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## Publisher CMAA

### Contributors:

Henri Lach, Katie Cincotta.

### Advertising Manager:

Judy Rayner

### Advertising Bookings:

(02) 9332 2363 & 9360 6177

Fax (02) 9361 5142

[rayner@bigpond.net.au](mailto:rayner@bigpond.net.au)

### Printing and Design:

Daily Press Group

Phone: (02) 9558 8419

### Correspondence:

The Editor, c/-

Club Managers' Association Australia

Level 2, 1 Showground Road  
Sydney Olympic Park NSW 2127  
Locked Bag 4317

Sydney Olympic Park NSW 2127  
Phone (02) 9746 4199

Fax (02) 9746 5199

### Please address all business correspondence to the Federal Secretary

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### Registered Office

Level 2, 1 Showground Road  
Sydney Olympic Park NSW 2127  
Phone (02) 9746 4199

Fax (02) 9746 5199

Locked Bag 4317

Sydney Olympic Park NSW 2127

Email - [cmua@cmua.asn.au](mailto:cmua@cmua.asn.au)

### Office Hours

Monday to Friday 9am to 5pm

Seven-day telephone answering service in operation.

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# March 2011 Magazine Contents



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## PAGE ADVERTISER / Editorial

Cover 1	CMAA Conference & Hospitality Expo
Cover 2	KONAMI
1	CMAA Imprint & Administration
2	CMDA Career Development Sponsors
3	CLUB PLUS SUPERANNUATION
4	AINSLIE FOOTBALL & SOCIAL CLUB + March Edition Contents
5	AINSWORTH GAME TECHNOLOGY
6	PAYNTER DIXON CONSTRUCTIONS + March Edition Pointers
7	SHUFFLEMASTER
8	MERIDIAN CONSTRUCTION + Executive Perspective
9	INDEPENDENT GAMING
10	BEPOZ + Executive Officer's Desk
11	JAMES CLIFFORD CONSTRUCTION
12	KNIGHTGUARD PROTECTION SERVICES + Industry Issues
13	CUSTOMERS ATM
14	Northern Exposure 1 - Cyclone Yasi
15	COOTAMUNDRA BASES + Northern Exposure 2 - Cyclone Yasi
16	CMAA Conference & Hospitality Expo 1
17	ROHRIG + CMAA Conference & Hospitality Expo 2
18	CMAA Conference & Hospitality Expo 3 - AGM President's Report
19	THOMSONS LAWYERS + CMAA Conference & Hospitality Expo 4
20	NUFURN + CMAA Conference & Hospitality Expo 5 - Hall of Fame 2011
21	HARLEY RUSSELL DAY + CMAA Conference & Hospitality Expo 6
22	CMAA Conference & Hospitality Expo 7 - Service Awards
23	CMAA Conference & Hospitality Expo 8 - Service Awards
24	CMAA Conference & Hospitality Expo 9 - 2011 National Bursaries
25	CMAA Conference & Hospitality Expo 10 - 2011 National Bursaries
26	CMAA Conference & Hospitality Expo 11 - Cocktail Party
27	CMAA Conference & Hospitality Expo 12 - Cocktail Party
28	CMAA 2011 Hospitality Expo 13 - CMDA Sponsors at the Expo
29	CMAA 2011 Hospitality Expo 14 - CMDA Sponsors at the Expo
30	CMAA 2011 Hospitality Expo 15 - CMDA Sponsors at the Expo
31	CMAA 2011 Hospitality Expo 16 - CMDA Sponsors at the Expo
32	CMDA - TRAINING CALENDAR
33	CMDA Update
34	Australian Club Entertainment (ACE) Awards 2010
35	CMAA Profile - Lew Cooper, OAM
36	CMDA - WEDDING & EVENTS MANAGEMENT SUMMIT
37	CMDA - WEDDING & EVENTS MANAGEMENT SUMMIT
38	ITZ - Illawarra Shoalhaven Zone Meeting + Hunter Zone Meeting
39	CMDA - FOOD SAFETY SUPERVISOR PROGRAM
40	CMAA Zone Education Officers & Board of Management Studies
41	ITZ - Central Coast Zone Breakfast Meeting
42	CMDA Meetings & Events Diary - 2011
43	ITZ - Gold Coast Zone AGM
44	ITZ - Manly Northern Suburbs Zone AGM
45	CMDA - TRAIN MY VENUE.com
46	ITZ - Far South Coast Zone Meeting + Sunshine Coast Zone AGM
47	RAYNER SALES & MARKETING + ITZ - Riverina Murray Zone
48	Southern Exposure 1 - Phillip Island RSL Club
49	SLATER GORDON + Southern Exposure 2 - Phillip Island RSL Club
50	Industry Update - The Richmond Club
51	Industry Update - Wireless Hotspots Can Be Expensive
52	Market Forces
Cover 3	CMDA- CORPORATE GOVERNANCE 2011
Cover 4	ARISTOCRAT
INSERT	IGT

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## ➤ Page 12

Australia's major hospitality services providers - the club and hotel industries, ClubsAustralia, the AHA and other industry players - are working together to voice opposition to mandatory pre-commitment for gaming machines. The groups have taken up the campaign because this new technology will have a detrimental effect on all hospitality venues that operate gaming machines as well as a long-term negative impact on manufacturers and related industries ...



## ➤ Pages 13-14

Club managers are a tough lot by virtue of their calling. They have many difficult issues on their collective minds: staffing problems, ever-burgeoning legislative changes and restraints, and even the occasional unruly person on their premises. Townsville Cowboys Club boss Joe Kelly is as tough as they come. Yet, even this bloke admits he was shaken the night of February 2 when cyclone Yasi made landfall just before midnight at Tully, on Queensland's far north coast - between Townsville and Cairns ...



## ➤ Pages 40-41

The proverb tells us ... "Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime." That philosophy is never truer than for aging men. With more 483 Men's Sheds now up and running across Australia, blokes who may have lost their work identity, a partner, or their confidence, now have a special place to thrive and unwind. Phillip Island RSL Club is one of the first sub-branches in Victoria to join the scheme, which is helping up to 30,000 men across the state stay fit and focused ...

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## Association's Industrial Relations agenda full and busy

The new Federal Award has settled in over the past 12 months and Fair Work Australia will conduct its two-year review in 2012.

One matter the ACTU will be addressing during the review process will be the redundancy provisions.

Throughout 2010, the CMAA's Industrial Relations section resolved a number of disputes with the majority being in favour of our managers.

The matters where we were not successful involved the manager not having an Award Flexibility Agreement - or any agreement - in place.

Some of these managers had been associated with their clubs for long periods and had a good working relationship with their Board.

However, changes to the Board meant that those relationships changed.

It is to a manager's benefit to ensure you have a written agreement with your club so that - if the relationship changes - you know where you stand.

One case involves a construction development failing after a company was appointed by the Board to carry out the work.

The Board stated they did not receive correct information from the manager. The Board is suing the manager.

The developer, also, is suing the club.

Through our legal representatives, Eastern Commercial Lawyers, we have been able to convince the insurance company that the manager should be covered by the club's Directors and Officers liability.

This case could escalate and, as an Association, we are keeping close watch on the hearings.

This case also highlights the importance of having a legal representative check all contracts with developers and contractors.

Another area of concern is where club credit cards are used by managers or presidents and the information from these credit cards is not properly checked and approved at monthly Board meetings.

Following the Association's Strategic Planning meeting last July, and representations from the Queensland and Victoria Divisions, the CMAA Federal Executive and CMAA Federal Council agreed to expand the role of the Federal Secretary to assist in the Industrial Relations area and provide more input to Governments - particularly in Victoria and Queensland.

In Queensland, the CMAA has Justin McGurgan, Managing Director of Academy Hospitality Australia, acting for the Association as Membership Liaison Officer promoting CMAA-CMDA services and membership benefits.

Justin will handle membership issues for Queensland members and liaise with Queensland Zone Committees and report to the Federal Secretary.

The Association also will seek to be represented on Government committees in Queensland.

Victoria has a new State Government and the CMAA is seeking a seat on the state's new Gambling Policy Research and Coordination Committee and other industry-related Government committees.

On the Industrial side, our capabilities will include consulting services to managers and their clubs on a fee-for-service basis.

The CMAA is strongly committed to assist Clubs Australia in ensuring the correct message on pre-commitment is conveyed to all stakeholders.

The CMAA organised a meeting with the ACTU and other stakeholders - the LHMU, AHA and Clubs Australia - to advance our concerns on how this measure will impact on industry jobs and what assistance the ACTU could offer.

ACTU President Ged Kearney was genuinely concerned once it was pointed out the repercussions of this proposed Bill.

Ms Kearney asked if the CMAA could forward this information to the ACTU to properly evaluate the situation.

Once completed, Josh Landers from ClubNSW and I will again speak to the ACTU's Full Board.

We have spoken to other stakeholders, such as Woolworths, seeking a combined effort in this matter.

The Association has advertised the role of the Executive Officer and trust we can find a suitable replacement for Terry Condon, who retires in August.

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## Clubs show true Aussie spirit with support for club colleagues hit by floods and cyclone

In the February issue of the Club Management in Australia we reported on the horrific damage done by Cyclone Yasi in Queensland and the subsequent

flooding throughout other areas in Australia.

As usual, clubs were first to show their generosity with over \$1 million dollars pledged to the Queensland Premier's Fund.

Many clubs joined up the "Adopt a Club" program started by Clubs Queensland by supplying much-needed furniture and equipment to these needy clubs.

Travelling around the country to the CMAA Zone Meetings during February it is pleasing that all zones are using the money raised at these meetings to support the Premier's Fund. Well done to all.

March 23 will be a watershed day for the Club Industry in Australia when the President of Clubs Australia and Chair man of ClubsNSW, Peter Newell OAM, addresses the National Press Club in Canberra.

This significant event will be followed by a dinner that evening where federal politicians have been invited to attend to hear what effect the Andrew Wilkie-Julia Gillard Government Gaming Machines Pre-Commitment legislation will have on the Registered Clubs Industry in Australia.

The CMAA Federal Executive will attend both events to support this campaign.

All clubs and club managers are asked to lend their support either by attending or watching the televised event and contacting their local politicians to voice their concern for this ill-advised and unnecessary piece of legislation.

As part of the CMAA's efforts in this campaign against the gaming machine pre-commitment legislation, the Association brokered a meeting with Australian Council of Trade Unions (ACTU) President Ged Kearney and Club

Industry unions to assist in convincing Prime Minister Gillard that, if introduced, the Gaming Machines Pre-commitment legislation would have a significant impact on workers in our industry.

The industry representatives got a good hearing with further statistical information requested and further meetings planned.

If the ACTU can't convince a Labor Prime Minister that she needs to protect the employment of workers, then I think we are in dire straits.

The 2011 Annual General Meeting, Conference and Hospitality Expo on February 28 and March 1 at the Sydney Conference and Exhibition Centre, Darling Harbour was well attended, although numbers were down on our 2010 figures.

The industry is suffering once again from the uncertainty created by the politicians' machinations on how we will operate in the future.

Three new members were inducted into the CMAA Hall of Fame at our

networking function, held in conjunction with the Conference and Expo.

CMAA North West State Zone President and Armidale City Bowling Club General Manager Phillip Wheaton, Russell Advisory Managing Director Greg Russell and IGT CEO Andrew Hely join the long and impressive list of CMAA supporters.

CMAA Riverina Murray Zone President and Griffith Ex-Services Club General Manager Gus Lico was announced as the Peter Cameron Award recipient for his service to the CMAA and the Club Industry.

Congratulations to all those industry professionals recognised through these prestigious awards.

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



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# Govt pre-commitment trade-off strengthens industry campaign

The NSW Government has made a formal submission to the Federal Parliamentary Joint Select Committee on Gambling Reform, with respect to its inquiry into mandatory pre-commitment. The NSW submission usefully supports a number of key arguments that ClubsNSW and Clubs Australia have raised in opposing the proposals of Mr Wilkie and Senator Xenophon.

The submission outlines the extensive harm-minimisation policies already enacted by NSW and the success in reducing the problem gambling prevalence rate to 0.4% in the State.

On pre-commitment, the submission argues for a practical and flexible approach, informed by relevant research and pilot programs. It notes the importance that any solution does not unnecessarily deter gaming machine play by non-problem and occasional gamblers. The submission also calls for a detailed cost/benefit

analysis, including consideration of a range of options including mandatory and voluntary pre-commitment, in addition to no pre-commitment.

The submission explicitly notes that clubs are not-for-profit organisations that make important contributions to the community and that cost implications for clubs associated with system implementation and reduced gaming machine revenue are likely to resonate through the wider community.

The NSW Opposition also has put on record as part of the Memorandum of Understanding with the Club Movement that it will withstand the Federal Government's push for mandatory pre-commitment, stating that it would support the voluntary pre-commitment model.

The Gillard-Wilkie deal gives the states and territories until the end of May to support the introduction of mandatory pre-commitment under threat of the Commonwealth legislating over the top of the states. To date, NSW, Victoria and South Australia have publicly opposed mandatory pre-commitment, with Western Australia also voicing its concern.

Clubs Australia President and ClubsNSW Chairman Peter Newell will deliver a lunch-time address at the National Press Club on March 23, followed by a dinner with federal parliamentarians, club representatives and supporters that evening.

Clubs Australia has lodged a formal submission with the Parliamentary Joint Select Committee on Gambling Reform, which is conducting an inquiry into mandatory pre-commitment. A copy of that submission is now available on the ClubsNSW website.

On February 4, Clubs Australia appeared before the Committee in hearings held in Sydney.

The key messages of the Clubs Australia submission was ...

- the cost of implementing mandatory pre-commitment was not affordable

- mandatory pre-commitment will be ineffective in addressing problem gambling
- the consequences of the reform will be to undermine the financial viability of the Australian club movement.

The privacy and security implications of having a pre-commitment device with biometric features and a national database of players also was highlighted as another key concern for the industry.

Other witnesses in the Sydney hearing spoke strongly against the Wilkie proposal, including Twin Towns Services Club CEO Rob Smith, along with Australia's leading academic on problem gambling, Professor Alex Blaszczynski.

Prof Blaszczynski was particularly critical of the lack of evidence behind the proposal, and concluded that pathological gamblers would seek to subvert any pre-commitment system, either through setting extremely high limits, card swapping or moving to internet gambling.

