

Mark 'The King' at ACE Awards

The Club Entertainment Industry acknowledged the talent, work and contribution of Mark Loyd with the 2010 ACE Lifetime Achievement Award at the Annual Awards Dinner last month.

➤ Special Report: Pages 19-22



Liz Taylor



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➤ What's Happening in the Zones this month: Pages 25-33

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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

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

Office Hours

Monday to Friday 9am to 5pm

Seven-day telephone answering service in operation.

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This is achieved by completing a Mentoring Agreement and Action Plan at the start of the program.

As places are limited for the next round, contact Ian Girkin at WorkCover NSW - 13 10 50 or E: mentorprogram@workcover.nsw.gov.au for more information.

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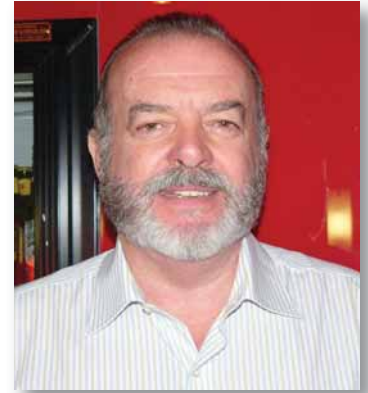
➤ Pages 12-15

March 23 was a watershed day for the Club Industry when the President of Clubs Australia and Chairman of ClubsNSW, **PETER NEWELL OAM**, addressed the National Press Club in Canberra. It was Mr Newell's second Press Club speech and he detailed the threat that the Federal Government's proposed gaming machines pre-commitment legislation will have on the industry in Australia ...



➤ Pages 16 & 17

Victoria's new Gaming, Consumer Affairs and Energy Minister **MICHAEL O'BRIEN** has wasted no time in declaring his hand on critical policy issues affecting the Club Industry. In his first interview with *CMA Magazine* correspondent **KATIE CINCOTTA**, Mr O'Brien candidly states that the Federal Government's controversial push for compulsory pre-commitment on gaming machines as a Big Brother nanny state policy ...



➤ Page 37

Gatton RSL Club General Manager **LES NASH** is no stranger to natural disasters. He's been in the thick of many floods and cyclones during 25 years with the Australian Army in northern Australia, including Cyclone Tracy in 1974. "I was with the emergency teams involved in cleanup operations in Darwin," Les recalls. **HENRI LACH** reports that none of that prepared him for the enormity of the most recent events ...



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Club Industry fights through a devastating decade of political betrayal

During the past decade the Club Industry has moved from one challenge to another, with only a brief pause before being again blindsided by a State or Federal Government. And this

continues despite their constant reassurance of the industry's importance to the social fabric of our communities.

Each time the respective government promises to communicate and work closely with industry to make reforms based on evidence, and each time we become the football for political gain or promotion.

After a decade of ongoing gaming reform, increased taxation and a smoking ban, we finally believed the promises of consultation were becoming reality. We even enjoyed a sigh of relief before the 2010 Federal Election when the Opposition and Government pledged their support - in writing - for the industry, with no gaming reforms on the agenda. Gaming wasn't even on the agenda for any of the minor parties - so we thought.

Finally, the industry started to recover. For a moment clubs and boards started to regroup and show confidence to strategically plan for the future. However, this confidence was shattered by a deal to form government. Prime Minister Julia Gillard broke her first election promise, agreeing to the random conditions of an unknown Tasmanian independent. This act of betrayal destroyed the confidence and recovery of our industry.

The introduction of compulsory gaming machine pre-commitment and other proposed reforms sent the industry back into its shell. This decision - ill-conceived without evidence or proof to support its objectives - has driven yet another nail into the coffin of many clubs and their communities.

There has been no social impact assessment, no proven implementation strategy, no technological assessment and no cost benefit analysis. There has been a lot of posturing, politics and betrayal.

Without any legitimate study and/or research there is an almost endless list of unanswered questions, scenarios and massive challenges before this reform can be implemented. Regardless of this, the damage is done.

