

Club Management IN AUSTRALIA

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EXPO 2010

Minister Headlines Conference Speakers

NSW Gaming and Racing Minister Kevin Greene will deliver the Keynote Address at the CMAA's 2010 AGM, Conference and Hospitality Expo at Darling Harbour next month

➤ Conference & Expo Preview: P12 -20

➤ CMAA Welcomes New Corporate Partners

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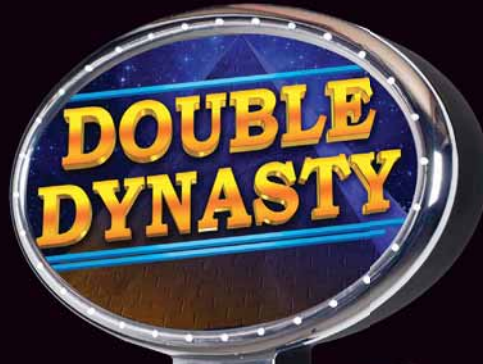


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Trial tackles alcohol-related violence at Manly

The NSW Government is monitoring a new community-wide scheme aimed at reducing alcohol-related violence being trialed in Manly this summer.

Gaming and Racing Minister Kevin Greene said the Manly pilot scheme - the first in NSW - brings together local licensed venues and retailers to reduce alcohol-related violence around known Manly hotspots.

"There's no better place in summer than Manly, with thousands of people drawn to the beach and Corso every weekend," he said.

"But it's quite clear the community are fed up with the incidents of alcohol-related violence and public disturbances taking place here, especially at night."

The summer trial is acting to reduce alcohol-related incidents along Manly's Corso, beachfront and wharf.

More than 100 of the 136 liquor licenses in the Local Government Area are in Manly itself, many concentrated along a handful of streets. "That's why this needs to be a community-wide approach that brings together local Police, licensed venues, Manly Council, transport operators, the Australian Hotels Association and local business and residents."

Mr Greene said the new Manly Community Safety Partnership would ...

- manage crowds entering and leaving the precinct
- improve late-night transport to reduce loitering on the Corso
- see the deployment of extra Police in Manly on nights when the Police typically see an increase in alcohol-related violence
- ensure bar and security staff are properly trained
- provide targeted enforcement around known late-night violence hotspots, such as food vendors
- target repeat troublemakers
- increase the prevalence of health and safety messages, particularly in the lead-up to Christmas-New Year
- reduce glass and other litter
- provide adequate public toilet facilities and lighting

February 2010 Magazine Contents

PAGE ADVERTISER / Editorial

COVER 1	CMAA 2010 Conference & Expo + Pointers
COVER 2	KONAMI
P 1	CMAA ADMINISTRATION & IMPRINT PAGE
P 2	CMAA CAREER DEVELOPMENT SPONSORS
P 3	CLUB PLUS SUPERANNUATION
P 4	CMA Magazine February Edition Contents Page
P 5	ARISTOCRAT
P 6	PAYNTER DIXON CONSTRUCTIONS + February Edition Pointers
P 7	IGT
P 8	President's Perspective + AGM Notice
P 9	INDEPENDENT GAMING
P 10	MERIDIAN CONSTRUCTION + Executive Officer's Desk
P 11	STARGAMES
P 12	BEPOZ + CMAA AGM, Conference & Hospitality Expo Preview
P 13	JAMES CLIFFORD
P 14	CMAA EXPO FLOOR PLAN & EXHIBITOR LIST
P 15	CMAA AGM, CONFERENCE & HOSPITALITY EXPO
P 16	CMAA CONFERENCE & HOSPITALITY EXPO BROCHURE 1
P 17	CMAA CONFERENCE & HOSPITALITY EXPO BROCHURE 2
P 18	CMAA CONFERENCE & HOSPITALITY EXPO BROCHURE 3
P 19	CMAA CONFERENCE & HOSPITALITY EXPO BROCHURE 4
P 20	CMAA FEDERAL ELECTION NOTICE
P 21	HUNTER TECHNOLOGIES + Industrial Relations Update
P 22	Career Development Sponsor Profile - SUNBLEST CLEANING
P 23	GLOBAL GAMING INDUSTRIES
P 24	Career Development Sponsor Profile - INTERO HOSPITALITY PROJECTS
P 25	MEI
P 26	Career Development Sponsor Profile - TJS SERVICES
P 27	THOMSON PLAYFORD CUTLERS
P 28	CMAA Bursary Sponsor Profile - SECOM TECHNOLOGY & CCM TRAVEL
P 29	CMAA Bursary Sponsor Profile - CASELLA WINES & CLUB PARTNERS
P 30	CMDA 2010 TRAINING CALENDAR 1
P 31	CMDA 2010 TRAINING CALENDAR 2
P 32	MITCHELL BRANDTMAN + CMDA Education Update 1
P 33	CMAA NATIONAL BURSARY SPONSORS + CMDA Education Update 2
P 34	CMAA CLUB F&B MANAGEMENT SUMMIT DVD FLYER
P 35	F&B Alive In Queensland - Caloundra RSL Club
P 36	CLUBS+: Eat+Drink+Entertain BROCHURE 1
P 37	CLUBS+: Eat+Drink+Entertain BROCHURE 2
P 38	Industry Issues 1
P 39	INTERO HOSPITALITY PROJECTS + Industry Issues 2
P 40	CMDA TRAINING CALENDAR - February & March
P 41	GOPHER GRAPHICS + ITZ - Far North Coast Zone Meeting
P 42	2010 Club Industry Trends 1
P 43	SLATER & GORDON + 2010 Club Industry Trends 2
P 44	HARLEY RUSSELL & DAY + ITZ Brisbane-Gold Coast Zone Meeting
P 45	CMAA-SCU 2010 CORPORATE GOVERNANCE PROGRAM 1
P 46	CMAA-SCU 2010 CORPORATE GOVERNANCE PROGRAM 2
P 47	CMAA-SCU 2010 CORPORATE GOVERNANCE PROGRAM 3
P 48	CMAA-SCU 2010 CORPORATE GOVERNANCE PROGRAM 4
P 49	OTEN TAFE NSW + Zone Education Officers
P 50	CMAA 2010 MEETING & EVENTS DAIRY 1
P 51	CMAA 2010 MEETING & EVENTS DAIRY 2
P 52	PROMOTE YOUR CLUB ONLINE
P 53	ODOUR CONTROL SYSTEMS AUST + FEATURE: Victoria Gaming Update
P 54	FEATURE: Greenmount Beach Club 1
P 55	RAYNER ADVERTISING + FEATURE: Greenmount Beach Club 2
P 56	INFLUENTIAL COMMUNICATOR PROGRAM 1
P 57	INFLUENTIAL COMMUNICATOR PROGRAM 2
P 58	Industry Issues 3
P 59	Industry Issues 4
P 60	Market Forces 1
COVER 3	CMAA 2010 EXPO EXHIBITOR HOLIDAY BONUS
COVER 4	ARUZE
INSERTS	GOLD CREST SECURITY
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	CMDA - DUTY MANAGER DEVELOPMENT PROGRAM

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➤ **Pages 12-20**

During 2009, club managers talked about signs of a recovery with membership increasing, gaming turnover returning to respectable levels and a general improvement in aspects of club operations. The **CMAA** and **CMDA** recognise this vital period and themed the annual **CMAA Conference and Hospitality Expo** next month to address the issues facing clubs, managers and their boards. The **2010 AGM, Conference and Hospitality Expo** will be presented at the **Sydney Convention & Exhibition Centre, Darling Harbour**, on **March 8 and 9 ...**



➤ **Pages 22-33**

The CMAA is proud to welcome three new Career Development Sponsors - Intero Hospitality Projects, TJS Services and Sunblest Cleaning Services - along with four new CMAA National Bursary Program Sponsors - Secom Technology, CCM Travel, Club Partners and Casella Wines to the “family” of CMAA and CMDA corporate partners. These new partners - along with the current team - provide the corporate and financial support to make the CMAA work for its members. They also enhance the range of education and professional development opportunities...



➤ **Pages 34-38**

One of the best investment opportunities clubs can make is to provide a passionate team with education and training opportunities. The results generated by motivated people, fired up and willing to get into action after participating at a conference or training event, can be remarkable. Caloundra RSL Services Club Catering Manager Jenny Wilson says the investment in sending her and Head Chef Peter Reid to the **2009 Club Food & Beverage Management Summit** is generating very healthy returns. The 2010 F&B program is bigger and better and more exciting than ever for “foodies” ...

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The big stories often carry a conspiracy theory that deserves to be debunked

During the festive season, most people have the opportunity to reflect personally and professionally on the past year. Sometimes, we can have too much time to reflect and we daydream about the things that can change lives. When retirement plans depend on winning Lotto, we tend to focus more on the things that are going to change our working environment and how we might be able to control those influences that guide us. Always on the lookout for a good story and, with the new releases at the movies, there's always time to check out the fictitious and "based on a true story" latest offerings from Hollywood, Bollywood and beyond. Almost always, my daydreaming becomes confused with my reality and that's why it has been interesting to monitor the media a little closer at both state (and that includes all states and territories) and at federal levels across the issues that will certainly direct and influence our industry across the upcoming 12 months. I really enjoy a movie based on a conspiracy theory. And there certainly have been some big ones over time ... the assassination of JFK; the moon landing and did Apollo XI actually get there; the tragic death of Princess Diana and who really was responsible; and the September 11 terrorist attack - was it CIA inspired? All of these conspiracy theories have been debunked. With a combination

of too much time, being unable to miss the media hype over assaults at licenced premises and the evils of poker machines, I'm starting my own list of conspiracy theories. It goes something like this ...

➤ **Conspiracy Theory 1: "Beat up"** assaults (no pun intended) at licenced premises and ignore the problems of alcohol-fuelled domestic violence. During the holiday period, there was no end of the politicising of the social responsibilities that licenced outlets are legislatively responsible for. Glassings appear to be the "scorecard". Taskforce-strength special operations using covert and overt tactics with the media in tow to report the shocking reality - that partygoers were getting drunk. I believe the real question that should be posed to all State Police Commissioners is "how many assaults, murders, AVOs and Police callouts were there over the same period that related to the domestic consumption of alcohol? Particularly in NSW, as we approach a State election in March 2011, we can expect a further escalation of the politicising of this issue. The real issue - the domestic aspect - causes far greater damage to our society.

➤ **Conspiracy Theory 2: The Federal Government** calls on the Productivity Commission to investigate and report on gambling in Australia. Among the many social impacts to be considered is determining the contribution of gambling revenue on community development activity and employment. However, the report that is generated chooses to concentrate on aspects of gambling that actually ignores key issue and basic objectivity in order to promote the "managed liberalisation of online gaming" for the media empires. Print advertising revenue has been in decline since the internet imposed itself on our social, personal and business worlds. Media outlets continue to pressure governments to relax rules governing ownership. Perhaps the financial saviour is the expected flow of online gambling revenues. But, first, they have to

dismantle the current industry and pressure the state governments.

Let both theories be debunked. But I have never felt more convinced that the "managed liberalisation" of online gambling will have the equal social impact as alcohol-related domestic violence. Both issues will be vital for all managers over the next 12 months and beyond.

In December, I received two items of correspondence addressed to the President. The first was from a non-member outraged at comments that I had passed in *President's Perspective* in the October edition. The second was from a member thanking the CMAA for providing the opportunity to further her education through the National Bursary Program. I responded to the latter. Telarah Bowling Club Secretary Manager Joanne Henderson will use her bursary to achieve a long-time goal of completing her ACCM. Joanne's comments and heart-felt appreciation - repeated by all bursary winners - make the efforts of everyone at the CMAA - particularly the Board of Management Studies - worthwhile. Good luck Joanne and all of the other bursary winners. Congratulations on your education and professional development efforts. It's also important to acknowledge those managers and clubs that support the application of all nominees.

I look forward to meeting Association Members, their club directors and the trade executives from companies supporting the CMAA's annual Conference and Hospitality Expo at Darling Harbour on March 8 and 9. The Club Industry is experiencing an encouraging revival and I expect that will be reflected in the support for our premier education and hospitality event. Particular thanks to Aristocrat who continue their corporate support of CMAA Conferences. It's another well-organised and presented event that will benefit all industry professionals who support your Association.

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



NOTICE OF ANNUAL GENERAL MEETING

The Annual General Meeting of the Members of the Club Managers' Association Australia will take place at 8am on Monday, March 8, 2010, in the Parkside Ballroom of the Sydney Convention and Exhibition Centre, Darling Harbour, Sydney. Members will receive 10 Activity Points for attending the Meeting and signing the Members' Register.



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Centuries-old 'curse' rings true as Club Industry focuses on making most of recovery

I've discovered there's plenty of well-educated controversy

surrounding the origins of the proverb: "may you live in interesting times". A quick Google reveals that Confucius is not responsible and it's the English translation of an ancient Chinese proverb and curse. I'm not buying into the controversy - the Club Industry has enough of that these days - but I'm amazed that, perhaps thousands of years later, the phrase applies to the clubs business in the 21st century. As we take our first full stride into 2010, the term "interesting" takes on all kinds of dimensions as club managers regain a sense of confidence and perspective with what appears to be the worst of the global and domestic crisis loosening its grip on our economy, our businesses and our all-important club members. We saw 2009 disappear over the horizon with an imposing and worrying shadow of the Productivity Commission's Draft Report On Gambling In Australia throwing up more questions than the answers that the industry had optimistically anticipated. We - the industry - believed that we would have an objective, scientific and unapologetic set of figures and evidence from the Draft Report. That it would, once and for all, remove the ambiguous and seemingly endless array of facts, figures and anecdotes from Senator Nick Xenophon and Reverend Tim Costello waging their war against clubs, hotels and poker machines. (I'd love to see that same ambition and

energy from these political and social beacons in the fight against drugs in our nation) Instead, it again appears that political correctness and a lack of conviction for the job at hand has overtaken commonsense and responsibility. However, I am encouraged by the support of key decision-makers - people with the courage of their convictions - who have resisted pressure to jump on the "anti-everything" bandwagon and offer an honest response ... that these Draft Report recommendations could - if implemented - decimate the club and hotel industry, indiscriminately closing venues across the nation and wiping out thousands of jobs along the way. The NSW Government and its Gaming and Racing Minister Kevin Greene is one of those key players that has chosen to assess and reject the Commission's recommendations and I look forward to Mr Greene's Keynote Address at the CMAA's annual Conference and Hospitality Expo at Darling Harbour next month. A man steeped in the registered club ethic of members and community first, will speak at 9 o'clock on Monday, March 8, following the CMAA AGM and I encourage all club managers to attend and bring along as many directors as possible to be informed and support the Club Industry's resistance to this potentially life-threatening report.

A great sign of the Club Industry's recovery is the corporate support that the Association is receiving from some of Australia's most successful organisations. In this edition of CMA

Magazine, you will read about the arrival of three new Career Development sponsors and four new CMAA National Bursary Program sponsors. I'm delighted to welcome Intero Hospitality Projects, TJS Services and Sunblest Cleaning Services to the Career Development Sponsor "family" headed by Club Plus Superannuation. While Secom Technology, CCM Travel, Club Partners and Casella Wines will enhance the range of education and professional development opportunities provided by the CMAA's National Bursary Program that offers more than \$100,000 worth of bursaries annually to CMAA members. The support of these new sponsors and our valued current sponsors - some of them on board for more than a decade - reflects the respect and status of the Association and its members.

The CMAA team and event coordinator Judy Rayner is putting the final touches to what promises to be another impressive, informative and pivotal experience for managers, directors and industry organisations. At a time when all club executives need to be informed and on top of their game to take advantage of the industry's revival, the annual Conference and Hospitality Expo provides the best and latest in workshops, speakers, equipment and services.

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

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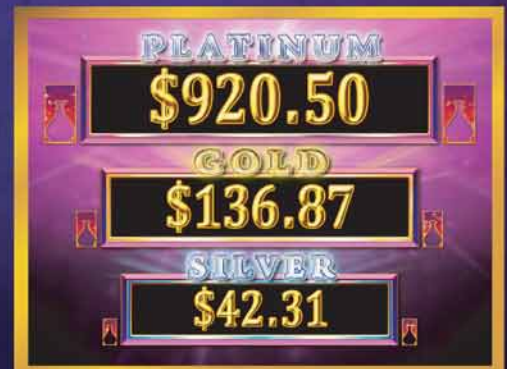
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Conference responds to tough lessons

Like most of the nation, the Club Industry has felt the pressure and the pain of the global and domestic financial crisis. It appears that Australia has managed to avert another level of the economic and employment heartache that has crippled other economies. During 2009, club managers talked about signs of a recovery with membership increasing, gaming turnover returning to respectable levels and a general improvement in aspects of club operations.

If that trend continues and the industry is headed for better days, what has the industry, managers and directors learned from the experience of trimming the fat in all corners of their business operations to stay afloat during the recent challenging period? Almost every manager says their organisations can't afford to return to the pre-crisis days as clubs have become leaner, smarter business models.

The CMAA and CMDA recognise this vital period for the Club Industry and have themed the CMAA Conference and Hospitality Expo next month to address the issues facing clubs, managers and their boards. The 2010 theme is **"Ready To Step Up?" What have you learned from the hard times?** with the CMDA and Board of Management Studies framing Conference sessions to equip delegates for the possibilities and continued challenges of the next year and beyond.

The CMAA's 2010 AGM, Conference and Hospitality Expo again will be



presented at the Sydney Convention and Exhibition Centre, Darling Harbour, on Monday, March 8 and Tuesday, March 9.

The Conference Registration Desk opens at 7am each day with the Conference doors open from 7.45am and Conference sessions running from 8am to noon.

Conference Registration is \$200 per person for staff, management and directors of clubs, hotels, casinos, restaurants, caterers, hospitality students and teachers.

CMAA Conference sessions will be held in the SCEC Parkside Ballroom on Level 1. The Members' AGM - including the presentation of CMAA 21-Year and 30-Year Service Awards - will be from 8am to 9:30am on

Monday, March 8, in the Parkside Ballroom.

Aristocrat, which has formed a strong education alliance with the CMAA, again will sponsor the 2010 Conference with senior executive Warren Jowett delivering the Sponsor's Welcome to Conference delegates, directors and industry trade representatives during the AGM.

NSW Gaming and Racing Minister Kevin Greene will deliver the Keynote Address. The NSW Government has come out strongly in support of the Club Industry following the Productivity Commission's Draft Report Into Gambling In Australia and its recommendations that are strongly critical of the gaming machine aspect of the problem gambling debate.

The CMAA Cocktail Party, including the announcement of the CMAA Hall of Fame and Peter Cameron Award winners, will be conducted at the end of business on Monday, March 8, in Hall 5 from 4pm to 6pm. The Hall of Fame ceremony will feature presentation of the Manager of the Year, Association Associate, Industry Associate and Peter Cameron Award.

To pre-register for the Expo, go to www.cmaa.asn.au and register online. Closer to the Conference and Expo, Tradevent will send your unique bCODE registration via SMS to your mobile phone. So it's important to provided mobile phone and email details when registering and select which method you would prefer to use.