Clubs Australia CEO Anthony Ball said the organisation would, at every opportunity, continue to advise the Gillard Government of why it opposes mandatory pre-commitment and present effective, alternative measures that the Government should implement.

Clubs Australia supports a voluntary pre-commitment system that is developed through consultation with industry and is cost-effective, as well as measures that target problem gamblers, rather than impacting on everyone.

Many clubs have already met with their Federal MP to discuss these issues and all clubs are encouraged to engage their MP regularly.

"If the Federal Government seeks to legislate mandatory pre-commitment in spite of opposition from industry, state and territory governments and all available evidence, then ClubsNSW through Clubs Australia will seek a broad coalition of stakeholders to run a coordinated, national campaign against the policy," Mr Ball said.



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# Cyclone Yasi: Not a wind that blew anyone,

By HENRI LACH

Club managers are a tough lot by virtue of their calling.

They have many difficult issues on their collective minds: staffing problems, ever-bourgeoning legislative changes and restraints, and even the occasional unruly person on their premises.

Townsville Cowboys Club boss Joe Kelly is as tough as they come.

His Irish genes are hard to ruffle.

He served his apprenticeship at a demanding end of town - the Logan Diggers on Brisbane's south side.

Yet, even this bloke admits he was shaken the night of February 2 when the enigmatically named cyclone Yasi made landfall just before midnight at Tully, on Queensland's far north coast - between Townsville and Cairns.

"The wind in Townsville was still at gale force at 10 o'clock the next morning," Joe said.

"This is a green city and there were trees down everywhere.

"I've never seen anything like it."

Joe is not a stranger to cyclones.

He was at the helm of Cazalys Australian Football Club in Cairns



*Townsville Cowboys Club boss Joe Kelly ... relocation plans may be on hold.*

when Cyclone Larry struck the far north Queensland coast in 2006.

"I'd been there a couple of months when Larry hit on March 20," Joe recalled.

Again, Cazalys suffered only minor property damage this time around.

"All the real damage always seems to be further south," Joe said.

Like many others who experienced Larry, Joe believes Yasi was more powerful and more destructive.

Although both the major centres escaped the full brunt of the cyclone's fury, the effects were nonetheless savage.

TV vision of houses demolished by the force of 350km/h winds, yachts and other large craft piled up in a heap like toys cast aside by bored children, and giant trees ripped out of the ground astounded and horrified audiences world-wide.

The Cowboys Club, located in Townsville's CBD was luckier than some other establishments in the city.

Damage was superficial, and Joe Kelly is justifiably proud of the fact his club was one of the first premises to re-open for business on the Friday after the "big blow".

When word got around that the club was functioning, many people took advantage of a venue where the lights were on, the food was hot and the drinks were cold.

"We had a lot of business while many people remained without power, but the long-term ramifications will not be good," he said.

"The price of many commodities and foods will go up and clubs will have to pass on the cost to members."

The Cowboy Club's future plans also may have to be put on hold for a while because of the cyclone.

The club was planning to re-locate to a 2.5-hectare freehold site at Mount Louisa - a suburb about 8km to the north-east - and hoped that building would begin in the 2012-2013 financial year, with the new club ready for business by the end of 2013.

The move, however, is contingent on the sale of its current property in the CBD.

"All the approvals have been granted and we're ready to start," Joe said.

"But property prices are not likely to be good after the cyclone and there may not be too many buyers in the short term."

He's not fazed by the setback.

Joe Kelly is determined the plans will be fulfilled, albeit if delayed.

About 10km to the south of the CBD, Townsville RSL Club General Manager Karla Malouf is counting her blessings.

Damage at her club also was minimal.

She was able to open for business on the Saturday after the passage of Yasi, despite a loss of food in the

**The brotherhood of licensed clubs is a potent force that's working again in far north Queensland, as it did in the aftermath of the deadly floods to the south of the state...**



# any good



freezers before power was restored. She too experienced Cyclone Larry, as Assistant Manager of the RSL Club before she took on the General Manager role about 18 months ago. But, in her mind, the fury of Yasi on that Wednesday was something else. "It was the longest night of my life," she said.

"The wind and the noise seemed to go on for hours and hours," Karla added, thankful that her home in the city's west also survived with only minor damage.

Like the Cowboys, her club provided a haven for many local residents left without power.

"They wanted to get away from barbecue dinners to some real food," Karla said.

And, like Joe Kelly, Karla was anxious to help the small clubs badly damaged in the epicentre of the cyclone.

The little Tully Leagues Club copped the full force of Yasi and obviously was in dire need.



*Townsville RSL Club general manager Karla Malouf ... anxious to help.*



Joe was quick to get on the phone to ask the club how he and the Cowboys could help.

Karla was putting together some gaming machine bases from her stock.

"We'll remain open to requests for help from everyone," she said.

The brotherhood of licensed clubs is a potent force that's working again in far north Queensland, as it did in the aftermath of the deadly floods to the south of the state.

Meanwhile, a week after Yasi, many homes, and in fact whole districts, were still without power, water, and with telephone communications only partly restored.

While businesses and badly affected individuals have been promised aid from both the federal and state governments, licensed clubs are not likely to be among the recipients.



In the aftermath of this disaster, observers may understand why some parliamentarians who toured the stricken area got a hostile reception from farmers and home owners devastated by the cyclone, accusing them of trying to make political gain from people's misery.



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# NSW political chiefs united against Gillard



Australian Senator Nick Xenophon to introduce mandatory pre-commitment technology to gaming machines across Australia.

Before the August 2010 federal Election, Prime Minister Julia Gillard made a commitment to the club and hotel industries that a re-elected Labor Government would not introduce such technology to combat problem gambling issues raised in the Productivity Commission's Inquiry Into Gambling In Australia.

However, when the support of the independent MPs became the Gillard Government's lifeline to power, Ms Gillard did a deal with Mr Wilkie to impose the mandatory pre-commitment technology.

This position included over-riding the position of the states that have voiced their opposition to the Federal Government's proposed legislation.

NSW, Queensland, Victoria and South Australian State Government have stated they will oppose the legislation.

The CMAA Federal Executive reasoned that it would be appropriate for members to hear from both sides of NSW politics in the lead-up to the State Election - particularly on their



positions regarding the Gillard Government's determination to impose the pre-commitment technology.

NSW Gaming and Racing Minister Kevin Greene addressed members and gaming industry executives on Monday, February 28.

Mr Greene spoke about the Government's initial and ongoing commitment to support the Club Industry in its fight against the Gillard Government's legislative path to its mandatory pre-commitment legislation. Mr Green added that he and the Government was very uncomfortable with the notion of the Federal Government over-riding the NSW position. He said if the states - NSW, Queensland, Victoria and South Australia - maintain their opposition to the legislation, then the dispute is likely to end up in the High Court. Mr Greene added that the NSW Government remained committed to evidence-based reform rather than politicians' opinions.

On Tuesday, March 1, NSW Shadow Minister for Hospitality and Tourism, Racing and Major Events George Souris opened his presentation by speaking about the strength of the Coalition's Memorandum of Understanding with the Club Industry. Mr Souris, the National Party Member for Upper Hunter, spoke about the MoU being was the single highest-spending policy that thre Coalition has announced in the NSW Election

With the NSW Election less than four weeks away, the rival parties stepped up to the microphone at the CMAA's 2011 Annual General Meeting, Conference and Hospitality Expo at Darling Harbour earlier this month.

The Federal Labor Government has taken a strong position in supporting the crusade of Tasmanian Independent MP for Denison Andrew Wilkie and controversial South

**Almost 2,000 club managers, directors and industry associates visited the Hospitality Expo floor across the two days with many trade exhibitors reporting sales and strong product interest.**



# Govt policy, interference

campaign. He spoke of his relationship with the CMAA and underlined the prospect of the MOU removing the draconian 41x legislation that has been used against club managers. Mr Souris said the Coalition was totally opposed to Federal Government intervention in states gaming legislation.

Almost 2,000 club managers, directors and industry associates visited the Hospitality Expo floor across the two days with many trade exhibitors reporting sales and strong product interest.

More than 100 companies booked stands this year with the gaming machine companies Aristocrat, IGT, Stargames, Ainsworth, Konami, Independent Gaming, Bally technologies, Shuffle Master Australasia and Aruze taking up the major "real estate".

Thirty-one CMDA Career Development Sponsor and CMAA National Bursary Sponsor companies took Expo stands. Aristocrat sponsored the Sydney

Conference for the fourth year with Trevor Croker, Aristocrat's Managing Director, Australia & New Zealand, delivering the Sponsor's Address to CMAA members following the AGM.

At the end of Day 1, CMAA National Bursary Sponsor company representative gathered with bursary winners for a presentation ceremony in the Expo Hall secretariat.

As business closed on Day 1, around 500 managers, directors and trade executives headed to the Parkside Ballroom for the popular Cocktail Party and CMAA Federal President Bill Clegg to announce the 2010 CMAA Hall of Fame inductions and winner of the prestigious Peter Cameron Award ...

2011 Association Associate: GREG RUSSELL - Russell Corporate Advisory

2011 Industry Associate: ANDREW HELY - IGT



2011 Club Manager: PHIL WHEATON - Armidale City Bowling Club

2011 Peter Cameron Award: GUS LICO - Griffith Ex-Servicemen's Club

Hospitality Expo exhibitor company Eastern Commercial Lawyers, a CMDA career Development sponsor organisation, won the 2011 Expo VIP Bonus Package sponsored by the CMAA, Robert Oatley Vineyards and CCM Travel.



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# CMAA shines spotlight on Hall of Fame inductees

Greg Russell with Bill Clegg.



There were smiles all around the Parkside Ballroom as CMAA Federal President Bill Clegg, ACCM announced the 2011 CMAA Hall of Fame inductees and the winner of the prestigious Peter Cameron Award during the CMAA expo Cocktail Party.

Andrew Hely with Bill Clegg.



More than 400 guests packed the Sydney Convention and Exhibition Centre at Darling Harbour reception room for the much anticipated awards.

Russell Corporate Advisory Managing Director Greg Russell had changed into something more comfortable for the day's-end Cocktail Party and admitted he was "slightly under-dressed" to be standing in front of his Club Industry colleagues in accepting the 2011 Industry Associate honour. "As you can see, I was not expecting this honour, but I am deeply appreciative of the CMAA's work and support of people like myself who work alongside club managers every day," Greg said later.

Andrew Hely, IGT's Managing Director was unable to accept his Association Associate award on the evening when he was called away during the festivities to a family commitment. Andrew returned to the Expo the following day where Bill conducted an impromptu presentation ceremony.

Armidale City Bowling Club CEO and CMAA Mid State Zone President Phil Wheaton thanked the many people who had supported him in his career as he accepted the Hall of Fame Club Manager honour.

Phil Wheaton with Bill Clegg.



Gus Lico with Bill Clegg.



Griffith Ex-Services Club CEO and CMAA Riverina Murray Zone president Gus Lico said he was surprised and greatly honoured in being named winner of the 2011 Peter Cameron Award.

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- 2011 Association Associate: ANDREW HELY - IGT
- 2011 Industry Associate: GREG RUSSEL - Russell Corporate Advisory
- 2011 Club Manager: PHIL WHEATON - Armidale City Bowling Club
- 2011 Peter Cameron Award: GUS LICO - Griffith E-Servicemen's Club

# Aristocrat extends Conference sponsorship

Aristocrat extended its Conference Sponsor relationship with the CMAA at the 2011 Conference and Hospitality Expo at Darling Harbour last month. Trevor Croker, Aristocrat's Managing Director, Australia and New Zealand, addressed more than 350 Association Members following the Annual General Meeting, acknowledging NSW Gaming and Racing Minister Kevin Greene Minister, CMAA Federal President Bill Clegg and his Executive members. Mr Croker confirmed Aristocrat's support of evidence-based gaming reform in light of the Federal Government's determination to introduce compulsory pre-commitment technology to gaming machines around Australia. "It is a pleasure to welcome delegates to the CMAA AGM, Annual Conference and Trade Expo," Mr Croker said. "This is the fourth year of our sponsorship and we are proud of our long-running association with the Club Industry and the CMAA. I trust all delegates will find the next few days fruitful for your business and I look forward to meeting as many of you as possible over the coming days."



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Sherif Mouakkassa, Senior Associate &  
Phillip Wade, Special Counsel (not pictured).

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# Association concentrates resources on expanded format for Qld, Victoria

**CMAA Federal President BILL CLEGG, ACCM delivered his President's Report to the AGM on February 28 ...**

On behalf of the CMAA Federal Executive, it gives me pleasure to report to you on the activities of the Association during 2010. The primary role of the Executive is to direct policy and maintain the strategic direction of the Association. Clearly, this year was critical to the short-term and long-term direction, and being the start of a new term for the Executive and Federal Council, there was a need for the controlling body to reaffirm and realign the strategies in place. Two key areas needed to be addressed. First, policy direction - particularly in Victoria and Queensland where members had requested more direct input through the CMAA to government and with Industrial Relations.

With the introduction of another Industrial Relations regime, the demands on the IR capability became an issue. Litigation and costs are another major issue and I have already reported on the impact these costs can have on the Association. Rightly, the protection of members is paramount to our core values. However, it can be easily assessed that the financial resources can be quickly strained by a number of continuing cases that occurred over the past 18 months. Our IR services and capability were reviewed, resulting in Federal Secretary Allan Peter taking on an expanded role, which will include interaction with the expansion of our services into Queensland and, more recently, Victoria.

Though a relationship with Academy Training, the CMAA's services and membership benefits will be more widely exposed to club managers across Queensland. Significantly, issues that impact on members and the industry will be referred for action to the Executive through the Federal Secretary. It is anticipated that through the assistance of other CMAA supporters, this initiative will have a far-reaching impact on managers in Queensland and across Victoria. Support to members,



particularly when they need their Association's support will not be compromised and the traditional services to ensure fairness in the workplace will always be maintained. The relocation of the Administration and Career Development Centre to Sydney Olympic Park is complete. The relocation was more than effectively managed by CMAA Executive Officer Terry Condon and his staff. I thank them for that additional burden. The costs of this relocation and facilities upgrade had a significant impact on the financial result for the year through actual costs and the interruption to training facilities. This centre was selected to facilitate the CMAA's next decade and compliment the direction of education and use of E-learning, finally eliminating the issues of distance for the membership. Located at the centre of not only world-class facilities the venue is recognised as an iconic location world-wide.