Clubs and boards function without certainty and, as a result, have internalised and reviewed or cancelled strategic decisions that could have promised their recovery. These are decisions that would have produced employment and community infrastructure programs ... generated opportunities and services for already struggling communities.

Instead, these opportunities are now stopped and, in many cases, the clubs have regressed to be better prepared for the possible implementation of this tragically flawed gaming reform.

This strategy seems pointless as its instigator, Member for Denison Andrew Wilkie, himself estimates these restrictions could result in a 40% reduction in revenue. I know of no business that could survive a 40% reduction in revenue - especially when the major percentage of total revenue in

some clubs comes from gaming.

The added irony is that the initiatives shelved by many clubs were for alternate revenue strategies designed to reduce their reliance on gaming and to build a sustainable future.

I've heard it said many times that this proposed legislation is about responsible gambling reform. It is not. It's about abolishing poker machines and the destruction of an industry. If this was about gambling reform, there would be a comprehensive review on all forms of gambling - from horse racing to exotic betting or the unregulated online gambling sites.

Instead, every time we read a newspaper, watch television, listen to radio or attend a sporting event, we are inundated with online sports betting and agencies. BetFair has become more Australian than Vegemite. These gambling options are being celebrated and promoted, rather than questioned and investigated for their social consequences.

As a non-gambler, I don't have a problem with any of this and I believe it's an individual's right to make an educated choice. However, I do have a problem with the hypocrisy of social do-gooders in destroying an industry while supporting and promoting another.

I also have a problem with the associated artificial "class distinction" involved in this hypocrisy. These are the people who proudly proclaim: "Oh, I'm not a club person". Yet these same "society champions" hold their charity dinners, political fundraising events and make a point of visiting "their" local clubs pre-election to canvass votes. Their children play sport sponsored by the club, or on grounds provided by the club, or read books at school provided by local clubs.

Clubs are much more than poker machine "palaces". They are meeting places and community centres. They are a place of social interaction and friendship for many elderly and incapacitated people. In most towns they are the community's evacuation centre. Clubs are the hub of the community, especially in regional centres.

Reflecting on the past decade, the major challenges that have damaged our industry have been a consequence of government legislation or political expediency. The added irony is these decisions have been made by the same political party that claims to represent the common man. Can these same "common men and women" be among the millions of club members around Australia?

I only hope the decision-makers stop for a moment of sanity and comprehend the real financial and social implications of their decisions. The NSW-Queensland Club Industry is vastly different from other states. This ill-conceived sweeping reform can only bring disaster. Regardless if it is a club in NSW, Queensland, Victoria or a casino Tasmania, there will be drastic consequences from these decisions.

These consequences include bankruptcy, the destruction of an industry, massive unemployment and a drastic change to the social fabric and infrastructure of our communities.

➤ **DAVID O'NEIL, ACCM, is the CMAA Federal Vice President**

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Peter leads Club Industry's argument in Canberra

The Australian Club Industry was out in force at the National Press Club Luncheon and Dinner to hear ClubsAustralia Chairman Peter Newell, OAM, debunk the myths and distortions being peddled by Tasmanian MP Andrew

Wilkie and his South Australian cohort, Senator Nick Xenophon. These men have been sharing the reins on the anti-pokies bandwagon since Mr Wilkie controversially came to power as the Member for Denison at the August 21 Federal Election. Mr Wilkie was able to extract a remarkable commitment from the Julia Gillard-led Labor Government to deal with vastly exaggerated claims about problem gambling relating to poker machines. I may be accused being biased in my opinion, but Peter Newell is one of the finest speakers that I have had the pleasure of hearing and his skills have only become more impressive during his time in the role with ClubsAustralia and as Chairman of ClubsNSW. Peter finds an extra couple of lengths in his best form when he steps up to the big challenges and the big stage. On March 23, he again articulated the Club Industry's position on the logic and legitimacy of the Gillard Government's threatened mandatory pre-commitment technology for all poker machines in venues around Australia.

