

Club Management IN AUSTRALIA

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March 2010
Vol 87, No 212



**IT'S A
SELL-OUT**

Full House For CMAA Expo

➤ P26 - 29

- CMAA Welcomes Latest CMDA Sponsor - Insite Digital: P12
- Club Industry Stands Strong Against Productivity Report: P14
- Events Summit - Make Sure Your Event Is A Triumph: P22
- Busy Start To 2010 Zone Meeting Schedule - P33 - 46



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- Free Game Feature
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- All wins are doubled during the free games.



- Wild appears on reels 2, 3, 4, and 5 only. Wild substitutes for all symbols except scatter. All symbols except wild and scatter can appear within border. If 2 or more border appear, they will all contain the same symbol.
- Free Game Feature
- Any 3, 4 or 5 scatter trigger 10, 15 or 25 free games respectively. All wins are doubled during the free games.

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

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Fielding wants pokies out of clubs

Family First Senator Steve Fielding says the Federal Government should use the Corporations Act to rid clubs and hotels of poker machines.



STEVE FIELDING

Fielding says he is alarmed by figures that show Australia has among the highest number of poker machines per capita in the world. He accused Prime Minister Kevin Rudd of expressing his concern about the impact of poker machines, but failing to act. "He talks about it, but he doesn't want to do anything about it when it comes to some of the hard issues, and he can do something," Senator Fielding said. "[He could] get the poker machines out of our pubs and clubs and put them into dedicated gambling venues like racetracks and casinos."

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PAGE ADVERTISER / Editorial

Cover 1	CMAA 2010 Hospitality Expo A Sell-Out
Cover 2	KONAMI
P 1	CMAA IMPRINT & ADMINISTRATION
P 2	CAREER DEVELOPMENT SPONSORS
P 3	CLUB PLUS SUPERANNUATION
P 4	NUFURN + March Edition Contents
P 5	ARISTOCRAT
P 6	PAYNTER DIXON CONSTRUCTIONS + March Edition Pointers
P 7	AINSWORTH GAME TECHNOLOGY
P 8	MERIDIAN CONSTRUCTION + Executive Perspective - Danny Munk
P 9	IGT
P 10	CARDCORP + Executive Officer's Desk - Terry Condon
P 11	TOOHEYS
P 12	CAREER DEVELOPMENT SPONSOR PROFILE - Insite Digital
P 13	CUSTOMERS ATM
P 14	INDUSTRY ISSUES 1 - Productivity Commission Update
P 15	STARGAMES
P 16	INDUSTRY ISSUES 2 - Industrial Relations Update 1
P 17	INDEPENDENT GAMING
P 18	INDUSTRY ISSUES 3 - Industrial Relations Update 2
P 19	GOLD CREST SECURITY
P 20	HARLEY RUSSELL & DAY + INDUSTRY ISSUES 4
P 21	CASHCODE
P 22	ESSENTIAL HYGIENE SERVICES + 2010 Events & Functions Management Summit
P 23	TECHNOPROM
P 24	INDUSTRY ISSUES 5
P 25	TASK RETAIL TECHNOLOGY
P 26	CMAA 2010 HOSPITALITY EXPO FLOORPLAN & EXPO EXHIBITORS LIST
P 27	INTERO + 2010 CMAA Conference & Hospitality Expo 1
P 28	CMAA HOSPITALITY EXPO AD
P 29	THOMSON PLAYFORD CUTLERS + 2010 CMAA Conference & Hospitality Expo 2
P 30	CMDA 2010 TRAINING CALENDAR - March & April
P 31	ESSENTIAL HYGIENE SERVICES + CMDA Update - Ralph Kober
P 32	CMAA-SCU CORPORATE GOVERNANCE
P 33	WHITCON + IN THE ZONE 1 - Riverina Murray Zone AGM
P 34	CLUB F&B MANAGEMENT SUMMIT DVD
P 35	BEPOZ + IN THE ZONE 2 - Mid North Coast Zone Meeting
P 36	CMAA 2010 MEETING & EVENTS DIARY
P 37	IN THE ZONE 3 - Mid State Zone AGM
P 38	F&B ALIVE - QUEENSLAND 2010 - 1
P 39	F&B ALIVE - QUEENSLAND 2010 - 2
P 40	IN THE ZONE 4 - Sunshine Coast Zone AGM
P 41	CMDA TRAINING
P 42	IN THE ZONE 5 - Gold Coast Zone AGM
P 43	ODOUR CONTROL SYSTEMS AUSTRALIA + CMAA ZONE EDUCATION OFFICERS
P 44	IN THE ZONE 6 - Central Coast Zone Meeting
P 45	CMDA MARCH TRAINING COURSES 1 + Victoria Gaming Update
P 46	IN THE ZONE 7 - Victoria Zone Update
P 47	CMDA TRAINING COURSES 2 + INDUSTRY ISSUES 6
P 48	NORTHERN EXPOSURE - Beaudesert RSL Club 1
P 49	COMPLETE ATM SERVICES + Beaudesert RSL Club 2
P 50	CMAA BURSARY SPONSORS + MARKET FORCES 1
P 51	SLATER GORDON + MARKET FORCES 2
P 52	RAYNER SALES & MARKETING + GREEN&SMART
Cover 3	CMAA HOSPITALITY EXPO EXHIBITOR BONUS
Cover 4	ARUZE
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➤ Page 14

The Club Industry has hit back strongly at media interpretation and reporting of recommendations contained in the **Productivity Commission's Report Into Gambling In Australia**. The Draft Report was released late last year with The Commission's final report released late last month again reflecting more concern with the financial well-being of hotels and casinos than in clubs being able to continue support to local communities. The Commission expressed concern that clubs breach "competitive neutrality" issues ...



➤ Pages 18-20

The **Registered and Licensed Clubs Award 2010** became a reality on January 1, 2010. The Award's development was part of the Australian Industrial Relations Commission's Stage 3 of the Federal Government's Award Modernisation process under the Fair Work Act. The Award is to be read in conjunction with the National Employment Standards (NES), providing for minimum conditions of employment for all employees. The CMAA's **Senior Industrial Relations Advocate PETER COOPER** breaks down the information and implications for clubs and managers ...



➤ Page 22

The **Clubs+ 2010 Events & Functions Management Summit** is a must for Clubs interested in new ways to run successful events. To be presented at **Bankstown Sports Club** on **May 12 and 13**, the Summit delivers an impressive line-up of event management experts, master-classes, presentations, product tastings and dining experiences. Club executives - CEOs, Events Managers, Function Managers and Marketing Managers - will experience the latest tips and strategies to maximise club event potential ...



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Change and more new challenges arrive with the 'Year of the Tigers'

We kick off the "Year of the Tigers" with a

brighter view on how the global village is progressing. It's still too early to bury the GFC but it's now obvious that its effects have peaked and the road ahead appears to be about recovery and growth. Just beware of the bumps.

As with many things in life, major events, such as the GFC, force people and businesses to review processes and assess their core values.

The Club Industry and club managers should reflect on strategies for revenue protection, revenue growth

and business diversity.

This has been the CMAA's focus for a number years and it must continue and grow. Victoria and Queensland managers certainly need the Association's growth and continued support as they seek knowledge and support for their changing business environment.

This is an exciting industry - regardless of its challenges. It is an exciting career for anyone who enjoys the opportunity to change communities and grow people.

We need to maintain focus on where we need to go, challenge our thoughts but never allow our values and standards to diminish.

My role with Association Executive is about to change. I have decided not to stand for re-election. I have greatly enjoyed being involved for many years but need to take "back seat" at this time.

The Association faces many exciting challenges. Many issues we have tackled need to be driven harder and further - support to country regions; segmented learning programs; value to sponsors and suppliers in their support of the Association; maintaining relevance in the conference sector.

Over the next three years, the Executive will need to deal with the direction of our administration base.

We must assess at what we are offering our members. The CEO role

will change in this period - another important decision for the Executive. On that note, I cannot speak more highly of my friend and fellow CMAA stalwart Terry Condon - a champion of our industry.

During this time, the Association will need to take its journey of member support and career development to new levels. The challenges that we face require a CMAA that is relevant and focused. I pass on that challenge to our new Board and look forward to their efforts.

The Association has evolved and grown over the past 15 years and this positive evolution must continue.

I look forward to maintaining my relationships as I work in the industry in other ways. Despite stepping down, I'm just a call away if any member needs to chat, seek an answer or just share the knowledge.

Being a Club Industry manager is a privileged job. Enjoy it and remember the best support is just a call away.

To Terry, Bill and my fellow Executive members for the past six years, thank you. To the CMAA staff, your support is always appreciated.

To my fellow members, see you at the Conference and around the traps.

> **DANNY MUNK, ACCM**, is the CMAA Federal Vice President and Managing Director of Munk Management Services



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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Association support flows over to nominations

The CMAA's Annual General Meeting is always an interesting aspect of the Annual Conference and Hospitality Expo at Darling Harbour. Like the Expo, the "Full House" sign has been hanging outside the Conference Hall each year

since the Association made the move to the Sydney Convention and Exhibition Centre at Darling Harbour in 2004. The 2010 AGM also heralds the three-yearly cycle of the election of office bearers for the CMAA Federal Council, the Federal Executive and the NSW State Executive. Federal Vice President Danny Munk has decided not to seek re-election following his mid-2009 move out of a Club Industry management role, while Tim McAleer resigned from his Federal Executive Member position in November 2009. State Executive member Debbie Feening was appointed to fill this Federal Executive Member position until the March 2010 elections.

I continue to be impressed by the level of support for the Zone structure and this positive support has flowed over to the Association Federal and State management with strong nominations at all levels.

Incumbent Federal Councillors Steve Condren (Division G) and David Hiscox (Division F), Board of Management Studies Member Tracey Van Rossum and Far South Coast Zone Education Officer Michael O'Sullivan have nominated for the Federal Executive with President Bill Clegg, Federal Secretary Allan Peter and Executive Members David O'Neil and Deborah Feening. Tracey, David and Michael also have nominated for the NSW State Executive positions. Eleven members also have nominated for the eight Federal Council position. Nominations for the Federal Executive: Bill Clegg, ACCM; Steve Condren; Deborah Feening, ACCM; David Hiscox, ACCM; David O'Neil, ACCM; Michael O'Sullivan, ACCM; Allan Peter, ACCM; Tracey Van Rossum, ACCM

Nominations for the NSW State Executive: Bill Clegg, ACCM; Deborah Feening, ACCM; David Hiscox, ACCM; David O'Neil, ACCM; Michael O'Sullivan, ACCM; Allan Peter, ACCM; Tracey Van Rossum, ACCM

Nominations for the CMAA Federal Council ...

- Division A - Mario Machado, ACCM
- Division B - Ian Todd ACCM
- Division C - Michael Wiesel
- Division D - Stephen Byfield, ACCM
- Division E - Phillip Mallon, ACCM & Cameron Provost, ACCM
- Division F - David Hiscox & Michael O'Sullivan, ACCM
- Division G - Steve Condren & Pamela Shelton-Orchard, ACCM
- Division H - Grant Duffy, ACCM

Voting for the Federal and State Executive, and Divisions E, F, G will commence on March 3 and close on March 24. I encourage all members to participate in the opportunity to have a say in the people who represent the Association at State and Federal levels. I also want to thank the two members for their substantial contribution - Danny Munk (Federal Executive) and Gordon Rhodes (Federal Council) - who are not seeking re-election. Danny has served on the Federal Executive for six years with the past three-year term as Federal and State Vice President. Danny was inducted into the CMAA Hall of Fame in 2008. Danny's forthright opinion and industry knowledge will be missed at the Executive level and the CMAA wishes Danny well in his future career. Gordon has served at Federal Council level representing Division E for the past three years and as Far North Coast Zone Secretary and Education Officer for 14 years. Gordon received the prestigious Peter Cameron Award in 2008 and has always represented Division E strongly at Federal Executive level.