The vision of refocusing our international efforts can only be complimented through our positioning at Olympic Park and 2011 will see that vision come to fruition with the focus of our educational bursaries moving to Asia. The largest number of bursary recipients will attend the

2011 Asian Club Managers Conference in Hong Kong. The Hospitality Management Development Australia brand has now been formalised and it is particularly pleasing to announce that the Association has come to agreement with Gaming Technologies Association to provide the education component of the Australasian Gaming Expo (AGE 2011) in August. This program will cover all jurisdictions as well as the Pacific rim and cover the whole of the hospitality sector, including casinos and hotels.

Clearly the progress with the Career Development Centre and professional development opportunities could not be achieved without the support of our Career Centre sponsors and supporters. Being such a pivotal source of revenue for the Career Development Centre, the Executive is in the process of reviewing and developing a specific marketing plan for this area. It is this support that the Executive intends to protect from those that see value in the CMAA brand and take advantage without contributing to development opportunities for members.

The most challenging immediate task for the Executive is to recruit a replacement Executive Officer to replace Terry - an unenviable task. This process has started and it's anticipated that the replacement will be in place prior to the CMAA's Mid Year Executive Leadership Conference.

This will be the last opportunity, at this forum, to acknowledge the contribution that Terry has made not only in his term as Executive Officer but the various positions he has held since 1996. Terry has been the true leader of this Association for a long time and has directly influenced what this Association is about today.

On behalf of the Executive and Federal Council I extend to Terry Condon, Ralph Kober and their team the appreciation of all members for their attention to the needs of the membership during the year and the professional manner in which you have approached the many challenges.

# CMDA, BMS look to education advances

**CMAA Board of Management Studies Chairman David Hiscox took over the reins from CMAA Federal Vice president David O'Neil during 2010. During the CMAA Annual General Meeting at Darling Harbour on March 1, David Hiscox, the Illawarra Shoalhaven Zone president and CMAA Division F Federal Councillor, presented the CMDA Annual Report.**

It gives me great pleasure to present you with this report on the activities of the CMDA over the past 12 months and what we have planned for the upcoming period. 2010 was a challenging year for all clubs and managers recovering from a difficult and uncertain financial environment.

Over the past 12 months, the CMDA has worked to provide members with as many professional development opportunities and access to quality training as it could muster.

More than 2,000 students were trained by the CMDA, either at the Career Development Centre in Auburn and more recently at the CMAA's new facilities at Sydney Olympic Park, and off-site in the many zone locations around the states.

The CMDA wants to continue to work with club managers and their respective clubs to ensure that training is not going to fall off the side of the desk. Never before has training been more important in terms of creating a competitive edge. New courses developed by the CMDA over the past year are examples of the CMDA helping to meet this need.

- The Effective Operational Club Manager course builds on the

highly successful Duty Manager Program and underpinning the Club Secretary Manager course. This program targets Operations managers and Senior Assistant Managers.

- The only club-specific Club Secretary Manager course, targeting aspiring and existing CEOs and Secretary Managers, saw more than 250 senior managers attending in programs presented from Mildura to Armidale and Batemans Bay to Coffs Harbour.
- The Corporate Governance Program was developed with our partner Southern Cross University to assist CEOs and their Boards in governance and best practice. More than 40 clubs have attended this program with a number going on to engage the CMAA and Southern Cross University in a consultancy role developing club strategy and board charters.
- A range of two-day Food & Beverage Management Summits that attracted managers from Darwin to Phillip Island and beyond.
- The CMDA has developed a number of Management Units online in a

blended approach to E-Learning. These include Marketing Strategies, Workplace Relations, Staff Appraisal, Financial Fundamentals and Recruitment and Selection.

- The partnership with Foster's in the Train My Venue suite of online courses means that line staff can access affordable and timely education in cellar operations, wine and beer knowledge.

CMAA Conferences in 2011 also will be a challenge for the CMDA. Apart from this Conference at Darling Harbour, the Mid Year Executive Leadership Conference at Jupiters Gold Coast - July 6 to 8 - will be an exciting and beneficial experience for members and their directors. The education component of the three-day conference is rigorous and worthy of Club Industry executives attending. I encourage you to support the industry's only manager-specific Conference event.

I thank the Board of Management Studies team, CMDA staff and our members in supporting the Association in its mission in up-skilling and educating more professional club managers.



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# Stalwarts clock 1,000 years of CMAA

The CMAA acknowledged the careers of 44 Association members who have clocked up more than 1,000 years of service to the Club Industry in Australia. At the conclusion of the CMAA Annual General Meeting at Darling Harbour on February 28, CMAA Executive Officer Terry Condon,

CCM, read the honour roll of club managers who had reached 30-year and 21-year CMAA membership service milestones during 2010. In front of more than 300 colleagues, Federal President Bill Clegg, ACCM, presented a service pin to recognise the achievement of each member.

## 30-Year Members

- John Ballesty, CCM - Bulldogs Leagues Club
- Ronald Coombes - The Westport Club
- Rod Desborough - St Marys Rugby league Club
- Geoffrey Knight - South Sydney juniors Leagues Club
- Richard Martin - Blacktown Workers Club
- Michael Mullarvey, CCM - Mulwala & District Services Club
- Geoffrey Provost, CCM
- Peter Saez, ACCM - The Epping Club
- Jim Wallace CCM - Junee Ex-Services Memorial Club

## CMAA 21-Year Members

- Carole Andrew - Mount Pritchard District Community Club
- Gabriel Basista - Hexham Bowling Club
- Glenn Buckley, ACCM - Woolgoolga Returned Services Club
- Guy Chapman, ACCM - Orange Ex-Services Club
- William Coulter - Ballina RSL Club
- Michael Creighton, JP - Richmond Golf Club
- Julie Cullen, ACCM - Penrith Bowling & Recreation Club
- Bruce Duck - Commercial Club Albury
- Jeffrey Duck, ACCM - Commercial Club Albury
- Rodney Firth - West Dubbo Bowling Club
- David Haggett - Southern Golf Club
- Michael Hawkins
- Janette Hyde - Port Macquarie Panthers
- Elizabeth Karam - Murwillumbah Services Memorial Club
- Rod Laing - West Tamworth League Club
- Michael Lavorato - Campbelltown Catholic Club
- Joseph Lico - Gundagai District Services Club
- Christopher Matterson - Shoalhaven Ex-Servicemen's Club
- Lerrel McDonald, ACCM - Merimbula-Imlay Bowling Club
- Anthony Moffatt, ACCM - Pine Rivers Memorial Bowls Club
- Barry Murray - Wingham Services Club
- Edward O'Neill - Watsonia RSL Club
- Nathan Paterson - South Sydney Juniors Leagues Club
- Neil Purcell - Beresfield Bowling Club
- Deborah Regan - Seven Hills Toongabbie RSL Club
- Gregory Ryan - Barooga Sports Club
- Darren Schipp, ACCM
- Eileen Smyth - West Tamworth League Club
- Ronald Stockdale - Portarlington Golf Club
- Peter Thorncroft - St Georges Basin Country Club
- Ian Todd, ACCM - Kingsgrove RSL Club
- Philip Wagner - Twin Towns Services Club
- William Ward
- Timothy Waters - Ingleburn RSL Club



## Legal battle brewing

"Anyone know where I can find a good lawyer?" It's rumoured they were the words coming from the Eastern Commercial Lawyers stand at the CMAA Hospitality Expo when they found out they had won the 2011 Expo VIP Bonus Prize. Easter Commercial Lawyers is a CMDA Career Development sponsor organisation and it's hard to believe that partners John Murray and Tony Johnston won't be good-naturedly putting forward a strong case for why he should be the one to enjoy five nights on Hamilton Island. As part of the 2011 event at the Sydney Convention and Exhibition Centre at Darling Harbour, the

# membership



1 - Glenn Buckley with  
Bill Clegg  
2 - Rod Laing

3 - Ron Stockdale  
4 - Guy Chapman  
5 - Ian Todd

6 - Geoff Knight  
7 - Neil Purcell  
8 - Peter Saez



## for Expo VIP Bonus

CMAA joined with Robert Oatley Vineyards and CCM Travel, a CMAA National Bursary Program sponsor, to offer the Exhibitor VIP Bonus Package.

- Five nights for two people on Hamilton Island
  - staying at the Reef View Resort
  - return airfares (Sydney-Hamilton Island) courtesy of CCM Travel
  - airport transfers on Hamilton Island
  - Dinner for two (1 night) on Hamilton Island
  - A selection of Robert Oatley wines
- Like Eastern Commercial Lawyers, Robert Oatley Vineyards was one of



the CMAA 2011 Hospitality Expo Exhibitors and Expo Co-ordinator Judy Rayne drew the winner at the CMAACocktail Part in the Parkside Ballroom.

*Tony Johnston accepts the 2011 Hospitality Expo VIP Bonus Package from Expo coordinator Judy Rayner.*

Robert Oatley Vineyards executive Campbell McLeod the company again was pleased to be involved with the success of the 2011 Expo.

The CMAA this year also offered two Registration Prizes of an Apple iPad.

Annette Martin from Mounties and Alessandro Dirocco from Emu Sports Club now are plugged into the hi-tech world through their new iPads.



## CMAA 2011 Bursaries

The CMAA's 24 National Bursary Program Sponsors provide more than \$100,000 in education opportunities to Association members around Australia.

MC Ralph Kober, the CMAA's Assistant Executive Officer and Education Manager, welcomed more than 75 sponsor company representatives, bursary recipients and their guests for the presentation of the bursaries.

As Ralph read out the list of bursaries, CMAA Federal President Bill Clegg, ACCM, welcomed and thanked bursary sponsor company executives who presented certificates to the 30 bursary recipients.

### Peter Clarebrough Memorial Gaming Bursary - Sponsored by IGT

- 1 - Leanne Vogler, ACCM - Gaming Manager, Orange Ex-Services Club
- 2 - Tracey Van Rossum, ACCM - General Manager, Moorebank Sports Club

### Asian Club Management Conference & Expo Bursary

- 3 - Angus Rimmer ACCM - Sponsored by **Shuffle Master Australasia**
- 4 - Stuart Jamieson ACCM - Sponsored by **Russell Corporate Advisory**
- 5 - Luke Walker ACCM - Sponsored by **Rawsuga**
- 6 - Troy Sheary - Sponsored by **Casella Wines**
- 7 - Karen Howe ACCM - Sponsored by **ILG**
- 8 - Matt O'Hara - Sponsored by **HDB Consulting Group**
- 9 - Seven Ratcliffe ACCM - Sponsored by **Thorn Business Services**
- 10 - Lisa Pozzato - Sponsored by **Innersphere**
- 11 - Nadeem Ali - Sponsored by **Club Partners**
- 12 - Garry Weston ACCM - Sponsored by **Secom Technology**
- 13 - Jason Smit - Sponsored by **Robert Oatley Vineyards**
- 14 - Christine Haynes ACCM - Sponsored by **CMAA**



- 15 - Michael Clare ACCM - Sponsored by **Global Coffee Solutions**
- 16 - Kerri Ralph - Sponsored by **Dollars at Work**
- 17 - Brett Bolton - Sponsored by **LPK**
- 18 - Daniel Abela - Sponsored by **Creating Synergy**
- 19 - Julie Cullen ACCM - Sponsored by **CCM Travel**
- 20 - Kerrie Wadwell - Sponsored by **Tecsound**

### Melbourne Restaurant Study Tour Bursary - Sponsored by Profitable Hospitality

- 21 - Catherine Handcock - Secretary Manager, Toronto Diggers
- 22 - John Wiley, ACCM - General Manager, Combined Services RSL Club

### Bachelor of Business in Club and Gaming Management Bursary - Sponsored by Barringtons

- 23 - Bikram Sharma, ACCM - Operations Manager, Woonona Bulli RSL Club
- 24 - Wayne McFayden, ACCM - Operations Manager, Kingsgrove RSL Club

### CMAA Visionary Leadership Program Bursary - Sponsored by Scott & Broad

- 25 - Sharon Brawn, ACCM - General Manager, Rosehill Bowling & Recreation Club
- 26 - Glen Fraser, ACCM - General Manager, Auburn Tennis & Recreation Club

### CMAA Mid Year Executive Leadership Conference Bursary - Sponsored by Enterprise Development Network

- 27 - Narelle Bailey, ACCM - CEO, Stockton Bowling Club
- 28 - Elissa Graham - Trainee Manager, Orange Ex-Services Club

### Professional Development Education Bursary - Sponsored by CMAA Executive

- 29 - Mark Kuczera - Operations & Beverage Manager, City of Sydney RSL & Community Club
- 30 - Gordon Laffan - Bar Manager, Stockton Bowling Club



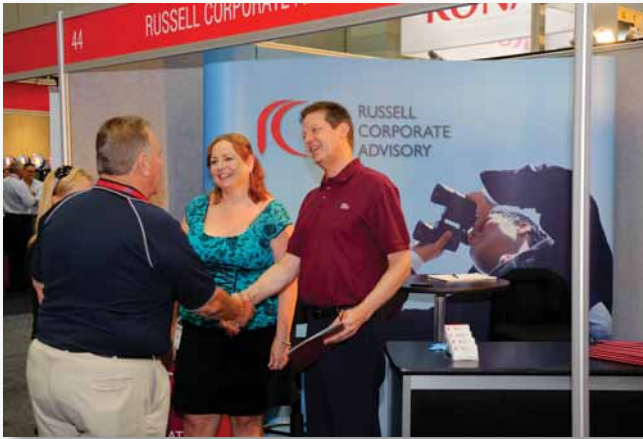




## 28 2011 CMAA Sponsors at the Expo

Thirty-two CMDA Career Development Sponsor and CMAA National Bursary Sponsor companies took stands at the 2011 Hospitality Expo.