The address focused on the Club Industry's opposition to mandatory pre-commitment, with Peter arguing that Mr Wilkie's \$3 billion poker machine reforms are designed to deter recreational gamblers and would not stop problem gamblers from betting.

Peter accused Mr Wilkie and his followers of ignoring the advice of some of Australia's leading gambling experts and welfare groups who have concluded that mandatory pre-commitment will not help problem gamblers stop betting.

"The Australian Government has seen plenty of evidence only in the last couple of months that this is a flawed proposal as far as helping problem gamblers is concerned," Peter said. "Australia's leading academic on problem gambling, Professor Alex Blaszczynski, advised a Parliamentary Committee chaired by the Member for Denison himself that pre-commitment is unlikely to have a significant impact on the majority of problem gamblers, and may even exacerbate problem gambling. Common

sense tells you he's right, because problem gamblers are unlikely to set affordable limits and are likely to set high limits or none at all. And with regard to the absence of cost-benefit analysis, isn't this an amazing way to make public policy on the run - announce a wide-ranging measure impacting on millions of people, and only after that perhaps look to see what it might cost." Peter's speech to the National Press Club is published on **Pages 12 to 15**.

Many thanks to Nepean Zone President and Liverpool Catholic Club CEO John Turnbull for organising the Nepean Zone's "Farewell to TC" in conjunction with the Zone's March AGM at John's impressive club. John left no stone unturned in organising the "Roast & Toast" panel of former CMAA President and CMAA Life member Jim Henry, OAM, former ClubsNSW CEO, David Costello, CMAA Life Member and former Federal and State Secretary Hans Sarlemyn, and former CMAA State and Federal Vice President and Association Life Member Greg Pickering. If I wasn't already in enough trouble, our Master of Ceremonies for the roast was "The Big Marn", Darryl Brohman. Needless to say many "tall yarns from the legendary past" were told, which I hope kept the group of over 200 entertained - and never leave the spectacular venue. It was great to see Rooty Hill RSL Club's former CEO and CMAA Hall of Fame member Phil Rudder in the audience and enjoying the company and delicious luncheon. My special thanks to Nepean Zone Secretary Antoinette Sultana for her efforts in making the day so successful. The Nepean Zone AGM report and pictures are on **Page 29**.

The CMAA was represented at the 84th World Conference on Club Management at Orlando, Florida by former Division 1 Federal Councillor and Far North Coast Zone Secretary Gordon Rhodes. Gordon filled the breach in February when the Conference clashed with the CMAA's AGM, Conference and Hospitality Expo at Darling Harbour on February 28 and March 1. Gordon continued the CMAA's proud record of being represented at this Conference for more than 30 years. Gordon's Conference report will be published in the May edition of *CMA Magazine*.

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

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ClubsAustralia boss takes industry's fight

On Wednesday, March 23, ClubsAustralia President PETER NEWELL, OAM, returned to the National Press Club in Canberra to address the Club Industry's position on the Gillard Government's proposed mandatory pre-commitment legislation that means every gaming machine in Australia will carry the technology. The legislation is the product of Prime Minister Julia Gillard's deal with Tasmanian Independent MP Andrew Wilkie and it has massive implications for clubs ...

Abraham Lincoln once said: *"I am a firm believer in the people. If given the truth, they can be depended upon to meet any national crisis. The great point is to bring them the real facts."* With that very quote in mind, I am pleased to have the opportunity to return to the National Press Club to speak on an issue of critical importance to Australia's 4,000 clubs and all they represent. Their 10.5 million memberships, their 90,000 direct employees and the untold thousands employed downstream in associated industries, their 100,000 volunteers, and the hundreds of communities who rely on them. And let's not forget the five million people who play poker machines each year. In doing so, despite having been accused by prohibitionists in recent times of spreading lies and deception, I'm here to tell you the truth.