I look forward to catching up with members from all Zones across the Association at the CMAA's Conference and Hospitality Expo. Don't forget to register at the CMAA website - cmaa.asn.au - and avoid the queues.

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



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CMAA gains greater Insite into media innovation

There are plenty of clever people delivering remarkable innovation in almost every field of business around the world. The CMAA last year formed a business relationship with one of those remarkably talented groups - Insite Organisation.

The Sydney-based company's Insite Digital Publications arm produces the impressive "page-turning" technology in the online version of *Club Management In Australia* magazine. Insite Digital's team make it possible to hyperlink any aspect of the magazine to websites, email and factor flash media and almost any other form of media to editorial and advertising content.

Chris Grant-Foster is the Managing Director of Insite Digital, which is part of Insite Organisation a diverse marketing, media and talent consulting company specialising in associative marketing and in December acquired by the ASX-listed Mitchell's Communications Group.

Insite Organisation late last year also formed a business partnership with the CMAA, becoming the latest CMDA Career Development sponsor.

CMAA Executive Officer Terry Condon said it was hard not to be impressed with the Insite people, products and services. "Chris, Mike Kennedy and the staff at Insite have provided *CMA Magazine* with the highest standard of media innovation and the Association is delighted with the results," Terry said. "I'm delighted that Chris has accepted our invitation to become a Career Development Sponsor."

Chris said the business relationship through *CMA Magazine* had given Insite a level of exposure to the Club Industry that has already been of great value to his company. "We are pleased with the showcase that *CMA Magazine* provides for our Insite Digital products and we look forward to a long and happy relationship with the Association, members and their clubs," Chris added.

Chris has worked across telecommunications, media, content and digital space over 18 years and, before coming to Insite in July 2007, was CEO at Two Way TV and a current Non Executive Director sitting on the Board, Managing Director Asia Pacific at ITOUCH MOVILISTO and General Manager at Hutchison 3G. "My philosophy is to build profitability through sound strategy around brand, distribution and support done in an environment for people to develop and take responsibility and ownership ensuring a robust and enjoyable place to work," Chris says. "Very simply, you are only as successful as the people around you."

Insite also has a PR company - Colvin Communications - and manages high-profile sporting talents such as cricketers Brett Lee, Michael Hussey and Steven Fleming along with Socceroo and Everton football star Tim Cahill.

Insite Digital is locally owned, developed and



Insite Digital Managing Director
CHRIS GRANT FOSTER

patented technology creating a digital publication that is unique and adds an interesting dimension for the user. "Our solution is already used by some of the largest financial, hospitality, educational, publishing, real estate and automotive companies around the world," Chris added.

Insite clients include LJ Hooker, Radisson Resorts, the RTA, Johnnie Walker and some of Australia's biggest banks.

A multi-dimensional, integrated marketing and communications agency Insite is dedicated to achieving customised solutions for clients incorporating one or more of four key areas of expertise.

In 2010, a traditional one-dimensional approach is no longer sufficient to deliver solutions that marketing-savvy consumers will respond to. "We also recognise that

people are motivated by experiences and environments that inspire and involve them, delivered with innovation, passion and a single-minded focus," Chris said.

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Insite's leadership team is headed by Executive Directors Counsel Neil Maxwell, Executive Director Media and Communications Charles Hoatson and Non-Executive Director Greg Dyer. Cricket is a powerful theme among the executive team with, Neil and Greg all high-profile

representatives in "former lives". Neil has been involved in cricket most of his life, not only playing for NSW, Victoria and Australia A but also working at executive level for Cricket NSW, the Melbourne Cricket Club and New Zealand Cricket in administration and marketing roles. Greg played for Australia in the late 1980s and was part of Australia's first World Cup-winning team in 1987.

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Productivity Commission Report fallout heats up

The Club Industry has hit back strongly at media interpretation and reporting of recommendations contained in the Productivity Commission's Draft Report Into Gambling In Australia.

The Draft Report was released late last year with The Commission's final report released in late-February again reflecting more concern with the financial well-being of hotels and casinos than in clubs being able to continue support to local communities.

In its report about the not-for-profit sector, the Productivity Commission expressed concern that clubs breach "competitive neutrality" issues because some clubs do not pay income tax on part of their revenue in recognition of their support for local sport.

This concession is not provided to privately owned entertainment venues such as hotels, motels, gymnasiums and casinos.

ClubsAustralia CEO David Costello said it was the not-for-profit status of clubs that underpinned the enormous social work they do that is calculated at \$1.2 billion annually.

"For years, governments have encouraged clubs to diversify their business to be less reliant on gambling," Mr Costello said. "Yet the Productivity Commission, in its report, paints a picture of clubs straying too far from their core services of food, beverage and gambling.

He said clubs made no apology for building the best gyms in Australia, for building hotels and even supermarkets in regions where private companies have shown no interest.

"Clubs are not-for-profit organisations," he added. "They employ almost 100,000 people directly around Australia, donate hundreds of millions of dollars annually to charities and sporting groups as well as pay billions of dollars in tax.

"The Productivity Commission's report compares a bowling club in a country town to a hotel in the city ... the two are chalk and cheese."

Mr Costello used the example of Tooleybuc Sporting Club on the Murray River in NSW. The town has a population of 275 people, yet the club boasts 2,883 members with many



ClubsAustralia CEO DAVID COSTELLO

drawn from interstate to the club's attractions.

The club, like local hotels, provides hospitality services such as gaming machines, food and drink.

The club, however, also provides a 300-person auditorium, two bowling greens, a nine-hole golf course, tennis court, 18-hole mini-golf course and basketball court. It also offers five, two-bedroom holiday units catering to visitors seeking a golfing getaway.

Local organisations and sporting groups, including the local school, enjoy free use of the club's impressive facilities.

Tooleybuc Sporting Club also provides the school with heavy-duty lawn-mowing equipment and assists in maintaining the local football grounds, cricket pitches and tennis courts in the town.

The club's kitchen also provides weekly Meals On Wheels services to people in that community unable to cook their own meals.

Mr Costello said the Productivity Commission failed to acknowledge the community benefit of these facilities, or that clubs are the only venues - tax concession, or not - that are willing to do so.

"Clubs are a unique part of the Australian community, supported by millions of Australians who choose to be a member of their local club," he said.

"It is the decision of more than 10 million Australians to be a member of a club that is the greatest endorsement of the facilities clubs choose to operate."

Most media outlets seized on the tone of the Productivity Commission Final Report, focusing on the industry's

taxation structure and predicting the Commission would recommend clubs lose existing "tax breaks".

These sensationalised articles were off the mark with no recommendations in the Commission's report to alter club taxation arrangements.

During the Draft Report response period, Club Industry peak bodies strongly rejected the Commission's arguments that club taxation arrangements violated the principle of "competitive neutrality" and as a consequence should lose the benefit of sporting club tax exemptions and the principle of mutuality.

Basically, the Commission reflected a concern that services provided by clubs were in competition with those provided by the private sector and that clubs should be taxed the same as hotels and casinos.

The final report repeats arguments in the Draft Report that clubs have a competitive advantage over hotels and other entertainment venues providing gaming facilities because of lower tax rates.

The Commission also claims the different tax treatment gives an advantage when clubs embark on commercial activities.

However, it's important to note that while the Commission has put this view, it has not come forward with any recommendations.

ClubsAustralia said it would raise its concerns with key people in the Federal Government and provide detailed information that refutes the assertions made by the Commission on club taxation arrangements.

ClubsACT CEO Jeff House said the report showed the Commission had almost completely failed to understand the Club Industry.

"The Productivity Commission consistently treats clubs in Australia the same as any other business when, clearly, they are not," he said. "Clubs are not hotels, pubs or taverns that are profit-making entities that have no members and no common interest to serve."

Mr House said clubs could not continue to contribute to the community if they were treated the same way as other businesses and that the Productivity Commission was making "sweeping statements".



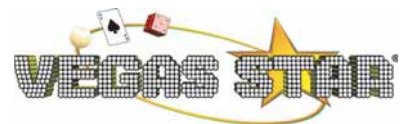
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Registered and Licensed Clubs Award 2010

The Registered and Licensed Clubs Award 2010 became a reality on January 1, 2010.

The Award's development was part of the Australian Industrial Relations Commission's Stage 3 of the Federal Government's Award Modernisation process under the Fair Work Act.

The Club Industry-specific Award is to be read in conjunction with the National Employment Standards (NES), providing for minimum conditions of employment for all employees.

The Award provides for employees over 13 levels in a number of employment categories.

General categories finish at Level 6, while management categories commence at Level 7.

The Modern Award has seven Parts together with six Schedules.

The seven Parts ...

1. Application & Operation
2. Consultation & Dispute Resolution
3. Types of Employment & Termination of Employment
4. Minimum Wages & Related Matters
5. Hours of Work & Related Matters
6. Leave & Public Holidays
7. Industry-Specific Provisions

The six Schedules ...

- *Schedule A* - Transitional Provisions (Wage Rates & Related Allowances)
- *Schedule B* - Transitional Provisions in Respect to South Australia
- *Schedule C* - Classification Definitions
- *Schedule D* - Supported Wage System
- *Schedule E* - National Training Wage
- *Schedule F* - School-Based Apprentices

Part 1 - Application & Operation

Part 1 makes clear that the Award covers employers in work in connection with clubs registered or licensed under State, Territory or Commonwealth legislation and their employees in the classifications outlined. The Award covers bar attendants and stewards employed at football grounds or sports grounds and greenkeepers and gardeners

(etc.) at bowling greens and golf courses.

The Award does not apply to ...

- employees of university student unions
- employees of municipal, shire or county councils
- landscape and master gardeners
- employees employed by employers other than the club at golf pro-shops, driving ranges or other golfing facilities or golf coaching services accessible to the general public
- thoroughbred, harness, trotting and greyhound racing clubs in relation to operations covered by the Racing Clubs Events Award 2010
- club honorary secretaries

The Award does not apply to employees of employers covered by ...

- Hospitality Industry (General) Award 2010
- Cleaning Services Award 2010
- Racing Industry Ground Maintenance Award 2010
- Security Services Industry Award 2010

The Award does not cover those excluded from coverage by legislation. An Award flexibility clause is provided for in the Award and the approach it takes is in accordance with the standard established for these clauses in the modernisation process.

Part 2 - Consultation & Dispute Resolution

Among other things, this part obliges an employer to notify employees affected when decisions have been made to introduce major changes that will have significant effect on them. An employer is obliged to discuss change with employees and their representatives affected by it, the effects those changes are likely to have and efforts made to avoid or mitigate those effects. A standard dispute resolution provision is in place and provides for an initial dispute resolution process in relation to matters arising under the Award or the NES to take place in the workplace followed by Fair Work Australia.

Part 3 - Types of Employment & Termination of Employment

➤ **CONTINUED PAGE 18**

Variations to modern awards delayed

The Australian Industrial Relations Commission (AIRC) has not yet determined a joint application by ClubsAustralia and the LHMU (national office) 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. The AIRC delayed residual variations to Modern Awards on December 21, 2009, due to the excessive amount of applications. More than 100 applications still were not finalised by the end of 2009. The AIRC was concerned that making residual

variations - while so many variation applications were still to be dealt with - would cause confusion. The residual variations - including changes to terminology, statutory references, typographical and formatting issues and changes in standard or model provisions - have been delayed until 2010, with Fair Work Australia already releasing a steady trickle of decisions in these matters.