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14 CMAA Hospitality Expo 2010 Exhibitor List

STAND

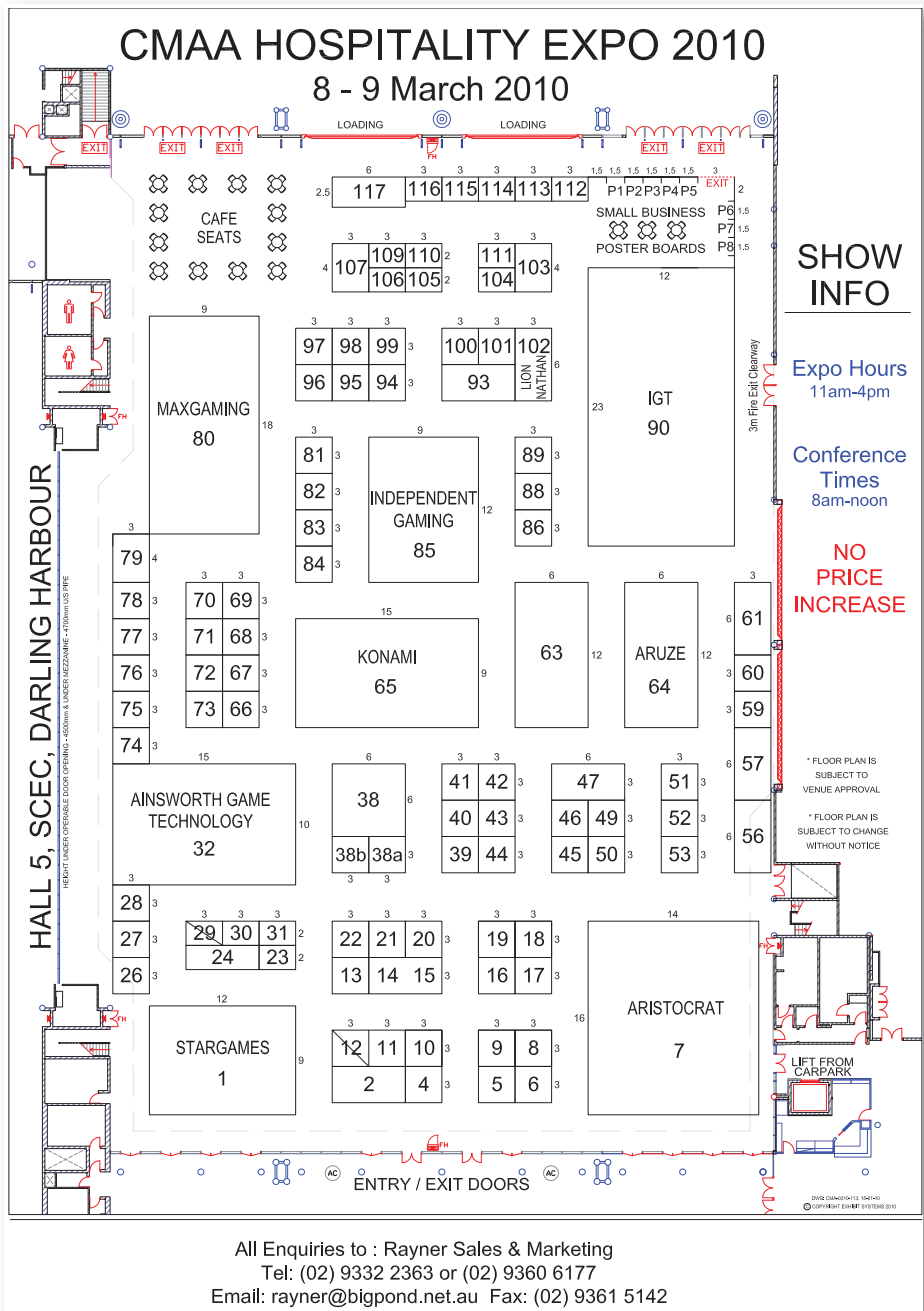
- 100 A B Note Australia
- 94 Abacus Cash Systems
- 32 Ainsworth
- 29 Air Liquide
- 103 Allpride Signs & Marketing
- 7 Aristocrat
- 64 Aruze Gaming Australia
- 82 Australian Interior Landscapes
- 95 Banktech Pty Ltd
- 45 Barringtons
- 73 BEPOZ Retail Solutions
- 81 Blufi/J Tech Australia
- 26 Bluize
- 96 Boden Projects Pty Ltd
- 6 Brand + Slater
- 115 Casella Wines
- 107 Cash Plus Australia Pty Ltd
- 111 Cellar Control
- 46 Club Data Online
- 47 Club Plus Superannuation
- 12 Coinop Solutions
- 68 Colorcraft
- 86 Community First Credit Union
- 104 Cootamundra Bases
- 61 Country Fresh Foods/One Stop Promotions
- 51 Crane Payment Solutions
- 5 Customers ATM
- 93 Daily Press Pty Ltd
- 97 De Bortoli Wines Pty Ltd
- 50 Eastern Commercial Lawyers
- 63 eBET Gaming Systems
- 40 Eco Cash ATM
- 117 EO Design
- 16 Feltex Carpets Ltd
- 60 GJW Consultancy
- 75 Global Coffee Solutions
- 38 Global Gaming Industries
- 43 Gold Crest Security
- 11 Gopher Graphics
- 15 Hennessy Coffee
- 66 Hospitality Depot
- 22 ICU Security Cameras
- 90 IGT
- P3 Impact Group
- 85 Independent Gaming
- 20 InfoGenesis Pty Ltd
- 38A Intero Hospitality Projects Pty Ltd
- 89 James Clifford Constructions
- 57 Jem Computer Systems
- 8 Jensen Data Systems
- 39 Karo Australia Pty Ltd
- 65 Konami
- 102 Lion Nathan
- 23 Long Range Systems Australia Pty Ltd
- 76 Madden & Associates
- 80 MAXGAMING
- 2 Maximum/Cash ATM
- 17 MEI
- 14 Methodical Services Pty Ltd
- 10 Micros Fidelio Australia Pty Ltd
- 42 Network Refurbishments & Construction

STAND

- 52 Nufurn Commercial Furniture
- 28 Odour Control Systems
- 88 Paladin Bases
- 18 Paynter Dixon Constructions
- 19 Pernod-Ricard Australia
- 106 PKF
- 31 Plantscaping Solutions
- 69 Premier Hospitality/Bevcon
- 9 Presidential Card
- 101 Ray Pallister Pty Limited
- 41 Remondis Pty Ltd
- 84 Ricmar Commercial Furniture
- 67 Robert Oatley Wines
- 72 Robert Oatley Wines
- 70 RSAPOS
- 44 Russell Corporate Advisory

STAND

- 13 Sanyo Data Systems
- 83 SnackBrands Australia
- 53 Sprintquip
- 1 STARGAMES
- 105 Stream Management
- 49 Sunblest Cleaning Services
- 56 Technoprom
- P1 The Game Show Factory
- 79 TJS Services
- 112 Trusonic
- 99 Uniwell POS Pty Ltd
- P2 Veridocs
- 24 VFJ
- 30 Whitcon Services Pty Ltd
- 38B Wise Products Furniture
- 4 ZigZag Apparel Pty Ltd





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➤ Please note: Unless you are an accredited CMAA Hospitality Expo Exhibitor, a Registered Club employee or Director, entry into the event will not be permitted



Ready to **STEP UP?**

What have you learned from the hard times?

CMAA AGM, Annual Conference and Trade Expo
Monday, March 8 & Tuesday, March 9 - 2010
Sydney Convention & Exhibition Centre, Darling Harbour



President's Message

On behalf of the CMAA Federal Executive, Federal Council and the Board of Management Studies, it gives me great pleasure to welcome CMAA Members and all eligible delegates to the CMAA's Annual 2010 Conference and Hospitality Exposition.

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

Your participation at the 2010 Conference and Exposition is greatly appreciated.

Thanks to our wonderful trade suppliers who continue to offer an excellent array of innovative and exciting products and services for management to review.

BILL CLEGG, ACCM - CMAA Federal President

Conference & Expo Overview

CONFERENCE INVESTMENT includes GST

CMAA reserves the right to restrict admission to the Conference.

\$200 per person for Staff, Management and Directors of: Clubs, Hotels, Casinos, Restaurants, Caterers, Hospitality Students and Teachers.

HOSPITALITY EXPO VISITORS' POLICY

Admission to the Trade Expo is free for accredited persons listed below.

Visitors to the **CMAA Hospitality Trade Expo** and associated functions will be restricted to the following accredited persons:

- CMAA Members
- Directors & Staff of Registered Clubs
- Trade Exhibitors & Staff
- Accredited Trade Representatives

Trade representatives not exhibiting will be required to pay an entrance fee of \$1,000 + GST

Non-accredited trade representatives will be denied access to the Trade Expo and removed if found to be in the Trade Show.

CONFERENCE SESSIONS

Conference sessions on both days will be held in the Parkside Ballroom, Level 1.

MEMBERS ANNUAL GENERAL MEETING

8am-9:30am on Monday, March 8, in the Parkside Ballroom, Level 1.

The AGM session includes **CMAA 21 Year & 30 Year Member Award Presentations.**

ACCM ACTIVITY POINTS

CMAA Members receive **10 activity points** for attending and signing the **Members' Register** at the AGM.

A further **20 activity points** will be awarded for attending the **Conference & Expo** with an additional **10 activity points** given for those members travelling more than 100 kilometres from their club to attend the event.

CMAA COCKTAIL PARTY

4pm-6pm on Monday, March 8, in Hall 5.

The Cocktail Party will feature:

- CMAA Hall of Fame Award Presentations - Manager of the Year, Association Associate, Industry Associate
- Peter Cameron Award Presentation

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

What's Happening at the CMDA ...

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



Corporate Governance Program

The **CMAA-SCU Corporate Governance Program** continues to gain recognition as the Club Industry's most impactful and relevant education course offered to clubs. To join the many clubs who have received great benefit from attending the program, contact **Ralph Kober** at the **CMDA (02) 9643 2300** or go to www.cmaa.asn.au and click on the **Corporate Governance** button on the **Training Calendar**.

Dates for the 2010 Corporate Governance Cohorts:

Cohort 1 - 2010

S1: April - Tues 13th & Wed 14th

S2: May - Tues 18th & Wed 19th

Cohort 2 - 2010

S1: July - Tues 20th & Wed 21st

S2: August - Tues 24th & Wed 25th

Cohort 3 - 2010



S1: October - Tues 19th & Wed 20th

S2: November - Tues 16th & Wed 17th



Club Secretary Manager Course

Are you a CEO, Secretary Manager or General Manager? Are you a Manager who aspires to these positions? If you are in any of these categories, you need to consider undertaking the CMAA's **Club Secretary Manager Course**. Developed to address compliance, reporting, auditing, board preparation, board meetings and more ... this course is presented by club managers for club managers to better prepare for the challenges of senior management. Contact the **CMDA - (02) 9643 2300** - to discuss the course in detail or simply go to www.cmaa.asn.au and click on the **Club Secretary Manager Course** button on the **Training Calendar**.

Monday, March 8, 2010

7am 7:45am	Conference Registrations Doors Open for Conference		
8am - 1pm	Level 1, Parkside Ballroom Hospitality Expo		
8am - 9:30am	CMAA Annual General Meeting ACCM, 21 Year & 30 Year Service Awards Welcome: Aristocrat - Conference Sponsor Keynote Address: Gaming & Racing Minister Kevin Greene		
10am - 10:45am	Ballroom A In Venue CCTV Best Practice In Venue CCTV systems are a valuable resource that deters anti-social behaviour and crime on and near a venue, assists venue management to monitor staff and patron behaviour, and facilitates the investigation and resolution of incidents. What are the minimum standards for Closed Circuit Television (CCTV) systems at licensed premises? Regardless, CCTV systems must comply with State and Federal Legislation and it's incumbent on the licensee to be familiar with those laws. This standard is referenced in CCTV conditions imposed on the liquor licence and also serves as best practice guidelines. This session will assist managers in making clearer the impact of the standard on their operations.	10am - 11:30am <i>Session 1</i>	Ballroom B Gaming Management Certification This executive program, produced in partnership with Conference Sponsor Aristocrat and the LCA's GMDC program, includes educational sessions designed to assist managers to better understand gaming analysis reports and remedies to variances and volatility. Pre-registration for this workshop is essential before the day and participants will be required to submit a workplace project - verified by their senior manager - to an independent assessor within two weeks of attending the conference to gain certification. To register for this program, simply indicate when registering for the Conference which day you prefer as this workshop is repeated on Tuesday, March 9.
11:15am - 12pm	Ballroom A The Grey Shades of 'Duty of Care' When you use the phrase, 'Duty of Care', expect to get a vast array of differing interpretations of what it means. Recently, there have been many cases of law where the established definitions have been tested and, in some instances, controversially. Eastern Commercial Lawyers founding partner Tony Johnston works extensively with clubs, helping them to better understand the governing legislation and how to keep on the right side of the law. Tony will help managers with strategy on how best to deal with the "grey" areas that confound and challenge club managers and boards.	12pm - 1pm <i>Session 2</i>	Gaming Management Certification Participants are required to attend both sessions.  GAMING MANAGEMENT DEVELOPMENT COURSE 
11am - 4pm	Hall 5 Hospitality Expo		
4pm	Hospitality Expo Closes		
4pm - 6pm	Cocktail Party - Level 1, Parkside Ballroom Peter Cameron Award & CMAA Hall of Fame Presentations		

Tuesday, March 9, 2010

7am 7:45am	Conference Registrations Doors Open for Conference		
8am - 1pm	Level 1, Parkside Ballroom Hospitality Expo		
8am - 9am	Ballroom A Striving for Balance Bulldogs CEO Todd Greenberg has had a dramatic impact on the culture and the positive standing of the Bulldogs brand in the community and media over the past 18 months. Todd's leadership and vision for where he and his Board want to take the club is outstanding. This interview with Todd is one which is not to be missed.		
9:30am - 10:30am	Ballroom A Working with the Media The Club Industry is, too often these days, on the wrong end of local and national media coverage. It seems that every newspaper, radio and TV newsroom is taking its turn to report the worst of everything that happens in and around clubs. The "good news never made a paper sell" philosophy holds firm in an era where all forms of media claim to be informed and objective. Is there any good news for clubs in 2010? This session profiles case studies of club managers experiencing both ends of the media reporting spectrum and investigates what the industry - and clubs - are doing to raise media and community awareness of the good that clubs do every day in communities around Australia.	9:30am - 11am <i>Session 1</i>	Ballroom B Gaming Management Certification This executive program, produced in partnership with Conference Sponsor Aristocrat and the LCA's GMDC program, includes educational sessions designed to assist managers to better understand gaming analysis reports and remedies to variances and volatility. Pre-registration for this workshop is essential before the day and participants will be required to submit a workplace project - verified by their senior manager - to an independent assessor within two weeks of attending the conference to gain certification. To register for this program, simply indicate when registering for the Conference which day you prefer as this workshop is repeated from Monday, March 8.
11am - 12pm	Ballroom A Is Your Club Paying Too Much GST? It has been suggested that many registered clubs overpay GST. As such, they are entitled to sizeable refunds through simply making changes to existing accounting models. To find out whether your club is one of many who fall into this category, this is a "MUST ATTEND" workshop facilitated by Steve Bladwell, Indirect Tax Partner at PKF. Your whole conference investment is a small price to pay if you realise you can recoup thousands of dollars by attending this session.	12pm - 1pm <i>Session 2</i>	Gaming Management Certification Participants are required to attend both sessions.  GAMING MANAGEMENT DEVELOPMENT COURSE 
11am - 4pm	Hall 5 Hospitality Expo		
4pm	Hospitality Expo Closes		

How to Register: Pre-registration: Go to www.cmaa.asn.au and register online

Once you have registered: Closer to the Conference & Expo dates, you will be sent your unique bCODE registration via SMS to your mobile phone or email by Tradevent, so please supply your details of both when registering and select which method you would prefer to use.



**NOTICE TO MEMBERS
OF PENDING ELECTIONS
CLUB MANAGERS ASSOCIATION AUSTRALIA ELECTION
CLUB MANAGERS ASSOCIATION (NSW STATE) ELECTION**

This notice relates to both the Federal Organisation and the State Organisation

FEDERAL ELECTION NOTICE

**FEDERAL EXECUTIVE MEMBERS (5)
FEDERAL COUNCIL MEMBERS (8)**

One Federal Councillor from each of the following divisions:

- (A) Division A - City/Eastern Suburbs Zone and Manly/Northern Suburbs Zone
- (B) Division B - St.George/Cronulla Sutherland Zone and Inner West Zone
- (C) Division C - Nepean Zone
- (D) Division D - Hunter Zone, Central Coast Zone and Great Lakes Zone
- (E) Division E - Far North Coast Zone, North West State Zone, Mid State Zone and Mid North Coast Zone
- (F) Division F - Illawarra Shoalhaven Zone and Far South Coast Zone
- (G) Division G - Gold Coast Zone , Brisbane Zone, Ipswich Darling Downs Zone, Sunshine Coast Zone and the Central & Northern Queensland Zone
- (H) Division H - Victoria Zone, Riverina Murray Zone and the ACT Zone

Nominations, which must be in writing and comply with the organisation's registered rules, may be made at any time from Wednesday, January 20, 2010 and will close at 5pm on Wednesday, February 10, 2010. Nominations can be withdrawn within 7 days of the close of nominations.

NOMINATION FORMS WILL BE POSTED TO ALL ELIGIBLE MEMBERS ON WEDNESDAY, JANUARY 20, 2010

Ballot: If a ballot is necessary for the Federal organisation, voting material will be posted on Wednesday, March 3, 2010 to eligible members at the address shown in the organisation's records. Members should notify the organisation of any change of address. The ballot will close at 5pm on Wednesday, March 24, 2010.

NSW STATE ELECTION NOTICE

EXECUTIVE MEMBERS (5)

Nominations, which must be in writing and comply with the organisation's registered rules, may be made at any time from Wednesday, January 20, 2010 and will close at 5pm on Wednesday, February 10, 2010. Nominations can be withdrawn within 7 days of the close of nominations.

NOMINATION FORMS WILL BE POSTED TO ALL ELIGIBLE MEMBERS ON WEDNESDAY, JANUARY 20, 2010.

Ballot: If a ballot is necessary for the State organisation, voting material will be posted on Wednesday, March 3, 2010 to eligible members at the address shown in the organisation's records as at the first Wednesday in December 2009. Members should notify the organisation of any change of address. The ballot will close at 5pm on Wednesday, March 24, 2010.

ALLAN PETER, ACCM
Federal / State Secretary

Award delivers new public holiday provisions

With the commencement of the *Registered and Licensed Clubs Award 2010* and the National Employment Standards (NES) on January 1, 2010, there are changes to the public holiday provisions compared to the Notional Agreements Preserving State Awards (NAPSAs).

Public Holidays - The NES provides the following as public holidays:

- January 1 (New Year's Day)
- January 26 (Australia Day)
- Good Friday
- Easter Monday
- April 25 (Anzac Day)
- the Queen's Birthday holiday (the day on which it is celebrated in a State or Territory, or a region of a State or Territory)
- December 25 (Christmas Day)
- December 26 (Boxing Day)
- Any other day - or part-day - declared or prescribed by or under a law of a State or Territory to be observed generally within the State or Territory, or a region of the State or Territory, as a public holiday, other than a day or part-day, or a kind of day or part-day, that is excluded by the regulations from counting as a public holiday.

Key changes

The third Monday in February - previously known as the *Union Picnic Day* - has been removed in the Award.

AIRC rejects LHMU Award variation

The LHMU (NSW Branch) recently sought to vary the *Registered and Licensed Clubs Award 2010* to incorporate special transitional provisions for club employees in NSW.