# CMDA Training Calendar: March - May 2011

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 <p>SIT courses are nationally recognised &amp; accredited training units. Upon successful completion of SIT unit assessment requirements, participants will be issued with a Statement of Attainment Qualification. <b>NACC</b> signifies non accredited course. Participants will receive a Statement of Participation.</p>	D:days	MAR	APR	MAY
<b>SUPERVISION... Supervisor Boot Camp</b> SITXMG001A Monitor work operations SITXHRM001A Coach others in job skills For new & existing supervisors. Covers communication skills, delegation, techniques, problem solving & more. A great course to help prepare supervisors for the rigors of management.	4D			S1: M2 S3: M16 S2: M9 S4: M23
<b>Train The Trainer</b> SITXHRM001A Coach others in job skills Prepare your supervisors & key line staff to be able to induct & train your staff in-house.	1D			M16
<b>Food Safety Supervisor</b> Mandatory course for managers of food handlers under the NSW Food Act 2003. Presented by Fisher/Kidd License No. 24351	1D	T15	T19	T31
<b>Deal With Conflict Situations</b> SITXCOM003A Everyday interaction with customers, staff & management can often lead to conflict. Help your staff understand how they can resolve & deal with conflict before it escalates & becomes a real issue.	2D	W2 & Th3		W18 & Th19 Cardiff
<b>MANAGEMENT... Duty Manager Program</b> SITXCCS003A Manage quality customer service <b>ACCM UNIT</b> , SITXHRM003A Roster staff <b>ACCM UNIT</b> , SITXHRM005A Lead & manage people Covers basic cost control, rostering, sexual harassment legislation, risk management, leadership, problem solving, delegation techniques, organisational culture, self management, managing others in a customer service environment & more. High impact & proven!	6D 2 ACCM UNITS	S1: M7 – T8 S2: M21 – T22	S3: M4 – T5	
<b>Roster Staff</b> SITXHRM003A Roster staff <b>ACCM UNIT</b> Learn how to utilise the base roster for maximum flexibility and effect from a management perspective.	1D ACCM UNIT	T8		
<b>Lead &amp; Manage People</b> SITXHRM005A Lead & manage people Based on the highly successful Human Synergistics' cultural and behavioural Life Style Inventory model of behaviour, this program helps supervisors and managers to identify the 12 common styles of employee behaviour and provides strategies in how to manage them for positive outcomes. Includes problem solving, delegation, time management and more....	2D		M4 & T5	
<b>Develop Legal Knowledge Required for Business Compliance</b> SITXGLC001A Develop and update legal knowledge required for business compliance Legal issues are a big part of a manager's job. Deals with compliance & legislation that clubs face day to day.	6D ACCM UNIT		S1: M11 – T12	S2: M2 – T3 S3: M23 – T24

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<b>The Effective Operational Manager Program</b> Sits between the Duty Manager program & the Secretary Managers course. For middle, department, assistant & operations managers. Covers self leadership, project mgt. Finance, HRM, workflow analysis, executive communication & conflict techniques and more.	6D	S3: W9 – Th10		S1: T24 – Th26
<b>Club Secretary Managers Course</b> NACC The essential course for all aspiring & existing secretary managers of registered clubs. Covers the secretary manager's role including: working with the board of directors, compliance & legislation, preparing for AGMs, dealing with members, solvency, reporting, risk management & more.	4D		S1: T12 – W13 S2: T19 – W20	
<b>Manage Physical Assets</b> SITXFIN007A For managers who have to : Develop strategies for systematic maintenance, repair & purchase of physical assets, monitor the condition & performance of physical assets in the workplace & coordinate financing of physical assets.	4D ACCM UNIT			S1: W4 & Th5
<b>Develop &amp; Implement a Business Plan</b> SITXMG004A Develop & monitor a strategic business plan for your venue. Analyse both internal & external environmental factors affecting the business; formulate business plans & strategies, & implementation strategies for the new business plan & monitor the business plan.	3D ACCM UNIT	S2: Th24		
<b>Financial Management</b> SITXFIN005A Prepare and monitor budgets SITXFIN008A Manage financial operations Builds on the skills covered in Financial Fundamentals (Stage 1). The program focuses on the key managerial skills to do with budgets & managing the day-to-day financial operations of a small organisation, a department within a larger organisation or a complex project.	5D ACCM UNIT	S2: T29 – Th31		

## STEP UP to 2011 with Australia's Premier Club & Hospitality Industry Training Provider

The CMDA can help you with your career aspirations in many ways. Utilising experienced club and hospitality industry management trainers, the CMDA continues to meet the needs of club and hospitality professionals. Whether it be through undertaking courses within the nationally accredited Advanced Diploma of Hospitality Management qualification, working towards the coveted and prestigious Active Certified Club Manager Award (ACCM), participating in two annual club management conferences, a vast array of seminars, summits and more the CMDA can help you on the path to fulfilling your goals. You don't have to be a CMAA member to participate in any of the Association's educational activities.

### CMDA Affiliate Membership

If you are not eligible to join as a full member of the Association you still can have a relationship with the CMDA as a CMDA Affiliate member. This entitles you to discount training and professional development fees and access to the many educational services the CMDA offers. Contact Brad Jones (02) 9746 4199 for more information.

### CMDA Can Help You

With everything you need at your fingertips - [www.cmaa.asn.au](http://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 Manager Course
- Duty Management Development Program
- F&B Management Summits
- Event & Function Management Summits
- 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

You can book on to any of the CMDA's courses by visiting [www.cmaa.asn.au](http://www.cmaa.asn.au). Contact the CMDA directly on 02 - 9746 4199 - to talk with experienced course and career advisors.

### ACCM Applicants

If you have expressed your interest in attaining the ACCM Award in recent years and need to reconnect with the CMDA to determine your status and progress in achieving

this goal, you can now contact Ralph at the CMDA to discuss your needs. Narell Harrison has left CMAA and Ralph looks forward to helping aspirants achieving formal recognition for their professional development. You can contact Ralph - [ralph@cmma.asn.au](mailto:ralph@cmma.asn.au) - in the first instance.

### Clubs+: Eat, Drink & Entertain Wedding & Events Management Summit

May 17 & 18 at Bankstown Sports Club

2011 is the year for big breakthroughs with club revenue and reputation - particularly with weddings, functions and events. These are an often-neglected "cash cow" and a great way to use every metre of your space, seven days a week. On May 17 and 18, our inaugural **Clubs+: Wedding & Events Management Summit** will be held at Bankstown Sports Club. This event follows on from our popular 2010 Events Management Summit which attracted more than 120 attendees - many of whom requested this special event. After two days of innovative, motivational and proven content, delivered by some of the most successful players in the world of weddings and events, you will be primed to seize opportunities and motivated to launch plans that have been waiting in the wings. This will be a great opportunity to hear from some of the best in the business. Register now at [www.cmaa.asn.au](http://www.cmaa.asn.au).

### CMAA Qld Membership Liaison Officer



The Federal Executive has announced the appointment of Justin McGurgan in the role of CMAA Queensland Membership and Liaison Officer. Justin is an active member of the Queensland Club Industry and will assist with career development, membership issues, representation with government and other issues. This is a part-time role and Justin - a Certified Club Manager (CCM) - will be working with all Queensland club managers and assisting CMAA Division G Federal Councillor Steve Condren to increase CMAA membership, represent members to the State Government and assist Zones with meetings, events and professional development. "This is a very exciting opportunity and I look forward to hearing

from members regarding their priorities that I can assist with immediately," Justin said. A new initiative is a 2011 Professional Development Training Calendar, designed specifically for Queensland club managers. The CMAA Academy - a collaboration between the CMAA and Academy Hospitality Australia - already has scheduled a program of 10 specific courses to be offered in 2011. There will be 20 course sessions offered in Queensland during 2011 and information on the courses, locations, dates and times will be available soon on the CMAA website - [www.cmaa.asn.au](http://www.cmaa.asn.au). Course content, duration and costs have been reduced to match the size and spread of Queensland clubs. "We look forward to delivering affordable, cutting-edge professional development for club managers and their teams," Justin added. Queensland members are encouraged to contact Justin: M: 0417 632 311 or E: [justin@cmma.asn.au](mailto:justin@cmma.asn.au)

# Australia's biggest stars in ACE nominations

Guy Sebastian, Marcia Hines, John Williamson, Shannon Noll, Melinda Schneider, Troy Cassar-Daley, Brian Cadd and Richard Clapton ... the list of nominations for the 2010 Australian Club Entertainment Awards reads like a "who's who" of Australia's world-class performers.

It's that special time on the club calendar when the industry gathers to acknowledge the contribution of performers and entertainers at the annual ACE Awards.

The 2010 Awards were moved from November to March 9 at Canterbury Hurlstone Park RSL Club and the CMAA is providing administrative support for the next three years so the awards can continue to recognise the achievements of club performers across Australia.

When the CMAA met with the ACE Committee, it was agreed the awards would change to a calendar year, rather than the previous financial year format.

The Awards were founded in 1998 when it was seen that Club Industry entertainers were not being recognised by other awards.

The CMAA and ACE Awards Committee believe this venture and format change will encourage more clubs and their management to be involved in the nomination and voting process.

CMAA Executive Officer Terry Condon said both groups were grateful for the support of the Club Industry and club sponsors and are working to expand this group.

"The ACE Awards would not have started, or had its continued success without the support of the entertainers and the entertainment business organisations, so we hope this

new format and date will have their continued support," Terry added.

**The full list of nominations for the 2010 ACE Awards ...**

**COVERS BAND (2 or 3 Person):** Just Jammin, Dean O'Leary Duo/Trio, Mike Mathieson Duo, The Robertson Brothers, Take Two, The Williams Brothers.

**COVERS BAND (4 or more Person):** Dig This, Jellybean Jam, Kamis, The Bandits, The Organ Grinders, The Shy Guys.

**ACCOMPANYING BAND:** Michael Bellemore Band, Campsie RSL Club Showband, Western Front - Mounties, Patchwork - Greg Hooper, Trojans - Petersham RSL Club, Graeme Fisher Allstars - Smithfield RSL Club.

**BEST NEW TALENT:** Melanie Askew, Natalie Colvatio, Betty Dargie, Chris Gable, PJ Lane, The Seltic Sirens.

**TECHNICAL SUPPORT:** Bankstown Sports Club, Blacktown Workers Club, Canterbury-Hurlstone Park RSL Club, Rooty Hill RSL Club, South Sydney Juniors, Twin Towns Services Club.

**COUNTRY GROUP/BAND:** Buckshot, Feral Swing Katz, Bob Howe & Hillbilly Heaven, The McClymonts, The Sunny Cowgirls, The Wolverines.

**COUNTRY MALE PERFORMER:** Adam Brand, Troy Cassar-Daley, Travis Collins, Adam Harvey, Wayne Horsburgh, John Williamson.

**COUNTRY FEMALE PERFORMER:** Donna Boyd, Kel-Anne Brandt, Beccy Cole, Nicki Gillis, Melina Schneider, Felicity Urquhart.

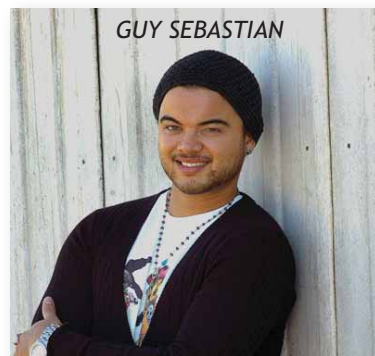
**SOLO PIANO/VOCALIST:** Michael Bellemore, Ian Blakeney, Brian King, Di Solomon, Franky Valentyn, John Watson.

**SOLO GUITAR/VOCALIST:** Chris Connolly, Fallon, Brian Gillett, Dean O'Leary, Franky Valentyn, Ziggy Zapata.

**VOCAL GROUP:** Cate, Cotton, Keays & Morris, Mahogany, Take Two, The Robertson Brothers, The Williams Brothers.

**CHILDREN'S SHOW:** Dorothy The Dinosaurs, Hi-5, Marty Morton & Emu, Mon Tanner Magic - Brendan Mon Tanner, New MacDonald's Farm, Franky Valentyn.

**SIGHT ACT:** Rick Allison, Darren Carr, Phil Cass, Jonas Jost, Brendan Mon



GUY SEBASTIAN

Tanner, Murray Raine Puppets.

**VERSATILE VARIETY ACT:** Aubrey & Martin, Darren Carr, Danny Elliott, Joey Fimmano, Amber Jade, Liz Taylor.

**COMEDY ACT:** Dave Burke, Darren Carr, Il Dago, Kenny Graham, Paul Martell, Keith Scott.

**VARIETY PRODUCTION SHOW:** Back To The Tivoli, Carlotta's Priscilla Show, Eurolatino - Lisa Lombardo & Paul Cincotta, Hot Opera - Stephen Fisher-King, Italian Delight - Joey Fimmano, Magic To The Max - Brendan Mon Tanner.

**SHOWBAND:** Jellybean Jam, Kamis, Salsa Kingz, Frogs On Toast, The Shy Guys, The Zips.

**TRIBUTE SHOW:** Abbalanche - Abba Show, Strickly Bassey - Jenifer Green, Everlys & Idols - The Williams Brothers, Forever Diamond - Peter Byrne, The Australian Tom Jones Experience - Jacques Renay, Tour De Force - Elton & Billy.

**ORIGINAL MUSIC GROUP:** Dragon, Mental As Anything, The Angels, The Radiators, Thirsty Merc, Screaming Jets.

**ORIGINAL MUSIC PERFORMER:** Daryl Braithwaite, Brian Cadd, Richard Clapton, Marcia Hines, Shannon Noll, Guy Sebastian.

**FEMALE VOCAL PERFORMER:** Belinda Adams, Karen Beckett, Lisa Crouch, Jenifer Green, Marcia Hines, Belinda Marks.

**MALE VOCAL PERFORMER:** Tom Burlinson, David Campbell, Stephen Fisher-King, Tony Pantano, Adam Scicluna, Darren Williams.

**MOST OUTSTANDING CLUB PERFORMER/S OF THE YEAR:** Tom Burlinson, Peter Byrne, David Campbell, Darren Carr, Adam Scicluna, The Williams Brothers.



PETER BYRNE

# Lew Cooper, OAM, takes another great catch

If hadn't been for a bloke named Wally Grout, Lew Cooper might never have spent the balance of his life as a club executive.

Many respected cricket commentators believe Grout was the best Australian wicketkeeper ever to pull on a pair of gloves. He played 51 Test matches between 1957 and 1965.

When Grout was away on Test duties, CMAA Life Member and Hall of Fame Manager Lew Cooper stepped in to keep wicket for his beloved Queensland in the Sheffield Shield.

Had Grout not been around, Lew Cooper might well have played in those Tests and not helped make the Club Industry bigger and better in Queensland.