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A circular logo featuring a lion dance mask and the text "WU-SHI 舞獅" and "COMMUNITY".	GRAND WINNER MACHINE 4 \$ 3,200.24 GRAND COMMUNITY WINNERS MACHINES 202, 127, 144, 110 EACH WIN \$ 200.01	A circular logo featuring a lion dance mask and the text "WU-SHI 舞獅" and "JACKPOTS".
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> FROM PAGE 16

Types of employment are ...

- > full-time at 38 hours per week or an average of 38 hours per week over a roster cycle
- > part-time at fewer than 38 hours per week with reasonably predictable hours of work
- > casual employees with a 25% loading on the ordinary rate in lieu of leave, notice of termination and redundancy benefits. Casual employees are paid a minimum number of 2 hours per engagement.

Part-time employees will agree to a regular pattern of work in writing as prescribed. Regular casual employees, as described by the Award, may seek to convert to permanent employment. The NES provides for notice of termination to employees, while an employee must provide an equivalent amount of notice, although there is no requirement for additional notice based on age from the employee to the employer. In the event that an employer has given notice of termination, the employer is obliged to provide one day of time off without loss of pay to allow the employee to seek other employment. The NES provides for redundancy pay entitlements. One day of time-off without loss of pay in each week is to be provided for employees in circumstances of redundancy. A transitional arrangement for redundancy entitlements arising under Notional Agreements Preserving State Awards (NAPSAs) is in place and will remain so until December 31, 2014.

Part 4 - Minimum Wages & Related Matters

The Award provides for minimum wage rates per classification.

Allowances

The Award provides for a number of allowances, including ...

- > meals
- > clothing, equipment and tools
- > travelling, vehicles
- > higher duties
- > broken periods of work
- > first aid

District allowances (Northern Territory and Western Australia) are provided for as transitional arrangements. Accident pay is provided for as a transitional arrangement where applying under a NAPSA until December 31, 2014.

Superannuation

A number of named funds are provided for, including ...

- > Clubs Plus Superannuation
- > Club Super
- > HOSTPLUS
- > SunSuper

together with eligible choice funds to which the employer was making contributions on behalf of employees before September 12, 2008.

Part 5 - Hours of Work & Related Matters

Meal Breaks

An employee required to work five (5) or more hours in a day must be given an unpaid meal break of no less than

30 minutes. If this is not done, an extra 50% of the hourly rate must be paid from the end of the fifth hour until the break is given, or the shift ends. Hours of work for a full-time employee are 38 per week in the following ways:

- > 19-day month of eight (8) hours per day (11-hour spread)
- > Four days of eight (8) hours and one day of six (6) hours (11-hour spread)
- > Four days of 9.5 hours within spread of 12 hours
- > Five days of 7hours,36minutes within spread of 10.5 hours
- > 152 hours per four (4) weeks with eight (8) rostered days off per period
- > Any combination of the above

Any arrangement for working an average of 38 hours is to be agreed between the employer and the employee. Maintenance and horticulture ordinary hours are between 6am and 6pm, Monday to Friday and from 6am to 12pm on Saturday.

The part provides for rostered days off, including rostered days off for club managers.

Overtime

Overtime is work done outside the spread of hours or rostered will be overtime and will be paid as follows...

- > (i) Monday-Friday - time-and-a-half for first two (2) hours; double-time thereafter
- > (ii) Midnight Friday-Midnight Saturday - time-and-three quarters for first two (2) hours, double-time thereafter
- > (iii) Midnight Saturday-Midnight Sunday - Double-time
- > (iv) Public Holiday - double-time-and-a-half with minimum of four (4) hours payment.

Overtime is calculated on a daily stand-alone basis.

Penalty rates

	M-F	Sat	Sun	Pub Hol
	%	%	%	%
FT/PT	100	150	175	250
Casual	125	150	175	250
(incl loading)				

Shiftwork

Afternoon shifts (Monday to Friday) are paid a penalty loading of 12.5%. Night shifts (Monday to Friday) are paid a loading of 15%. A Higher Duties allowance is provided for in accordance with the terms of the provision.

Part 6 - Leave & Public Holidays

The NES provides for annual leave. A leave loading of 17.5% is payable. Shift-workers, for the purpose of receiving an entitlement to an additional week's leave, are seven(7)-day shift-workers regularly rostered to work Sundays and public holidays and includes Club Managers. The NES provides for personal, carer and compassionate leave and community service leave. Professional development leave is provided for club managers. The NES provides for public holidays. A full-time employee whose Rostered Day Off (RDO) falls on a public holiday must be paid an extra day's pay, or be provided an alternative day off within 28 days, or receive an additional day's annual leave - although this does not apply to Easter Saturday if employees only have rostered days on Monday to Friday.





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Newell ad campaign 'nothing personal', says Bendat

Anti-poker machines campaigner Paul Bendat has rejected criticism over targeting Illawarra-based ClubsNSW Chairman Peter Newell in a newspaper advertisement.

Mr Bendat of **PokieAct.org** said the ad, which ran in the *Illawarra Mercury* newspaper on February 8 and alleged that NSW clubs were exposing children to gambling, was not intended as a personal attack. "I refer to Mr Newell only in his capacity as Chairman of ClubsNSW," he said. "He is their figurehead. He bears public responsibility for all actions of ClubsNSW, both good and not so good."

Mr Bendat also rejected any association between himself and Perth's Burswood Casino. His father, Jack Bendat, previously bought and sold shares in the company that held the Burswood licence. The *Mercury* ad, authored by Mr Bendat, said that while neither Mr Newell nor ClubsNSW permitted children to gamble on poker machines, "children are exposed to pokie gambling in

clubs". "Mr Newell, it's time for NSW clubs to act more responsibly," the advertisement stated.

The advertisement drew fire from Club Industry representatives and the community.

West's Illawarra Leagues Club CEO Phillip Bragg said Mr Bendat took a "cheap shot" at Mr Newell, "playing the man, not the ball".

ClubsNSW CEO David Costello said the advertisement was "lacking in truth". "The theory goes that a child who hears or sees a poker machine at a club will hold onto that memory and ultimately become a problem gambler," Mr Costello wrote. "Studies, however, contradict those claims."

Bob Millward OAM, a St George-Illawarra Dragons and Illawarra Steelers Director, was so incensed by the "scandalous" inclusion of Mr Newell that he wrote a letter to the editor for the first time in his high-profile life. He said Mr Newell was a family man, and "there would be no more responsible person to trust in balancing children's exposure to anything detrimental to their well-being".

Mr Bendat, 59, a former lawyer living



in Victoria, said he established websites PokieWatch and PokieAct in 2008, to remove children from exposure to poker machine gambling within venues. The millionaire said he chose the *Mercury* for his campaign because Mr Newell was "known and honoured for his activity in the region". "I

wanted to ensure that

he was aware of the message in the advertisement," he said. "My objective was to begin a dialogue with the goal of ClubsNSW meeting the same pokie harm minimisation standards as applies to NSW hotels."

Mr Bendat said he had emailed Mr Newell seeking a face-to-face meeting but received a solicitor's letter in response. He said his father's Burswood shares, which were sold as part of a \$77 million deal almost seven years ago, were bought without his knowledge. "I had no interest in those shares and have not benefited in any way from that transaction."

Mr Newell was overseas on a personal vacation and the CMAA's study tour to the World Conference on Club Management in San Diego and has not been able to respond to Mr Bendat's advertisement claims.

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Souris commits Coalition to clubs support

Local licensed clubs representatives heard the NSW Opposition's future plans for clubs and hotels in mid-February. Shadow Minister for Hospitality and Tourism George Souris spoke at the ClubsNSW Northern Metro regional meeting at Forestville where he addressed a sector which, he said, had been neglected under Labor. "Clubs contribute \$1billion to the community ... we recognise that, but it's pretty obvious the current Government doesn't," Mr Souris said. The northern region included local clubs such as Harbord Diggers, Manly Leagues Club and Dee Why RSL Club. Mr Souris said the Coalition would - if elected next year - commit to a full term without changes to taxation, RSA or gaming laws, although he suggested few specific changes to Labor policies, such as the current three-tier restrictions for "high-risk" venues. "We don't want to say it's all hopeless and come up with our own ranking system," he said. "We want to settle it down and then come to terms with some of the real issues such as personal responsibility and levels of youth drinking." Dee Why RSL Club CEO Grant Easterby said any reduction in Government control would be of benefit to local clubs. "I think there is a lack of understanding on what clubs provide for the community," Mr Easterby said. "We continually get taxed and legislated against, but people don't understand that the funding of community-based activities needs to come from somewhere."

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Get serious about guests having fun - and making serious profits

Attending the Clubs+ Events & Functions Management Summit is a must for Clubs interested in new ways to run successful events. To be presented at Bankstown Sports Club on May 12 and 13, the Events & Functions Summit delivers an impressive line-up of event management experts, master-classes, presentations, product tastings and dining experiences.

Another innovative training initiative from CMAA Assistant Executive Officer Ralph Kober and Profitable Hospitality Managing Director Ken Burgin, the two-day Summit will provide club managers and function staff the inside running on all areas of contemporary event management.

Club executives - CEOs, Events Managers, Function Managers and Marketing Managers - will experience the latest tips and strategies to maximise club event potential. Regardless of size, the Events & Functions Summit will ensure clubs stays ahead of current trends. Delegates will explore new event options, discover new opportunities for function facilities, meet and network with industry peers and members of the Club Industry.

In recent years, many clubs have undertaken large-scale renovations that include banqueting rooms, auditoriums, meeting facilities, entertainment spaces and even barbecues. Traditional club membership have only expected and wanted simple low-cost events, so the potential of these new spaces is often under-utilised.

Summit sessions will assist to target a wider and relevant audience with topics such as ... *"Changing Corporate Needs"*, *"Latest Web Marketing For Functions & Events"*, *"Latest Wedding Trends"* and *"Creating Great Events And Keeping Them Green"* will all educate about how to keep up with current developments. A *"Super Fast Function Training Master-Class"* will benefit clubs wanting to increase event management efficiency and ensure all team members are "on the same page".

"Outside event organisers can be an extraordinary asset and many clubs have overlooked this option," Summit Co-Organiser Ken Burgin said. "They can bring new business and ensure the facilities are used more often and for a much higher return. This also means the club's function staff are freed up to ensure they can cover all bases."



Summit Keynote Speaker Jeremy Garling from Great Southern E-vents and an icon in event management explains: "The event business is just that - a business - and successful practitioners understand that there are many tools, industry bodies and standards that help you excel. When running venues, spaces or creating experiences for your own venues, operators must go to the right and experienced people ... ensuring the outcome they want is achieved."

What can be gained from attending the Event & Function Management Summit ...

- Build club profile as a major event venue in its area
- Increased efficiency in running events
- Communication strategies to ensure event planning stays on track
- Choose from 12 informative master-classes
- Meet and discuss key issues with industry specialists
- Develop new in-house events linked to club marketing objectives
- Access to the industry's talent and experience
- Improved customer satisfaction and loyalty
- Learn winning tactics for prices, packaging, sales and negotiation for large and small clubs
- New profit strategies for club events and functions department

Other creative and informative sessions at the Summit include ... *"Adding The WOW Factor To Table Settings And Decoration"*; *"Ideas And Inspiration For Fabulous Function Cocktails"* (sponsored by Career Development Sponsor company Coca-Cola); *"How To Run A Great Beer & Food Event"* presented by Beer Diva; a *"Smart Design & Technology Master-Class"* and *"Event Safety Updates"*. Visit the CMAA's website www.cmaa.asn.au to register.