The changes included maintaining hours of work, penalty payments and meal periods for clause 9 employees ("pre-99s") under the *Club Employees NAPSA*, as well as maintaining the current NAPSA provisions regarding overtime for casuals, public holidays, and the 1/12 casual annual leave loading. Clubs Australia vigorously opposed the application.

The Australian Industrial Relations Commission (AIRC), in dismissing the application, noted Clubs Australia's strong opposition and the fact the AIRC had previously rejected similar arguments from the same union in the decision dealing with transitional provisions for Stage 3 Modern Awards.

The Commission has not yet determined a joint application by Clubs Australia and the LHMU (Federal Branch) to vary the Award relating to changes to the classification structure (mainly the grading of food and beverage attendants).

The classification structures and other transitional provisions such as minimum wages, penalty rates or shift allowances do not commence until July 1, 2010.

Easter Saturday also is excluded from the list, but remains a state-gazetted public holiday so it continues to apply in NSW.

Payment for Public Holidays from January 1, 2010

- Clause 29 of the Award prescribes that employees working on public holidays are paid at 2.5 times their ordinary hourly rate.
- Clause 29.3 (a) states that "*an employee other than a casual working on a public holiday will be paid for a minimum of four hours' work*".
- Clause 29.3 (b) provides an alternative method for compensating employees other than Horticultural and Maintenance employees (Greenkeepers): "*Employees other than maintenance or horticultural employees who work on a prescribed holiday may, by agreement, perform such work at ordinary rates plus 50% additional loading, instead of the penalty rate prescribed in clause 29.1, provided that equivalent paid time is added to the employee's annual leave or one day instead of such public holiday will be allowed to the employee during the week in which such holiday falls. Provided that such holiday may be allowed to the employee within 28 days of such holiday falling due.*"

Key Changes

- Minimum engagement for full-time employees is reduced to four (4) hours (part-time employees remain four hours).
 - Casual employees receive their normal minimum engagement of two (2) hours (clause 10.5 (d)).
- Public Holidays falling on an employee's rostered day off
- Clause 34.3 of the Award provides details regarding "*Additional arrangements for full-time employees*":
 - "(a) A full-time employee whose rostered day off falls on a public holiday must, subject to clause 29.3:
 - (i) be paid an extra day's pay;
 - (ii) be provided with an alternative day off within 28 days; or
 - (iii) receive an additional day's annual leave."

Key changes

- Part-time employees no longer receive payment for public holidays if they are "not rostered". This applies only to full-time employees.



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Sunblest approaches 20 years of industry excellence

A spotlessly clean, superbly maintained club remains one of the greatest challenges for club managers.

Non-smoking laws have made it easier maintain a better standard of cleanliness - but it can be the difference between keeping and winning new members.

Quality is the top priority for the team at **Sunblest Cleaning Services**.

Founded in 1981 by a team of dedicated people, experienced in all facets of the industry cleaning services, **Sunblest's** senior executives have more than 50 years of industry experience.

Fast approaching 20 years in the business, **Sunblest Cleaning Services** is a commercial and industrial contract cleaning organisation operating across Australia.

Managing Director Sam Koura said the company's policy is to provide quality cleaning to fit the customer's specified requirements.

"Our aim is to deliver this standard and provide the service with the highest degree of excellence possible with the implementation of ISO 9001:2000," he said.

"Our company understands that to maintain - and exceed - customer satisfaction, we must deliver on customer expectations and fulfill our responsibilities in accordance with the specifications."

Sunblest has engaged management experts to direct its growth, restructuring its management and cleaning team to provide the most-efficient and effective services and processes.

Employing more than 120 staff, **Sunblest** conducts a staff training program that delivers a totally professional operation that is equal to any task.



Sam said **Sunblest's** commitment begins with the establishment of an in-house, continuous improvement program. "We give our employees a sense of achievement that leads to improved productivity and customer satisfaction," he added.

First-class service is paramount and **Sunblest** proudly maintains its full accreditation ISO quality assurance.

Sunblest's clients benefit from experienced and highly trained supervisors, with at least one supervisor assigned to each site.

And **Sunblest's** reporting system ensures the job specifications are maintained and the cleaners deliver what's required, when required.

Area Managers provide Inspection Reports of each site regularly with the assessment sheet used by the clients to evaluate **Sunblest's** service levels.

With client demands varying for job-to-job, so the arrangement and detailing of cleaning tasks varies with **Sunblest** producing a unique range of inspection criteria for each job site.

The cleaning supervisor and property management coordinate and implement a balanced program with the cleaning supervisor also responsible for care and maintenance of cleaning aids, which is an integral aspect of the cleaning service.

Sam said the company already has contracts many major and small clubs.

"We are very proud of our work with clubs and our relationship with the managers who have chosen **Sunblest** as their preferred provider of cleaning services," he added.

"It's this contact with clubs and their managers that prompted us to consider becoming a Career Development Sponsor.

"So, we sat down with Terry Condon to discuss this opportunity and have now made this major commitment to the CMAA and its members.

"We look forward to expanding our relationship with the Club Industry at all levels and making contact with CMAA members through the Zone Meeting network."

Preventative maintenance of all equipment is yet another important aspect of the **Sunblest** cleaning service with routine, systematic inspections.

The company's client list includes office buildings and complexes; clubs; residential apartment complexes; motor vehicle showrooms; laboratories; hotels and restaurants; health and fitness centres; retail complexes; hospitals and medical centres; warehouse storage facilities; leisure and entertainment centres; schools, colleges and universities; airports, railways and transport centres.

Sunblest Cleaning Services is located at 129 Victoria Avenue, Chatswood in NSW. To inquire about the range of services, P: 02 - 9417 8118, E: admin@sunblest.com.au or go the website at www.sunblest.com.au

➤ **Sunblest Cleaning Services** will be on Stand 49 at the CMAA 2010 Hospitality Expo at Darling Harbour.



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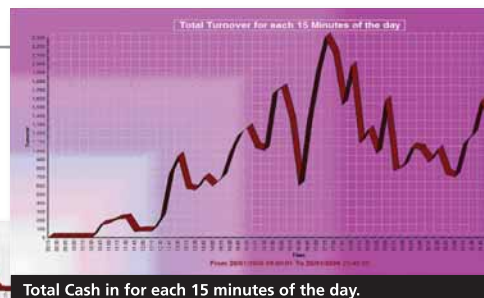
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* conditions apply

Intero tackles construction ‘mysteries’

Not all managers and board members “see” exactly what the architect, engineer and construction manager is talking about when a club undertakes new construction. The images and technical information might be on the page, but it’s not until foundations, frames, walls and roofing is in place that picture becomes clear.

Intero Hospitality Projects has adopted the philosophy that “building” the job in the workshop will address almost all issues for everyone involved. One of Australia’s leading hospitality construction, refurbishment and fit-out specialists, **Intero**’s clients come from five-star hotels to cafes.

Intero Hospitality Projects has accepted the CMAA’s invitation to become a Career Development Sponsor and help to deliver education and IR services to club managers around Australia.

Intero’s Business Development Manager David Vokes said **Intero** was excited to be part of a family of respected industry companies delivering quality products and services to clubs around the nation. “We pride ourselves on our innovative services that offer the greatest possible value and quality, backed by the resources of the Rohrig Group,” David added. “We adhere to principles of integrity, fairness, honesty and accountability with these reflected daily in our relationships with clients, in the projects we manage, and with the staff and sub-contractors we select,” David added.

Intero developed the “Interoad Test” to allow staff to test and fine-tune new bars, kitchens and critical operational areas before manufacturing begins. The full-size mock-ups also help clients avoid costly alterations after manufacture and maximise efficiency in their new premises.

The “Intero to Go System” extends the “Interoad Test” as the team pre-fabricates many of the components to be installed during construction and assemble them in **Intero** premises for clients to inspect. This method allows **Intero** to

intero
hospitality projects

significantly reduce on-site time, clients’ doors to open faster and revenue to flow faster.

Each **Intero** manager is available to talk directly to clients and to find out more, clients can speak to Managing Director Glenn Rohrig, NSW General Manager David

Vokes, Queensland General Manager Peter Hurley or Design Manager Scott Butler.

Intero’s corporate culture is founded on three key aspects...

1. Achievement and growth through continuous improvement
2. Maintaining better service standards to clients than their competitors
3. Continually innovating to find ways to better serve clients

“We adhere to principles of integrity, fairness, honesty and accountability with these reflected daily in our relationships with clients, in the projects we manage, and with the staff and sub-contractors we select,” David added.

Whether a new development or refurbishing an existing venue, **Intero** has brought many sports and community clubs into a new era of success, including award-winning projects at Carina Leagues Club, Caboolture RSL Club, Brothers Leagues Club and Redlands Sporting Club. The clubs component of the **Intero** success story includes ...

- **2007 Clubs Queensland Club Of The Year Award for “Best Community Service by a Licensed Club”** - Carina Leagues Club Ltd (tie); **“Best General Sports Club”** - Caboolture Sports Club & Redlands Sporting Club (tie); **“Best TAB Operation in a Club”** - Brothers Leagues Club Ipswich; **“Service to Industry Award”** - Easts Leagues Club
- **2006 Clubs Queensland Club Of The Year Award for “Best General Sports Club”** - Caboolture Sports Club & Redlands Sporting Club (tied); **“Best Keno Operation”** - Carina Leagues Club; **“Service to Industry Award”** - Easts Leagues Club

Intero is an active member of the hospitality industry network, donating time and funds to numerous associations within the sector, including ...

- CMAA - Career Development Sponsor
- Clubs Queensland - Gold Sponsor
- Queensland Hoteliers Association - Silver Sponsor
- ClubsNSW - Corporate Member
- Restaurant Catering Australia Association - Member

For more information on **Intero Hospitality Projects**, contact Business Development Manager David Vokes on **0417 758 956**.

Intero offices are located in ...

- **BRISBANE** at Eagle Farm - P: 07 - 3216 4636
E: queensland@interoprojects.com
- **SYDNEY** at Artarmon - P: 02 - 9439 8677
E: newsouthwales@interoprojects.com
- **MELBOURNE** at West Melbourne - P: 03 - 9326 3315
E: melbourne@interoprojects.com
- **HONG KONG** - E: hongkong@interoprojects.com
- **Intero Hospitality Projects** will be on Stand 38A at the CMAA 2010 Hospitality Expo at Darling Harbour.

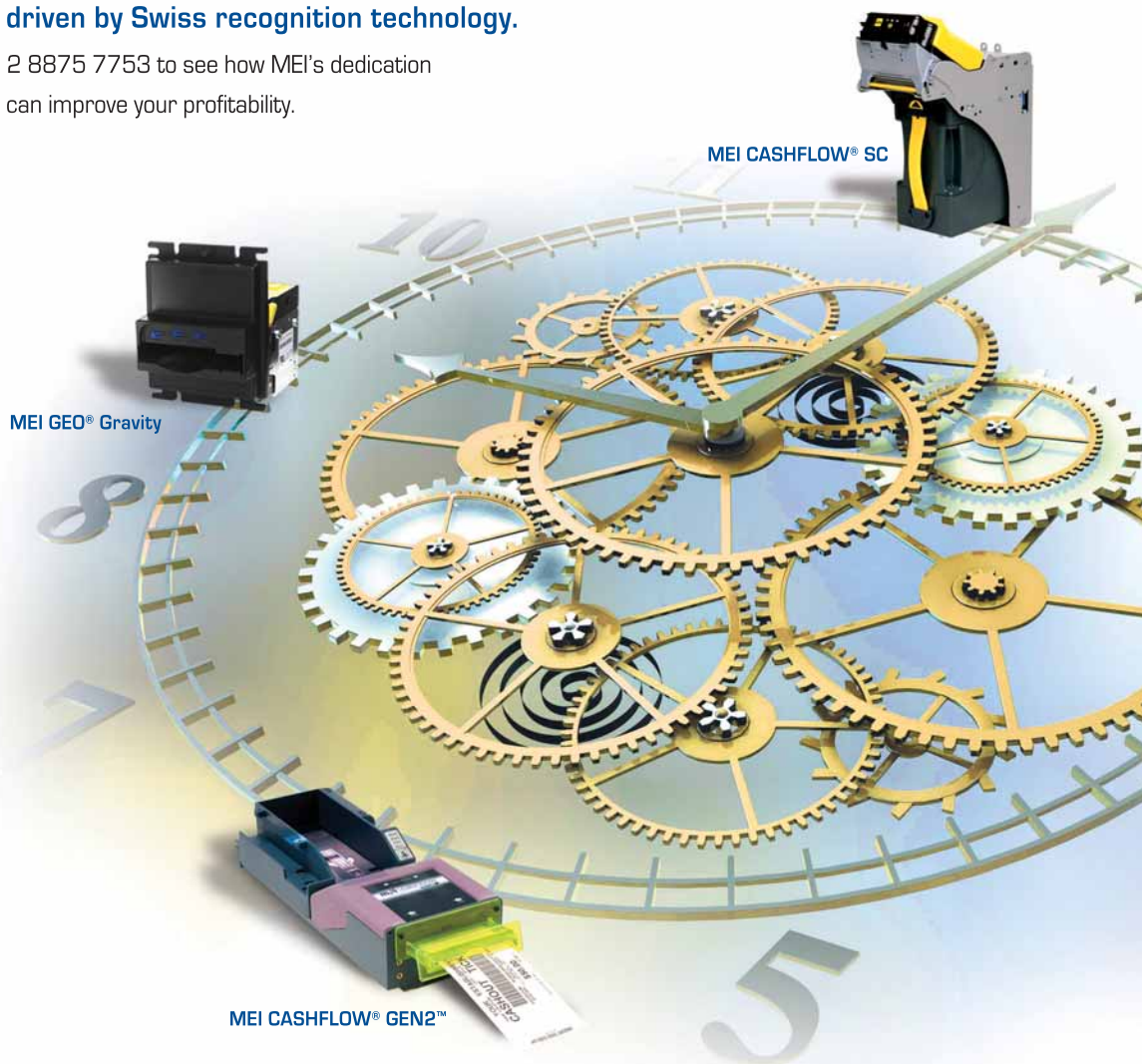


CMAA Assistant Executive Officer Ralph Kober (left) with **Intero Hospitality Projects** Business Development Manager David Vokes and CMAA Executive Officer Terry Condon at the Association’s Head Offices.

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TJS making giant strides in service industry

Todd Jaques founded TJS Services in 1995 and services more than 450 sites daily. The company has cemented its position as one of Australia's fastest-growing service companies and has offices all over Australia.

With offices in Sydney, Brisbane, Melbourne, Adelaide, Perth, Gold Coast, Cairns, Newcastle and Canberra, the TJS success story is founded on a definitive understanding of the service industry and commitment to client service and satisfaction.

TJS management, administration and operation personnel take pride in their ability to meet or exceed customer requirements while maintaining the highest possible standards of occupational health and safety and environmental awareness in the workplace.

CEO Tim Regan recently announced that TJS has joined the CMAA's "family" of CMDA Career Development Sponsors. "We admire the work that the CMAA does for managers and for some time have considered approaching the Association to become a corporate partner," Tim said. "Our profile in the Club Industry has increased steadily over the years and it is the perfect time for TJS Services to come on board with the already impressive array of Career Development Sponsors. We are proud and pleased to be associated with the CMAA and CMDA."

TJS provides services to the hospitality, commercial, retail and fitness industries - specialising in hotels, clubs, restaurants, offices and fitness centres - with a proven and professional service.

A major benefit of dealing with TJS is that is not a franchise business model and maintains full control of all sites it services. Professional staff are fully trained and understand that attention to detail is important.

The TJS Services ranges of services includes ...

- TJS Cleaning Services
- TJS Facility Services
- TJS Security Services
- TJS Fire & Safety Services



TJS Services CEO
TIM REGAN

TJS Services also is a member of the peak national and state associations relating to their specific services ...

- HandL - Australian Cleaning Contractors Association
- ICIX information exchange
- Clubs NSW, Clubs SA, Clubs WA, Clubs Queensland, Clubs Victoria, Clubs ACT
- C.A.S - Contractor Accreditation Services
- Trades Monitor
- AHA - Australian Hotels Association

TJS Cleaning Services specialises in commercial cleaning, carpet cleaning, window cleaning and graffiti removal. Additional services include waste management and recycling solutions; hygiene services (complete washroom service); chemicals and consumables. TJS specifically develops for each site a Client Service Plan.

TJS Facility Services provides preventative and comprehensive maintenance services for client facilities. TJS designs intelligent solutions mindful of the overall objectives and the role of assets. TJS specialises in electrical maintenance, grounds maintenance, plumbing maintenance, carpet sales & laying, general furniture maintenance, painting & tiling, air conditioning & heating, commercial cleaning, pest control, waste removal, glaziers, locksmith, kitchen equipment maintenance, handyman services.

TJS Security Services provides integrated security solutions through seamless delivery of guards, monitoring and electronic security, including alarm, CCTV, access control and intercom systems. TJS develops integrated security solutions with clients to meet security needs and protect assets and business. TJS Security Services dedicates and account manager and exceptional customer service to all clients. All TJS security guards are highly trained, equipped with the latest security technology and licensed. A high site/supervisor ratio ensures a superior service level at each venue.

TJS Fire & Safety Services provides tailored solutions to make fire and safety compliance straight-forward and value for money. TJS Fire & Safety Services minimises the risks to life and property through effective and tailored training, installation and maintenance. Our aim is to establish and train an emergency control organisation so that it is competent and confident of controlling a broad range of threats and emergency situations that may arise within a client's facility. We also ensure a client's fire detection and suppression systems are properly installed and maintained in accordance with Australian Standards.

The TJS Services head office is at 12 Clevedon Street in Botany. For inquiries, call 1800 857 737 (free call), P: (02) 9315 5555, F: (02) 9316 4392 or go to the website at www.tjsservices.com.au

- TJS Services will be on Stand 79 at the CMAA 2010 Hospitality Expo at Darling Harbour.



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Partner

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Secom steps up commitment to CMAA

Russell Potts and Jason Drew are already well-known to club managers in southern Sydney. The **Secom Technology** Directors have been supporting the St George Cronulla Zone for a few years with a laptop package as an incentive for members to attend meetings. Russell and Jason last year decided to upgrade that CMAA commitment to encompass the National Bursary Program that delivers more than \$100,000 in education and professional development opportunities to Association members around Australia. "We appreciate the great work that the CMAA does for its members and our association with the St



Secom Technology Directors (from left) Russell Potts and Jason Drew with CMAA St George Cronulla Zone President Ian Todd.

George Cronulla Zone through our work in assisting clubs there with their IT needs gives us a greater understanding of how important education, through the CMAA, is for everyone," Russell said. **Secom Technology** is an IT services company supporting small-to-medium sized

organisations throughout Australia, committed to providing fast, efficient, professional and courteous service of the highest level. "We are serious about service," Russell said. "Working with a club's IT department - or, as a club's outsourced IT department - **Secom** focuses on putting the club back in control of its network, email and website." Based at Sans Souci, **Secom's** services help to achieve rapid results and maximum business value from investment in IT solutions. Through **Secom's** deployment methods and best practices, they help implement solutions to accelerate time-to-value and lower risk. **Secom** manages all stages of and IT implementation - from initial project kick-off to project

completion and sign-off.

