Complete ATM Services offers all transactions at \$1.50 to all premises - whether it's 2,000 or 300 transactions. Managing Director Rod Collins says ATM contracts are a problem in the industry.

"Too many times, we have seen people signing

contracts they haven't fully understood and signed away exclusivity of their sites," he said. "We have abolished contracts and early termination fees. I also recommend that organisations request a copy of their ATM contract, understand what you are signing or have signed and check your rebates. Are you getting the best deal you could for your venue?" Complete ATM Services head office is located on the Gold Coast and Rod Collins has more than 10 years experience owning and operating ATMs in the ATM industry, while National Manager Chris Seage has been involved in the hospitality industry for more than 30 years. Complete ATM Services will have a stand at the Australasian Gaming Expo - August 8 to 10 - at Darling Harbour.



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Karynne Courts, who is one of Australia's leading values specialists, actively coaches executives and designs and facilitates values-based processes for large groups and individuals.

Karynne has worked extensively in the values field and is well known for her fun workshops and her zealous approach to her work. Providing leadership development, executive coaching, and cultural change initiatives, she has presented and facilitated workshops around Australia and internationally, focusing on Change, Leadership and Technology issues for organisations including AGL, IBM, AMP, QBE, The Club Managers Association, Centrelink, Westfield, Westpac, The Benevolent Society, The Defence Materiel Organisation (DMO), and SMEs in a range of industries.

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Karynne and her visionary leadership program had a deep and long lasting effect on my management style and the way I approach issues. This approach has directly contributed to the Club being awarded Clubs NSW Small Club of the Year 2009. Phil Wheaton, CEO, Armidale City Bowling Club, Small Club of the Year 2009.

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