- When: May 12&13
- Where: Bankstown Sports Club
- How to register: Go to www.cmaa.asn.au
- How much: \$475 (including GST)
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New idea could shatter industry's glassing problem

The issue of glassings and alcohol-related violence incidents might be one step closer to a solution with a new product winning acclaim on the other side of the world. The British Government recently unveiled a shatterproof pint glass. Officials claim the country would save billions in health care costs by coming up with a glass that doesn't double as a lethal weapon. There are about 87,000 alcohol-related glassing attacks each year across Britain, with many resulting in hospital visits. In launching the two prototype shatterproof pint glasses Home Secretary Alan Johnson said glassing caused horrific injuries and had a lasting and devastating impact on victims and their families. "I hope these designs will help bring an end to such attacks," Mr Johnson said. Two types of shatterproof technologies are in the works. One has a thin bio-resin coating on the inside that strengthens it. The other bonds two thin layers of glass together in the same way as car windshields. Both are difficult to break and keep the shards together if they do fracture, rendering them useless as weapons. The Government is touting the prototypes as the first significant improvement in bar glassware in decades. The plan is to introduce the new glasses for use on a voluntary basis in pubs if tests show they are durable, cost-effective and safe. Half of all violent assaults in Britain are alcohol-related and it has become common for drinkers to smash glasses and use them as weapons. The Government estimates that alcohol-related problems cost the National Health Service roughly \$A4.3 billion annually.

Coast clubbers face fingerprint scans

Gold Coasters soon could be required to have their fingerprints scanned to get into their local club or hotel. Options Tavern in Helensvale has already taken the severe security measure, where a photo, driver's licence and fingerprint scan must be provided by a patron before entry. It is the first Gold Coast venue to introduce the tough measures and Surfers Paradise Licensed Venues Association President Lino Girardi said others were looking to follow suit. The system already has the backing of Liquor Licensing Minister Peter Lawlor, who said he would fully support any security system that made a venue more secure. Three other Coast venues are known to scan driver's licences, but this was the first Mr Girardi had heard of fingerprint scanning. "I think it's something that could be considered for the future," he said. "It's being discussed. We're just not sure about privacy issues at the moment and things like that." Mr Girardi said venues volunteered to add the security system and they were designed to help reduce drug and alcohol-related violence. There were possibilities that venues could share information if they had the system, with a patron banned from all clubs after being banned from one. Patrons who have had to use the system have described feeling like criminals and "going through customs at the airport but worse". The process includes the scanning of an ID, the capture of a high-quality photo and the placing of the right index finger on a biometric reader to provide a fingerprint. Venue staff can review entries by nominating a date and search time and view the patron's ID and live photo. Nightclubs in Canberra and Perth already have forced customers to use the fingerprint identification systems to combat violence. Mr Lawlor said the security system a venue provided was at its own discretion. "If it's going to assist in reducing the violence we've seen as of late, it can only be a good thing," he said. "It shows the licensee as being quite responsible."

Clubs call for financial year deadline for new pokies laws

Licensed clubs are urging the ACT Government to introduce new poker machine transfer laws before July 1. The Government's Gaming Machine Amendment Bill 2010 is scheduled for the autumn sitting period. It will establish a gaming machine re-allocation and cap reduction scheme. ClubsACT CEO Jeff House said a decision was needed by the end of the financial year. Poker machine licences and transfers were issues during the failed Labor Club sale. "We'd like to see resolution of the long-standing issue of having a reallocation scheme," Mr House said. "There is no way of re-allocating, trading, transferring or selling machines in the ACT and that is something the industry has been keen to have for some time." The Territory works under a community poker machine licence model, where only not-for-profit companies can own machines. Mr House said that without

a change to laws to allow for the sale of machines the Club Industry would have to lobby for an increase in the number of poker machines. The ACT has the greatest number of poker machines per capita in the country. "If you allow the industry to move machines where they are needed, then there is less pressure to increase the cap," Mr House added. "We are almost at the cap limit now. While we don't have the option to move machines the only option is to apply to increase the cap." There are 5,155 poker machines in the capital. The cap is set at 5,200. "It has not been increased since it was put in place in 1998," Mr House said. A spokesman for Gaming Minister Andrew Barr said the Bill was still a work in progress. "The Government is negotiating with the industry and we'll have more to say when the details are finalised."



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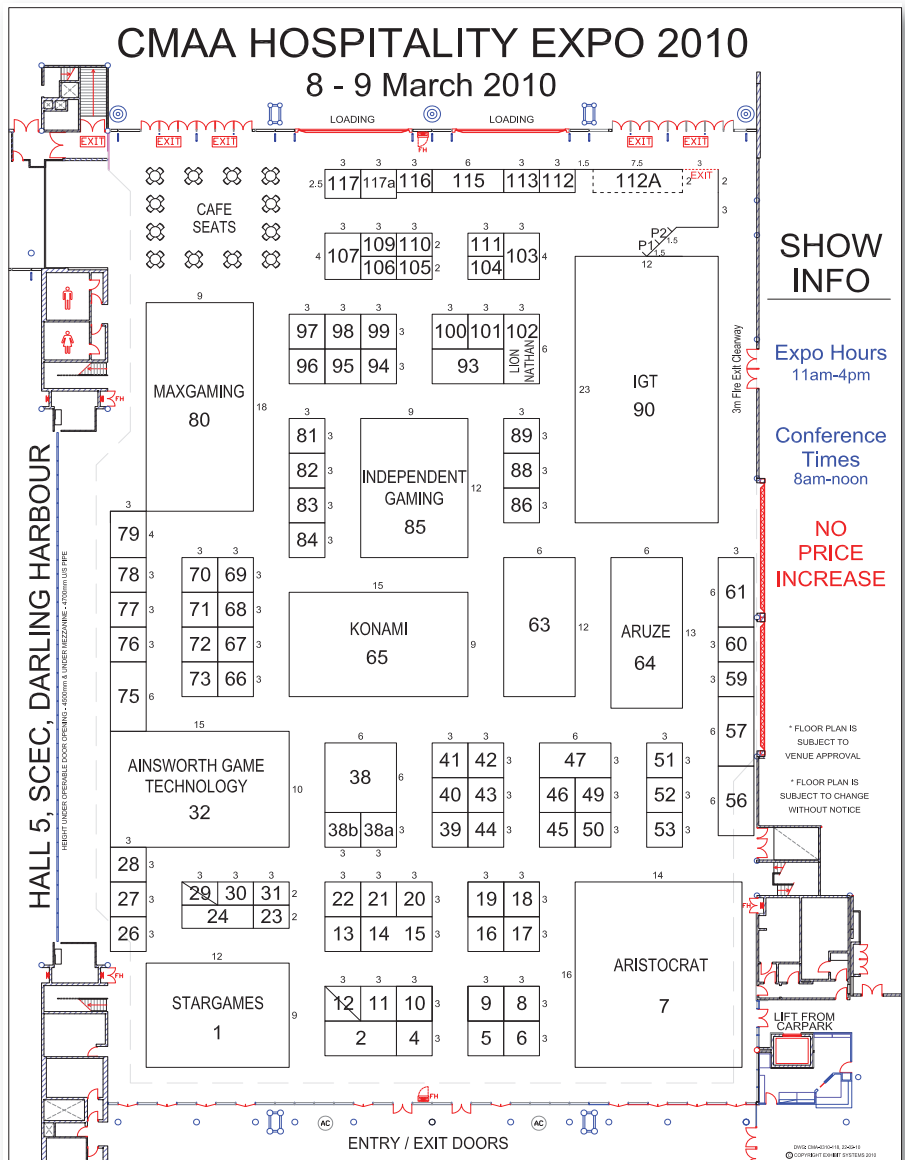
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115	Casella Wines
107	Cash Plus Australia Pty Ltd
111	Cellar Control
46	Club Data Online
47	Club Plus Superannuation
12	Coinop Solutions
68	Colorcraft
86	Community First Credit Union
116	Complete ATM Services
104	Cootamundra Bases
61	Country Fresh Foods/One Stop Promotions
51	Crane Payment Solutions
5	Customers ATM
93	Daily Press Group
97	De Bortoli Wines Pty Ltd
50	Eastern Commercial Lawyers
63	eBET Gaming Systems
40	Eco Cash ATM
21	Essential Hygiene Services
16	Feltex Carpets Ltd
109	Flexicast Pty Ltd
110	Furniture New Vogue Pty 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
P2	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
103	Lahood
102	Lion Nathan
23	Long Range Systems Australia Pty Ltd
76	Madden & Associates
80	Maxgaming

STAND	COMPANY
2	Maximum/Cash ATM
17	MEI
14	Methodical Services Pty Ltd
10	Micros Fidelio Australia Pty Ltd
59	Multiscreen Channel
42	Network Refurbishments & Construction
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
98	Professional Advantage
101	Ray Pallister Pty Ltd
41	Remondis Pty Ltd
84	Ricmar Commercial Furniture
67	Robert Oatley Wines
72	Robert Oatley Wines

STAND	COMPANY
117A	Rob Waterhouse SUREpick
70	RSAPOS
44	Russell Corporate Advisory
13	Sanyo Data Systems
83	SnackBrands Australia
53	Sprintquip
1	Stargames
105	Stream Management
49	Sunblest Cleaning Services
113	Surf Life Saving NSW First Aid Services
	Supagas
77	Task Retail Technology.
56	TechnoPROM
79	TJS Services
P1	The Game Show Factory
112	Trusonic
99	Uniwell POS Pty Ltd
24	VFJ
30	Whitcon Services Pty Ltd
38B	Wise Products Furniture
4	ZigZag Apparel Pty Ltd



Sold-out Hospitality Expo will be buzzing

Judy Rayner - finally - has a moment to take a breath and focus on the last touches to the annual CMAA Hospitality Expo at Darling Harbour this month. Judy, the Expo Coordinator, is smiling because the Club Industry's premier trade event again is a sell-out - with more than 100 organisations represented at the two-day show.

There will be 10 new companies showcasing their products and services at the Sydney Convention and Exhibition Centre on March 8 and 9.

"This will be another great Expo with amazing support from companies in all areas that the Club Industry deals with," Judy said. "In this challenging economic environment a sell-out Expo underlines the significance of the CMAA and its relationship with these organisations. I'm sure it's going to be a productive and enjoyable couple of days for everyone at the Expo and the Conference. I think the new Conference format will greatly benefit everyone on the Expo floor."

CMAA Executive Officer Terry Condon said the Hospitality Expo sell-out would add to the excitement and atmosphere for everyone involved in the two-day event. "There is going to be a great 'buzz' about the Expo with the hall full of the best and latest equipment, products

and services and the business dynamic of industry trade teams passing on their best advice to managers and club directors," Terry said. "The industry has been moving through some challenging times, but I believe that another successful Conference and Expo reflects clubs slowly but surely heading towards better times."

The CMAA and CMDA recognise this vital period for the Club Industry and have themed the CMAA Conference and Hospitality Expo 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 2010 and beyond. 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.

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.



Expo Registration ... www.cmaa.asn.au & <https://secure.tradeevent.com.au/cma2010/>

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Darling Harbour

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Hospitality Expo for 2010

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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



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Registration the last step for delegates

The workshops are in place, the speakers organised ... all that's left is for delegates to finalise registration for the CMAA's annual Conference at Darling Harbour this month.

The two-day Conference - March 8 and 9 - at the Sydney Convention and Exhibition Centre, Darling Harbour, challenges managers, their clubs and directors to embrace the opportunities and challenges as a result of emerging from the global and domestic financial crisis.

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.

To pre-register for the Expo, Managers, Directors and industry trade representatives should go to www.cmaa.asn.au and register online, or direct to <https://secure.tradevent.com.au/cma2010/>

Closer to the Conference and Expo, Tradevent will send your unique bCODE registration via SMS to your mobile phone. So it's important to provide mobile phone and email details when registering and select which method you would prefer to use.