This issue centres on a deal to keep the current Government in power made by the Prime Minister with a newly elected Tasmanian independent who received 21.26% of the vote in his electorate last August. That deal makes it compulsory for the five million Australians who wish to exercise their legal right to play a poker machine each year, to possess what we describe as "a licence to gamble" - a card containing their personal details which would be linked to a national grid covering every single poker machine in every single venue across Australia. This would allow every bet placed by a poker machine player to be tracked by the Federal Government. "Big Brother" in the extreme, you might think.

With this intrusive device in place, players would be able to set binding limits on their expenditure, and if that limit were to be reached, they would be compulsorily prevented from playing a poker machine probably for 24 hours at any one of 5,700 clubs and pubs across the country, as well as casinos. The deal also provides for club and pub patrons to be prevented from withdrawing more than \$250 a day of their own money from an Automatic Teller Machine. Inexplicably, this does not apply to casinos.

Today, I want to explain to you why, in

our view, this nanny state proposal should not happen; why, in reality, it can't happen; and therefore what should happen.

First, a little background. Australia's 4,000 clubs cover a wide range of sporting, social, political and cultural pursuits embracing bodies such as RSL and Services clubs, football, bowling, golf, workers, Labor and Catholic clubs. Many have poker machines, with half of them in NSW where they have been legal since 1956.

On 23 June last year, the Australian Government released a Productivity Commission report said to be into gambling in Australia, but which, in reality, concentrated largely on poker machines. The report recommended that each state and territory should implement a jurisdictionally based full pre-commitment system for gaming machines by 2016, subject to initial development, trialling and compatible monitoring systems. It said the Australian Government should enter into negotiations with a state or territory government to sponsor a full-scale regional trial or trials of a full pre-commitment regime, with trialling to commence by 2013. Importantly, it said such a trial should substantiate that full pre-commitment has sufficient advantages over partial pre-commitment to justify proceeding with its implementation in all jurisdictions.

That same day, Federal Ministers Macklin, Sherry and Conroy issued a joint media release responding to the Productivity Commission report. They said it was necessary for the costs and benefits of any measures to be determined and that they would talk to the industry before anything happened. The Government rejected a ridiculous Productivity Commission recommendation that online gambling should be liberalised.

Also that same day, ClubsAustralia issued a statement to our member clubs and the media supporting the Government response and saying it was a victory for common sense, recognising that there is no silver bullet to problem gambling.

On August 5, the Labor Party national campaign headquarters gave a written undertaking to ClubsAustralia on the

party's position leading into the election and, in good faith, we made this undertaking available to our clubs and their members before the election.

On the hustings during the election campaign, not one public policy announcement was made on this issue by Labor - or the Liberal-National Coalition. Not one single recorded doorstep quote to the media that I can find. Not a squeak. You all know the election resulted in a hung Parliament, with the Greens and four independents deciding who would hold power. So things changed.

On September 2, without consultation with the industry - or, I suspect, the vast majority of her own colleagues - the Prime Minister announced she had made a deal with the newly elected independent Member for Denison in Tasmania in return for his support in helping her form a minority government. That deal provided for a full mandatory pre-commitment scheme for poker machines that is uniform across all states and territories and machines, starting in 2012 and fully rolled out by 2014. It also provided for a \$250 daily withdrawal limit for ATMs in venues with poker machines - excluding casinos.

If Australia's state and territory governments did not co-operate with the introduction of this system, the Prime Minister agreed with the Member for Denison that she would seek to use Commonwealth powers to override them, and has been advised by the Solicitor General that she does possess those powers. If this was to happen, there is every likelihood that the Commonwealth would have to use taxpayer dollars to compensate the states and territories.

So we come to the present day and the ClubsAustralia assertion why this should not happen. There are three overriding reasons why this should not happen:

- We, and many others, say it will do little, if anything, to assist problem gamblers.
- Its implementation cost will drive clubs to the wall, resulting in their closure and the loss of thousands of jobs.
- Longer term, the loss of revenue as recreational gamblers walk away from our clubs in the face of this "licence to gamble" scenario will be equally devastating.