Still lively at 73 and General Manager at Beenleigh Bowls and Recreation Club, Lew has been honoured with an Order of Australia Medal for his "Services to Cricket and Support of the Community in Queensland".

Lew's honour was announced on January 26, Australia Day.

"I feel privileged and humbled to join the others who have been recognised with the award," the always humble Lew said of his award. "It's not so much about myself. The award recognises the hard work by the people around me."

Awarded CMAA Life Membership in 1996 for his commitment to supporting Queensland members in his many roles as the Brisbane Zone Secretary for more than 20 years, then its President, Lew also was a CMAA Federal Councillor from 1979 to 1997.

CMAA Executive Officer Terry Condon said the Association was proud of Lew's achievements in the Club Industry and with communities and sport in Queensland.

"He's a passionate Queensland and was a remarkably good sportsman in his day - not just on the cricket field," Terry said. "Lew has always found a way to contribute to and enhance the places where he has worked and played. His work for the CMAA and our members in Queensland was appropriately recognised through his Life Membership. This Order of Australia is fitting acknowledgement of Lew's contribution to many aspects of life



*CMAA Life Member Lew Cooper, OAM, with Queensland and Australia wicketkeeper Ian Healy.*

and community in Queensland. The CMAA proudly congratulates a true gentleman and champion of our industry."

Lew has been President of the Wanderers (Q) Cricket Club since 1998, having been its Secretary for 11 years. The Wanderers play mid-week cricket matches against GPS and other secondary schools, conduct cricket coaching for students and organise a cricket and coaching tour of rural Queensland each year. Former international and state cricketers participate in these annual tours to play and coach cricket in the six country centres visited.

Lew has been the Chairman of the Queensland Branch of the Lord's Taverners since 1997. The Taverners focus on providing financial support to young cricketers and, more significantly, to disadvantaged and disabled youth in Queensland.

As a former Captain of the

Queensland Cricketers Club's Over 40s team, Lew organises and manages this team that participates in 20 matches each year, playing against teams from south-east Queensland and northern NSW.

Appointed joint-Secretary of the Queensland Cricket Association and the Brisbane Cricket Ground Trust from 1969 to 1971, Lew also took on the Queensland Cricketers Club Secretary-Manager role from 1969 to 1980. He also served a second term in that role from 1989 to 1996.

A former primary school teacher during the 1960s, Lew was President of the Queensland State Primary Schools Cricket Association from 1963 to 1969.

He played 34 matches for the Queensland Sheffield Shield side from 1959 to 1968 and was a stalwart player and administrator with the University of Queensland Cricket Club from 1955 to 1980.

## Lew Cooper's club management record ...

Present	Secretary-Manager at Beenleigh Bowls and Recreation Club
1998 - 2000	Secretary-Manager at Gympie RSL Club
1989 - 1996	Secretary-Manager at Queensland Cricketers Club
1987 - 1989	Secretary-Manager at Brothers Rugby Union Club, Albion
1984 - 1987	Secretary-Manager at Redcliffe Leagues Club
1983 - 1984	Assistant Manager at Brothers Leagues Club, Grange (now Crushers)
1983	Secretary-Manager at Gold Coast Burleigh Golf Club
1980 - 1983	Licensee at North Star Hotel at Ipswich and Bonaparts Hotel at Spring Hill
1969 - 1980	Secretary/Manager Queensland Cricketers Club



### Tuesday 17 and Wednesday 18 May at Bankstown Sports Club

A must for managers and industry professionals who want to run more successful, profitable functions and events. Position your venue as the first choice for weddings, parties, corporate bookings and entertainment.

Hear first-hand from a great line-up of event management experts and leading industry players: inspiring presentations, in-depth masterclasses and networking with colleagues and friends. All set in the world-class facilities of Bankstown Sports Club and brought to you by CMAA and Profitable Hospitality.

### Day 1: Tuesday 17 May

8:30-9:00 | ARRIVAL  
9:00-9:05

#### Coffee and Registration

Welcome & Housekeeping from Ralph Kober and Ken Burgin. Announcement of the Winner and finalists of the Clubs+ Online Marketing Award for 2011.

9:05-10:00 | Session 1

**The Power of Business Networking:** How to increase your chances of achieving outstanding business results.

**Robyn Henderson**, Networking to Win

10:00-11:00 | Session 2

**Wedding Market Trends for 2011:** Latest Concepts and Themes in Australia and Overseas. **Tim & Victoria Van Brugge**, [www.i-do.com.au](http://www.i-do.com.au)

11:00-11:15

#### Morning Coffee and Refreshments

11:20-12:30 | Session 3

#### Master Classes with Industry Specialists

*Please choose from the following session choices:*

**Smart Choices with Function Equipment & Furniture** – function and kitchen staff from Bankstown Sports Club with the how-and-why of their latest table settings, food service equipment and furniture choices.

**Dianne Lancaster**, Bankstown Sports Club.

**Audio-Visual Essentials for a Popular Venue** – how to get more from the equipment you have and planning affordable upgrades.

**Dragan Jancic**, Tecsound.

**Using Facebook & Social Media to leverage your Wedding Business** –

**Ken Burgin**, Profitable Hospitality and successful finalists from the Clubs+ Online Marketing Award.

12:30-1:20

#### Lunch Break and Networking

1:20-2:30 | Session 4

#### Master Classes with Industry Specialists

*Please choose from the following session choices:*

**Smart Choices with Function Equipment & Furniture** – function and kitchen staff from Bankstown Sports Club with the how-and-why of their latest table settings, food service equipment and furniture choices.

**Dianne Lancaster**, Bankstown Sports Club

**Audio-Visual Essentials for a Popular Venue** – how to get more from the equipment you have and planning affordable upgrades.

**Dragan Jancic**, Tecsound.

**Using Facebook & Social Media to leverage your Wedding Business** –

**Ken Burgin**, Profitable Hospitality and successful finalists from the Clubs+ Online Marketing Award.



### WIN AN iPad!!

Is your club making an impact with creative online marketing? **Enter the Clubs+ Online Marketing Award 2011 and tell us about your success.** Entries close on April 22nd - the winner will receive an Apple iPad 3G, the must-have marketing accessory of 2011.

Plus free attendance at the Clubs+ Weddings & Events Management Summit on 17-18 May 2011.

Runners up wins free attendance at the Summit. Enter at [www.ProfitableHospitality.com](http://www.ProfitableHospitality.com)



- 2:30-3:30 | Session 5** **How to Promote your Club as the Wedding & Events Experts.** What's needed with staff, sales experience and marketing.  
**JF (Jean-François) Célèrier**, award winning Nathania Springs Receptions
- 3:30-3:45** **Afternoon Tea and Coffee**
- 3:45-4:45 | Session 6** **Tapping the Ethnic Market: Do you do Indian, Vietnamese or Greek Functions?** The challenge and rewards of expanding your market.  
**Kathy Apostolidis**, Nightingales Wedding Designers
- 5:00-6:00pm | Happy Hour** **Happy Hour** – join us for lively networking, beer, wine and gourmet platters. Share insights from the day then team up with your colleagues for dinner afterwards.



## Day 2: Wednesday 18th May

- 8:00-8:45pm | BOH** **Back of House Tour** with a focus on kitchen equipment.
- 8:30-9:00 | ARRIVAL** **Coffee & registration**
- 9:00-10:00 | Session 7** **Effective Selling, even if you're not in the Sales Business**  
**Marlene & Simon Murray**, award winning wedding venue Maleny Manor
- 10:00-11:00 | Session 8** **Using Software for Managing your Weddings and Events**  
 Making the Best Choice with Event Planning Software  
**Debbie Russell**, EventPro Software
- 11:00-11:15** **Morning Coffee and Refreshments**
- 11:20-12:30 | Session 9** **Master Classes with Industry Specialists**  
*Please choose from the following session choices:*  
**Lighting & Design for Wedding & Event Spaces:** latest trends, upgrades and makeovers. **Michael Sadubin**, Innersphere.  
**Wedding and Banquet Menus** – smart design & proper costing  
**Venue Makeover – upgrading the old and adding the new**  
**Bronwyn Newman**, Dapto Leagues Club
- 12:30-1:20** **Lunch Break and Networking**
- 1:20-2:30 | Session 10** **Master Classes with Industry Specialists**  
*Please choose from the following session choices:*  
**Lighting & Design for Wedding & Event Spaces:** latest trends, upgrades and makeovers. **Michael Sadubin**, Innersphere.  
**Wedding and Banquet Menus** – smart design & proper costing  
**Venue Makeover – upgrading the old and adding the new** –  
**Bronwyn Newman**, Dapto Leagues Club
- 2:30-3:45 | Session 11** **Essential Legal Protection – when good events go bad**  
 Don't miss this important presentation on how to protect your club's reputation and assets with proper contracts, agreements and systems.  
**Tony Johnston**, Eastern Commercial Lawyers
- 3:45 – 4.00 | FINISH**



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

**EARLY BIRD PRICE** only available until close of business on Monday 7th March 2011.

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

**BOOK NOW: Don't delay - book online at [www.CMAA.asn.au](http://www.CMAA.asn.au). Phone CMAA on 02-9746 4199 for more information.**

Activity Points - CMAA Members and CMDA Affiliates receive 20 Industry Activity Points for attending the Clubs+ Weddings and Events Management Summit 2011, 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.

# Gaming legislation dominates Shelly's agenda

The topic at the top of the Club Industry's agenda around Australia was at the forefront of conversation at the Illawarra Shoalhaven Zone Quarterly Meeting at Shellharbour Workers Club on February 18.

Host club General Manager David White welcomed the Zone Executive team of David Hiscox, Phil Ryan and Dennis Skinner.

Work on a \$5 million internal revamp began in late February at the club and will be followed by another \$5 million worth of construction next year. The Shelly's board has also commissioned a consultancy firm to determine whether club grounds could be used to capitalise on the expanding Shellharbour area. Options include a fitness, child-care or medical centre. The existing club building takes up only 10% of the site.



*The Illawarra Shoalhaven Zone Executive (from left) president David Hiscox, Secretary-Treasurer Phil Ryan and Education Officer Dennis Skinner.*

President David Hiscox welcomed 30 members to the Meeting and led an impressive and informed discussion around the Gillard Government's moves towards mandatory pre-commitment legislations and the position taken by the recently elected Federal Labor Member for Throsby Stephen Jones.

CMAA Assistant Executive Officer Ralph Kober presented the Head Office Report and spoke extensively about the many education and professional development opportunities available to

members during 2011.

Illawarra Shoalhaven Zone will meet at Bomaderry Bowling Club on July 29 and at Dapto Leagues for the AGM on October 28 with the traditional Christmas Luncheon at Collegians Balgownie on December 2.

# Tony Mulroy confirms plan to stand down

It was a day of milestones when Hunter members gathered for their first Zone Meeting for 2011 at Kahibah Bowling Club on February 23.

Zone President Tony Mulroy welcomed more than 40 managers for the meeting, barbecue lunch and afternoon of social bowls.

In welcoming CMAA Executive Officer Terry Condon, who travelled to the Hunter to deliver the Head Office Report, Tony confirmed his advice to the membership at the 2010 AGM that he would stand down as Zone President at the 2011 AGM at his own club, The Adamstown Club, on May 25.

Tony has served the Zone in committee roles, including President for the past 15 years, and said his decision was motivated by offering younger managers the opportunity to serve the Hunter Zone membership.

Following the Financial Report from Treasurer Lynette Harrison, the Secretary's Report from Paul Cousins and Tony's President's Report, Terry Condon delivered the Head Office Report, focussing on the CMAA's 2011 AGM, Conference and Hospitality Expo at Darling Harbour. Terry then turned to the controversial issue of the Federal Government's proposed Gaming Machine Pre-Commitment



*CMAA Executive Officer Terry Condon presented Belmont 16ft Sailing Club Gaming Manager Peter Fairbairn (left) and Cessnock Supporters Club CEO Paul Cousins with their ACCM Awards during the Hunter Zone Meeting last month.*

legislation. Many of the managers reported that had approached their local Federal members with mixed results. Terry encouraged the members to maintain their contact with their local politicians and update board members and club members of the threat that pre-commitment technology implies for the industry, clubs, their staff and their communities.

Terry then presented Active Certified Club Manager Awards to Belmont 16ft Sailing Club Gaming Manager Peter Fairbairn and Cessnock Supporters Club CEO Paul Cousins.

With the formalities out of the way, members joined

club directors and industry trade representatives for a barbecue luncheon before taking to the Club Kahibah green for an afternoon for relaxing and very enjoyable social bowls. All money raised from the Zone raffle was donated the Premier's Appeal to assist victims of the devastating floods that swept across Queensland in January.

Hunter Zone's next event will be the AGM on May 25 at The Adamstown Club, with a Zone Breakfast Meeting at Cardiff Panthers Club on August 31 and the annual Christmas Luncheon at Cardiff RSL Club on November 30.



**Choose from three courses scheduled:**

**Course 1: Tues 15 March**

**Course 2: Tues 19 April**

**Course 3: Tues 31 May**

CMA Head Office  
Level 2, RAS Building  
1 Showground Rd, Sydney Olympic Park  
Homebush Bay

## **Ideal Candidate:**

The workshop is ideally suited to Chefs, Bistro Supervisors, Cooks, Duty Managers, F&B Managers, Ops & Sec Mgrs.

## **Workshop Description**

This workshop will train Food Safety Supervisor for your club in order to comply with the new legislative requirement that all food retail businesses, including clubs, have a qualified food safety supervisor.

## **Presenter**

The workshop will be delivered in conjunction with the CMDA by FISHER:KIDD & Associates, a registered training organisation with the NSW Food Authority, License Number: 24351.

FISHER:KIDD & Associates is the leading provider of food safety training services to the club industry.

## **Workshop Content**

- New South Wales Food Act 2003;
- The role of the food safety supervisor;
- Identifying and preventing food safety risks and hazards;
- Monitoring and recording temperatures;
- Implementing good hygiene practices for cleaning and sanitising, calibration, pest control, personal hygiene and training, storage, food display and service.
- Controlling and monitoring critical control points and implementing corrective actions; Record keeping procedures and ongoing food safety management.

## **Certification**

Participants will receive two Statements of Attainment to satisfy the NSW Food Authority Food Safety Supervisor Scheme requirements:-  
SITXOHS002A Follow workplace hygiene procedures and SITXFSA001A Implement food safety procedures. Please note: Certificates can not be issued until all assessment materials have been submitted and assessed to a satisfactory standard.