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

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.

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.

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.



Expo Registration ... www.cmaa.asn.au & <https://secure.tradevent.com.au/cma2010/>

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CMDA Training Program: March - April 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... <i>(Venue is CMAA Career Development Centre, Auburn unless otherwise noted)</i>	MARCH	APRIL
Provide Responsible Service of Alcohol SITHFAB009A (LAB approved) 1 Day (ACCM Unit)	W 17 (Mounties)	W 21 (Mounties)
Provide Responsible Gambling Services SITHGAM006A (LAB approved) 1 Day (ACCM Unit)	Th 18 (Mounties)	Th 22 (Mounties)
Deal with Conflict Situations SITXCOM003A - 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. <i>(Includes Roster staff SITXHRM003A, Manage quality customer service SITXCCS003A & Lead and manage people SITXHRM005A).</i>	Sydney (S1) T 2 - Th 4 (S2) T 23 - Th 25 Brisbane (S1) M 1 & T 1 <i>Continues April</i> Townsville (S1) M 15 & T 16 <i>Continues April & May</i>	Brisbane (S2) M 12 & T 13 (S3) M 28 & T 29 Townsville (S1) M 19 & T 20 <i>Continues May</i>
Develop & Update Legal Knowledge Required for Business Compliance SITXGLE001A 3 x 2 Day Sessions (ACCM Unit) Covers the range of legislative compliance issues including; Trade Practices, OH&S, Privacy, RSA, RCG and more.		(S1) M 19 & T 20 <i>Continues May & June</i>
Club Secretary Manager's Course 2 x 2 Day Sessions Ideal for aspiring and existing CEO's. Includes 35A Audit Checklist, Finance, Corporate Governance, How to run a Board Meeting, Role of Company Secretary and more...		(S1) W 14 & Th 15 (S2) W 21 & Th 22
Corporate Governance Program - CMAA & Southern Cross University Graduate School of Management 2 x 2 Day Sessions For the MOST Senior Managers & Directors of Clubs Contact Ralph Kober for details and registration.... Phone: 02 9643 2300		(S1) T 13 & W 14 <i>Continues May</i>
Analyse & Report on Gaming Machine Data SITHGAM004A 2 Days (ACCM Unit) <i>(Prerequisite for Gaming Management Development Program)</i> Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.	Sydney W 3 & Th 4 Cairns M 29 & T 30	
Intro to Cost Control Principles 1 Day (Non accredited) <i>Understand the basics of calculating percentages, profit and COG's.</i>	T 2	
Financial Fundamentals Program 2 Days <i>(Prerequisite for Financial Management Program SITXFIN005A & SITXFIN0006A)</i> This program covers the basics of understanding and working with financial information.	W 17 & Th 18	
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	
Financial Management Program 1 x 2 Day Session & 1 x 3 Day Session (5 Days) (ACCM Units) <i>This is the final stage in the finance stream and covers working with budgets preparation of financial reports. (Includes Prepare and monitor budgets SITXFIN005A & Manage financial operations SITXFIN0008A.)</i>		(S1) W 7 & Th 8 <i>Continues May</i>
Monitor Staff Performance 2 Days (ACCM Unit) <i>Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.</i>	Cardiff M 15 & T 16	

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

REGISTER ONLINE TODAY - www.cmaa.asn.au

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

Day 2 - The Greek Club, Brisbane on March 24

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

Queensland Training

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

Gaming Analysis Program

Cairns: Monday-Tuesday, March 29-30

Gold Coast: Wednesday-Thursday, May 19-20

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

ACCM Education Units

If you are one of many managers looking for formal industry recognition for being a professionally educated club manager, then you must ensure you meet the ACCM's Education Criteria to be eligible for the award. The CMDA Training Calendar features many of the units required for completion of this criteria and participants will not only receive a nationally recognised training qualification, they will also receive industry activity points which help to satisfy the second ACCM Award criteria - Industry Activity. ACCM courses include:

- Manage Workplace Relations
- Develop The Legal Knowledge Required For Business Compliance
- Prepare & Monitor A Budget
- Manage Financial Operations
- Roster Staff
- Develop & Manage Marketing Strategies
- Analyse & Report On Gaming Machine Data
- Gaming Management
- OH&S Risk Management Consultation

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If you are keen to achieve this prestigious award, enrol now into any of the scheduled courses featured on the CMDA Training Calendar at a location near. If you need assistance and advice, contact the CMDA today.

Armed Robbery Training Helps Keep Your Staff Safe

Armed robbery of club premises continues to be rife. So much so that even the media are only reporting the more sensational robberies. Anyone who has been in a robbery can tell you that all robberies are serious, dangerous and life-threatening. None of these events can be under played in seriousness or consequence. Each incident can leave staff and customers traumatised, depressed and unable to return to work depending on the circumstances and the way that club management has prepared for such an occurrence, implementing ways of helping staff and customers deal with the incident. The CMAA and Barringtons continue to assist clubs in meeting this challenge and helping clubs to comply with the OH&S legislation that is explicit in its objectives - to ensure all workers have a right to a safe and secure workplace. For employers not to demonstrate that this has occurred means that the club is vulnerable in any future litigation by both Workcover, as the regulator, and any staff member who blames management inaction as a mitigating factor in the severity of their trauma and or inability to return to work through suffering depression, anxiety, stress and more. All staff should take on Face to Face Armed Robbery training. All staff should regularly complete a 20-minute online armed robbery survival refresher. All clubs should talk to Philip Browne from Barringtons and Ralph Kober from the CMAA on how they can help you and your club minimise the risk associated with armed robbery. Contact ...

Philip Browne - Sales Representative, Barrington Group
P: 0439 643 157 E: philip.browne@barringtongroup.com.au

Ralph Kober - Assistant Executive Officer, CMAA
P: 0418 963 057 E: ralph@cmma.asn.au

Upcoming Courses

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

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

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

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



Club Cost & Inclusions	Total Cost for <u>2 people</u> per club GST incl	4 Day Course, Workbooks, Readings & CD ROMs pp	4 x Flights Ex Syd / Ex GC Sessions 1 & 2 pp	Twin Towns Resort 2 x Single Rooms 4 nights	All catering, including breakfast, lunch, dinner and course catering
1 x Manager 1 x Director	\$9,900	✓	✓	✓	✓

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

Cohort 1 Session 1: Tues 13 & Weds 14 April Session 2: Tues 18 & Weds 19 May	Cohort 2 Session 1: Tues 20 & Weds 21 July Session 2: Tues 24 & Weds 25 August	Cohort 3 Session 1: Tues 19 & Weds 20 October Session 2: Tues 16 & Weds 17 November
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To join the many clubs who have received great benefit from attending the program contact Ralph Kober at the CMDA (02) 9643 2300 or simply go to www.cmaa.asn.au and click on the Corporate Governance button on the Training Calendar.

OLGR tackles Souths on charity claim

The OLGR has tackled South Sydney Rugby League Club for advertising that was potentially misleading, claiming support for a charity that received no money. Souths claimed in 2008 Charity Shield match promotional material that it would conduct anti-drugs workshops with the No-Way Campaign Foundation. An OLGR investigation found supporters who donated \$7,200 in gold coins and in raffles were not told the money went instead to the club's charity, Souths Cares. "In the promotional material for the 2008 Charity Shield, Souths Cares stated that it would run workshops to teach youth about the dangers of drugs and that the No-Way Campaign Foundation would be involved. These workshops were never held," the OLGR said. Souths co-owner Peter Holmes a Court said he was pleased the investigation had found the club had no case to answer on its failure to give money to No-Way. The OLGR concluded "there was potential to mislead, but didn't say it did mislead", Mr Holmes a Court said. "In the context of the rest of the report, Souths' behaviour was absolutely appropriate." The OLGR told Souths Cares to develop procedures to avoid similar problems in the future. "The investigation found no written evidence that Souths Cares had pledged to give proceeds of the event to the No-Way Campaign Foundation," the OLGR said.

Karren strengthens Zone education reach

They came from Broken Hill, Mildura, Griffith, Temora and other far-flung destinations to attend the CMAA Riverina Murray Zone and ClubsNSW combined quarterly meeting held in the historic town of Deniliquin. More than 40 CMAA managers and their respective directors participated in a great two-day event in mid-February designed to update and educate. The host club, Deniliquin RSL Club, led by General Manager Tim Levesque, provided a warm and hospitable environment for everyone to enjoy the opportunity to network and reaffirm personal and professional relationships. The entertainment for the dinner on Monday, February 15, showcased a number of fabulous local entertainers. The following day, CMAA Assistant Executive Officer Ralph Kober presented the Head Office Report with much of the discussion around the Federal Government's approach to liberalising internet gambling, the drive to put manager education on the agenda in all areas of the vast Riverina Murray Zone, and regional issues. There is one new face on the Zone Committee following the election of office bearers with Broken Hill Social Democratic Club CEO Karren Howe joining Paul Barnes in the Education portfolio to further develop education and professional development opportunities in the far western part of the Zone.

The Riverina Murray Zone Committee for 2010 ...

- President: Gus Lico - Griffith Ex-Servicemen's Club
- Vice Presidents: Greg Ryan - Barooga Sports Club & Jack Jolly - Riverina Australian Football Club
- Secretary-Treasurer: Greg Roberts - Murray Downs Country Club
- Education Officers: Paul Barnes - Moama Bowling Club & Karren Howe - Broken Hill Social Democratic Club

Riverina Murray Zone's next event will be a dinner and meeting at Wagga RSL Club on July 19 and 20.



GUS LICO



GREG RYAN



JACK JOLLEY



GREG ROBERTS



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Mid North Coast toasts education program success

The Mid North Coast Zone Meeting at Woolgoolga Returned Services Club on February 9 was something of a celebration of the Zone's impressive education program. Zone President Bill Larkey welcomed 24 members to the meeting where host club General Manager and Zone Education Officer Glenn Buckley announced that the Zone would send 17 members to the CMAA AGM, Conference and Hospitality Expo at Darling Harbour on March 8 and 9. Bill also welcomed Coffs Harbor Ex-Services Club Human Resources Manager Lorraine Christopher to her first Zone Meeting. CMAA Communication Services Manager Peter Sharp flew to Coffs Harbour to deliver the Head Office Report and discuss the CMAA's online learning project, implications of the Productivity Commission's Report and recommendations on gambling in Australia, along with the latest information on the Registered and Licensed Clubs Award 2010. Coffs Harbour Ex-Services Group CEO John Rafferty then presented a comprehensive review of the CMDA's high-profile Corporate Governance Program. Three cohorts are planned for 2010 - starting on April 13-14 - and John, through his powerpoint "SWOT" analysis, encouraged all members to encourage their clubs and senior board members to seriously consider the obvious and significant value of the tertiary-level experience. John said that he had undertaken the course with his Chairman David Doyle and, since that experience, had committed senior managers and board members to two more cohorts. Following John's presentation, CMDA Career Development Sponsor company Independent Gaming's CEO Geoff Knowles delivered an enthusiastic and informative presentation of the company's impressive TITO product and his take on the Productivity Commission's Draft Report. Mid North Coast Zone's annual Charity Golf Day will be on May 4 at Woolgoolga Safety Beach Golf Club with the next Zone Meeting at Macksville RSL Club on Tuesday, June 8.

1 - Bill Larkey with Lorraine Christopher.

2 - Glenn Buckley with John Rafferty.

3 - Craig Wykes with Geoff Knowles.

4 - Lyn Campbell with Dawn Grebert.

5 - Kevin Flannery with Jeff Cox, Lance Pike and Paula Stanton.