The Australian Government has seen plenty of evidence, only in the last couple of months, that this is a flawed proposal as far as helping problem gamblers is concerned.

back to National Press Club

Australia's leading academic on problem gambling, Professor Alex Blaszczynski, advised a Parliamentary Committee chaired by the Member for Denison that pre-commitment is unlikely to have a significant impact on the majority of problem gamblers, and may even exacerbate problem gambling. And common sense tells you he's right, because:

- Problem gamblers are unlikely to set affordable limits and are likely to set high limits or none at all.
- Problem gamblers are likely to take part in other forms of gambling that don't have pre-commitment limits, such as the TAB or online.
- There would be development of a black market for pre-commitment cards.
- Proper research needs to be done before spending vast amounts of money on an unproven technology.
- Overall, there has been no cost benefit analysis of mandatory pre-commitment.

And with regard to the absence of cost-benefit analysis, isn't this an amazing way to make public policy on the run - announce a wide-ranging measure impacting on millions of people, and only after that perhaps look to see what it might cost.

Reinforcing the ClubsAustralia stance, there is only one jurisdiction in the world that has mandatory pre-commitment and that's Norway, until recently often quoted by the anti-gambling lobby as evidence supporting mandatory pre-commitment. There are more poker machines in Crown Casino than currently in Norway and the Norwegian Government owns them all. In 2007 it decided to withdraw every poker machine for a year, with the aim of returning machines with quite modest compulsory daily, and monthly pre-commitment limits set by the Government, not by the individual player. Guess what happened in that year when there was not a poker machine in sight? Problem gambling in Norway did not decrease one iota as players simply migrated to other forms of gambling, particularly the internet. So, if you take anything out of Norway, take that.

At a round-table discussion in Canberra before the final Productivity Commission report was released, a Commissioner made it clear in response to a question that they set out to "inconvenience" those who play poker machines.

The Member for Denison is on the record as saying he'd like to see poker machines disappear altogether. But he

admits that his "restrictions" - his word - are a good step along the way to this ultimate extremist and prohibitionist goal.

Even if you do remove all the machines, the message from Norway is quite clear - prohibition doesn't work.

As the President of ClubsAustralia I travel around the country and I talk to a lot of people far and wide, including those I know well in my own home city and state. And while I'm the first to admit this is not a "scientific" approach, the response I get when I talk to people about a compulsory pre-commitment system where they will need a card containing their personal details, linked to some national system connected to every other machine and venue in the country - it is anathema to them.

These recreational gamblers won't touch it with a barge pole. They will walk away, which of course is just what the prohibitionists want. When they walk, club revenues will crash, and clubs themselves will inevitably follow. The proponent of this deal has said himself the revenue impact would be up to 40%. He's right. There has been research in Nova Scotia and South Australia that supports this. And we also know our punters.

But let's just suppose the downturn is 30%; that's bad enough. A KPMG study shows that in NSW alone a 30% revenue downturn for clubs would result in the loss of more than 11,500 jobs, a loss of \$820 million from the NSW economy, and force the closure of clubs. Extrapolated nationally, with pubs and casinos included, the damaging impact would reverberate across the whole economy. This out-of-left-field deal which blindsided the industry has left thousands of club and pub employees anxious and concerned for their future.