To speak to a **Secom Technology** consultant call 1300 78 1224 (Australia-wide), email support@secomtech.com.au or go to the **Secom Technology** website at www.secomtech.com.au

CCM Travel now riding along with the CMAA



Cathy Mancuso and her team at **CCM Travel** have, for years now, been sending CMAA members, club directors and our corporate partners on trips around the world. **CCM - Complete Conference Management & Travel** - has been the CMAA's preferred travel consultants for more than a decade. "Cathy and Karen [Caba], with the **CCM** team, have done remarkable things to make it possible for the CMAA to successfully undertake tours to industry conference and study tours around the world," CMAA Executive Officer Terry Condon said. Cathy, the company's Managing Director, has decided to formalise the professional relationship by becoming a CMAA National Bursary Program Sponsor. "We have always supported the Association but, becoming a National Bursary Program Sponsor, shows that we believe how important the education and professional development aspect of the CMAA's work is for club managers," Cathy said. "We have had some wonderful trips with club managers, directors and CMAA business partners all around the world and we have more interesting and exciting trips coming up in 2010 - starting with the World Conference on Club Management Tour in February, then to Macau and Singapore with the Global Gaming Expo trip to Las Vegas in November." **CCM Travel** also coordinates travel and accommodation packages for delegates attending the



CATHY MANCUSO

CMAA's annual Mid Year Executive Leadership Conference at Conrad Jupiters on the Gold Coast each July.

"We take pride in presenting all aspects of our service in a professional and personalised manner from the selection of the venue or destination to budget considerations," Cathy added. "From inception to final delivery, we are able to guide and assist our clients every step of the way." Recognised as one of Sydney's leading Conference and Incentive agencies, **CCM Travel** was established in 1997 operating as a complete travel service while specialising in Conference and Event Planning. Cathy is personally involved in all areas of operation.

Working closely with her team, between them sharing more than 100 years experience in the travel industry - they constantly research and travel - domestic and international - to provide clients with comprehensive knowledge of value-for-money and exciting and exotic destinations. Cathy's team includes **Accounts, Administration Office Manager Angela French; Senior Account Managers Merrilee Macourt and Janelle Brown; Corporate Travel Account Manager David Cawthorn; Group Events Consultant Jessica Francis.**

CCM Travel is at Suite 210 6-8 Clarke Street in Crows Nest - P: 02 - 9439 5100, F: 02 - 9439 5209 or go to the website www.ccmtravel.com.au



[yellow tail] realises great wine family's dream

Like thousands of other couples who left their homelands to realise dreams and raise families in Australia, Filippo and Maria Casella could not - in their wildest dreams - have anticipated such an outcome. In 1957, when Filippo and Maria set out for Australia, they brought with them three generations of wine-making skills and knowledge. Recognising the NSW Riverina region's potential, Filippo bought a farm outside Yenda township in 1965. By 1969, after successfully selling his grapes to local wineries, he decided a new generation would make its own wines. Today, **Casella Wines** remains a family business. The next generation - Marcello, Joe and John - have taken their parents dream and turned into the one of the world's most successful wine brands. Makers of [yellow tail] wines, **Casella Wines** has, in the most difficult economic and export circumstances, grow their business and lead with innovation. Recent Australian export figures show **Casella Wines** outperforming the Australian category by 13% in bottled wine shipments leaving Australia with one-in-five exported wine bottles from **Casella**, accounting for 19.4% of all bottled wine exports leaving Australia. But **Casella Wines** also is having an impact on domestic



Casella Wines NSW State Manager David Begg, Trade Activation Manager Kate Phillips and Australasian Sales Manager Bob Powell.



markets and appearing on luncheon and dinner tables at CMAA Zone events around the country. It's because of this contact with the Club Industry that **Casella Wines** has joined the CMAA National Bursary Sponsorship "family" to support the education and professional development of club managers. **Casella Wines** executives - NSW State Manager David Begg, Trade Activation Manager Kate Phillips and Australasian Sales Manager Bob Powell - called in at the CMAA's Auburn Head Offices recently to inspect the facility and discuss the new partnership. "Clubs are becoming an integral part of our domestic market and it's our philosophy to support those people who support our quality wines," David Begg said. "We are a regional-based company and we realise how important it is for the CMAA to be able to support managers in rural and regional club."

For more information on **Casella Wines**, call 02 - 9330 4700, email info@casellawines.com.au or go to the website www.casellawines.com

➤ **Casella Wines will be on Stand xx at the CMAA 2010 Hospitality Expo at Darling Harbour.**



Buying power everything for Club Partners

The **Club Partners** buying group has more than 320 member clubs across three states. Offering an uncompromising service standard, along with optimum discount and rebate levels to members, **Club Partners** delivers value in all product options

with massive and comprehensive savings for member clubs. With the support of its wholesale partner, **Australian Liquor Marketers**, **Club Partners** offers a further exclusive rebate of 60 cents per case on wine and spirits and 65 cents per case on RTDs. This flows - as a quarterly rebate - directly back to member clubs.

Club Partners CEO Brendan Power said that with the support of **Foster's** and **Lion Nathan** with discounts and rebates, the company's tri-state buying power and national trading deals delivers the competitive edge to members.


"**Club Partners** sales staff advise member clubs on the best-possible set-up to maximise rebates, that can mean thousands of dollars directly back to the bottom line," Brendan added. "Not all buying groups have brewery rebates and ours are the best."

Along with **Foster's** and **Lion Nathan**, **Coca-Cola Amatil**, **Pernod Ricard** and **Customers ATM** are **CMDA Career Development** sponsor companies who are on the extensive list of **Club Partners** associate companies.

Club Partners offers free POS, signage and all possible ticketing options along with major signage requirements for the club retail outlet.

Club Partners offers a three-month advance notice on all advertised specials, which allows member clubs to set up retail specials and advertising well before they are offered to their members. Every month, a new set of advertising media is produced, including the four-product takeaway A3 poster, eight-product A5, A4 brochure along with the professional and popular A1 eight-product poster. "A club simply has to decide what it requires and custom-made advertising is sent before the start of the month," Brendan said. "It's easy, quick and looks highly professional." With its extended partnerships, **Club Partners** was able to help a small member club has saved \$9,000 per annum on their energy usage outgoings. From energy, thermal paper till rolls, insurance, stationery, kitchenware, glassware, chemicals and promotional products, **Club Partners** has it covered.

For more information on the **Club Partners** range of products and services, contact the company's head office at Bulimba in Brisbane on P: 07 3899 1123 or go to the website www.clubpartners.com.au Jeff Truscott is the National Sales Manager (M: 0437 584 393), Lynnette Symons is the Club Coordinator (M: 0408 875 198), Geoff Craig is the NSW Sales Manager (M: 0408 887 972) with John Monkhouse the Victoria Sales Manager (M: 0439 301 632).

 <p>SIT courses are nationally recognised & accredited training units. Upon successful completion of SIT unit assessment requirements, participants will be issued with a Statement of Attainment Qualification. NACC signifies non accredited course. Participants will receive a Statement of Participation. ** SIT qualifications issued pending outcome of VETAB application. **</p>		d a y s	JAN	FEB	MAR	APR	MAY
Supervisor Development							
Supervisor Boot Camp SITXMG001A Monitor work operations SITXHRM001A Coach others in job skills		4		S1: M1 S2: M8 S3: M15 S4: M22			S1: M3 S2: M10 S3: M17 S4: M24
Train The Trainer SITXHRM001A Coach others in job skills		1		M15			M17
Plan & Establish Systems & Procedures NACC		1		M22			M24
Deal With Conflict Situations SITXCOM003A		2			M15 & T16		
Duty Management Development							
Duty Manager Program SITXCCS001A Manage quality customer service, SITXHRM003A Roster staff, SITXHRM005A Lead and manage people		6			S1: T2-Th4 S2: T23-Th25 Brisbane S1: M1-T2 Townsville S1: M15-T16	Brisbane S2: M12-T13 Townsville S2: M19-T20	Brisbane S3: M10-T11 Townsville S3: M17-T18
Management							
Develop Legal Knowledge Req'd for Bus. Compliance SITXGLX001A Develop and update legal knowledge required for business compliance		6				S1: M19-T20	S2: M10-T11 S3: M24-T25
Manage Workplace Relations SITXHRM008A		3					
Club Secretary Managers Course NACC		4	S1: W20-Th21	S2: W3-Th4		S1: W14 – Th15 S2: W21 – Th22	
The INFLUENTIAL COMMUNICATOR Program The program is most suited people who are in business roles that require successful influencing of others to generate positive business outcomes. This can change the life in your business & the business in your life!		12		S1: T16 S2: T23	S3: T2 S4: T16 S5: T23 S6: T30	S7: T6 S8: T13 S9: T20 S10: T27	
Manage Physical Assets SITXFIN007A		4		S1: T9-W10 S2: T23-W24			
Develop & Implement a Business Plan SITXMG004A		3					
Corporate Governance							
The CMA and Southern Cross University Graduate School of Management Corporate Governance Program For the MOST Senior Managers and directors of clubs.....		4				S1: T13 - W 14	S2: T18-W19
Gaming							
Analyse & Report on Gaming Machine Data SITHGAM004A		2			W3 & Th4 Cairns M29-T30		Gold Coast W19-Th20
Gaming Manager Program SITHGAM005A Develop and manage gaming activities		6					
Finance							
Introduction to Cost Control Principles NACC		1			T2		
Stage 1 - Financial Fundamentals SITXFIN003A Interpret financial information SITXFIN004A Manage finances in a budget		2			W17 & Th18		
Stage 2 - Financial Management SITXFIN005A Prepare and monitor budgets SITXFIN008A Manage financial operations		5				S1: W7 & Th8	S2: T4-Th6
Human Resources							
Recruit and Select Staff SITXHRM002A Recruit, select and induct staff		2	W27 & Th28				
Monitor Staff Performance SITXHRM006A		2		W17-Th18	Cardiff M15 & T16		
Marketing							
Stage 1 - Marketing Fundamentals NACC		2		T9 & W10			
Stage 2 - Develop & Manage Marketing Strategies SITXMPR005A		4					

The following courses are also

Food & Beverage
presented in conjunction with Profitable Hospitality

Catering Improvement Workshop NACC

Super FAST Training NACC

F&B Summits

Events & Functions Summits

Club Online Marketing NACC

Compliance

presented in conjunction with The Academy Hospitality Australia

Responsible Management of Licensed Venue (RMLV) NACC

RSA & RCG

presented by the CMDA and also available at Vocational Training Academies

Responsible Service of Alcohol

Responsible Conduct of Gambling

JUN	JUL	AUG	SEPT	OCT	NOV	DEC	Member Affiliate Upfront Credit Card Payment	Non Member Upfront Credit Card Payment	Payment Mode other than Credit Card Payment
			S1: M13 S2: T14 S3: M20 S4: T21				\$750 (+GST)	\$950 (+GST)	+ Admin Fee \$25pp
			M20				\$220	\$290	+ Admin Fee \$25pp
			T21				\$280 (+GST)	\$380 (+GST)	+ Admin Fee \$25pp
	M5 & T6				M22 & T23		\$480	\$580	+ Admin Fee \$25pp
	S1: T6-Th8 S2: T27-Th29				S1: M8-W10 S2: M22-W24		\$1,560 (+GST)	\$1,690 (+GST)	+ Admin Fee \$25pp
			S1: M13-T14 S2: M27-T28	S3: M11-T12			\$1,320	1,490	+ Admin Fee \$25pp
W16-F18					T16-Th18		\$690	\$790	+ Admin Fee \$25pp
S1: W9-Th10 S2: W23-Th24	Cardiff S1: T20-W21 S2: T27-W28	S1: W4-Th5 S2: W11-Th12		S1: W6-Th7 S2: W20-Th21		S1: M6-T7 S2: M13-T14	\$690 (+GST)	\$890 (+GST)	+ Admin Fee \$25pp
		S1: T17 S2: T24 S3: T31	S4: T14 S5: T21 S6: T28	S7: T5 S8: T12 S9: T19 S10: T26			\$2,800 (+GST)	\$3,000 (+GST)	+ Admin Fee \$25pp
					S1: T9-W10 S2: T23-W24		\$900	\$1,000	+ Admin Fee \$25pp
	S1: T13-W14	S2: W4					\$690	\$790	+ Admin Fee \$25pp
	S1: T20-W21	S2: T24-W25		S1: T19-W20	S2: T16-W17				Contact the CMDA for details
T15 & W16			W1 & Th2			W1 & Th2	\$480	\$580	+ Admin Fee \$25pp
S1: M7-W9 S2: M21-W23				S1: M25-W27	S2: M15-W17		\$1,320	\$1,490	+ Admin Fee \$25pp
	T6				M8		\$280 (+GST)	\$380 (+GST)	+ Admin Fee \$25pp
		W18 & Th19					\$480	\$580	+ Admin Fee \$25pp
				S1: W13-Th14	S2: T9-Th11		\$1,200	\$1,350	+ Admin Fee \$25pp
		M9 & T10					\$480	\$580	+ Admin Fee \$25pp
T1 & W2					M29 & T30		\$480	\$580	+ Admin Fee \$25pp
			T28 & W29				\$480 (+GST)	\$580 (+GST)	+ Admin Fee \$25pp
S1: T29-W30	S2: T20-W21				S1: M29-T30	S2: M6-T7	\$900	\$1,000	+ Admin Fee \$25pp

o available through the CMDA

Safety
presented in conjunction with Barringtons Training Services
Armed Robbery Survival Skills
OH&S
presented by the CMDA
OH&S Risk Mgmt for Supervisors & Managers
SITXOHS004A Implement and monitor workplace health, safety and security procedures
OH&S Consultation for Workplace Committees
SITXOHS005A Establish and maintain an OHS system

Management
presented in conjunction with Big Dave Staughton
The Club Entrepreneur's Bootcamp
The Club Finance Symposium
Presentation Skills for Leaders NACC

What's happening at the CMDA

The Conference component of the 2010 CMAA Expo again will feature a range of sessions designed to engage and challenge managers.



The CMDA continues to work towards ensuring our members have access to professional development opportunities and activities. Here's a few items for your information and consideration ...



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Darling Harbour Conference March 2010

Pencil this date into your 2010 diary ... the **CMAA Annual Conference, AGM and Trade Show** at the Sydney Convention & Exhibition Centre, Darling Harbour on Monday, March 8 and Tuesday, March 9. This annual Conference and Trade Show is the premier event on the Club Industry calendar. The 2010 Conference continues that tradition with the quality and relevance that previous events have delivered so successfully. The Conference component of the two-day event again will feature a range of sessions designed to engage and challenge managers. A partnership with the Leagues Club Association and Conference Sponsor company Aristocrat in offering a **Gaming Management Certification** session - repeated during the Conference - will enable keen and motivated gaming staff and management to access gaming education and recognition through the prestigious **GMDC Program**. There will be a charge - \$200 per person (including GST) - for the 2010 Conference registration. After three years of complimentary registration to the Darling Harbour Conference

when the Federal Executive recognised the hardship clubs were experiencing under the increased gaming tax regime, smoking bans and other major issues, it was decided to charge this nominal amount to help offset the increased costs the Association has absorbed in continuing to offer members the best in services and products at reduced costs. The Hospitality Expo again will be world-class, offering a range of small to very large exhibitors set up over two locations - in Hall 5 and outside the Conference Room on Level 1 at the Parkside Ballroom. Visitors to the CMAA Hospitality Trade Expo and associated functions will be restricted to the following accredited persons ...

- CMAA Members
- Directors & Staff of Registered Clubs
- Hospitality Expo Exhibitors & Staff
- Accredited Trade Representatives

Trade representatives who do not exhibit at the Hospitality Expo are required to pay an entrance fee of \$1,000(+GST). Non-accredited trade representatives will be removed from the trade show.

To register for the Conference and Hospitality Expo, go to www.cmaa.asn.au and click on the **Darling Harbour Conference** text box located on the bottom of the home page.

Queensland Training

The CMDA and the Academy will jointly deliver the **"Duty Manager Development Program"** and the **"Gaming Analysis Program"** in Queensland during 2010. Featuring local Queensland trainers, the programs will be customised to reflect the Queensland club context and visit Brisbane, Townsville, Gold Coast and Cairns. Remember, that ACCM Activity Points will be granted only for participation in CMAA-Academy courses in Queensland. So, ensure you register to help other managers continue with their career progression.

- **Duty Manager Development Program**
- **Brisbane** - S1: Mon-Tue, March 1-2, S2: Mon-Tue, April 12-13, S3: Mon-Tues, May 10-11

in 2010 ...

- **Townsville** - S1: Mon-Tue, March 15-16, S2: Mon-Tue, April 19-20, S3: Mon-Tue, May 17-18
- **Gaming Analysis Program**
- **Cairns** - Mon-Tue, March 29-30
- **Gold Coast** - Wed-Thu, May 19-20

Registrations are now open by clicking onto the CMDA Training Calendar via the www.cmaa.asn.au website.

Clubs+: Eat, Drink & Entertain

Food & Beverage Alive in Queensland

This will be two days packed with the latest information for club managers,

chefs and catering professionals. Discover winning strategies for your club; better purchasing and cost control; menu development and innovation; master-class workshops; smart marketing methods. Hear industry experts, leading chefs and successful club managers share the latest tips, trends and information. This is Queensland's F&B event of the year, designed to put you ahead of the field. A full day at **Fine Food Brisbane** is included in this event. **F&B Alive in Queensland** is presented by the CMAA and Profitable Hospitality.

Day 1 - Fine Food Brisbane - Convention Centre, March 23, 2010

Day 2 - The Greek Club, March 24, 2010

Registrations are open, so click on the CMDA Training Calendar via the

www.cmaa.asn.au website.

Training Courses In February

Remember that most of our courses can be purchased for a set price for your club or Zone at reduced cost - and at a time convenient to you. Call the CMDA office on 02 - 9643 2300.

- **Supervisor Bootcamp @ Auburn** - S1: Mon 1, S2: Mon 8, S3: Mon 15, S4: Mon 22
- **Manage Physical Assets @ Auburn** - S1: Tue 9 & Wed 10, S2: Tue 16 & Wed 17
- **Monitor Staff Performance @ Auburn** - Wed 17 & Thu 18
- **Marketing Fundamentals @ Auburn** - Tues 9 & Weds 10

You can register now for any of these courses via the CMAA website www.cmaa.asn.au and click on the Training Calendar icon.

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

CMAA 2010 National Bursary Program Sponsors

Support the companies that support your Association



Club Food & Beverage Summit 2009

Special DVD of Summit Highlights

...more than 7 hours of quality video content on 4 DVDs



An excellent record of the **Club Food & Beverage Management Summit**, held in Sydney 8-9 September 2009. Perfect for sharing with colleagues, staff training and reviewing content. Great for briefing managers, chefs, directors and staff.

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Name on card: _____ Signature: _____

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Clubs reap F&B rewards from education investment

One of the best investments clubs can make is to provide a passionate team with education and training opportunities. There's no doubt that the results generated by motivated people, fired up and willing to get into action after participating at a conference or training event can be remarkable.

Caloundra RSL Services Club Catering Manager Jenny Wilson says the investment in sending her and Head Chef Peter Reid to the 2009 Club Food & Beverage Management Summit is generating very healthy returns.

"I left last year's F&B Summit inspired to take things to a new level and introduce some healthy eating options to the club," Jenny said. "Through some creative thinking and working with the best in the field, I believe we have produced fantastic results."

Successful Australian presenter and motivational speaker Annette Sym also wrote the *"Simply Too Good To Be True"* series of five low-fat cookbooks. A decade ago, Annette's husband Bill - a well-known chef in "clubland" - had developed quite a following for his low-fat meals on the *Clearwater Café* menu while working as a chef at Caloundra RSL Club.