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36 CMAA Diary - 2010 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
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	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
Wednesday	31/03/2010		Robina Woods Club	Gold Coast Zone Charity Golf Day
APRIL				
EASTER	02-05/04/2010	EASTER	EASTER	EASTER
Thursday	08/04/2010	11:00	Belconnen Soccer Club, Hawker	ACT Zone Meeting
Tues - Wed	13-14/04/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 1 - Day 1 & 2
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
Tues - Wed	18-19/05/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 1 - Day 3 & 4
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
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
Tues - Wed	20-21/07/2010		SCU Tweed Heads Campus	Corporate Governance Cohort 2 - Day 1 & 2
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



Orange duo take Mid State Zone lead at Oberon

Mid State Zone has a new leadership team following the Zone Annual General Meeting at Oberon on February 6. The Zone also has an impressive array of CMAA National Bursary recipients. Host club Manager Rachael Sharpe welcomed 17 members and Club Plus Superannuation representative Tracey McDonald to Oberon RSL Club where Orange Ex-Services Club CEO Cameron Provost moved into the Zone President's role. Cameron, a member of the CMDA Board of Management Studies, takes over from Gilgandra Services Club Secretary Manager Chris Chapman who had served two terms over four years. In his President's Report, Chris said the \$60,000 raised at the Paul Matthewson Benefit at Club Mudgee was the highlight of his time at the helm. Cameron's Operations Manager at Orange, Guy Chapman, also stepped up to fill the Vice President position vacated by Helen Garlick during 2009. Secretary-Treasurer Owen Hughes and Education Officer Geoffrey Holland were re-elected while Natalie Thurston and Jim McGrath accepted Committee nominations. The meeting also welcomed Craig McCallum from Forbes Services Club to his first Zone Meeting. In his Education Report, Geoffrey Holland proudly announced that he and three other Zone members - Guy Chapman, Natalie Thurston and Samantha Hockley - had successfully applied for CMAA National Bursaries. CMAA Communication Services Manager Peter Sharp travelled to Oberon to present the Head Office Report focusing on the education

opportunities that will be offered through the CMDA's new online learning initiative. In General Business, Chris Chapman asked members to revisit the Zone Study Tour that was such an important experience and networking opportunity for regional managers. The Meeting also endorsed Chris's motion to pay the \$200 registration cost of any Zone Member attending the CMAA's annual Conference and Hospitality Expo at Darling Harbour on March 8 and 9.

The CMAA Mid State Zone Committee for 2010 ...

- President: Cameron Provost - Orange Ex-Services Club
- Vice President: Guy Chapman - Orange Ex-Services Club
- Secretary-Treasurer: Owen Hughes - Club Mudgee
- Education Officer: Geoffrey Holland - Dubbo RSL Club
- Committee: Natalie Thurston - Coonamble Bowling Club and Jim McGrath - Narromine RSL Club

Mid State Zone will host its next Meeting and Dinner at Cobar Golf and Bowling Club on Saturday, May 22.

1 - Mid State Zone's newly elected Committee following the Zone AGM at Oberon RSL Club.

2 - Chris Chapman welcomes Craig McCallum.

3 - Leanne Vogler with Tracey McDonald from Club Plus Superannuation, John McWhirter and Elissa Graham.

4 - CMAA National Bursary winners (from left) Guy Chapman, Natalie Thurston, Samantha Hockley and Geoffrey Holland.





Brisbane; 23 - 24 March 2010

In 2010, the Club food and beverage scene is hotting up! With the launch of our new dedicated brand **CLUBS+ EAT + DRINK + ENTERTAIN**, CMAA and Profitable Hospitality bring an increasing commitment to innovative hospitality training programs. Food and beverage is also the inspiration behind our very own Club F&B website - www.ClubManagers.com.au.

CLUBS+ EAT + DRINK + ENTERTAIN is a response to the request from club managers for higher-level opportunities for senior staff. In addition to intensive Catering Profit Workshops being run in many zones, 2010 will bring outstanding training and development opportunities, commencing with this value packed two day event in Brisbane.

This two-day event includes a day at Fine Food Queensland: discover the latest food, beverage and equipment ideas from around the world; attend an educational seminar program presented by a fine selection of industry experts and players, with a wealth of knowledge, tips and inspiration to share. Enjoy drinks and dinner at the landmark San Marco restaurant on Brisbane's riverside; finally, increase your resources and profits at intensive seminar sessions and master-classes at The Greek Club on the following day. All this, and much more, on Tuesday 23 March and Wednesday 24 March 2010.

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

10am - 11am

Food & Beverage Alive Checkin

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 GoHospitality.com.au

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 Beermaster's Dinner

Join us for a pre-dinner drinks, followed by dinner at one of Brisbane's landmark restaurants. Enjoy Italy's famous Peroni beer at Café San Marco in nearby Southbank. Overlooking the river, just a short stroll from the Convention Centre - a great way to relax and network. Presented by the Peroni Beermasters **Paddy Maher & Marco Seminarti**. Drinks sponsored by Coca Cola Amatil. Dinner is included in your booking fee for Food & Beverage Alive. You are welcome to bring other guests @ \$75 per person.



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

8.45am

Coffee on Arrival

9 - 10 | 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 - 11 | Session 2

Food Cost Smackdown

How two smart 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** at Coffs Ex Services Club.

11 - 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**.

12.15 - 1.15

Working Lunch

Featuring local products demonstrated and discussed at previous sessions.

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 smart 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 **Dermot McEnroe** Northcliffe Surf Club, and **Peter Constance**, City Golf Club Toowoomba

Registration \$450 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.

BOOK ONLINE – don't delay! Go to www.cmaa.asn.au

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.



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Effting takes over reins at Sunshine Coast

Michael Effting has stepped up to take the President's chair at the CMAA's Sunshine Coast Zone Annual General Meeting at Brisbie Island RSL Club last month. Outgoing president Laurie Williams, ACCM, has maintained his significant contribution to the Zone by accepting a committee role. Tony Lyndon, from Beerwah RSL Club, moves up from the Committee group to replace Michael as Vice President with John Brittain also stepping up from the Committee to replace Janelle Barraud as Zone Treasurer. Robyn Boak, Tracey Tyrie and Peter Griffin are the new faces on the Zone Committee. Among the range of reports, CMAA Assistant Executive Officer Ralph Kober delivered the Head Office Report before members and directors engaged in an interesting and highly educational presentation by Dr Michael Singleton, Director of Corporate Governance Programs in the Graduate College of Management at Southern Cross University. Dr Singleton's topic - *"Why Do Clubs HAVE To Demonstrate Good Corporate Governance?"* - centred on why everybody talks about corporate governance these days and why effective corporate governance is essential to the success of any business including clubs. This session is a "must-attend" event for all senior managers and directors alike. As such, this educational session can be presented at any Zone Meeting subject to Dr Singleton's availability. Members enjoyed their interaction with the trade following the meeting and presentation over an informal lunch.

The CMAA Sunshine Coast Zone for 2010 ...

- President: Michael Effting - Brisbie Island RSL Club
- Vice President: Tony Lyndon - Beerwah RSL Club
- Secretary: Suzanne Long, ACCM - Nambour RSL Club
- Treasurer: John Brittain - Brisbie Island RSL Club
- Education Officer: Kym Nunan-Squier, ACCM - Maroochy RSL Club

Committee:

- Robyn Boak - Maroochy RSL Club
- Tracey Tyrie - Caloundra RSL Club
- Laurie Williams, ACCM - Nambour RSL Club
- Peter Griffin - Maroochy RSL Club

Sunshine Coast Zone will host its annual Charity Race Day at Corbould Park, Caloundra, on Friday, March 26, with the next meeting at Nambour RSL Club on Tuesday, May 18.



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You don't have to be a CMAA member to participate in any of the Association's educational activities.



If you are not eligible to join as a full member of the Association you still can have a relationship with the CMDA as an CMDA Affiliate member entitling you to discount training and professional development fees and access to the many educational services the CMDA offers.

With everything you need at your fingertips - www.cmaa.asn.au - the CMDA can deliver it's courses in your venue to your staff for a set price, cater for individual student requirements and do it all at what is still the most affordable price in the training market.

Here's a list of some of what the CMDA offers:

- The Club Secretary Managers Course
- Duty Management Development Program
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- Legal Studies
- Manage Workplace Relations
- Lead and Manage People
- Deal with Conflict
- Supervisor Bootcamp
- Train the Trainer
- Financial Management
- Corporate Governance
- Gaming Analysis
- Gaming Management and more.....



You book onto any of the CMDA's courses: visit www.cmaa.asn.au

Contact the CMDA directly on (02) 9643 2300 to talk with experienced course & career advisors

Steve settles in for another year leading the Gold Coast

Gold Coast Zone members have unanimously returned long-serving President Steve Condren for another term to steer the Zone through the next 12 months. Steve, who is also the CMAA's Division G Federal Councillor, has three new faces on his Committee. Currumbin RSL Club CEO Anne Stovin welcomed 22 members to the AGM, which was a breakfast meeting where industry analyst Geoff Wohlsen was the guest speaker. Dermot McEnroe and Paul McGuire swapped roles with Paul accepting nomination for the Secretary position and Dermot moving to a Committee role. Vice President Rob Aldous, Treasurer Fiona Cossill and Education Officer Bryan Jones were unanimously re-elected unopposed. Steve has three new faces on his Committee with Sheldon Steeles formally nominating and David Avery and Tracey Evans accepting nominations from the floor. Steve congratulated Steve Day and Jeff Laney on winning Zone Bursaries to attend the CMAA AGM, Conference and Hospitality Expo at Darling Harbour on March 8 and 9. CMAA Communication Services Officer Peter Sharp was at Currumbin to present the Head Office Report and conduct the election of office bearers. The meeting endorsed Steve Condren's suggestion that members receive a \$250 subsidy to attend the CMDA's Food & Beverage Alive Management Summit that will be presented in Brisbane on March 23 and 24. Steve also proposed a similar concept for members attending the CMAA's annual Mid Year Executive Leadership Conference at Conrad Jupiters on July 7, 8 and 9. Steve requested sponsorship suggestions for the annual Combined Gold Coast-Brisbane Charity Race Day at the Gold Coast Turf Club on July 10.

The CMAA Gold Coast Zone Committee for 2010 ...

- President: Steve Condren - Southport SLS Club
- Vice President: Rob Aldous - Kurrawa SLS Club
- Secretary: Paul McGuire - Southport RSL Club
- Treasurer: Fiona Cossill - Beenleigh RSL Club
- Education Officer: Bryan Jones - Coolangatta SLS Supporters Club
- Robyn Boak - Maroochy RSL Club
- Committee: Dermot McEnroe - Northcliffe SLS Club; Sheldon Steeles - Palm Beach SLS Club; David Avery - Nobby Beach SLS Club; Tracey Evans - Nerang RSL Club

Gold Coast Zone has switched the date of its annual Charity Golf Day at Robina Woods to May 31 with the next Zone meeting at Paul McGuire's Southport RSL Club on Tuesday, May 11.

1 - The Gold Coast Zone Committee for 2010, elected at the AGM at Currumbin RSL Club last month.

2 - Gold Coast Zone Education Officer Bryan Jones (centre) with CMAA Annual Conference Bursary winners Steve Day and Jeff Laney.

3 - Currumbin RSL Club CEO Anne Stovin (centre) with managers Nathan Bartlett and Sharlene Hall.

4 - Mark Ellis from Tyrells Wines with Gary Leech.