Completion of this program entitles CMAA Members & CMDA Affiliates to 12 points toward ACCM activity

***Parking is available nearby at SOP Parking Stations***  
***Each course is limited to 15 participants maximum- don't delay!!!***

**Register online today at [www.cmaa.asn.au](http://www.cmaa.asn.au).**

For more details contact the CMDA Phone: 02 97464199 or contact our training partner, Isobel Kidd, FISHER:KIDD  
Phone: 029817 0407 [ikidd@fisherkidd.com](mailto:ikidd@fisherkidd.com)

**CMAA ZONE EDUCATION OFFICERS****ACT**

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

**NSW****CENTRAL COAST**

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

**CITY EASTERN SUBURBS**

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

**FAR NORTH COAST**

Ted Hoddinott  
 Casino RSM Club  
 P.O. Box 267 CASINO NSW 2470  
 P: (02) 6662 1666 F: (02) 6662 5339

**FAR SOUTH COAST**

Darryl Bozicevic  
 Queanbeyan Australian Football Club  
 Queenbar Road KARABAR NSW 2620  
 P: (02) 6297 8888

**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**

Carl Pozzato, ACCM  
 Ryde-Eastwood Leagues Club  
 P.O. Box 163 West Ryde NSW 2114  
 P: (02) 9807 2444 F: (02) 9809 7462

**MID NORTH COAST**

Wendy Mills  
 Nambucca Heads RSL Club  
 PO Box 45 NAMBUCCA HEADS NSW 2448  
 P: (02) 6568 6132 F: (02) 6568 7154

**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, ACCM  
 Armidale City Bowling Club  
 P.O. Box 251 ARMIDALE NSW 2350  
 P: (02) 6772 5666 F: (02) 6772 3811

**RIVERINA MURRAY**

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

**SOUTHERN RIVERINA**

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

**ST GEORGE CRONULLA**

Tracey van Rossum, ACCM  
 Moorebank Sports Club  
 P.O. Box 30 MOOREBANK NSW 2170  
 P: (02) 9825 3300 F: (02) 9825 3311

**THE GREAT LAKES**

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

**QUEENSLAND****BRISBANE**

Wendy Varley  
 Logan Diggers Club  
 42-48 Blackwood Road WOODRIDGE 4114  
 P: (07) 3387 3111 F: (07) 3209 5410

**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  
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 F: (02) 9567 4857  
 E: [tonyl@stgeorgerowing.com.au](mailto:tonyl@stgeorgerowing.com.au)

Michelle Dennington  
 Wests Ashfield Leagues Club  
 P: (02) 8752 2067  
 F: (02) 9799 3696  
 E: [michelle.dennington@westsashfield.com.au](mailto:michelle.dennington@westsashfield.com.au)

Cameron Provost, ACCM  
 Orange Ex-Services Club  
 P: (02) 6362 2666  
 F: (02) 6361 3916  
 E: [cameron.provost@oesc.com.au](mailto:cameron.provost@oesc.com.au)

Tracey Van Rossum, ACCM  
 Moorebank Sports Club  
 P: (02) 9825 3300  
 F: (02) 9825 3311  
 E: [tracey@moorebanksports.com.au](mailto:tracey@moorebanksports.com.au)

Carl Pozzato, ACCM  
 Ryde-Eastwood Leagues Club  
 P: (02) 9807 2444  
 F: (02) 9809 7462  
 E: [carl.pozzato@releagues.com](mailto:carl.pozzato@releagues.com)

**NSW Public Holidays**

The NSW Government has gazetted Easter Sunday as a public holiday for 2011.

Ordinary public holiday provisions will apply on that day.

This means that employees who work on Easter Sunday have the right to reasonably refuse to work on that day. If they attend work, those employees will be entitled to public holiday remuneration in accordance with the Registered and Licensed Clubs Award 2010, or any relevant enterprise agreement.

This means ...

- Tuesday, April 26, is a substituted public holiday for Easter Monday.
- Monday, December 26, is a transferred public holiday for Christmas Day.

# Coast early birds hear gaming expert

Central Coast members had a 7am start for their popular Zone Breakfast Meeting Gosford RSL Club on February 16. Zone President Boris Beleuski welcomed the members and asked them to keep their own boards and members informed about the threat that the Federal Government's proposed Mandatory Pre-Commitment legislation for gaming machines poses to the Club Industry, their clubs and the jobs of people on those clubs.

CMAA Executive Officer

Terry Condon made the trip up the F3 from Sydney to deliver the Head Officer Report and advised members to check the Federal Government website for the submissions to the Joint Select Committee on Gambling Reform and its inquiry into the gaming pre-commitments scheme.

Terry said there was more than 100 submissions.

He suggested that members access the commonsense submission from gaming psychology expert Professor Alexander Blaszczynski and Sally Gainsbury from the University of Sydney.

Alex Blaszczynski is a Professor of Clinical Psychology and Australia's foremost authority on pathological and problem gambling. During his appearance before the Senate Select



Committee in Sydney on February 4, Professor Blaszczynski argued that there was no evidence to support any type of pre-commitment system because pathological gamblers would seek to subvert any system, either through setting extremely high limits, card swapping or moving to internet gaming.

Terry urged clubs to support Clubs Australia President and ClubsNSW Chairman Peter Newell for his National Press Club

luncheon speech in Canberra on March 23.

Following the Meeting, club directors and industry trade representatives joined the Zone members for breakfast before CMDA hospitality consultant Ken Burgin, the Managing Director of Profitable Hospitality, provided an interesting and informative presentation, "Maximising Food and Beverage Profitability", including many significant tips on how to manage a profitable food outlet.

Central Coast Zone's next event will be another Breakfast Meeting at Shelly Beach Golf Club on May 11. The annual two-day Conference, including the Zone AGM, is scheduled for the Kooindah Waters Resort at Wyong on September 21-22. The Christmas Meeting and Luncheon will be at Ettalong memorial Bowling Club on December 2.

## CMAA 2011 National Bursary Program Sponsors

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## 42 CMAA Diary - 2011 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
<b>MARCH</b>				
Tuesday	01/03/2011	09:00	Darling Harbour	CMAA Annual Conference & Trade Expo
Tuesday	07-08/03/2011	09:00	Armidale Club	North West State Zone Dinner & Meeting
Tues-Wed	08-09/04/2011	09:00	CMAA - Sydney Olympic Park	Corporate Governance Cohort 1 - Day 1 & Day 2
Wednesday	09/03/2011	19:00	Canterbury Hurlstone Park RSL Club	2010 Australian Club Entertainment (ACE) Awards
Wednesday	16/03/2011	11:00	Kingscliff TAFE	Far North Coast Zone AGM & Bursary Luncheon
Thursday	17/03/2011	11:00	Liverpool Catholic Club	Nepean Zone AGM
Tuesday	22/03/2011	09:30	TBA	St George Cronulla Zone Meeting
Wednesday	23/03/2011	10:00	Redcliffe Leagues Club	Brisbane Zone AGM, Workshop & Luncheon
Tuesday	29/03/2011	11:00	Paddington RSL Club	City & Eastern Suburbs Zone Meeting & Luncheon
Thursday	31/03/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
<b>APRIL</b>				
Monday	04/04/2011	07:00	Concord Golf Club	Inner West Zone Golf Day
Tues-Wed	05-06/04/2011	09:00	CMAA - Sydney Olympic Park	Corporate Governance Cohort 1 - Day 3 & Day 4
Friday	08/04/2011	07:00	TBA	Manly Northern Suburbs Zone Golf Day
Tues - Thurs	12-14/04/2011		Marriott, Surfers Paradise	Leagues Club Assn Gaming Conference
Wednesday	13/04/2011	10:00	Port Macquarie Panthers Club	Great Lakes Zone Meeting & Luncheon
Thursday	14/04/2011	11:00	Belconnen Soccer Club Hawker	ACT Zone Meeting & Luncheon
<b>EASTER</b>	<b>22-25/04/2011</b>		<b>EASTER</b>	<b>EASTER</b>
Monday	25/04/2011		<b>ANZAC DAY</b>	<b>ANZAC DAY</b>
<b>MAY</b>				
Tuesday	03/05/2011	10:30	Woolgoolga RSL Golf Club	Mid North Coast Zone Golf Day
Thursday	05/05/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
Sat - Sat	07-14/05/2011		Hong Kong & Macau	Club Managers' Conference Tour - Singapore
Sun - Tues	08-10/05/2011		Hong Kong	Asian Club Management Conference & Expo
Mon-Tues	09-10/05/2011		Twin Towns Services Club	RSL & Services Clubs Association Annual Conference
Tues - Wed	10-11/05/2011	09:00	Cooma Ex-Servicemen's Club	Far South Coast Zone Dinner & Meeting
Wednesday	11/05/2011	08:00	Shelly Beach Golf Club	Central Coast Zone Breakfast Meeting
Tuesday	17/05/2011	11:00	Caloundra RSL Club	Sunshine Coast Zone Meeting & Luncheon
Friday	20/05/2011	11:00	Mulgrave Country Club	Victoria Zone AGM & Luncheon
Sat-Tues	21-24/05/2011		McCormick Place, Chicago	National Restaurant Association Show
Wednesday	25/05/2011	11:00	The Adamstown Club	Hunter Zone AGM & Luncheon
Wednesday	25/05/2011	11:30	Broncos Leagues Club	Brisbane Zone Meeting & Luncheon
Thursday	26/05/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
Friday	27/05/2011	19:00	Sydney Convention & Exhibition Centre	ClubsNSW Awards of Excellence
<b>JUNE</b>				
Tuesday	07/06/2011	11:00	TBA	St George Cronulla Zone Meeting & Luncheon
Tues-Thurs	07-09/06/2011		The Venetian Resort, Macau	G2E Asia - <a href="http://www.asiangamingexpo.com">www.asiangamingexpo.com</a>
Wednesday	08/06/2011	11:00	Casino RSM Club	Far North Coast Zone Meeting & Luncheon
Monday	13/06/2011		<b>QUEEN'S BIRTHDAY HOLIDAY</b>	<b>QUEEN'S BIRTHDAY HOLIDAY</b>
Tuesday	14/06/2011	10:00	Macksville Ex-Services Club	Mid North Coast Zone Meeting & Luncheon
Wednesday	15/06/2011	17:00	Dubbo RSL Club	Mid State Zone Meeting & Dinner
Tuesday	TBA/06/2011	10:00	TBA	Inner West Zone Meeting & Luncheon
Thursday	16/06/2011	11:00	St Johns Park Bowling Club	Nepean Zone Quarterly Meeting & Luncheon
Tuesday	21/06/2011	11:00	Nerang RSL Club	Gold Coast Zone Meeting, Workshop & Luncheon
Tuesday	21/06/2011	11:00	TBA	City & East Zone Meeting & Luncheon
			No Meetings - June 27 to July 17	
<b>JULY</b>				
Wednesday	06/07/2011	14:00	Conrad Jupiters, Gold Coast	CMAA Fed Executive / Fed Council Meeting
Thursday	07/07/2011	16:00	Conrad Jupiters, Gold Coast	CMAA Members General Meeting
Wed-Friday	06-08/07/2011	09:00	Conrad Jupiters, Gold Coast	CMAA Mid-Year Conference
Saturday	09/07/2011	11:00	Gold Coast Turf Club	Gold Coast-Brisbane Zone Charity Race Day
Sun - Mon	17-18/07/2011	09:30	Club Barham	Riverina Murray Zone Dinner & Meeting
Thursday	21/07/2011	11:00	TBA	Manly Northern Suburbs Zone Meeting & Luncheon
Friday	29/07/2011	11:00	Bomaderry Bowling Club	Illawarra Shoalhaven Zone Meeting & Luncheon
Thursday	28/07/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
<b>AUGUST</b>				
Monday	01/08/2011	07:30	The Grange Golf Club	Illawarra Zone Charity Golf Day
Tues - Wed	02-03/08/2011	09:00	Merimbula RSL Club	Far South Coast Zone Dinner & AGM
Tues - Wed	09-10/08/2011	09:30	Lightning Ridge Bowling Club	North West State Zone Dinner & Meeting
Tuesday	09/08/2011	11:00	Maroochy RSL Club	Sunshine Coast Zone Meeting & Luncheon
Tuesday	09/08/2011	07:30	Fox Hills Golf Club	Nepean Zone Charity Golf Day
Wednesday	10/08/2011	10:00	Tuncurry Bowling Club	Great Lakes Zone AGM & Luncheon
Sunday - Tues	21-23/08/2011	09:30	Darling Harbour, Sydney	Australasian Gaming Expo - AGE 2010
Thursday	18/08/2011	11:00	Canberra Southern Cross Club Woden	ACT Zone Meeting & Luncheon
Friday	19/08/2011	10:00	Carlton Brewhouse, Abbotsford	Victoria Zone Meeting & Luncheon
Thursday	25/08/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
Wednesday	31/08/2011	07:30	Cardiff Panthers Club	Hunter Zone Breakfast Meeting

# Steve back at the helm with Gold Coast

CMAA stalwart Steve Condren has been re-elected unopposed for another term as President of the Gold Coast Zone. Steve also is the CMAA Division G - Gold Coast Zone, Brisbane Zone, Sunshine Coast Zone, Ipswich-Darling Downs Zone, Central and Northern Queensland Zone - Federal Councillor.

At the Zone AGM, a breakfast meeting at the picturesque Palm Beach Surf Club on February 15, members unanimously returned Steve and the bulk of the Zone Committee for another term.

Rob Aldous was returned as Vice President and Fiona Cossill is Treasurer for another year, while Tracey Evans, from Nerang RSL Club, has moved from the Committee to take over the Secretary position, which was left vacant during last year.

- **PRESIDENT:** Steve Condren - Southport Surf Life Saving Club
- **VICE PRESIDENT:** Rob Aldous - The Surf Club, Kurrawa
- **SECRETARY:** Tracey Evans - Nerang RSL Club
- **TREASURER:** Fiona Cossill - Beenleigh RSL Club
- **EDUCATION OFFICER:** Bryan Jones - Coolangatta SLS Supporters Club
- **COMMITTEE:** Dermot McEnroe - Northcliffe SLS Club; Sheldon Steeles - Palm Beach SLS Supporters Club; David Avery - Nobby's Beach SLS Club

In welcoming members to the breakfast AGM, Steve called on all CMAA member to strongly support the Club Industry's campaign, led by Clubs Australia, to lobby all politicians - at local government, state and federal levels - regarding the issues coming from the Federal Labor Government's ambition to introduce mandatory pre-commitment technology on all gaming machines in Australia.