The success of Annette's books, however, has meant a change of direction for Bill, who is now fully immersed in publishing and food nutrition. Unfortunately for Caloundra, this also meant an end to its dining specialty, as there was no longer a chef with the same dietician skills to continue with these items.

On her return from the '09 F&B Summit, Jenny approached Bill and Annette who were only too pleased to work with the Caloundra RSL Club team on this exciting project. The club now boasts low-fat meals and low-fat desserts in the *Clearwater Café* along with low-fat meals and low-fat children's meal in the Viva family restaurant.

"Just because meals are low-fat does not mean they are not tasty and we have had a fantastic response since going this way," Jenny Wilson added. "We have changed all of the corn flours and sauces used in the meals to gluten-free ones. So, we have the added benefit of being able to

advertise 'gluten-free', 'low-fat' and 'low-GI' with complete confidence. This project entailed a lot of research and hard work but the results have been amazing. At least two low-fat meals are in the top 10 dishes served in each restaurant."

Jenny said the children's Beef Macaroni is very popular, served only with steamed vegetables. As is the Symple Beef Sticks dish - a new twist on the traditional crumbed sausages. Parents are loving this eating option. "For any clubs thinking of what they can do to generate some 'life' and interest into their boring old menus, this is the way to go," Jenny concluded.

Profitable Hospitality Managing Director Ken Burgin with CMAA Assistant Executive Officer Ralph Kober, formulated the hugely popular Club F&B Summits. The CMAA and Ken have again combined their resources to organise the two-day Clubs+: *Eat Drink & Entertain - F&B Alive in Queensland* training workshop on March 23 and 24 in Brisbane. Caloundra RSL Club Head Chef Peter Reid will share his tips on striking a good deal with suppliers.



Go to www.cmaa.asn.au or www.ProfitableHospitality.com for more details and to register for this great new F&B initiative.

"For any clubs thinking of what they can do to generate some 'life' and interest into their boring old menus, this is the way to go ..."



Jenny Wilson and Peter Reid have turned around the healthy eating options at Caloundra RSL Club.



Brisbane: 23 - 24 March 2010

Food & Beverage Alive includes **Day 1** at *Fine Food Queensland*: discover the latest food, beverage and equipment ideas from Australia and around the world. Plus attend educational seminars presented by industry experts and players with a wealth of knowledge, tips and inspiration to share. End the day with drinks and dinner at the landmark San Marco restaurant on Brisbane's riverside.

On **Day 2**, boost your resources and profits with intensive seminars and master-classes at The Greek Club. A great lineup for forward thinking club managers and professionals.

Day 1: Tuesday 23 March at Fine Food Queensland, Brisbane Convention Centre

Tuesday seminars are open sessions, and will be held in the Seminar area on the exhibition floor at Fine Food Queensland

10.00- 11.00

Food & Beverage Alive Meet and Greet

Use your Fine food registration to enter the exhibition area, then come to the Food & Beverage Alive Hospitality Suite, for a tea, coffee or simply to catch up with colleagues. Hosted by **Hospitality Magazine**.

11.00 | Session 1

Queensland Grown: Farmed, Fresh & Fabulous

Local producers are passionate creators of food that reflects the State's climate and lifestyle. Here's how to use seasonal produce to add popular appeal to all parts of your menu with **Chef David Pugh** and **Kaye Nunan** from Qld Dept of Primary Industry.



12:15 | Session 2

Smart Online Marketing

Fast and easy ways to make your business much more noticeable online. Effective ways to use your website, photos, Facebook, newsletters and SMS to drive sales and build return business. With **Ken Burgin**, Profitable Hospitality, **Marlene Murray** from award-winning wedding venue Maleny Manor www.malenymanor.com.au



1.15 - 1.45

Enjoy lunch at the food venues on site

1:45 | Session 3

Serving Large Numbers with Style and Profit

Hear first-hand how the iconic Dimattina family has grown its restaurant empire. Get the highs and the lows from **Paul Dimattina**, former AFL and Southport Sharks player and now full time Operations Manager of the Dimattina Restaurant Group: Mario's Italian Restaurant & Pizzeria and Alto Cucina & Bar on the Gold Coast, and Melbourne's Society, Il Gambero, DiMattina's Restaurant & Bar and Blue Train Cafe.



3:00 | Session 4

Profitable Menu Design

Smart tips for making your menu more popular and profitable, with a wealth of examples and strategies you can start using now. The menu is an essential part of the sales process and there are many ways you can make it more effective. With **Ken Burgin** of Profitable Hospitality.



5.00pm for 6.00pm

Peroni Beermasters Dinner

Join us for drinks, followed by dinner at Brisbane's landmark restaurant, Café San Marco, overlooking the river and just a short stroll from the Convention Centre – a great way to network and relax. Enjoy Italy's famous Peroni beer, presented by **Peroni Beermasters Paddy Maher & Marco Seminaroti**. Dinner is included in your booking fee for Food & Beverage Alive. You are welcome to bring other guests or attend this event separately (@ \$75 per person). Drinks sponsored by Coca Cola Amatil.

Day 2: Wednesday 24 March at The Greek Club, 29 – 31 Edmondstone Street, South Brisbane

8.45am

Coffee on Arrival

9.00 - 10.00 | Session 1

Service Wakeup Call!

How to Create a Food & Beverage Team that rocks!

Customer service expert **Paul Lyons** shows you how to choose and motivate great staff. Use these techniques to create an excellent, knowledgeable experience in the bar and bistro – everyday.

10.00 - 11.00 | Session 2

Food Cost Smackdown

How three successful clubs are getting the best deals and lowest prices. Hear from the experts about negotiating tips and the best supplier tactics. Great information for clubs of all sizes - there's money to be saved! With **Michael Foulkes** Cabra Vale Diggers Club Sydney, **Chef Peter Reid**, Caloundra RSL Services Club, **Jeff Cox**, Coffs Ex Services Club.

11.00 - 11.15

Coffee Break

11.15 - 12.15 | Session 3
Option A

Masterclass A – Food Workshop

Adding Queensland to Your Menu

Practical and affordable ways to add more local produce and supplies to your menu. Popular with members and guests, and supporting our local farmers. Chef **David Pugh** and **Kaye Nunan** from Qld Dept of Primary Industry.

11.15 – 12.15 | Session 3
Option B

Masterclass B – Beverage Workshop

Making Cocktails & Spirits a Profit Driver for your Bar

How to boost the popularity of your bar with easy-mix Cocktails and modern Spirits. Presented by the Mixxit Team: **Jason Crawley** & **Dylan Howarth**. Sponsored by Coca Cola Amatil.

12.15 - 1.15

Queensland Produce Lunch

A working lunch featuring delicious Queensland food presented and discussed in previous sessions.

Lunch sponsored by Queensland Dept of Primary Industry.

1.15 - 2.15 | Session 4

Latest Online Marketing for Club Food & Beverage

Your website is 'the other front door' - there's so much you can do to attract new customers and return business. Find inspiration from these 50 club and pub examples of clever online marketing. With **Ken Burgin** of Profitable Hospitality.

2.15 - 2.30

Afternoon Tea

2.30 - 3.30 | Session 5

Food for Kids in Clubs

Smart and responsible ways to serve our young diners, with menu ideas for every type of eater. Healthy Foodservice to Children is a growing social issue, and clubs can take the lead – parents will thank you and come back for more. With **Kay Richardson** of Young Gourmet.

3.30 - 4.30 | Session 6

Winning Menu Strategies for Clubs

Creating popular, profitable choices that will appeal to all our members. How to build on the growing interest in food and still offer the best deal in town. Hear about the smart tactics used by these two popular clubs. With CEOs **Dermot McEnroe** Northcliffe Surf Club, and **Peter Constance**, City Golf Club Toowoomba.



Registration \$475 per person includes 2 days of seminar content, dinner on Tuesday night plus refreshments and lunch on Wednesday.

If you're staying in Brisbane for the event, there is a wide variety of hotels in the Southbank area, right beside the Convention Centre and The Greek Club in South Brisbane.

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Follow the Queensland Food & Beverage Alive link – it's fast and easy. Phone CMAA on 02-9643 2300 for more information.

Activity Points - CMAA Members and CMDA Affiliates receive 20 Industry Activity Points for attending the Club Food & Beverage Alive in Queensland 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 will be awarded.

Industry's warning to Govt on Commission's position

NSW clubs and hotels have warned they will be forced to lay off hundreds - perhaps thousands - of staff if the Federal Government adopts recommendations aimed at imposing further controls on gambling.

The industry's warnings follow the NSW Government's criticism of recommendations in the Productivity Commission's Draft Report On Gambling In Australia that suggest tightening controls over gambling at existing venues, while opening the way for more online gambling.

South Sydney Juniors Club is one of the clubs opposing the plans. Souths Juniors say the proposed betting limits alone would have a "devastating" impact on jobs at the club.

The Productivity Commission issued its Draft Report late last year with many of its proposed limits focusing on the gaming machine component of the gambling industry. The Draft Report was followed by a series of public hearings and submissions in response to its recommendations.

The NSW Government told the Commission the proposed \$1 betting limit, compared with the present \$10 limit which has been in place for more than 20 years, would "have a significant impact on the viability of NSW clubs and hotels", NSW Gaming and Racing Minister Kevin Greene wrote in a letter to the Commission.

Similar warnings were made over the liberalisation of controls for internet gambling. The Commission has called for "managed liberalisation", indicating that it would not be worthwhile seeking to maintain controls on gambling in this area, given the continued growth of the internet.

The State Government warned the Commission that "Internet gaming has the potential for exponential



KEVIN GREENE

growth and without proper regulation it could pose serious problems to society and problem gamblers".

ClubsNSW has forecast the recommendations would cut club revenues by 30%, forcing at least 190 to close, resulting in hundreds of job losses.

The impact could be far worse, since the restrictions would worsen the financial viability of nearly all clubs, with severe ramifications for the role of clubs in the community, reducing their social and sporting roles.

In its submission to the Productivity Commission, South Sydney Juniors Club warned that the proposed \$1 betting limit alone would cost the club \$7.8 million in lost revenues annually, after taxes. "We would need to make significant reductions to staffing levels, levels of commitment to junior sport in the area - mainly junior rugby league - and levels of entertainment that we provide," the club wrote. "Given that we employ around 350 people with a wage expense of around \$11 million per year, the impact on our local community with regard to employment would be devastating."

The Commission put forward a vast range of proposals, such as cutting cash payments down to \$250 from the present \$2,000 limit, banning ATMs from all venues and increasing the present shutdown limit for poker machines from six hours a day. None of the Commission's proposals have been subject to any study or scrutiny.

Critics of the Commission's Draft Report also pointed out that two of the 10 terms of reference put forward by the Federal Government require measuring the positive contribution from gambling, such as employment, community facilities and taxation, but these were not addressed in the report.

New graduates tackle problem gambling challenges

NSW has officially welcomed the first 29 counselling graduates from an innovative training course developed to build on the expertise of those who help people deal with Problem Gambling. Gaming and Racing Minister, Kevin Greene, said the mid-December graduation was another step in the NSW Government's strategy to help tackle the serious issue of Problem Gambling. "The 29 who completed the innovative new program are receiving either a Diploma of Problem Gambling Counselling or a statement of attainment in the Problem Gambling Skill set," Mr Greene said. "The NSW Government takes problem gambling very seriously which is why through the Responsible Gaming Fund the Government has invested \$900,000 developing and implementing the program. The innovative course sets a benchmark for qualifications for problem gambling counsellors and I congratulate all of the graduates for their dedication and effort." Mr Greene said following the success of this new program, it would be rolled out to all counsellors employed in NSW Government-funded services by June 2011, with no course fee attached. "Giving all counsellors employed in NSW Government-funded services access to this new program will ensure problem gamblers are provided with the best intervention and support services possible," Mr Greene said. "The minimum qualification program builds on and recognises the existing expertise of counsellors ensuring they have the specific skills and knowledge required to help problem gamblers. "This new program is just another sign that the NSW Government is already leading the way when it comes to tackling the issue of problem gambling." Mr Greene said NSW counsellors work hard in challenging circumstances to help problem gamblers overcome their difficulties and it is paramount that they continue to be supported. "I congratulate all graduates on obtaining this professional qualification, and I thank them for their ongoing commitment to provide the highest quality counselling services to problem gamblers and their families in NSW."

Gaming: 'Welcome to the nanny state'

NSW Shadow Minister for Hospitality, Tourism and Racing, George Souris has described the Productivity Commission's Draft Report Into Gambling as "a great disappointment". "The Report should be ignored by the States," Mr Souris said. "It is confused in suggesting an over-the-top restrictive regime which will impact upon the states' registered clubs but yet recommends the liberalisation of the out-of-control internet and interstate corporate gambling outlets."

Mr Souris said that interstate corporate bookmaking, sports betting and betting exchanges licensed in Tasmania and Northern Territory have already created \$6 billion of gambling turnover. "The saturation media advertising, ground signage, sports and racing commentator advertorial content, incentives and enticements for new gamblers, credit card gambling by telephone or the internet, are but a few of the abuses to the principle of responsible gambling already evident, yet the Productivity Commission wants to increase this avenue even further."

Mr Souris said registered clubs seemed to be the focus of attention of the Productivity Commission, suggesting almost laughable new impacts on clubs such as \$1 maximum bets ... measures that will send clubs into another round of financial uncertainty, deferred capital improvements and indeed accelerated closures. "The Federal Government's impasse in the Senate and the apparent need to pander to a few balance-of-power Senators is no excuse to set the wolves onto the

community Registered Clubs movement," he added. "The Senate will self-correct at the next election. In the meantime, if these measures are implemented there will be trail of destruction in 'club land'."

Mr Souris urged the NSW Government to tread carefully amongst the shark-infested waters of Federal politics, the Productivity Commission and the world of parochial State self-interest. "I urge the Premier to support the Club Industry and not sell the clubs movement down the tube."

Mr Souris said that clubs hardly know where the next attack is coming from. There are overlapping Inquiries, IPART reports, Legislation, competing NSW Governmental Departments such as OLGR, CLAGCA, BOCSAR, Police, Local Government, Health and now, the arrival of a desperate Federal Government onto the scene. "The Productivity Commission's foray into State affairs, under the guise of do-good gambling policies, will serve to drive the Club Movement closer to extinction, could re-create underground poker machine parlours by ridiculous over-regulation and will cost NSW jobs, lost construction and the contribution clubs make to local communities," Mr Souris concluded.



GEORGE SOURIS

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CMDA Training Program: Feb - March 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@cmad.asn.au

COURSES... (Venue is CMAA Career Development Centre, Auburn unless otherwise noted)	FEBRUARY	MARCH
Provide Responsible Service of Alcohol SITHFAB009A (LAB approved) 1 Day (ACCM Unit)	W 17 (Mounties)	W 17 (Mounties)
Provide Responsible Gambling Services SITHGAM006A (LAB approved) 1 Day (ACCM Unit)	Th 18 (Mounties)	Th 18 (Mounties)
Supervisor Boot Camp - 4 x 1 day Sessions For potential & existing team leaders & supervisors. Includes: Identifying the responsibilities & characteristics of an effective supervisor, personal values & style, time mgmt skills, communication & motivational techniques, delegation & problem solving, supervising service excellence & coaching skills.	(S1) M 4 (S2) M 8 (S3) M 15 (S4) M 22	
Train the Trainer 1 Day (Coach others in job skills SITXHRM001A) Ideal for supervisors & managers who are responsible for on-the-job training of other staff members.	M 15	
Plan & Establish Systems & Procedures 1 Day (Non accredited) This course enables participants to identify, plan, develop, establish and review workplace systems and procedures assisting in operational requirements for their club.	M 22	
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) T 16 (S2) T 23	(S3) T 2 (S4) T 16 (S5) T 23 (S6) T 30 Continues April
Manage Physical Assets SITXFIN007A 2 x 2 Day Sessions (ACCM Unit) Ideal for all managers with responsibilities for the physical assets of their clubs. The course will focus on establishing strategies, systems and procedures for asset maintenance and monitoring, as well as financing asset acquisition.	(S1) T 9 & W 10 (S2) T 23 & W 24	
Monitor Staff Performance 2 Days (ACCM Unit) Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.	W 17 & Th 18	Cardiff M 15 & T 16
Marketing Fundamentals 1 Day (Non accredited) (Prerequisite for Develop & Manage Marketing Strategies SITXMPR005A) Demystifies the 7 P's of Marketing - Product, Price, Promotion, Place, People, Process & Physical Evidence.	T 9 & W 10	
Deal with Conflict Situations SITXCOM001A - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.		M 15 & T 16
Duty Management Development Program 2 x 3 Day Sessions Content includes: HR Fundamentals, Cost Control, Rostering, Customer Service, Leadership, Compliance/Risk Management. This program targets Duty Managers and Senior Supervisors. (Includes Roster staff SITXHRM003A, Manage quality customer service SITXCCS003A & Lead and manage people SITXHRM005A).		Sydney (S1) T 2 - Th 4 (S2) T 23 - Th 25 Brisbane (S1) M 1 & T 1 Continues April Townsville (S1) M 15 & T 16 Continues April & May
Analyse & Report on Gaming Machine Data SITHGAM004A 2 Days (ACCM Unit) (Prerequisite for Gaming Management Development Program) Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.		Sydney W 3 & Th 4 Cairns M 29 & T 30
Intro to Cost Control Principles 1 Day (Non accredited) Understand the basics of calculating percentages, profit and COG's.		T 2
Financial Fundamentals Program 2 Days (Prerequisite for Financial Management Program SITXFIN005A & SITXFIN0006A) This program covers the basics of understanding and working with financial information.		W 17 & Th 18

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

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John and Gordon to step down from Zone roles

The Far North Coast Zone's AGM next month will be much more than the election of a new Committee. It will also be a genuinely sad farewell to two of the CMAA's great stalwarts and servants in that region. Long-serving Zone President Jon McGregor and hard-working Zone Secretary Gordon Rhodes will stand down from their Committee roles. The AGM will be the annual event at Kingscliff TAFE when the Zone presents its bursary to the top student of the College's Food and Beverage class. John, the General Manager at Yamba Bowling & Recreation Club, has served on Far North Coast Zone Committees for more than 25 years. Gordon, the General Manager at South Tweed Sports Club which hosted the final Zone Meeting and Christmas Luncheon in December, also serves as the CMAA's Division E - Far North Coast Zone, North West State Zone, Mid State Zone and Mid North Coast Zone - Federal Councillor also announced at the Christmas meeting that, due to family reasons, he would stand down at the AGM on March 18. CMAA Federal President Bill Clegg, a former Far North Coast Zone President when General Manager at Casino RSM Club, and Executive Officer Terry Condon plan to attend the Zone AGM to properly honour both members. David Barlow, who will present the "Influential Communicator" Program over 10 weeks at the CMAA's Auburn Training Centre beginning on February 16, was at South Tweed Sports Club to present his "Risky Thinking" workshop to 42 club managers and directors before the Zone Meeting. CMAA Communication Services Manager Peter Sharp presented the Head Office Report and took the opportunity to congratulate Jon McGregor and Gordon Rhodes on their generous contribution the work and philosophy that the CMAA brings to members around Australia. Far North Coast Zone's meeting schedule for 2010 is ...