CMAA ZONE EDUCATION OFFICERS

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Paddington-Woolollahra
RSL Club
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P: (02) 9331 1203 F: (02) 9332 3973

FAR NORTH COAST

Phillip Mallon, ACCM
Cabarita Beach Sports Club
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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

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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
Armistade 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
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P: (03) 5480 9777 F: (03) 5480 9888

SOUTHERN RIVERINA

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

ST GEORGE CRONULLA

Stuart Jamieson, ACCM
Club Rivers
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Port Macquarie Panthers
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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
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627 Glenferrie Road Hawthorn 3122
P: (03) 9818 1331 F: (03) 9815 1080

Qld moves to protect problem gamblers

Problem gamblers will have protection from gaming venues trying to tempt them back. The Queensland Government has changed gaming laws so operators can be fined \$4,000 for directly targeting problem gamblers. Some venues have sent gambling-related promotional material and advertising flyers to an "excluded person" - someone who has voluntarily requested to be banned from the premises. Now, gaming operators face stiff penalties for targeting people trying to kick the habit. State Fair Trading Minister Peter Lawlor, who is also responsible for gaming regulation, said the threat of a \$4,000 fine would help problem gamblers. "People who recognise they have a problem can choose to exclude themselves from gaming venues and this legislation will ensure they're not enticed back by receiving advertising from gaming operators," Mr Lawlor said.

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Gosford RSL breakfast serves up IR main course

Industrial Relations was the main fare on the breakfast menu at the Central Coast Zone Meeting at Gosford RSL Club on February 17. Host club CEO Ross Seabrook welcomed Zone President Boris Beleuski who happily acknowledged the 41 members to the 7.30am meeting, commenting that it might be the appropriate format to suit busy Coast managers. Members supported the President's motion that Zone AGM date be switched from the annual Christmas Luncheon event to the Zone Conference that will be held at Kooindah Waters Resort, Wyong, on September 22 and 23. Zone Vice President Christine Haynes, the Conference Coordinator also gave an update on plans and arrangements for the Conference. CMAA Communication Services Managers Peter Sharp presented the Head Office Report before Boris called on CMAA Senior Industrial Relations Advocate Peter Cooper to update members of the legislation and implications of the Registered and Licensed Clubs Award 2010 under the Federal Government's Fair Work Act. Peter outlined the intricacies and practicality of the new Award, offering case studies and his best advice about how CMAA members are best protected and can benefit most from the legislation. Peter finished with a few questions from the floor before Boris invited the waiting directors and industry trade representatives to join the managers with close to 100 guests enjoying the delicious breakfast. A Stargames machine conversion also was auctioned at the breakfast with proceeds towards the Conference. The Central Coast Zone Committee was re-elected at the AGM in mid-December ...

- President: Boris Beleuski - Ettalong Memorial Bowling Club
- Vice Presidents: Catherine Dougherty - Diggers @ The Entrance & Christine Haynes - Diggers @ The Entrance
- Secretary: James Smith - Mingara Recreation Club
- Treasurer: Michael Kowaliw - Diggers @ The Entrance
- Education Officer: Craig Ellis - Tuggerah Lakes Golf Club
- PUBLICITY OFFICER: Troy Sheary - Mingara Recreation Club

Central Coast Zone will host its next meeting at Wyong Leagues Club on Wednesday, May 12, with the Zone Conference and AGM at Kooindah Waters Resort, Wong, on September 22-23 with the Zone Meeting and Christmas Luncheon at Doyalson RSL Club on December 3.

1 - Peter Cooper with Boris Beleuski.

2 - Host Club General Manager Ross Seabrook with his staff at the Central Coast Zone Breakfast Meeting at Gosford RSL Club.



RSL clubs stick together for pokies

By KATIE CINCOTTA

Just like comrades in arms, it seems RSL sub-branches in Victoria may be banding together for the new gaming model that will see clubs run their own poker machines from 2012.

Brian Cairns, Executive Director of the RSL Licensed Sub-branch Association (LSBA), says the network is discussing a group approach to owner-operated pokies. "Because we are a true network, we operate under the one banner of RSL Victoria, so it would be a situation of one in, all in. But that strategy is still to be decided."

Out of the 300-odd RSL clubs in the state, 110 sub-branches operate gaming and liquor. "Our hope is that every RSL currently operating gaming will continue to do that post-2012," Brian Cairns says.

A former club manager at Ararat RSL Club and Rosebud RSL Club, Brian Cairns reports that every RSL in Victoria took up the pre-allocation offer of up to 40 machines. He said

that Government-driven safeguard was especially beneficial for smaller clubs. "With the pre-allocation, a number of the smaller branches felt that was a way of ensuring their future," he added. "It was an easier decision for them because their NMLs were generally lower, so it probably helped the bottom end of the market."

Mr Cairns would not be drawn on whether he thinks the price formula for the pre-allocated entitlements was fair and reasonable: "I think it's the price the Government wanted ... that's the only answer I can probably give."

With the gaming auction for remaining entitlements set to begin in April, Mr Cairns estimates that around 50% of the RSL's 71 gaming clubs will vie for more machines.

He admits that until the Monitoring Licence is awarded in this quarter, it's difficult to assess third party gaming service providers like those set up by the outgoing duopoly - TGS

(Tabcorp Gaming Solutions) and PVS (Progressive Venue Services - a management buy-out by Tatts). "For the last 12 to 18 months we've been doing a lot of analysis, dealing with [gaming machine] manufacturers and others, trying to get a handle on what machines, repairs and maintenance will cost - all the things you'll need to run machines post-2012," Mr Cairns added.

With the technical protocols of the future gaming system still unknown, Mr Cairns says there's also uncertainty about how many of the state's 27,500 machines can live on in the new regime, which will need to be universalised. "There might only be half of them that are technically comparable to run on the system," he says. "So, the monitoring is a fairly key decision, and when that's done, that will fill in a major piece of the puzzle." Following that, the LSBA will put forward recommendations to its sub-branches, with a proposal that will benefit its entire network.

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

2010 - Cohort 1 - 2 x 2 days

Session 1: April - 13th & 14th

Session 2: May - 18th & 19th

2010 - Cohort 2 - 2 x 2 days

Session 1: July - 20th & 21st

Session 2: August - 24th & 25th

2010 - Cohort 3 - 2 x 2 days

Session 1: October - 19th & 20th

Session 2: November - 16th & 17th

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Managers seek Govt support on Victoria compliance

In January, a group of Victorian club managers travelled to Melbourne to discuss issues regarding compliance with the state's Gambling Regulation Act 2003 (GRA) and Gambling Regulations.

The managers - all CMAA Victoria Zone members - hoped to work through ideas to streamline compliance for clubs.

The GRA is a 975-page document with the six associated regulation documents adding a further 122 pages.

The Victorian legislation is detailed and changes often with many managers feeling that keeping on top of the constantly changing legal requirements creates a significant burden to the administration of what are, in most instances, a small business.

CMAA Victoria Zone President Barry West said the manager group's intention was not to remove any important aspects of State legislation, but to find a more efficient way to ensure managers and their clubs are meeting their obligations.

"Most club managers want exactly what the VCGR wants - to be compliant," Barry said.

The meeting worked through several ideas and resolved it would put forward a proposal to create a gaming industry audit list, which can need to be signed off weekly, monthly and annually.

It was also decided that the CMAA Committee would seek an ongoing forum, including VCGR inspectors and three club managers to talk about compliance issues and formulate bi-annual compliance training.

Zone Vice President Erin Langman, ACCM, said that if a workable audit checklist was created and managers at all



Grant Duffy with Erin Langman, Barry West, Jim Smith and Rick Scott at the Victoria club managers meeting in January.

levels could be trained on the audit and updated a couple of times a year, then compliance outcomes would be better.

Zone Treasurer and CMAA Division H Federal Councillor Grant Duffy, ACCM, also organised a meeting with the VCGR on February 2. Grant, Rick Scott, ACCM, and Erin Langman met with VCGR Chairman Bruce Thompson and Executive

Commissioner Peter Cohen to deliver information on the group's proposal.

"Our meeting with Peter and Bruce was a real success," Grant said. "We were all on the same page and the Commission was already mindful of the impact the new 2012 gaming machine owner-operator environment will have on compliance."

The meeting also agreed that the CMAA Victoria Zone would form a delegation of three working managers - led by Rick Scott - to meet with VCGR inspectors on a bi-annual basis to discuss what clubs are getting wrong and formulate training to overcome any difficulties.

Grant said the Chairman and Executive Commissioner were clear as to the regulator's role but not adversarial in their approach, stating that working with industry can achieve better outcomes.

"Their attitude was terrific," Grant added. "This is a fantastic initiative for clubs and will be of great benefit in helping managers meet their obligations leading up to and beyond 2012."

The delegation will be voted on at the Victoria Zone AGM in May.

Gambling Helpline passes 100,000 calls

The NSW Government's Gambling Help telephone counselling service has received more than 100,000 calls over the past decade from people looking to make a step towards fighting their addiction.

Gaming and Racing Minister Kevin Greene said the milestone comes as dedicated counsellors have been providing vital help and support for problem gamblers for 10 years. "Gambling Help gives problem gamblers and their families free crisis support and counselling 24-hours-a-

day, seven-days-a-week," Mr Greene said. "Our committed counsellors have now taken 102,272 calls since August 1999. Gambling Help is an important gateway to the Government's network of face-to-face problem gambling services operating at more than 200 locations across NSW," he said. Mr Greene said some key facts about the service include ...

- The majority of callers have never contacted the service before making their first important step to recovery by picking up the phone

- More men, 61%, call Gambling Help than women, 39%
- The 40-49 and 30-39 age groups represent the greatest proportion of gamblers calling the service
- Mandatory notices and stickers promoting Gambling Help in gaming venues are the most common source of callers learning about the service
- In-venue responsible gambling material is an effective way to reach people

The number for the free, confidential counselling service is 1800 858 858.

Fearnley adds Kokoda Track to trophy cabinet

Paralympian champion Kurt Fearnley's crawled the entire rugged 96 kilometres of New Guinea's iconic Kokoda Track. Born in March, 1981, without the lower portion of his spine, Kurt has gone on to conquer the world in his wheelchair. Kurt's "superhuman" 10-day effort ended in late November with an emotional and weary celebration at Owers Corner, the southern end of the Track. Kurt, 28, said there were moments that he thought about quitting along the Track through mud and rugged terrain: "I just was hurting ... it was the toughest thing I've ever done."

In emotional scenes at the finish, Kurt was surprised by his mother Jacqueline and father Glenn, who had travelled from their home of Carcoar in central NSW to share a few tears and couple of bottles of champagne with their youngest son. "It's been a very big day and we're glad it's over," his mother said. Track veteran and Kokoda Spirit team leader Wayne



Weatherall said it was the most amazing effort he'd ever seen in his time trekking. "To call him a superhero or superhuman is not too far from the truth," Wayne said. Kurt, the four-time New York wheelchair marathon winner, had to drag himself on his hands along the famous track but had support from 15 family members plus his team of porters and guides. After competing in the Sydney Paralympic Games in 2000, Kurt went on to become a two-times gold medallist in the event at Athens and Beijing. He also holds a paralympic gold for the 5000m in 2004. But his achievements last year revealed the true depth of his athletic talent, mental toughness and national sentiment. Last year, he won marathons in Seoul, Paris, London, Sydney, Chicago and New York. It was a perfect year with six wins from six

starts. The New York victory also held a special meaning - it was the fourth year in a row Kurt had won the race.

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SITXFIN003A Interpret financial information SITXFIN004A Manage finances within a budget

*Pre-requisite for Financial Management

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- different types of financial reports
- how financial information is used in a club

Program Details:

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Fee \$480 - CMA Member/CMDA Affiliate

Fee \$580 - Non Member

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ACCM points: 24 points awarded

To Register:

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Beaudesert RSL Club shrugs off geographic

By HENRI LACH

The town of Beaudesert, in Queensland's south-east corner, is suffering an identity crisis. It's almost equidistant to Brisbane and the Gold Coast. So, is it a rural centre, or a suburb of either of these two major cities?