Steve also welcomed Justin McGurgan, who advised members of his new role as the CMAA's Queensland Membership Liaison Officer.

CMAA Executive Officer Terry Condon delivered the Head Office Report and asked Queensland members to make the effort in supporting the CMAA's annual Conference and Hospitality Expo at Darling Harbour on February 28 and March 1.

Terry also asked the Queensland clubs and club managers to support the ClubsQld "Adopt a Club" program to support



clubs and managers who felt the power and devastation of the floods and Cyclone Yasi.

Terry advised members that NSW clubs already had pledged more than \$1 million to the Premier's Queensland Flood Appeal.

Gold Coast members who attend Zone Meetings qualify for entry for the draw to win one of 10 CMAA Mid Year Executive Leadership Conference Bursaries sponsored by Odyssey Gaming and drawn at the Nerang RSL Club meeting on June 21.

Following the Meeting, members participated in two free Education Workshops - "New Standards in Club Auditing" presented Ian Barfoot; and Justin McGurgan spoke in detail about the CMAA Education Calendar for 2011, with particular reference to specialised Queensland programs. Gold Coast Zone's events for 2011 ...

- Nerang RSL Club Zone Meeting and Workshop on June 21
- Combined Gold Coast and Brisbane Zones Charity Race Day at Gold Coast Turf Club on Saturday, July 9
- Zone Meeting and workshop at Burleigh Bears Club on September 6
- Combined Brisbane and Gold Coast Christmas Luncheon at Club Helensvale on December 2.

1 - Gold Coast Zone President STEVE CONDREN.

2 - Gold Coast Zone Treasurer FIONA COSSILL.

## Licence fees and discounts in Victoria

The Victorian Government has announced changes to liquor licensing regulations that will impact 2011 renewal fees for some licences. The State Revenue Office issued 2011 renewal fee invoices in January with payment due by March 31. Licensees continuing to supply liquor after this date and who have not paid any outstanding fees will be trading illegally. As part of the changes, the

government has committed to easing the burden of liquor licensing fees on small businesses and community-based clubs. It has reduced the base renewal fee in 2011 by approximately 50% for the following licence categories:

- full club (without gaming machines)
- restricted club
- vigneron

- restaurant and café
- renewable limited
- BYO permits

Application fees for temporary limited licences also will be reduced by 50 % for applicants who do not hold a permanent licence. In light of the discounts announced by the new government, the fee discounts announced in the previous edition of The Grapevine under the heading "Assistance for Clubs" no longer applies.

# Farewells and familiar faces at AGM

Manly Northern Suburbs Zone opened its 2011 calendar with its Annual General Meeting at Asquith Leagues Club on February 15. It was one of the best-attended Zone AGMs for many years with around 40 members hearing President Ray Agostino outline plans for the year and encourage all members to support CMAA and CMDA activities.

CMAA Assistant Executive Officer Ralph Kober attended the AGM to present the Head Office Report and conduct the election of Office Bearers for 2011.

In his President's Report, Ray welcomed Ralph and CMAA Division A - Manly Northern Suburbs Zone and City Eastern Suburbs Zone - Federal Councillor Mario Machado, who is a Zone member.

"Our Committee arranged for the Zone's events this past year to be successful financially, enjoyable, educational and beneficial to trade and members alike," Ray said.

"We are so fortunate to have such great clubs in our Zone run by professionals.

"We presented two very successful days with the Mid-Year Meeting and Sponsor Luncheon, along with the Christmas Meetings and Luncheon at Collaroy Services Beach Club. Thanks to Paul Crowley and Castle Hill RSL Club, who were terrific hosts at great clubs. It was almost amazing to have no rain for our annual Bursary Golf Day at Mona Vale



*The Manly Northern Suburbs Zone Committee for 2011 (from left) Brad Brown, Chris McCarthy, Paul Crowley, Ray Agostino, Steve Rigney and Carl Pozzato.*

Golf Club with 90 players and many sponsors supporting the event. Thanks to Carl Pozzato for organising the event.

"Carl Pozzato is also did a great job in his first year as Zone Education Officer and provided guidance and pathways to Head Office for training sessions for Zone members.

"To all of our Zone sponsors and supporters, including Career Development companies Tooheys, Foster's, Coca-Cola Amatil and Pernod Ricard Australia who support us at every

function ... our success would not be possible without their generosity.

"Thanks to CMAA President Bill Clegg, Terry Condon, Ralph Kober, Peter Sharp and the CMAA staff for their support. A hearty thank you to our Zone Committee and their clubs who allow them time away to support our members.

"Thank you to Shannon Bridger, our out-going Secretary who has moved out of the Zone and my friend and colleague Kim Blackburn who is moving on to Queensland. Finally, thanks to member clubs who have supported the Zone throughout the year."

In his Education Report, Carl Pozzato, a member of the CMDA Board of Management Studies, said the Zone Bursary Golf Day had provided three bursaries to attend the CMAA Mid Year Executive Leadership Conference at Jupiters Gold Coast. The Zone hosted two CMDA courses during the years - the Secretary Manager and Effective Operations Manager courses.

There are two new faces on the Manly Northern Suburbs Zone Committee for 2011 with President Ray Agostino re-elected unopposed. Brad Brown takes over as Secretary, replacing Shannon Bridger, while Steve Rigney takes over as Zone Publicity Officer as Cindy Bunyan takes on the Zone treasurer role.

## Manly Northern Suburbs Zone 2011 Committee ...

- President: Ray Agostino - Asquith Leagues Club
- Vice Presidents: Chris McCarthy - Ryde Eastwood Leagues Club, Paul Crowley, Collaroy Services Beach Club
- Secretary: Brad Brown - Ryde Services Club
- Treasurer: Cindy Bunyan - Asquith Leagues Club
- Publicity Officer: Steve Rigney - Hornsby RSL Club

## Manly Northern Suburbs Zone 2011 diary dates ...

- Bursary Golf Day; Friday, April 8. Venue TBA
- Mid Year Meeting & Luncheon: July 21. Venue TBA
- Christmas Meeting & Luncheon; December 1 at The Epping Club.

## Executive Officer

- Membership based organisation
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The **Introduction to Occupational Health & Safety** module covers ... legislated requirements and responsibilities, workplace hazard identification, evaluation and control and responding to emergency situations

Go to [www.cmaa.asn.au](http://www.cmaa.asn.au) and click onto the **Train My Venue** tile to preview the courses and find out on how to register.

## Queanbeyan meeting a bonus for Jack and Jenny

The trip to Goulburn for the Far South Coast Zone Meeting on February 9 proved very productive for members Jack Desborough and Jenny Smith.

Jack, from Goulburn Soldiers Club, and Jenny, from Bermagui Country Club, attended Queanbeyan Tigers Club on Wednesday, February 9.

Both managers gratefully accepted their \$2,000 bursaries from CMAA Executive Officer Terry Condon, who attended to present the Head Office Report.

Zone President Craig Clark welcomed 50 delegates to the meeting, including ACT Zone President Geoff Long and several members from the neighbouring ACT Zone. In delivering the Head Office Report, Terry also moderated a very lively debate on the effects that any



*CMAA Executive Officer Terry Condon with Far South Coast Zone members Jenny Smith and Jack Desborough who were presented with Zone Bursaries.*

form of gaming machine pre-commitment technology would have on clubs in the region and the Club Industry in general.

As with Far South Coast Zone Meetings, there was a dinner at Queanbeyan Tigers Club on the previous night where funds raised at the dinner were donated to the Queensland Premier's Flood Appeal through the CMAA and ClubsNSW effort.

Far South Coast Zone's next meeting will be at Cooma Ex-Servicemen's Club at Cooma on May 10-11.

The Zone Annual General Meeting and Dinner will be at Merimbula RSL Club on August 2-3. The Christmas Dinner Meeting will be at Goulburn Workers Club on December 6-7.

## New faces, new roles at Sunshine Coast

The CMAA Sunshine Coast Zone has a new President, Treasurer and Secretary following another well-attended and successful AGM at the well-appointed Bribie Island RSL Club on February 22. CMAA Executive Officer Terry Condon travelled north to Bribie Island to present the Head Office Report and conduct the Election of Office Bearers for 2011.

Tony Lyndon elected President, with John Brittain taking over as Treasurer, Tracey Tyrie moving into the Secretary role and Kim Nunan-Squier re-elected as Education Officer.

In his first official duties as President, Tony welcomed Terry, CMAA Division G - Gold Coast Zone, Brisbane Zone, Sunshine Coast Zone, Ipswich-Darling Downs Zone, Central and Northern Queensland Zone - Federal Councillor and Gold Coast Zone President Steve Condren and the Association's new Queensland Membership Liaison Officer Justin McGurgan to the meeting and free Education Workshop.

Following his Head Office Report, Terry introduced Justin to the Zone members, outlining the role and CMAA's ambition to further enhance contact and services to Queensland members. Justin then detailed his schedule and agenda in the new role, encouraging members to contact him to discuss any membership, education and professional development matters.



Justin also is a director of Academy Hospitality Australia, which has a business relationship with the CMDA, and he introduced Peter Morris, who is the Leadership Facilitator at The Academy, and he presented an hour-long free Education Workshop, "Leading With Change". The workshop addressed how management teams can take their clubs to higher levels by individuals achieving their full potential. Members participated in a mind game where they managed to karate chop more timber in 15 minutes than Australian World Wood Chopping champion David Foster. Following the workshop, members joined directors and industry trade representatives for lunch.

Sunshine Coast Zone's next meeting will be at Caloundra RSL Club on May 17, with another meeting at Maroochy RSL Club on August 9 and the Christmas Meeting and Luncheon at Caloundra Power Boat Club on November 29.

*1 - Sunshine Coast Zone Committee members (from left) Tracey Tyrie, Tony Lyndon and John Brittain with Division G Federal Councillor and Gold Coast Zone President Steve Condren.*

*2 - Sunshine Coast Zone's outgoing Secretary Suzanne Long (left) with her successor, Tracie Tyrie.*

*3 - Suzanne Long works with Education workshop presenter Peter Morris.*

# Riverina Murray prepares for another big year

Riverina Murray Zone will host its first meeting for 2011 - its Annual General Meeting - at the Barooga Sports Club on March 21 and 22. In a letter to members, Zone President Gus Lico said: "Another year has vanished as we reflect on some positive aspects of our Zone and ponder what may unfold for our industry. Leading to the NSW election in March, the issues surrounding compulsory pre-commitment involving the Federal Government have us all worried. The input of Andrew Wilkie and Nick Xenophon bears close surveillance with an outcome that could damage club members and our interest. However, there are a number of positive ahead for our Zone and the industry in 2011, including for members who won bursaries at our previous Regional Meeting. I encourage all managers to attend Zone meetings as bursaries are drawn from the regional attendance. These bursaries can be utilised to assist in attending industry training, travel, courses and associated expenses. A CMDA Secretary Manager Course was presented at Griffith Ex-Services Club, which was well supported from our vast area with 13 clubs represented for the 20 delegates. This support is encouraging in continuing to provide training in our Zone. Thanks to clubs and managers who participated. I also acknowledge Karen Howe's dedication as Zone Education Officer and her work in organising training for those members further west. For the future, we would be foolish not to acknowledge that our industry will face serious



GUS LICO

consequences should "compulsory pre-commitment" eventuate. Like the rest of you, I will be on the edge when our industry leaders inform us of the latest developments at our Regional Meeting at Barooga. However I am reassured that our industry leaders have worked tirelessly behind the scenes in submitting factual information and reports to governments and other organisations as a consequence of the Productivity Commission Report Into Gambling provided to government on February 26, 2010 -

[www.pc.gov.au/projects/inquiry/gambling-2009](http://www.pc.gov.au/projects/inquiry/gambling-2009). At club level, Griffith Ex-Services Club has a DA pending for works of around \$8 million. When I say "pending", it relates to the club Board, rather than Council, because the Board is waiting on the outcome from compulsory pre-commitment negotiations. I finish by acknowledging the Riverina Murray Zone executive team - Greg "G1" Ryan, Jack Jolley, Greg "G2" Robertson, Paul Barnes and Karen Howes - for their contribution and assistance to many managers. I also thank all Zone members for your continued support which is testament to your support of Regional Zone Meetings in recent years.

We look forward to seeing you for our AGM at Barooga and raising funds to make our Zone Bursary Program a reality. It will also be an opportunity to farewell a fellow-managers and true friend in Col Alvey from Wentworth Services Club.

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# If you build it, they will come to the

By KATIE CINCOTTA

The proverb tells us ... "Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime." That philosophy is never truer than for aging men.

With more 483 Men's Sheds now up and running across Australia. Blokes who may have lost their work identity, a partner, or their confidence, now have a special place to thrive and unwind.

Phillip Island RSL Club is one of the first sub-branches in Victoria to join the scheme, which is helping up to 30,000 men across the state stay fit and focused.

The RSL's club secretary Brian Goldberg, who at 73 is retired himself, reckons coming to the shed every Tuesday and Thursday has given 12 local men a reason to get up in the morning.

"If you think young and keep working you won't get old," Brian said.

"If you're just sitting there, you'll shrivel up and disappear. We teach the old buggers how to build things, and they're things that make money -



AUSTRALIAN MENS SHED ASSOCIATION  
"Men don't talk face to face they talk shoulder to shoulder"

bingo boxes, signs, decorative woodwork."

Club Manager George Szeitli says two grants from the former Brumby Government of Victoria went towards developing the 16-metre x 16-metre shed at the back of the club, with plans to build a welding shed alongside it this year.

Brian says the shed has allowed members to become involved in the upkeep of their own club, which has been hugely beneficial for their self-esteem.

"When the club's chairs get rickety, they're sent down to the 'boys' to be fixed, which saves money and makes the old blokes feel pretty chuffed they've been able to help," Brian added.

Andrew Stark, from the Australian Men's Shed Association (AMSA), says that beyond the ritual enjoyment of "tool time", there's an important health aspect at work across Victoria's 150 Men's Sheds.