- March 18: AGM & Bursary Luncheon at Kingscliff TAFE
- June 9: Meeting & Luncheon at Casino RSM Club
- September 14-15: Conference & Meeting at Lismore Workers Club
- December 8: Meeting & Christmas Luncheon

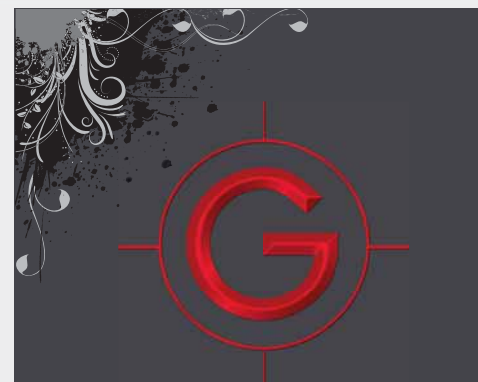
1 - Jon McGregor with "Risky Thinking" workshop presenter David Barlow and host club General Manager Gordon Rhodes at South Tweed Sports Club for the Far North Coast Zone Meeting and Christmas Luncheon on December 11.

2 - Gordon Rhodes kept the prizes coming during the Far North Coast Zone Christmas Luncheon raffle.



GTA appoints Chairman, new Directors

The Gaming Technologies Association (GTA) has appointed an independent Chairman and two new Directors. Aristocrat CEO and Managing Director Jamie Odell will chair the GTA Board for the next year. Mr Odell has extensive experience in consumer-oriented industries and brings a strategic focus and global view to the GTA's deliberations. Stargames President and CEO Simon Ashley along with Trevor Croker, Aristocrat's Managing Director - Australia & New Zealand, have accepted appointments to the GTA Board. GTA CEO Ross Ferrar said the current gaming industry environment demands strong and strategic leadership. "These high-calibre appointments will ensure the GTA continues to build its capability and impact for the benefit of members and the industry more broadly," he added. "The GTA is delighted that Jamie has agreed to lead the Board over the coming year and that Simon and Trevor will also be contributing actively to our work. We are determined to continue to provide world's-best gaming equipment and technologies to Australia's casinos, clubs and hotels by continuing to work closely with all industry stakeholders."



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Clubs fare well as experts 'crystal

Experts across business, technology and demographics gazed into the crystal ball at the recent "Future Forum" in Melbourne to spotlight trends that will shape how we work, live and spend. *CMA Magazine* correspondent KATIE CINCOTTA takes a look at what's ahead for the Club Industry ...

Prosumers

Dr Bruce McCabe, the Director of Technology Innovation at KPMG, says "web 2.0" technology will see creativity, community and collaboration continue to thrive online - most evident in the explosion of social media sites such as Facebook and YouTube. "The key word is participation," he says, "if we look at 'wikis' and 'blogs', it's about how we get our customers and our staff to participate more deeply in what's going on online."

Out of that trend comes the arrival of the "prosumer" - consumers who are becoming producers. "They're starting to self-tailor, self-serve and self-design more of what they consuming," Bruce McCabe adds.

What that might mean for the Club Industry is more customer involvement across decision-making and the online face of the club ... perhaps, marketing that allows a customer to create a new menu item, or a "top 10" song list for the next entertainment night, or the chance to blog about the club's next big event. Whatever it is, give your members a chance to participate.

Oil Well Runs Dry

Energy expert and Curtin University lecturer Jeff Pow, who runs Catalyst

Consulting, says that once oil reserves run out over the next 50-odd years, society will have both new constraints and opportunity. "The earth is not filled like caramel with oil - it's finite," Jeff says. "Of the world's 65 major oil fields, more than 56 are now in decline. Production has peaked and they're now on the downward slide."

With oil production peaking in 2005, and the world currently consuming 84 million barrels of oil each day, Jeff Pow says we'd need to discover four more "Saudi Arabias" by 2030 to keep pace with demand. Geophysicists say this is a highly unlikely prospect.

So, basically, half of our oil supply is gone and we haven't got a substitute - it's a frightening concept.

Jeff Pow pinpoints Australia as one of the first countries to be hit hard by oil shortages. That's not surprising when you consider that Australia uses 51 billion litres of oil each year, with such vast distances to cover for travel and food distribution.

The implications for transport and food are enormous.

Will it be feasible and economically viable to source food from inter-state or overseas?

If predictions hold true that oil prices will hit \$250 a barrel over the next few years, how much will it cost to buy carrots from Tasmania or import potato chips from New Zealand?

Jeff says the only possible solution coping with dwindling oil supplies is to "work, eat, grow, make and trade ... slower and locally". "The age of the 3,000-kilometre caesar salad is drawing to a close," he said. "If buying mangos from Mexico means bringing them across 14,000km using a substance that is irreplaceable, is that the best use of our energy?"

For clubs already embracing that philosophy - especially those regional clubs sourcing local produce - you're already one step ahead for a smarter, leaner and cleaner way to do business.

Population Boom

This decade will see Australia's population hit 27 million thanks to our "mini baby boom". We ended 2009 with the highest total fertility rate for 32 years (now at 1.97, closing in on the 2.01 fertility rate of 1977) and the highest-ever number of births (296,261).

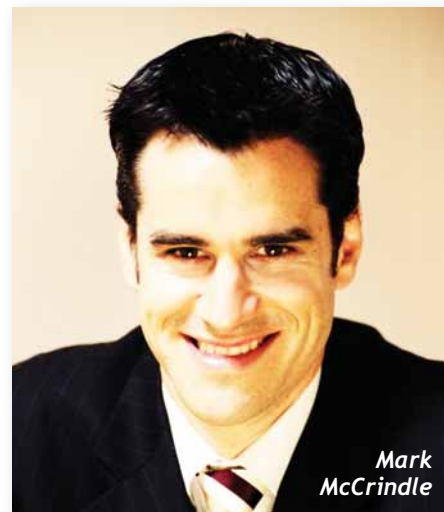
"The highest-ever birth numbers, combined with the lowest-ever death rate and record net migration have combined to provide the 'perfect storm' of population growth over the last few years," says social researcher Mark McCrindle.

So, if you were thinking about investing in child-friendly facilities such as playgrounds, a games room, kids' menus and promotions, then it's money well spent based on the hundreds of thousands of little people Australia will be catering for over the next decade.

Life Stage Shake-Up

Great news for clubs attracting seniors ... they're coming your way in droves. By the end of this decade (2019) there will be more 65-year-olds than one-year-olds. In 2020, life expectancy at birth will exceed 81 for a male and 86 for a female. And almost one-in-five Australians will be aged over 60.

Traditional life stages also are in for a shake-up. The past decade saw the emergence of the TWITS (Teenage Women in Their Thirties) - young women rebelling against the tradition of marriage, mortgage and children. Living a second teenage lifestyle,



Mark
McCrindle

ball' trends

poster girls for TWITS might be Pink, Victoria Beckham or Gwen Stefani. They're cashed up and ready for a good time, so don't forget to cater for this "girl power" group when you're planning your business strategy, marketing and menu (start with your cocktail list).

On the flip side are the NETTELS (Not Enough Time To Enjoy Life) - busy couples and families in the cities burdened with a big mortgage, an expensive lifestyle, and a long working week.

Research has also unearthed another group of older Australians reinventing themselves - the "Downagers". These are Australians aged over 60 for whom age is just a number. They feel and act much younger than the

traditional "senior citizen", are the fastest-growing segment of the 60-plus demographic and value travel, lifestyle, social connection, and new technology. So don't patronise them with dowdy "seniors" meals or promotions.

Precious Water

Dr Stefan Hajkowicz, Principal Research Scientist at the CSIRO, says water trading is set to become an important new market.

Golf clubs and those clubs along the Victorian/NSW border already know what devastating impact the drought is having on business.

CSIRO figures show that the Murray Darling Basin is 23% full and in environmental crisis. As water resources become further constrained, the Government may consider further legislation, having already legislated (the Water Act of 2007) to put property rights around water so that we can trade between catchments and between states.



At Your Service

And, finally, great news for hospitality is that the coming decades will see the rise of the services economy. That means everything in the services sector - from hotels to chefs - will continue to be in demand and growing to make up some 70% of the Australian economy.

Businesses who can tailor more "personalised" service will be the ones that reap the ultimate rewards with research showing that it's tailored, personalised, confidential transactions that increase loyalty and sales. Perhaps, it's time to jazz up that CRM database?



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There's no better way to finish a busy year in your club and your CMAA Zone than with an inspiring speaker, a great meal and few laughs with your mates. That's how it worked out for Gold Coast Zone and Brisbane Zone members at the Combined Christmas Luncheon at Club Helensvale on December 11. Gold Coast Zone held its final Zone Meeting for 2009 where President and Division G Federal Councillor Steve Condren welcomed Brisbane Zone President Steve Limbrick, his Committee and members along with CMAA Executive Officer Terry Condon, who presented the Head Office Report. Steve then handed the floor to Simon Treselyan, a decorated former member and trainer with the UK Military Special Forces Group, who presented the dynamic free workshop *"Human Potential Training & Development"*. A regular guest on radio, TV and news media, Simon published his first book, *"Who Dares For Success: Special Forces Excellence"*, late last year and delivered the philosophy that courage conquers all. Simon captured the attention of more than 50 members and directors with his confrontational techniques, born of the extreme Special Forces environment, and delivered powerful messages for achieving and maintaining excellence in the modern management environment. The "pumped up" crowd then moved on to lunch along with the dynamic entertainment techniques of Mahatma Cote. Guest speaker and comedian Greg Ritchie, who played 30 cricket tests for Australia and scored more than 6,000 first-class runs for Queensland,

skilfully prepared the audience for Mahatma's appearance and special brand of humour. The luncheon raffle included two Gold Coast Zone members - Geoff Lamey and Steve Day - winning airfares and accommodation to attend the CMAA's annual Conference and Hospitality Expo at Darling Harbour on March 8 and 9.

Gold Coast Zone's meeting schedule for 2010 is ...

- February 16: AGM & Breakfast at Currumbin RSL Club
- March 24: Charity Golf Day at Robina Woods
- May 11: Meeting & Lunch at Southport RSL Club
- July 10: Gold Coast-Brisbane Combined Charity Race Day at Gold Coast Turf Club
- September 7: Meeting & Lunch at Burleigh Bears

Brisbane Zone's meeting schedule for 2010 is ...

- February 10: Charity Golf Day at Nudgee Golf Club
- March 16: AGM & Lunch at Arana Leagues Club
- May 26: Meeting, Workshop & Lunch at Redcliffe Leagues Club
- November 5: Meeting & Queensland Bursaries Lunch at Kedron Wavell Services Club
- November 18: Cocktail Party at The Storey Bridge Hotel

The Zones again will host their annual Gold Coast-Brisbane Combined Charity Race Day at Gold Coast Turf Club on July 10 and their combined Christmas Luncheon at Club Helensvale on December 10.

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Parramatta Stadium Trust returned

The NSW Government has reappointed the Parramatta Stadium Trust for another four-year term. Sport and Recreation Minister Kevin Greene announced that the seven-member trust - including former Parramatta Leagues Club General Manager Denis Fitzgerald and his Chairman Alan Overton - had been instrumental in the continuing improvement and success of the venue. "The trust is responsible for the day-to-day care and management of the stadium and ensures it's used to benefit the whole community," he said. "They have a wealth of expertise in areas like sport management, business and law and have demonstrated their commitment to the continual improvement of the venue." The trust members are John Brown, Doris Drewery, Denis Fitzgerald, Craig Gallagher (chairman), Alan Overton, Pam Smith (deputy chairwoman) and Patrick Smith. Parramatta Stadium replaced Cumberland Oval in 1986 as the new home of rugby league in western Sydney. More than 130,000 spectators attended Eels' home games this year and the 2010 NRL season will kick off at the stadium in March.

Is **YOUR CLUB** fair dinkum about Corporate Governance?

The 2008 IPART Final Report on NSW Registered Clubs recommends ...

YOUR CLUB had better be!



YOUR CLUB can't afford to miss this program

‘Why **YOUR CLUB** can’t afford to miss out on joining the CMAA - Southern Cross University’s ‘Corporate Governance Program’

Managers and Directors need to work together on a level playing field to have a genuine chance of meeting and overcoming the challenges the Club Industry face with Corporate Governance and Business Viability.

The essence of good management is open communication, trust and healthy relationships with all stakeholders, at all levels.

The CMAA has partnered with Southern Cross University’s Graduate College of Management to develop a tailored Corporate Governance Program targeted at the most senior Managers, Presidents and senior Directors of registered clubs. This program will help them to build a working relationship that will sustain and grow their clubs and businesses.

The decision to undertake the Corporate Governance Program is significant because it will enhance Your Club’s ability to perform in the workplace and provide CEOs and Directors with the critical skills for success.

The Corporate Governance Program will equip CEOs and Directors with ...

> **knowledge ...**

As a business professional looking to succeed in today’s competitive hospitality market, you need to continually expand your knowledge base. By completing this Corporate Governance Program, you will gain knowledge of Corporations Law; acquire skills to evaluate environmental factors and ethical challenges, and have an understanding of Corporate Governance.

> **skills ...**

You will build on your current skill set and learn to deal with complex business issues.

You will enhance your problem solving and communication skills through practical assessment activities.

YOUR CLUB will be the winner.

These topics are covered in the Corporate Governance Program ...

- The evolution of modern Corporate Governance
- Roles and responsibilities of Directors and the function of Boards
- Corporate power and corporate performance
- Directors’ information and Board knowledge
- A framework for Board activities, Board and Committee structures
- Board styles, Board review and appraisal and Board development
- Strategy formulation, policy making and measuring management performance
- Not-for-profit, small-to-medium enterprises
- Corporate social responsibility
- Code of Practice
- ASX Guidelines and Principles

The Corporate Governance Program Convenor ...

Dr Michael Singleton BA (hons.) MA PhD Cert.IV AWT, has a long, diverse and successful career in senior management and consultancy in the private and public sectors - in Australia and internationally. His most recent role was as CEO with a leading Australian healthcare sector company. Prior to this, he was Director of Administration at the University of Wollongong’s Dubai Campus in the United Arab Emirates. Dr Singleton was a member of a three-person Executive responsible for ensuring good governance and oversight of the operations and strategic development of the University’s administrative and marketing functions. During his career, Dr Singleton has maintained close contact with the academic world through his own research, which has been presented at international conferences, and through teaching mainly at a post graduate level.



Most recently, he has taught in MBA, Master of International Business and Master of Quality Management programs. He is a regular participant in the programs of the European Institute of Advanced Studies in Management, with headquarters in Brussels, most recently delivering academic papers in Paris and Edinburgh and attending its Corporate Governance Conference in Venice. He currently works with the Graduate College of Management at Southern Cross University where he draws upon his extensive first-hand experience working with Boards of Directors and CEOs to develop and improve Corporate Governance processes.

Here's what the first Graduates said about the program ...



HANS SARLEMYN, ACCM - CEO, *norths group*

"I believe that this program is a pre requisite for all senior managers of registered clubs. I will be sending more of my senior management team to the upcoming programs in 2009. If I was going to use one word to sum up the program, it would be ... **EXCELLENT.**"



TONY CAMPOLONGO, OAM - President, Club Marconi

"The program has made my view of Corporate Governance much clearer and has reduced those 'grey areas' around who is responsible for what when it comes to Corporate Governance."



GORDON RHODES, ACCM - CEO, South Tweed Sports Club

"I advise all club managers - country and city - to sign up for the program. This is not just for the big clubs [we are only a medium-size venue] and, in fact, I suspect the resources [physical, such as texts] and the interaction will prove invaluable."



KEN MURRAY - President, Randwick Labor Club

"The impact of the program has been to solidify our relationship as President and CEO and has seen the whole Board become more confident in our ability to lead the organisation through some major new developments."



TONY LYKAKIS, ACCM - CEO, St George Rowing Club

"I would advise and encourage small clubs, especially, to do the program because the same issues that confront the larger clubs certainly confront the smaller ones. My one word to sum up the program would be ... **DILIGENCE.**"



DENNIS McHUGH - Vice President, Tradies

"It has helped broaden my knowledge and reduced the size of the 'Elephant in the Room', that is the uncertainty of who is responsible for Corporate Governance. It has helped me to define the roles of the Board and Management and trying to find that balance between interfering and monitoring."



PAUL BARNES, ACCM - CEO, Moama Bowling Club

"Professor Michael Singleton, who was our facilitator, has done an outstanding job researching and customising this program to meet the Registered Club Industry context. I would recommend all progressive CEOs and Directors to do the program. If I had to use one word to sum up the program it would be ... **FANTASTIC.**"



BILL CROWTHER - Vice President, Dapto Leagues Club

"I have been surprised as to the volume of how much Directors have to understand pursuant to the Registered Clubs Act and Corporations Law. This program has spelled out what we need to put into practice and how to put it into practice."

The Corporate Governance Program details ...

The CMAA - SCU Corporate Governance Program now is available to all clubs in 2010.

The essential eligibility criteria for the program is that each club must be represented by the most senior member of its manager team (in the first instance, the CEO) and a Senior Director of the Club's Board. No individual registrations will be accepted as the program's specific aim is to foster the working relationship of the Manager and the Board.

CMAA-SCU Corporate Governance Program 2010 ...

Venue: Southern Cross University, Tweed Heads Campus, Tweed Heads

- Participants arrive in Coolangatta on the Monday before the start of each Workshop Session and depart on the Wednesday afternoon.

Program Cost & Inclusions per Club	Total Cost for 2 people per Club (GST included)	4-Day Program & Workbook, Readings & CD ROM - pp	Flights Virgin Blue Ex-Syd & Ex-Cool # Workshops 1&2 - pp # Gold Coast transfers - pp	Twin Towns Outrigger Resort Single Room each 4 nights - pp 4 breakfasts - pp	Networking Dinners each evening - pp	Catering ... Morning Tea Lunch Afternoon Tea each day - pp
1 x Manager 1 x Director	\$9,900	✓	✓	✓	✓	✓

Cohort 1 / 2010

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

Workshop 2: Tuesday 18th & Wednesday 19th - May

Cohort 2 / 2010

Workshop 1: Tuesday 20th & Wednesday 21st - July

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

Cohort 3 / 2010

Workshop 1: Tuesday 19th & Wednesday 20th - October

Workshop 2: Tuesday 16th & Wednesday 17th - November



To register or express an interest in attending any of the programs ...

go to www.cmaa.asn.au and click on the Southern Cross University link or contact CMAA Education Manager RALPH KOBER 02 - 9643 2300 or E: ralph@cmma.asn.au

The Corporate Governance Program assessment and articulation ...

There will be several assessment items for Corporate Governance Program participants to complete. This will be both group and individual-based. Assessment will focus on workplace situations and problem-solving cases relevant to the Club Industry. On successful completion of this program, each participant will receive a "Certificate of Achievement" from Southern Cross University's Graduate College of Management. Successful completion is equivalent to one unit of advanced standing into an accredited Graduate College of Management Program.