It once had its own council - the Beaudesert Shire Council - that encompassed a comfortable area of jurisdiction. Under amalgamation measures enforced by the State Government at the turn of the century, it is now a part - albeit the centre - of the new Scenic Rim Council. Geographic boundaries have changed, and Beaudesert's official designation is "rural".

Large housing estates at all points of the compass and burgeoning population growth tend to give a lie to that tag. Industrial growth is also looming.

Beaudesert RSL Services Club General Manager Jeff Laney is a man with his ear to the ground. "There's talk of a container terminal being established here," he confided.

While debate may continue as to whether the town's future lies as a satellite of Brisbane or the Gold Coast, one thing is for certain ... this area will continue to grow, expand and provide homes for more and more people.

Jeff Laney is acutely aware of this. He is more concerned about his club's future direction in this situation than about geographic semantics.

One thing is for certain ... this area will continue to grow, expand and provide homes for more and more people ...



The club's bistro ... in line for renovation.

Jeff is a bloke who's been around the block a few times. He's of the old school of managers who came up the hard way. A stroll with him through his club makes it obvious that he has the respect of everyone - patrons, staff and committee members.

First and foremost he's a country lad - born and bred on Queensland's southern Darling Downs at Stanthorpe.

He began his working life behind the bar at a hotel in nearby Warwick. After five years there, he found the work was a strain on newly married life. Labouring and odd jobs gave him the break he needed, until a position offered at the Beaudesert Golf Club.

Jeff resigned himself to the fact that his destiny lay in the hospitality industry. He took the job and stayed eight years. Fresh pastures beckoned in the form of an opening at a golf club in Townsville.

Having acclimatised to the far north, he was happy to help out at the Townsville Italian Club, but then received a call from the Beaudesert RSL Club offering him a job. "I asked them to send me the criteria. They offered to fly me down for a chat instead," Jeff recalls.

That was in August of 2006. The rest, as they say, is history.

Nearly four years down the track, Jeff is a man happy in his job. "I wouldn't be here if I wasn't," he said.

Membership is well up on the 2006 figure and Jeff is expecting a record turnover for the past year's trading.

The club's 55 gaming machines continue to play a major part in its fortunes.

"We're rated 57th out of 500 clubs on gaming revenue, definitely up there among some of the big clubs," Jeff said. "We've been upgrading our machines for the past 18 months with plenty of variety."

He's applying for an additional 10 machines but admits this may be a big ask in the current political climate.

Gaming aside, Jeff is enthusiastic about the club's future. "One of the reasons I came back to Beaudesert - and this club - is that I have a committee with foresight," he said. "They're not talking about tomorrow ... they're talking about 10 years down the track. That's the sort of attitude you have to have if the club is to keep up with the unstoppable growth of the area."

The club's potential to grow with the needs of its community is secure. Its footprint is on a sizeable parcel of freehold land with plenty of room for expansion.

Some of this potential will be realised soon. Work is expected to begin at the end of May on a major refurbishment project at a cost of more than \$3 million. This will include extension to the bistro, improvements to the outdoor areas and new administration offices for the RSL Sub-Branch.

The club prides itself on its RSL heritage.

Bernard Gordon, one of Beaudesert's sons, was a World War I Victoria Cross



The Beaudesert RSL Services Club ... room for expansion.

dilemma

recipient. His photo and the history of his exploits grace a prominent wall with his heroism recalled at every Anzac Day commemoration.



Beaudesert's Victoria Cross hero Bernard Gordon is vividly remembered.

Jeff makes immediate mark at Gold Coast Zone

Like many in the town, Jeff Laney is unsure about the direction of his loyalties ... Brisbane or the Gold Coast.

This was partly decided for him when Jeff joined the CMAA shortly after his arrival at Beaudesert RSL Services Club in 2006. He's in the Gold Coast Zone. While he's a relative new-comer to the organisation, he's become a very active member, indeed.

Jeff has made it his business to attend Zone meeting and to get to know his contemporaries, of whom he speaks in glowing terms. He was also enthusiastic about attending the CMAA's Annual Conference and AGM at the Sydney Convention and Exhibition Centre On March 8-9.

"Steve Day [Paradise Point Bowls Club GM] and I had our names pulled out at the Christmas luncheon at Helensvale to be the Zone representatives," Jeff added. "I'm really looking forward to the experience."

While totally reconciled to his links with the Gold Coast, Jeff recognises that he's in a totally different environment. "We're not tourism-orientated here like the big coast clubs and the surf clubs," he said. "But we are doing the same thing ... we're serving our communities and we're providing employment for 50 people in this area."

Right: Beaudesert RSL Services Club General Manager Jeff Laney.



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Aristocrat opens reporting season with bullish forecast

Aristocrat Leisure Limited has confirmed it expects to exceed market consensus estimates for

operating profit before non-recurring items for the year ended December 31, 2009. Aristocrat's operating profit (pre-abnormal items) after tax and minority interest is expected to be approximately \$116 million for the year ended December 31. Aristocrat Leisure, the world's second-biggest slot machine manufacturer and CMDA Career Development sponsor, also confirmed it will recognise an abnormal provision of \$187.3 million (after tax) in its 2009 financial accounts relating to the expected damages liability associated with the U.S. Convertible Bonds matter. This figure includes interest calculated to April 30, 2010. The decision to recognise an abnormal provision does not in any way pre-suppose the U.S. District Court's final pending judgement on damages or any company decision to appeal some, or all, aspects of the case. Aristocrat and the bondholders have made final submissions to the District Court and await the Court's final judgement in



the case. Total abnormal for the year will include the impairment of multi-terminal gaming

businesses, intellectual property litigation settlement, property sales and restructuring costs. Aristocrat will report a loss (post-abnormal items) after tax and minority interest for the year ended December 31. These results remain subject to completion of year-end procedures, including completing the audit and Board approval, and therefore may change before finalisation. Aristocrat released its final results for the full year ended 2009 on February 23. Meantime, Aristocrat also has announced that Patrick McGlinchey is the organisation's new Company Secretary. Mr McGlinchey's appointment was subject to regulatory pre-approval in two jurisdictions which has been resolved. As a result, Jamie Odell has resigned as interim Company Secretary with Mr McGlinchey's immediate appointment. Mr Odell continues to lead the Company as CEO and Managing Director.

IGT Gold Fever games top charts

Club Data Online's latest reports on the performance of 1 cent games in the NSW market - December 2009 - ranks all three of the new IGT "Gold Fever" theme bank games in the top five for turnover and net revenue. In net revenue alone, IGT has three games out of the top four, with "Gold Fever 100 Pandas" on top. Running on IGT's bluechip Neo, "Gold Fever 100 Pandas", "Gold Fever Flower of Mexico" and "Gold Fever Apache Chief" are placed second, fourth and fifth for average turnover in 1 cent denomination, with IGT's "Jetsetter New York Extra Chance" taking top spot. Chris Gialouris, IGT's Product Manager (Australia) said "Gold Fever" was another IGT new idea that has really taken hold with players. "All games share a common bonus feature and provide a consistent level of entertainment, plus they're returning well to venues," Chris said. "With these solid results in terms of both turnover and net revenue - and more Gold Fever games on the way - venues can continue to maintain their investment and provide something different for their players."

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Tabcorp feel pinch as stimulus loses punch

Tabcorp's performance, including a slide in its Victorian poker machine revenue, has delivered a \$258 million first half profit - down 2% on 2009.

Revenue from Tabcorp's Victorian poker machine business was down 4% in the final quarter of '09 to \$542 million, because of the withdrawal of the Government's stimulus payments and rule changes capping bets at \$5. The result in the gaming division, which has machines in 2,600 clubs and hotels, endorsed Victorian Commission for Gambling Regulation (VCGR) figures that showed December poker machine revenue across all operators fell by 11% from a year ago. Tatts Group also will be hit as it relies on Victorian machines for 40% of its earnings. It also has poker machines in Queensland, where takings in December were down 10%. Investors remain concerned about how the removal of the stimulus will affect all gambling earnings. Tabcorp CEO Elmer Funke Kupper was cautious about the outlook for earnings for the



Tabcorp CEO
Elmer Funke
Kupper

rest of the financial year, saying the Victorian Government's decision to award by tender the post-2012 wagering licence was a major watershed for the company. It is expected to be decided this year. Earnings in the wagering arm, which includes tote and fixed-odd betting, were flat. Mr Funke Kupper said he was pleased with the result given the threat of increasing competition from low-margin interstate operators.

Revenue in the fixed-odds business grew by 23%, to \$77.5 million, on the back of the expansion into online horse and sports betting with Luxbet. This did not crimp turnover on traditional on-course betting, which was also up 27%, driven by premium punters. However, earnings in the company's most important business, its casino arm, were down 11% to \$148 million, despite higher revenue at its Queensland and NSW casinos. Revenue at Star City in Sydney slowed in the second quarter after a promising start with growth of 12%. The casino is undergoing a \$475 million upgrade, including construction of a hotel tower, extending the gaming floor and a general upgrade. The company plans to spend up to \$240 million on the work this financial year. It expects disruptions to the gaming floor will result in a fall of \$20 million in pre-tax earnings for the period. Overall, earnings per share fell 12%, to \$43.50, because of the capital raising last September.



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Green award for bowls club

St Johns Park Bowling Club has won “*Best Commercial Garden*” category in the City of Fairfield Garden Competition. It’s the second time the club has won the award, with Mounties in second place. The club has a number of garden zones that need to be maintained, including the main entrance, the courtyard barbecue areas and around the greens. The club’s green keeping team focuses on water-efficient and cost-effective gardening measures. Recycled water has been used at the club for more than 10 years, with three, 80,000-litre tanks installed to capture rainwater.

Mounties wins water policy praise

Mounties has been recognised as setting the standard for water-saving measures in clubs. Sydney Water’s new best-practice guidelines feature Mounties as an example of how clubs can reduce their water consumption. Mounties is now using 100,000 litres of water less each day than in 2004. The club’s water usage can be tracked and problems identified quickly through a water monitoring system that sends daily meter readings. Mounties has also installed water-efficient fixtures including dual-flush toilets and low-flow taps. Sydney Water Managing Director Dr Kerry Schott said the guidelines include practical tips, case studies and checklists to help clubs reduce water use.

CCA goes greener

Coca-Cola Amatil has reinforced its position as an environmentally-friendly company in opening its distribution centre at Eastern Creek in western Sydney. With almost 700 solar panels on its roof, the building will run on 15% to 20% renewable energy. CCA Managing Director Warwick White said he was “very proud” to open such a remarkable facility. “Just take a look at the development we have here ... it’s hard to believe just 18 months ago this business hub was empty,” he said. “This centre is truly something we can be proud of ... so many people are responsible for this success and everyone has put in an outstanding effort.”

The \$1.2 million, 110-kilowatt photovoltaic system will reportedly generate 148-megawatt hours of clean renewable energy every year and reduce greenhouse gas emissions by 148 tonnes annually. Mr White emphasised that the solar panels are not the only environmentally-friendly aspect of the new centre. “We have turned six facilities into two, therefore this has dramatically cut transport costs and reduced our truck movements by 26,000 trips a year,” he added. “There are also fewer forklifts, which will save 225,000 litres of fuel and 130 tonnes of LPG. We also have many water-saving initiatives in place like solar hot water, energy efficient lighting, insulation, natural ventilation and low chemical adhesives and sealants were used in the building process.”



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