"As a result of attending a Men's Shed, we believe that up to 1,500 men per year are saved from depression or suicide," Andrew added. "Statistics show that once a man retires from the workforce, he loses 66% of his social network overnight.

"Therefore, reconnecting with other men takes on vital importance."

By 2030, Australia's number of retired men will double, which the AMSA says places huge importance on health and wellbeing programs that help men stay connected to their community.

With his welfare training, Brian Goldberg sees that lifeline in action at their shed, where he has helped several blokes deal with physical illness and mental unrest.

"Often they've got a problem and they won't talk to anybody," he said. "So I just sit quietly with them, find out what the trouble is and point them in the right direction."

Joe, a former builder in his 60s, is suffering early stage Alzheimer's and recently joined the group after his wife expressed concern at his flailing mood and loss of motivation.

"At first he was shy and wouldn't talk to anyone, because he was frightened of making a bloody fool of himself," Brian said.

"But I said: 'Look around you Joe, we're all old. It doesn't matter'. Now he's helping us build a new welding shed. And his wife says it has been a big change-around for him. Joe looks forward to Tuesdays and Thursdays - and he's got a new attitude."

John Allen, 74, is a former carpenter who has endured two open-heart surgeries, a pacemaker, and the loss of his wife.

But when he puts on the name badge that says "Supervisor", he gets a much-needed morale boost.

"I got chucked out of the Education Department after I had a heart attack at 59," John said.

"But I love coming here, it keeps your brain active, and that's the whole idea."

Bruce Talbot, former maintenance officer at Worley Hospital, says when he's working at the shed he forgets that he's got MS and a brace on his



**"As a result of attending a Men's Shed, we believe that up to 1,500 men per year are saved from depression or suicide ...**

# Men's Shed

leg and just gets on with the job at hand.

John Stott, a former accountant who lives in a circa 1890 historic home "Charmandene", is currently fixing and upholstering chairs.

"It's great to do social projects or your own thing," John said. "And we all learn from each other - especially me because I've never done a trade."

As a baritone singer, John put his new-found skills to good use, building his elderly choir master a new podium with steps and a rail.

Anthony Vardett, a retiree from Smiths Beach, says his wife drops him off at the shed each week, which gives them time out on their own.

"If I didn't come here, I'd be home arguing with the wife," Anthony says with a laugh. "Spending so much time together when you're retired ... it's not always easy."

Phillip Island RSL Men's Shed members also get regular health checks by Bass Coast Health - an event they've dubbed the "Grand Prix

Pit Stop" because the men are scored on a running sheet and ultimately offered a "roadworthy" or a "canary".

"Most people weren't worried about having it because there was a sense of fun about it," club President Greg Mead says.

Just a year after it launched, the club's management team are thrilled at the success of their Men's Shed, which is helping these men regain a sense of purpose as they transition to their twilight years.

"You've heard the saying about retirement," Greg Mead says. "That you sit down in the lounge chair, look at your navel for six months and die. That's what we're trying to counteract here."

"Every single person on this earth has something to give and some special aptitude. A lot of the ones who work down there, many of them have run their own big businesses."

"It's about a sense of belonging and building pride."

➤ Clubs interested in starting a Men's Shed should contact AMSA on 1300 550 009 or visit [www.mensshed.org](http://www.mensshed.org)



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# Richmond Club enhances aged care reputation

The Richmond Club in the Hawkesbury region of NSW continues to enhance its reputation in quality aged care in Australia.

The club last month officially opened the Donald McEwan Wing, the latest stage of its Magnolia Place retirement facility in Richmond, which is part of the club's Hawkesbury Living aged care concept.

NSW Liberal Party Leader Barry O'Farrell joined CMAA Executive Officer Terry Condon and more than 100 local dignitaries, including the Hawkesbury Mayor Bart Bassett, Member for Hawkesbury Ray Williams, Member for Londonderry Allan Shearan and Directors of the Richmond Club and Hawkesbury Living for the opening.

The \$1.8 million project, encompassing five extra rooms with two beds each, a general lounge and dining area and new entry, was built between August 2010 and February 2011 by CMDA Career Development sponsor company Paynter Dixon.

Richmond Club CEO Kimberley Talbot said the new facility, which was designed as an aged-care facility, but without the look and feel of a hospital, is run by the Richmond Club to combat urgent need for aged-care beds in the region.

The wing was named in honour of Richmond community stalwart Donald McEwan who spearheaded numerous Hawkesbury organisations and fundraising efforts, especially during the 1950s-70s.

In opening the wing, Richmond Club Chairman Geoff Luscombe detailed Mr McEwan's efforts including his work in building Richmond's first swimming pool, better facilities for Richmond's schools, bringing better sewerage to the area and fundraising to raise the Richmond Community Nursing Home up to State Government standards.

Mr O'Farrell and Mrs Gloria McEwan symbolised these efforts when they jointly planted a magnolia tree in front of the extension, which will specialise in the newly-coined phrase "memory care" and its related conditions for the elderly.

Mr O'Farrell praised the Richmond Club, which runs Hawkesbury Living, for the way that it had driven the retirement village development and



*CMAA Executive Officer Terry Condon with Richmond Club CEO Kimberley Talbot, NSW Coalition Leader Barry O'Farrell and Richmond Club Board Chairman Geoff Luscombe at the official opening of the new Donald McEwan wing of the Magnolia Place retirement village at Richmond last month.*

in the process created a great community model for other clubs to follow.

He paid tribute to the hard work of Richmond Club CEO Kimberley Talbot after first hearing of her vision for it five years ago. "This project offers a way for the club movement to evolve from what it has been doing for 60 years in a creative way, but to continue to serve it in an area where there is an increasing need for senior care," Mr O'Farrell added. "What we have seen is the significance of the club movement, but what's particularly obvious to me is that government doesn't always know best and the best way sometimes is for the government to listen and support the efforts of others. If the Richmond Club hadn't initiated this ... who would have?"

Ms Talbot said it was a triumphant day and talked about the importance

of the community caring for its elders. The club's Hawkesbury Living model counters loneliness and isolation by providing opportunities to stay close and connected to others and be surrounded by people that they knew from their local area.

"We all benefit when elders remain engaged in the world," she said. "Our model of aged care and club connection is really a natural one as 'everything we do is connected to the way we live'. We have to transform the ageing experience through innovation and collaboration. It is one thing to have a vision, but it is truly amazing when the vision comes to life and the community buys into that vision."

Hawkesbury Mayor Bart Bassett said there was a shortage of aged-care beds in the Hawkesbury, with many elderly people needing to leave the area to get a bed.

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 requires clubs to submit a compliance report to the federal regulator, AUSTRAC, by March 31. Clubs with electronic gaming machines must submit the compliance report that covers business activity from January 1 to December 31, 2010.

AUSTRAC advises that civil penalties may apply for failure to provide a compliance report by the due date.

The compliance report must be in the approved form and contain all relevant information.

False or misleading information or documents also may incur criminal penalties.

# ‘Evil Twin’ wireless hotspot can cost you plenty

The rise in mobile technology has provided flexibility in computing we couldn't have dreamed of 10 years ago.

Our phones have more processing power and capacity than the desktop computers we were using 10 years ago.

All this has meant that we can get out email, send files among other things virtually anywhere that has an internet connection.

With this mobility comes a number of threats to your personal data and the transactions you make via the internet.

A growing threat is the rise of “evil twins” - a term used to describe a “rogue” hotspot that disguises itself as a legitimate one,

These “evil twins” are wi-fi access points set up by cyber criminals or hackers with the purpose of capturing data or users' transaction details such as passwords, bank account details and anything else they can access.

For example, you may be sitting in a cafe that offers free wireless connection and a number appears - two numbers appear that relate to the café ... Jumbuck and Jumbuck1. Jumbuck1 has the strongest signal so you connect to that one for that reason.

What you don't know is that you are connecting to an “evil twin”.

While it appears legitimate, it is actually a “rogue” wi-fi access point that can cause you harm.

These access points are quite simple for cyber criminals to set up.

It can be as simple as plugging a special USB thumb drive into their laptop and - with a little programming - they can appear to be a legitimate hotspot.

They then use software to monitor all the traffic, going through looking for logins, accounts numbers, credit card numbers etc.

Some of these “evil twins” ask you to authenticate by downloading their viewer ware.

When this is done, you are loading a virus or key logging malware onto your machine which they are able to access anytime.

The rise of these “evil twins” has

CMAA National Bursary Program sponsor company Secom Technology Director **RUSSELL POTTS** has provided valuable advice to club managers through his Industry Update columns during 2010. Russell and his fellow-Director **JASON DREW** also opened up a brave new world to many club executives at the first CMDA-sponsored IT Summit in November. This article looks at the hidden costs of using a “free” wireless hotspot ...



been found in places where people are likely to use credit cards, such as cafes near tourist attractions and airports.

So, how do you protect yourself?

The easiest way to ensure that you are not connecting to an “evil twin” is to confirm the exact name of the wireless hotspot you are connecting to by approaching a staff member on the premises.

Also, if you are connecting to your desktop via remote access, ensure that it is by Virtual Private Network (VPN) and the VPN is encrypted.

As with any internet usage, avoid downloading anything that you are

not 100% sure of.

Often downloads, especially free downloads, contain malware and invite the perpetrator into your machine.

It is also good practise to do any type of banking transactions behind a firewall.

If you do have to use a credit card, ensure the site has adequate protection and that your anti-virus and spyware is up to date.

While the threat of cyber crime is present, you can avoid it happening to you by making yourself aware and taking some simple precautions.

Bankstown Sports Club's Travelodge Hotel will double in size over the next two years with a \$20 million redevelopment. Plans include increasing the number of hotel rooms from 108 over four levels to 216 over eight levels. The club's lobby will expand and there will be a separate check-in for Travelodge guests. Entry to the club from the car park will have a wider staircase, escalators and a larger lift. The

club's Mona Street entrance will be improved to ease congestion and the club's bottle shop will be relocated. Bankstown Sports Club Assistant General Manager Mark Condi said the extensions would be a boost to the suburb's CBD. Builders Paynter Dixon started construction on the project before Christmas. Bankstown Mayor Tania Mihailuk agreed that the project would be a boost for the city and the local economy.

## Sterlo's Bar gets a makeover

Sterlo's Bar at Parramatta Leagues Club is undergoing a \$1.1 million refurbishment to transform the bar to a "pub within a club".

Parramatta Leagues is using the expertise of high-profile hotel industry designer Paul Kelly, the name behind designs for big city venues such as Hugo's Bondi and Cargo Bar, to take Sterlo's Bar into a new era. The club commissioned experienced Club Industry project managers Paynter Dixon to bring Paul Kelly's vision for Sterlo's Bar alive. Featuring a new bar, lounge area and kitchen with a wood fired pizza oven, the new venue space will also link to the existing outdoor terrace. A custom-designed interior plays a major part in this refurbishment. The use of timber flooring and timber ceiling treatment as well as feature pendant lighting, stylish furniture and furnishings provides the perfect atmosphere for guests to relax and unwind.



LINDSAY VERDON

Parramatta Leagues Club saw a real need for these changes to its facilities. Feedback from members showed that they needed to create a modern and stylish bar to be enjoyed by family and friends. Situated on the third floor, the new Sterlo's Bar will enhance club

facilities, offering a renewed focus on food and bar. It will provide a comfortable experience for the wide variety of patrons who frequent the Club.

Lindsay Verdon, Paynter Dixon's Head of Hospitality and Entertainment Venues, said the refurbishment is part of the club's master plan, aimed at attracting new, younger members. "The overall new renovations, starting

with Sterlo's, will revitalise Parramatta Leagues Club," Lindsay said. "The club is extremely excited about its new bar, which will re-open in April. The next stage after Sterlo's will be to renovate the Tahoe Lounge and install new escalators that will link all levels of the building."

## IGT's Dragon Master on fire

IGT's "Dragon Master" has ranked No.1 across all gaming machine denominations in NSW. The Club Data Online report shows "Dragon Master" had the highest average daily turnover of over \$8,500 in the 5c denomination. This was almost \$2,000 higher than the second-placed game. For clubs looking for a low to mid-denomination game with proven performance, "Dragon Master" is a good option. Contributing to this star performance is "Dragon Master's" strong oriental theme and high start-up jackpots. The accumulating multiplier (up to five times) during free games provides an entertaining and rewarding experience for players. IGT's Product Manager Chris Gialouris said "Dragon Master" provided something for everyone. "Venues enjoy a great performance with strong average daily turnover, plus a choice of denomination and RTP to suit their venue requirements," Chris said. "Players like the progressive jackpots and the excitement of the accumulating multiplier."

## Aristocrat launches Viridian Widescreen

Aristocrat has unveiled its latest innovation - the Viridian Widescreen cabinet - in Australia and New Zealand. The new widescreen cabinet is an example of how Aristocrat is leveraging the latest technology to deliver a more dynamic player experience.

Powered by the GEN7 platform, the Viridian WS provides players with 24% more graphics area, high-resolution graphics and enhanced stereo sound. The cabinet also will provide a flexible foundation for innovative new game concepts.

Trevor Croker, Aristocrat's Managing Director - Australia and New Zealand said the 2011 product portfolio was one of the best Aristocrat has delivered. "Our experienced game designers and product managers have confirmed that this is undeniably the most exciting line-up Aristocrat has had in 10 years," Mr Croker said. "Customers and operators will see that this is a year for genuine forward thinking that delivers results."

Along with the Viridian WS cabinet comes Aristocrat's



most diverse game portfolio yet, including the latest licenced product, "Phantom" and "Jackpot Catcher", which is modelled on one of Aristocrat's most recognisable games - "Indian Dreaming". In addition to these games, Aristocrat unveiled a number of new games, including "Emperor Penguin", "Chariot Champion", "Don Quixote" and "Dragon Emperor".

Aristocrat presented the Viridian WS cabinet and games portfolio at the 2011 CMAA Hospitality Expo at Darling Harbour February 28 and March 1 and will display the products at the Hospitality and Gaming Australasia Expo in Queensland on March 16-17.

Mr Croker said Aristocrat was excited about the gaming experience that this product portfolio brings to gaming floors. "We believe our Viridian WS cabinet, new product categories, a solid games library, and innovative product packages, will deliver the performance and diversity customers and operators have been looking for from Aristocrat," he added.



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