➤ each Cohort (program) limited to 12 Clubs
i.e. 1 CEO + 1 Senior Director per club

➤ each Cohort comprises 2 x 2-day workshops

CMAA ZONE EDUCATION OFFICERS

ACT

Paul Lander
Canberra Southern Cross Club
P.O. Box 53 WODEN ACT 2606
P: (02) 6283 7200 F: (02) 6283 1553

NSW

CENTRAL COAST

Colin Woods
Gwandalan Bowling Club
Gamban Road GWANDALAN NSW 2259
P: (02) 4976 1204 F: (02) 4976 2605

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

Phillip Mallon, ACCM
Cabarita Beach Sports Club
Cabarita Road BOGANGAR NSW 2488
P: (02) 6676 1135 F: (02) 6676 1245

FAR SOUTH COAST

Michael O'Sullivan, ACCM
Milton Ulladulla
Bowling Club
P.O. Box 1 ULLADULLA NSW 2539
P: (02) 4455 1555 F: (02) 4454 0539

INNER WEST

Michelle Dennington
West Suburbs Leagues Club
P.O. Box 877 ASHFIELD NSW 2131
P: (02) 8752 2067 F: (02) 9799 3696

HUNTER

Ben Hamilton, ACCM
Cardiff RSL Memorial Club
P.O. Box 61 CARDIFF NSW 2285
P: (02) 4945 0766 F: (02) 4956 6627

ILLAWARRA SHOALHAVEN

Dennis Skinner
The Windang Club
Judbooley Parade WINDANG NSW 2528
P: (02) 4296 4044 F: (02) 4296 4920

MANLY NORTHERN SUBURBS

Luke Simmons
North Sydney Leagues Club
12 Abbott Street CAMMERAY NSW 2062
P: (02) 9202 8888 F: (02) 9955 7619

MID NORTH COAST

Glenn Buckley, ACCM
Woolgoolga RSS&A Club
17 beach Street WOOLGOOLGA NSW 2456
P: (02) 6654 1234 F: (02) 6654 0156

MID STATE

Geoffrey Holland, ACCM
Dubbo RSL Memorial Club
P.O. Box 736 DUBBO NSW 2830
P: (02) 6882 4411 F: (02) 6882 4471

NEPEAN

Joseph Bayssari, ACCM
Seven Hills Toongabbie RSL Club
P.O. Box 67 SEVEN HILLS NSW 2147
P: (02) 9622 2800 F: (02) 9621 8121

NORTH WEST STATE

Patrick Crick
Armida City Bowling Club
P.O. Box 251 ARMIDALE NSW 2350
P: (02) 6772 5666 F: (02) 6772 3811

RIVERINA MURRAY

Paul Barnes, ACCM
Moama Bowling Club
P.O. Box 19 MOAMA NSW 2731
P: (03) 5480 9777 F: (03) 5480 9888

SOUTHERN RIVERINA

Craig Muir
Coomealla Memorial Club
P.O. Box 42 DARETON NSW 2717
P: (03) 5027 4505 F: (03) 5027 4350

ST GEORGE CRONULLA

Stuart Jamieson, ACCM
Club Rivers
P.O. Box 445 RIVERWOOD NSW 2210
P: (02) 9533 3144 F: (02) 9533 3812

THE GREAT LAKES

Jason Stone
Port Macquarie Panthers
P.O. Box 59 PORT MACQUARIE NSW 2444
P: (02) 6580 2300 F: (02) 6580 2301

QUEENSLAND

BRISBANE

Jason Lynch, ACCM
Arana Leagues Club
Dawson parade KEPERRA QLD 4054
P: (07) 3354 1333 F: (07) 3355 1264

GOLD COAST

Bryan Jones
Coolangatta Surf Lifesaving Supporters
Club
P.O. Box 826 COOLANGATTA QLD 4225
P: (07) 5536 4648 F: (07) 5536 1322

IPSWICH DARLING DOWNS

Paul Phillips
Goondiwindi RSL Club
23 Albert Street GOONDIWINDI QLD 4390
P: (07) 4671 1269 F: (07) 4671 3330

SUNSHINE COAST

Kym Nunan-Squier, ACCM
Maroochydore RSL Club
Memorial Avenue MAROOCHYDORE 4558
P: (07) 5443 2211 F: (07) 5443 8105

BUNDABERG

Michael Hughes
RSL (Qld Branch) Maryborough Club
165 Lennox Street MARYBOROUGH 4650
P: (07) 4122 2321 F: (07) 4121 2571

ROCKHAMPTON GLADSTONE

Will Schroeder, ACCM
Yaralla Sports Club
P.O. Box 8008 SOUTH GLADSTONE 4680
P: (07) 4972 2244 F: (07) 4972 6355

VICTORIA

Jim Smith, ACCM
The Hawthorn Club
627 Glenferrie Road Hawthorn 3122
P: (03) 9818 1331 F: (03) 9815 1080

Clubs vow to help disaster victims

Hundreds of clubs across Queensland will provide accommodation for people rendered homeless in the event of a natural disaster.




State Emergency Services Minister Neil Roberts signed a memorandum of understanding with Clubs Queensland, the industry's peak body, at the Department of Community Safety headquarters in Brisbane in mid-November. A Department official said Clubs Queensland members had agreed to provide accommodation, showers and other facilities to people affected by a natural disaster, such as floods or bushfires. About 600 clubs, including RSL, surf lifesaving, bowls and golf clubs across Queensland are Clubs Queensland members. Two cyclones and monsoonal troughs caused severe flooding to two-thirds of Queensland in February, forcing many people, including club employees, to evacuate their homes.

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50 CMAA Diary - 2010 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
JANUARY				
Tues-Thurs	26-28/01/2010		London	International Casino Exhibition - ICE 2010
Thursday	28/1/2010	09:00	Auburn	CMAA Executive Meeting
FEBRUARY				
Wed - Sun	05-16/02/2010		San Diego / Las Vegas	83rd World Conference on Club Management
Saturday	06/02/2010	15:30	Oberon RSL Club	Mid State Zone AGM
Tuesday	09/02/2010	11:00	Bribie Island RSL Club	Sunshine Coast Zone AGM
Tuesday	09/02/2010	11:00	Woolgoolga RSL Club	Mid North Coast Zone Meeting
Wednesday	10/02/2010	08:00	Nudgee Golf Club	Brisbane Zone Charity Golf Day
Monday	15-16/02/2010	09:30	Denitquin RSL Club	Riverina Murray Zone AGM
Tuesday	16/02/2010	08:00	Curumbin RSL Club	Gold Coast Zone AGM - Breakfast Meeting
Wednesday	17/02/2010	09:00	Gosford RSL Club	Central Coast Zone Breakfast Meeting
Wednesday	17/02/2010	11:00	TBA	Victoria Zone Meeting
Tues - Wed	23-24/02/2010	09:00	Milton Ulladulla Ex Services Club	Far South Coast Zone
Wednesday	24/02/2010	11:00	East Leisure & Golf Club	Hunter Zone Meeting
Thursday	25/02/2010	09:30	Auburn	CMAA Executive Meeting
Friday	26/02/2010	11:00	Club Windang	Illawarra Shoalhaven Zone Meeting
MARCH				
Sunday	07/03/2010	18:00	Darling Harbour	CMAA Federal Council Meeting
Monday	08/03/2010	09:00	Darling Harbour	CMAA Annual Conference & Trade Expo
Monday	08/03/2010	09:00	Darling Harbour	CMAA Annual General Meeting
Monday	08/03/2010	09:00	Darling Harbour	CMAA Annual Awards & Cocktail Party
Tuesday	09/03/2010	09:00	Darling Harbour	CMAA Annual Conference & Trade Expo
Friday	12/03/2010	11:30	Horton Park Golf Club	Sunshine Coast Charity Golf Day
Tuesday	16/03/2010	11:00	Arana Leagues Club	Brisbane Zone AGM
Tues - Wed	16-17/03/2010	09:30	Glen Innes Services Club	North West State Zone Dinner & Meeting
Wednesday	17/03/2010	11:00	Kingscliff TAFE College	Far North Coast Zone Meeting
Wednesday	17/03/2010	07:00	Carnarvon Golf Club	Inner West Zone Golf Day
Thursday	18/03/2010	11:00	Mounties	Nepean Zone AGM
Tuesday	23/03/2010	11:00	Asquith Leagues Club	Manly Northern Suburbs Zone AGM
Tues - Wed	23-24/03/2010		Brisbane	F&B Alive in Queensland Summit
Wednesday	24/03/2010		Robina Woods Club	Gold Coast Zone Charity Golf Day
Wednesday	24/03/2010	10:00	Sutherland Trade Union Club	St George Cronulla Zone Meeting
Tuesday	30/03/2010	11:00	Paddington RSL Club	City & Eastern Suburbs Zone Meeting
APRIL				
EASTER	02-05/04/2010	EASTER	EASTER	EASTER
Thursday	08/04/2010	11:00	Belconnen Soccer Club, Hawker	ACT Zone Meeting
Wednesday	14/04/2010	10:00	Camden Haven Golf Club	Great Lakes Zone Meeting
Sat-Sat	17-24/04/2010		Singapore	Club Mangers' Conference - Singapore
Monday	26/04/2010		ANZAC DAY	ANZAC DAY
Thursday	29/04/2010	09:30	Auburn	CMAA Executive Meeting
Friday	30/04/2010	11:00	Port Kembla RSL Club	Illawarra Shoalhaven Zone Quarterly Meeting
MAY				
Tuesday	04/05/2010	10:30	Woolgoolga Golf Club	Mid North Coast Zone Golf Day
Friday	06/05/2010	07:00	TBA	Manly Northern Suburbs Zone Golf/Bowls Day
Friday	07/05/2010	12:00 / 18:30	Mulgrave Country Club	Victoria Zone AGM & Awards Dinner
Tuesday	11/05/2010	11:00	Southport RSL Club	Gold Coast Zone Meeting
Tues - Wed	11-12/05/2010	09:30	Narrabri RSL Club	North West State Zone Dinner & AGM
Wednesday	12/05/2010	11:00	Wyong Leagues Club	Central Coast Meeting
Tues - Thurs	11-13/05/2010		Marriot Hotel, Surfers Paradise	Leagues Club Assn Gaming Conference
Tuesday	18/05/2010	11:00	Nambour RSL Club	Sunshine Coast Zone Meeting
Saturday	22/05/2010	15:30	Cobar Golf & Bowling Club	Mid State Zone Zone Meeting
Sat - Tues	22-25/05/2010		Las Vegas & Chicago	NRA Show & Study Tour
Tuesday	25/05/2010	07:00	The Coast Golf Club	City Eastern Suburbs Peter Cameron Golf Day
Tuesday	25/05/2010	11:00	St George Rowing Club	St George Cronulla Zone Meeting
Tues - Wed	25-26/05/2010	09:00	Tomakin Sports & Social Club	Far South Coast Zone Meeting & Dinner
Wednesday	26/05/2010	11:00	Redcliffe Leagues Club	Brisbane Zone Workshop & Meeting
Wednesday	26/05/2010	11:00	Adamstown RSL Club	Hunter Zone AGM
Thursday	27/05/2010	09:00	Auburn	CMAA Executive Meeting
Mon - Tues	31/05-01/06/2010		Twin Towns Services Club	RSL & Services Clubs Annual Conference
JUNE				
Tuesday	08/06/2010	10:00	Macksville RSL Club	Mid North Coast Zone Meeting
Tues - Thurs	08-10/06/2010		Hong Kong & Macau	G2E Asia - www.asiangamingexpo.com
Wednesday	09/06/2010	11:00	Casino RSM Club	Far North Coast Zone Meeting
Monday	14/06/2010		Queen's Birthday Holiday	Queen's Birthday Holiday
Tuesday	15/06/2010	10:00	Canada Bay Club	Inner West Zone Meeting
Thursday	17/06/2010	11:00	Blacktown Workers Club	Nepean Zone Quarterly Meeting
Tuesday	22/06/2010	11:00	NSW Leagues Club	City Eastern Suburbs Zone Meeting
Thursday	24/06/2010	09:30	Auburn	CMAA Executive Meeting

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
Tuesday	20/07/2010	09:30	Wagga RSL Club	Riverina Murray Zone Meeting
Thursday	29/07/2010	11:00	Forestville RSL	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
Tuesday	10/08/2010	07:30	Fox Hills Golf Club	Nepean Zone Charity Golf Day
Wednesday	11/08/2010	11:00	TBA	Victoria Zone Meeting
Sunday - Tues	15-17/08/2010	09:30	Darling Harbour, Sydney	AGE 2008 www.austgamingexpo.com
Tues - Wed	17-18/08/2010	09:30	Inverell RSL Club	North West State Zone Dinner & Meeting
Tues - Wed	24-25/08/2010	09:00	Bermagui Country Club	Far South Coast Zone AGM & Dinner
Wednesday	25/08/2010	11:00	TBA	Hunter Zone Meeting
Thursday	26/08/2010	09:30	Auburn	CMAA Executive Meeting
Tuesday	31/08/2010	11:00	Broncos Leagues Club	Brisbane Zone Meeting
SEPTEMBER				
Wednesday	01/09/2010	11:00	Southern Cross Club, Woden	ACT 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
Tues - Wed	07-08/09/2010	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
Friday	22/10/2010	10:00	Foster's Brewhouse, Abbotsford	Victoria Zone Meeting & Workshops
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	Kedron Wavell Services Club	Brisbane Zone Meeting & Qld Bursaries
Tues - Thursday	15-17/11/2010		Las Vegas Convention Centre	Global Gaming Expo - G2E
Thursday	18/11/2010	11:00	Coffs Harbour Turf Club	Mid North Coast Zone Meeting
Thursday	18/11/2010	17:00	Storey Bridge Hotel, Brisbane	Brisbane Zone Cocktail Party
Friday	19/11/2010	11:00	Weston Creek Labor Club, Sterling	ACT Zone Meeting & Bowls Day
Wednesday	24/11/2010	11:00	TBA	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 Rowing 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

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Presented by Profitable Hospitality for Club Managers Association of Australia

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Ken Burgin packs this workshop with more than 100 real-life examples. Clubs just like yours that use online marketing with great success, and relevant pubs, restaurants and cafes.

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This content-packed Workshop includes:

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- How to use Facebook and Twitter to promote your business and build your client base - Australians now spend 29% of their internet time on Facebook, so an effective presence is essential!
- Protect your club's reputation - easy comment tracking now that everyone can be a critic
- How to use your membership list for more effective online promotion
- Better email marketing - find the easy way to get started or make improvements
- Promote and sell parties and special events online - everyone likes payment in advance!
- Use an online diary to promote the people and events at your business
- Going mobile - new options with SMS text messaging and mobile phones
- Preparing an Online Marketing Action Plan and 12 Month Calendar - template supplied
- Finding the time! Useful shortcuts for automatic marketing and prioritising activities
- The good and bad of club website design - 6 common website mistakes and how to avoid them
- Make sure your website covers these 10 essential features for 2010

It's easy to be ahead of the rest – in just one day! See more on www.ProfitableHospitality.com

Book Now on the CMAA website:

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Investment: \$295 for one person,
\$245 for two or more from the same club.



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Victorians assess machines in motion

By KATIE CINCOTTA

Over the past few months, Victorian club managers have received and filed a whirlwind of correspondence as the state's gaming machine allocation begins to unfold.

Of the Pre-Auction Club Offer, which closed on November 23, 247 clubs (or 93% of eligible clubs across the state) said yes to the "fixed price" opportunity to purchase up to 40 gaming machine entitlements.

Erin Langman, who heads up the Echuca Workers Club, said that while the auction registration process was straightforward, the Australia Post strike caused some concern.

"I was nervous about the postal strike and sent an email to them expressing my anxiety. I presume that I wasn't alone as a blanket email came through the next day to notify all of the extension of lodgement of documents," Erin, the CMAA Victoria Zone Vice President, said.

Erin's border club took up the 40 machines at a cost of \$33,000 each for the first 20 machine entitlements and \$39,000 for the second 20.

The price formula was calculated by...

- taking the total gaming machine expenditure for the club in the 2008/09 financial year
- dividing it by the weighted average quantity of gaming machines permitted in the relevant venue as specified in the club's Venue Operator's Licence
- dividing that number by the club's retained 33% of that amount



ERIN LANGMAN



Gaming Minister
TONY ROBINSON



PETER MCPHEE

- for the first 20 entitlements offered, the amount was multiplied by 180%
- for each of the second 20 entitlements, the amount was multiplied by 200%

After the take-up in the Pre-Auction Club Offer, 18,788 of the 27,500 gaming machine entitlements remain, which will go the highest bidder in the impending auction set for April-May.

Healesville RSL Club was another that took up their full 40 machines, which cost them \$1.6 million.

Club General Manager Peter McPhee says they'll now compete in the auction process to try and secure their remaining licences. "To keep our 50, we'll have to get the remaining 10 in the auction. And then we're going to school next month," he chuckles.

After more than 30 years experience in real estate and 10 of those as an auctioneer, Peter McPhee finds the auction training slightly amusing.

Managers who have registered as auction bidders will attend compulsory "gaming auction 101" lessons from February 10 to March 19 in seven

different locations across Victoria - Ballarat, Bendigo, Melbourne, Mildura, Morwell, Wangaratta and Warrnambool.

So, it's heads down and notepads out (or digital note-takers for the "techies") for a four-hour interactive classroom session that

teaches bidders how to use the electronic auction system.

Attendees are required to bring along photo identification - so don't forget your Driver's Licence or Passport.

While it's full steam ahead for the gaming auction, some managers remain ambivalent about the restructure.

At a recent Lions Club meeting, Peter McPhee bumped into the Gaming Minister Tony Robinson, who is his local Member of Parliament and a personal acquaintance. He wasn't shy in letting the Minister know he thought "he'd stuffed it up" with the new gaming model.

Although Peter is confident that his own club is in a healthy financial position, it's his personal opinion that smaller RSL clubs may not survive under the new structure.

That picture may become clearer once the price hikes begin in the state's first-ever "pokies sell-off".

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Greenmount Beach Club looking to a

By HENRI LACH

Gold Coast and Tweed Heads area residents definitely are among the nation's best serviced when it comes to first-class licensed club facilities.

Their choices are many and varied ... from the giant, sophisticated complexes south of the border to the more-modest, but wonderfully ambient surf lifesaving supporters clubs that dot the coast to the north.

The Tweed Heads and Coolangatta Surf Lifesaving Club shares that style of ambience and draws patronage from both sides of the Queensland-NSW border. It, too, has million-dollar views across Greenmount Beach to the north along the Pacific Ocean shores. On a clear day, members and guests can see the high-rises at Surfers Paradise - at night, the lights are spectacular.

The club's name is a little misleading, since its premises are actually in Queensland's Coolangatta. But that's the registered corporate name. It trades under the title "Greenmount Beach Club", identifying itself with the beach it overlooks, and the popular resort that nestles on the hill above to the south-east.

Manager Paul Taylor has no problem with what may seem confusing to the



The view is magnificent.

curious visitor. "The trading name is a decision that was made well before my time," he said with a shrug.

Paul came to the Gold Coast five years ago from the Malabar RSL Club, in Sydney's south where he was second in command and spent a couple of years at the Mermaid Beach Surf Club where he was indoctrinated into the surf club culture.

He considers his appointment to the top job at the Greenmount Club "a great opportunity", and he's already made his mark there. When he arrived, the social membership was only about 700. It's now 1,800 - with 500 surfing members. He attributes the upsurge in the social membership to a concerted drive that included introduction of a loyalty system and membership discounts.

He's also justifiably pleased with the club's climb in fiscal fortunes since he took over the post. "We had a \$2 million turnover last financial year - a 13% increase since I got here," he said.

Like most of his contemporaries among Gold Coast surf clubs, Paul places great emphasis on food - and the attraction of magnificent ocean views for diners who enjoy the club's in-house kitchen's fare. "We're doing 250-to-280 meals a day," he said.

The club's affinity with jazz also has proved a winner. Wednesday jazz nights are booked out weeks in advance and the club has formed an association with the Gold Coast's community jazz radio station (94.1FM) for which it provides daily surfing and beach reports.

Cooperation late last year with Channel 9 to locate "9's Great Aussie Cook-Off" on the lawn in front of the club provided national exposure.

Despite all these positives, Paul admits that the Greenmount Club is the Cinderella of the Gold Coast licensed surf clubs. "It's old, it looks tired, and it's run out of room," he says. "The boys even have to take rescue boats home because there's nowhere to store them."

Growing patronage and membership is putting a strain on resources. The need for expansion is not just to provide better amenities - it's a necessity. And, so it will come to pass ... a \$2 million extension project is due to begin in July. The first stage will be to extend the veranda across the present lawn frontage area and provide storage and facilities for the surf club underneath. The new veranda area will increase seating accommodation from the currently inadequate 200 to 500-plus.

The second stage will involve construction of a new function room on the upper level. That's something sadly lacking at present. The kitchen will be completely modernised and extended. "We will continue trading during both stages," Paul vowed.

Council permission for the extensions has come at a price, but it's a price Paul and his committee are willing to pay. The club has only 20 gaming machines, and council delivered a harsh ultimatum: "No more pokies, or

"Growing patronage and membership is putting a strain on resources. The need for expansion is not just to provide better amenities - it's a necessity ...



The Greenmount Beach Club ... big plans underway.

bright future

no approval," Council said.

"That's okay with us," Paul responds with another shrug of his shoulders. "We don't really need more machines. We just need to make sure that they work. I believe the same turnover can be achieved with fewer machines. We're not trying to compete with Twin Towns and their machines."



Nearby apartments are a ready source of club patrons.

Beach Club extending its profile

Extensions to the Greenmount Beach Club will greatly raise its profile on the Gold Coast surf strip. "We already have a great clientele of retirees who are regulars and good drinkers," says Club Manager Paul Taylor. "Jazz nights are a great attraction ... so is the food. There's lots of development going on in the area, with things like cycling and walking tracks that bring people to the beach." There's also a spin-off from the tourists who take advantage of holiday packages at nearby apartments and from the Greenmount Resort that's practically next door. As well as the planned extensions, 2010 heralds a major milestone for the Tweed Heads and Coolangatta Surf Lifesaving Club (aka now as Greenmount Beach Club). It's also celebrating its 100th anniversary this year. As this issue went to press, plans were underway for a three-day weekend of celebrations to showcase the role the club has played in the surf lifesaving movement. A century down the track, Paul Taylor is upbeat about the club's future and

Greenmount Beach Club Manager Paul Taylor.



its ability to continue to provide necessary funding support for its lifesavers. "Once that veranda goes up out there, we'll be in the same league as Kurrawa and Northcliff [two of the coast's major surf clubs]. And once it's fully renovated we'll be the biggest club in Coolangatta."

- HENRI LACH

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WORKSHOP ONE - *STYLE FLEXING: AWARENESS OF SELF AND OTHERS*

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- Raising Self Awareness: the vital role this plays in successful proactive communication
 - How my Style supports or conflicts with the Style of other people
 - Resolving conflict amongst Styles: how each Style approaches a communication situation differently
 - Style Flexing with: colleagues, managers, customers and groups

WORKSHOP TWO - *STYLE FLEXING: INFLUENCING OTHERS POSITIVELY*

- TUESDAY
MARCH 2**
- The Elements of Communication: Style, Intent and Content
 - The Four Key Intents and the affect they have on communication outcomes
 - How to recognise the Language of each Style and to Flex appropriately
 - The power of words and why they affect each person differently

WORKSHOP THREE - *LISTENING: UNDERSTANDING THE REAL MESSAGE*

- TUESDAY
MARCH 16**
- Personal Listening Inventory: good and bad listening habits
 - Attitudes and Behaviours that affect the way we Listen to others
 - The Four Key Elements of Listening: Hear, Interpret, Evaluate and Respond
 - Listening exercises: improving your habitual Listening Style

WORKSHOP FOUR - *QUESTIONING: IDENTIFYING THE REAL MESSAGE*

- TUESDAY
MARCH 23**
- Questioning Habits: there are no poor responses only poor questions
 - Attitudes and Behaviours that affect the way we Question
 - Question types and when to use them: Barriers or Aids to positive communication
 - Our internal Filters directly affect how we respond to a communication situation

WORKSHOP FIVE - *BODY LANGUAGE: IDENTIFYING AND UNDERSTANDING*

- TUESDAY
MARCH 30**
- Identifying the Non-Verbal Signals that are present in all personal communication
 - Video Case Studies and analysis of macro and micro Non-Verbal Signals
 - Personal Body Language Inventory: understanding the strengths and weaknesses of habitual actions
 - The Ladder of Inference and how it affects everything we do

WORKSHOP SIX - *BODY LANGUAGE: AWARENESS AND PRACTICE*

- TUESDAY
APRIL 6**
- Self Awareness is vital to effective use of Body Language in positive communication
 - Attitudes and Behaviours that affect the Non-Verbal Signals that we send
 - The Five Behavioural Skills to effective interpersonal communication
 - Body Language Practise: exercises for worklife and homelife

WORKSHOP SEVEN - *SUCCESSFUL INFLUENCE: SKILLS, ATTITUDES AND HABITS*

- TUESDAY
APRIL 13**
- Understanding the different Influencing Styles: what is my habitual Style
 - Mental Models and how these affect the way we react to our world
 - Changing our Filters: improving our Mental Models directly affects how we influence others
 - How Communication Stimuli turns into Action that produces positive or negative behaviours

WORKSHOP EIGHT - *INFLUENTIAL LEADERSHIP: INFLUENCING OTHERS POSITIVELY*

- TUESDAY
APRIL 20**
- Understanding Leadership Styles in communication: what is my personal Style
 - The Johari Window and the Undiscovered Self: the effect this has on how we communicate
 - DISC profiles and how they intersect with Communication Styles
 - Learning about how we Learn: the Stages of Unconsciousness

GRADUATION MEETING - *SUCCESSFUL COMMUNICATION: THE ACHIEVEMENTS*

- TUESDAY
APRIL 27**
- Effective Communication is a Journey Not a Destination
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meaning
of what you say,
and
then speak!"

Epictetus - 55AD



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Machines applications key to club's fate

More than six years in the planning, the \$30 million Narellan Country Club could collapse before it is built if a poker machines application is rejected. Eastern Suburbs Leagues Club has sought approval for 150 machines at the proposed club on Porrende Street, Narellan.

Without the machines, club CEO Rob Riddle said the club would not go ahead. "It's such a big project that it wouldn't be viable," he said.

The development application was lodged with Camden Council in April.

However, a submission lodged with the OLGR said the club would not proceed "without a 150-gaming machine threshold" ... "a lesser number will simply not support the venue itself or the other facilities". If the machine application is successful, it would take the number of gaming machines operated by the club to 674 across its three venues. The club estimated that each machine at the Narellan club would return a \$37,500 profit each year over the first two years of operation and help the club make an estimated \$5.6 million profit. The club bought the site in 2003. It said more than 800 of its members were from the Camden Local Government Area and the club would be within walking distance of Harrington Park. The club would employ 120 people - most of them locals. Mr Riddle said decision was expected in September. Construction was to start next year but the application had been affected by traffic concerns involving the new Bunnings development across the road. Sue Morris, the Council's Director of Development and Environment said the application would not be accessed until "some time in 2010".

Court thwarts Council's pokies plan

A Supreme Court ruling has temporarily thwarted a Melbourne council that tried to charge pubs higher rates if they had poker machines. theage.com.au website reported that Moreland Council expected to raise an extra \$115,000 by doubling the rates of its 10 commercial venues with poker machines, but that figure was likely to be absorbed by a new rates discount given to clubs, such as bowls clubs, that choose not to offer poker machines. Community clubs with poker machines would pay standard rates.

Councillors argued that the strategy would help tackle problem gambling by discouraging the installation of machines in venues. Pokies giant and hotel owner the Australian Liquor and Hospitality Group, run by Bruce Mathieson in partnership with Woolworths, owns several Moreland venues and challenged the move in the Victorian Supreme Court, with three other local venues.

Justice Tony Cavanough issued an order, agreed to by both sides, saying the Council acknowledged it did not provide a necessary statement explaining the differential rate, as required by law. The higher rate to be imposed on commercial gaming premises was therefore void.

The Council had not started charging venues the new rates, but must now pay the undisclosed legal fees of the hotel owners.

Moreland Council CEO Peter Brown said that except for the legal technicality, the higher rate would have been valid and the council may try again. "It's a matter for Moreland Council to consider whether it will revisit the issue of a differential rate for commercial gaming premises when it undertakes the process of applying rates for the 2010-2011 financial year," Mr Brown said. "Any consideration of this issue will take place in accordance with council's statutory obligations and in light of the [court] proceeding."

Several other suburban councils have been monitoring Moreland's success with what is essentially a new pokies tax.

Mr Brown said Moreland Council might consult other councils during the year. Moreland residents have spent \$25 million on local gaming machines in 15 venues in the first four months of this financial year. They spent \$73 million last financial year.

However, the rating strategy was not seen by experts as a solution to problem gambling, when the Council proposed the strategy in June.

Hakoah Club's glory days remembered

Bondi bid farewell to the Hakoah Club in November as the social club - the epicentre of Jewish life in Sydney for decades - makes way for demolition to begin on the infamous concrete carton it has called home begins.

Despite counting flush Sydney identities like Frank Lowy and Malcolm Turnbull among its members, mounting debts forced the club to sell its premises to the Toga Group, the owner of Medina hotels and a big Labor Party donor, in October 2007.

The property group plans a development on the site that includes a 113-room hotel, a proposal some residents say will damage the low-rise, bohemian atmosphere of Bondi.

A "who's who" of Hakoah Club members - Jewish and gentile - met on October 29 for an exclusive farewell party at the Hall Street headquarters, built by Mr Lowy, a former club president, in 1975. "The boys reminisced about the days when we had the leading football team in this nation," club President Phil Filler said. "People recalled the great times they've had." No new site has been found and, from Wednesday, November 4, the club, founded in 1939 is "homeless". In December 1992, seven years after its Hall Street headquarters opened, a bomb exploded in the car park. That was hours after a bomb exploded at the Israeli Consulate in Sydney. Kerry Packer suffered a heart attack at the club in 1995. Toga's proposal was declared a state-significant project by the Planning Department in October under the controversial Part 3A of State Planning Laws, stripping Waverley Council of planning authority.

Albury SS&A Club appoints new CEO

Albury SS&A Club has appointed Tim Levesque as its new CEO. Mr Levesque, formerly CEO at Mulwala Water Ski Club. Albury SS&A Club President Ron Cummins announced the appointment that ended a tumultuous period for the club that started with the departure of long-serving CEO Andrew Terry and resignation of President Lindsay Poy. Gerard Darmody had been Acting CEO since Mr Terry's departure.

Online gambling needs controls: Betfair

There can be no guarantees that allowing online gaming companies into Australia would not lead to an increase in problem gambling. Betfair Australia's CEO Andrew Twaits told a Productivity Commission hearing in Melbourne that while he supported a liberalisation of online gaming laws ... "I can't sit here and tell you there won't be more problem gamblers created through online gaming or online wagering. I think what we as an industry need to do is to provide the safest platform that we possibly can. Having the right sort of safeguards in terms of loss limits and deposit limits is the best way of preventing problem gambling," he said. In its October Draft Report Into Gambling, the Commission recommended that the Federal Government "initiate a process for the managed liberalisation of online

gaming". In Australia, it's not illegal for consumers to access and use internet gaming products, but it's illegal for an operator to offer them to Australian customers. Online gaming can include casino games such as poker, roulette and blackjack. It has been estimated that Australians already spend \$790 million a year on overseas gaming sites. Online wagering on races and sports betting is not restricted. "While it's probable that this ban reduced the growth of online gaming, it's clear that international sites are being increasingly accessed and the Australian ban has limited utility," the Commission's Draft Report found. Mr Twaits said: "Clearly, the vast majority of consumers want to engage or they are engaging in poker in pubs and clubs ... this [online gaming] is just another channel of distribution."

Tassie Govt rejects \$1 pokies limit

The Tasmania Government has voted down a proposal to lower poker machine spins to \$1. *The Mercury* newspaper reported that changes to protect problem gamblers were passed through the Lower House on November 5, including a ban on serving food and alcohol in public gaming areas after 9pm and strengthened self-exclusion laws.

The Government described as "unworkable" an amendment, supported by Opposition parties, to reduce the amount of money that can be spent on one "spin" of a poker machine to \$1. Instead, the limit was reduced from \$10 to \$5. Greens Gambling Spokesman Kim Booth said the Government also defeated a proposal to require Federal Hotels to contribute to the Community Support Levy like other gaming operators.

Harbord Club's zoning fears resolved

Confusion surrounding the rezoning of Harbord Diggers has been resolved with the club's future secure for now. The club had undertaken a public call to action after it believed its Evans Street site was to be rezoned as solely residential under Warringah Council's Draft LEP. According to a covering message in the club's Summer Newsletter, this would have robbed, "the club and its members of any opportunity to upgrade or extend club facilities and therefore remain competitive now and into the future". It also urged members to join the "fight to protect the future of the club" and show Warringah Council they can't simply "write us off the map". But since then, the club has issued a statement on its website clearing up the confusion: "We are pleased to confirm, after discussion with Council

and on the advice of our professional planners, that Council has included a provision in Schedule 1 of the Draft LEP that permits the continued operation of a registered club." Harbord Diggers General Manager Andrew Lauridsen said the uncertainty was caused by a wrong lot number and address listed in the Draft LEP. "The provision was there from the outset but if you were to pick up the LEP, even if you were a planner, you would have jumped to the same conclusion we did," Mr Lauridsen said. The club still has some concerns about the overall zoning of the site. "For the medium term the club won't be impacted, and that is years and not months," he added. "However, there are still questions marks on the long term as to what the club can do." Warringah Council's Draft LEP was on exhibition until December 30.

Barman sacked for pokies scam

A Sydney barman was sacked for selling "useless" information to hotel patrons revealing the payout history of poker machines. The *Daily Telegraph* newspaper reported that Police were called in on an OLGR investigation into the scam at a hotel in Sydney's west. The worker was accused of printing out the pay history of 30 machines in the hotel's gaming lounge - and receiving a percentage of winnings from gullible patrons who believed the data would improve their odds. The publican became suspicious when patrons were repeatedly asking for the barman when they had a win. NSW Gaming Minister Kevin Greene denied the scam represented any threat to the integrity of poker machines in NSW. "Inquiries show that this was an isolated incident involving an individual staff member," Mr Greene said. The Minister said the barman was feeding the superstitions of his victims by "tipping them off" on what machines were "due" to pay out. "This information is completely useless. It is impossible to predict the pay out of a gaming machine," Mr Greene said. "All machines operate on a totally random mathematical basis." The Government urged gamblers to be wary of such stings. "This serves as a timely warning to everyone who uses poker machines to be aware that anyone, anywhere, who tells you they have information that will predict when poker machines will pay out is simply lying," Mr Greene said. "There is no superstition when it comes to using a poker machine. Your chances of winning a jackpot are less than one in a million." He said the OLGR officer had referred the barman's actions to Police for investigation. The software that records the history of individual poker machines is not designed to predict any pattern of payouts.



Aruze Gaming appoints new VP

Aruze Gaming America has appointed Ken Jolly as Executive Vice President and General Manager for the company's Australian, Asian, African and European markets. "We are delighted to have Ken Jolly join the Aruze Gaming executive team. His background and expertise in the gaming industry will be a great asset to Aruze Gaming. He truly brings global experience to Aruze Gaming," Aruze Gaming's President and Chairman Kazuo Okada said. Ken Jolly will be a pivotal member of Aruze Gaming's senior management team and responsible for new business and strategic development, as well as achieving the company's international objectives. He will oversee all aspects of technical, operational, and sales functions including financial responsibility for revenue of the regions, with his main focus on leveraging the company's penetration across markets and ensuring Aruze Gaming's success across the regions. Las Vegas-based Aruze Gaming America designs, develops and manufactures slot machines and gaming devices for the global casino market, with subsidiaries in Australia, South Africa, Macau and Japan.

AHA seeks Healey's successor

The AHA is looking for a new National CEO after Bill Healey declared he would step down from the Australian Hotels Association role this year. It may be sooner if the AHA can find a suitable successor before Mr Healey's five-year contract ends in early May. A consequence of the change will be that the new CEO will be based in Canberra. The new CEO also will undertake an internal review of current national structures. Mr Healey said he had no immediate plans for life after the AHA but would probably "take some time to smell the roses". AHA National President Tom McGuire said Mr Healey would work with the AHA National Executive to recruit his replacement and ensure a smooth transition of the AHA National Office management. Mr McGuire said Mr Healey's team is effectively managing current issues such as the Productivity Commission Inquiry Into Gambling, the Preventative Health Taskforce Report, the National Long-Term Tourism Strategy and PPCA restaurant music fees. Mr Healey is spending much of his remaining tenure advising AHA State/Territory branch CEOs of transitional arrangements.

Foster's CUB MD quits

Foster's Group CUB Managing Director Alex Stevens resigned in late December due to ill health. Foster's CEO Ian Johnston said that while the company was very sorry about this unexpected development, it respected and supported this decision and sincerely wished him well for the future. "In Alex's short time at Foster's, a lot has been achieved," Mr Johnston said. "The beer, cider and spirits sales team has been separated from wine, the approved strategy is being implemented, the newly renamed CUB business unit has been relaunched, new product initiatives have been accelerated, the supply chain is being enhanced and new support campaigns launched. I thank Alex for his efforts and confirm there is a strong CUB leadership team in place," Mr Johnston said. Alex Stevens joined Foster's in February, after 12 years working for PepsiCo Inc. Ian Johnston is acting as the CUB Managing Director.



Foster's wins \$503 million tax appeal

Foster's has won its appeal against an Australian Tax Office assessment that could have cost the company up to \$546 million. The Australian Federal Court ruled in favor of the Foster's appeal relating to deductions claimed between 1998 and 2004. Foster's

spokesman Troy Hey said the company already had paid \$253.6 million on the income tax assessment. That amount would be returned if the Australian Tax Commissioner

chooses to forego, or loses, an appeal, Mr Hey said. "We welcome the Federal Court's decision," Foster's Chief Financial Officer Angus McKay said. "We have always been confident in our position and hope this matter will be brought to swift resolution." Mr Hey said the dispute concerned deductions claimed by Foster's - then Elders IXL Ltd - on losses incurred by subsidiary Elders Finance Group in the late 1980s and early 1990s.



Aristocrat retains hyperlink exclusive rights

In 2005, IGT lodged an application with the Australian Patent Office to prevent Aristocrat's "hyperlink" patents from being legally enforceable so that they - and other competitors - could sell hyperlink-style games in Australia. In early December, Aristocrat announced the Patent Office had rejected IGT's opposition to its hyperlink patents, which means that Aristocrat can maintain its exclusive right to manufacture and sell hyperlink-style games in Australia, which is a significant win for Aristocrat. The decision allows the company maintain a competitive advantage from an innovative technology where banks of machines are linked to drive a randomly triggered, four-level progressive jackpot. Since hyperlink's release in 1996, Aristocrat has built, and continues to expand on, a large installation base of successful Hyperlink products, including its library of Hyperlink themes - "Cash Express", "Jackpot Carnival", "Zorro", "Bankbuster" and "Jaws".

Tatts sells South African gaming interests

Tatts Group will sell all interest in South African gaming operations to a local company for \$A23.73 million. Tatts said the sale to Johannesburg Stock Exchange-listed Grand Parade Investments Ltd was subject to conditions, including South African regulatory approvals. The transaction should be completed by July, 2010.

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