Economic purists may pontificate from on-high that lost jobs will be picked up and replicated elsewhere in the economy. Try telling that to a young mother pulling a beer in Gilgandra, a university student clearing tables in Ballarat, a man on the door in Ipswich. A young bloke who works at my club in Wollongong asked me the other night where this was all heading as he has a small child, his wife is expecting another, and he fears for his job. I told him that if necessary we were committed to going all the way in one hell of a fight, but I could give him no guarantees. He said to me: *"Mate, if this happens I'll never vote for those people again."*

Added to all of this, and notwithstanding

Continued page 14

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14 Industry Issues

From p13

the Prime Minister's legal advice, Australia's states and territories have enormous concerns about mandatory pre-commitment and ATM limits on what people can withdraw of their own money. The current NSW Labor Government believes it is absurd to try and introduce this without a cost-benefit analysis or any sort of trial. The NSW Liberal-National Coalition will not support mandatory pre-commitment if it comes to power, but says it will favour a system that is voluntary for the player, venue-based and affordable.

The Victorian Government says it will refuse to have its state's intended harm minimisation measures overridden by the Commonwealth. And that means voluntary pre-commitment, not mandatory. South Australia is on the record against mandatory pre-commitment. So the Commonwealth has a fight not only with industry, but with states and territories as well. And all of this is happening at a time when states and territories across the country have been reporting year-on-year a marked decline in the prevalence of problem gambling.

The anti-gambling lobby claims the states and territories and the industry give only token attention to the issue of problem gambling. This is not true. In NSW, which hosts half the poker machines in the country, problem gambling rates halved from 0.8% of the adult population in 2006 to 0.4% in 2008. Calls to G-Line, the Government's well-promoted telephone help line for gamblers, have halved in the past decade. The Queensland Government has conducted four surveys, each of some 30,000 respondents over seven years from 2001, and found a consistent decline from 0.83% to 0.37%.

So that's why it shouldn't happen.

Why can't it happen?

I am sure that when they reached this agreement, neither the Prime Minister nor the Member for Denison had the first idea of what was involved, of the size and complexity of the animal they had grabbed by the tail.

Let me give you a few basic statistics. There are around 198,000 poker machines in 5,700 venues spread across Australia. There are a dozen different manufacturers and these machines operate on eight different state or territory-approved systems which do not "talk" to each other. The best estimates of the time it would take to develop and integrate the technology and roll it out across Australia is 14 years. The Australian Government has received expert advice that to equip all the machines with the technological

capacity to accommodate a universal Australia-wide mandatory pre-commitment regime, a quarter of them may be able to have a suitable software update. One quarter would need a hardware and a software upgrade, and half the total number of machines - about 99,000, would need to be replaced at a total cost of around \$3 billion. There would need to be a national network linking all states and territories and a database capable of tracking every player's activity.

Some in the anti-gambling lobby propose the database be managed by the Australian Taxation Office or Centrelink. The technical experts say no solution would be cheap, easy nor quick due to the enormous complexity involved.

As the biggest gaming machine manufacturer in the world has noted: *"The complexity and the permutations of this development work and its deployment is extraordinary and would take an extended period to complete, recognising that the market itself has evolved to its present state of complexity over an extended period."*

In the case of NSW, of course, this period extends back more than half a century.

To give you an example of the comparative complexity, this "licence to gamble" system would be twice as big as Telstra's broadband system. So we're talking about a big, complex animal here that I am sure those who made this political deal do not understand. Indeed, even the Member for Denison remarked during one of his committee hearings that there's a vast difference between political deals and technical reality.

Technical challenges aside, we're also talking about a cost to clubs and the industry of billions of dollars - all supposed to be expended in a compressed timeframe expiring in 2014. That is simply not possible - a 2014 deadline beginning next year is not technically or financially possible. Clubs and pubs would go bust in the process. And all just to keep one MP onside - an MP who received fewer votes than many clubs have members.

So, what should happen?

ClubsAustralia has always been in favour of targeted, sensible, effective and affordable measures to further reduce problem gambling. On October 22, 2008, I stood on this same podium and on behalf of ClubsAustralia presented a six-point plan to further help reduce the incidence of problem gambling. It included suggestions covering family interventions, education, greater empowerment of counsellors and improved counselling services, proper research and ensuring that measures are not experimental, venue staff training,

tightening regulation of the internet and a ban on betting on credit.

On that occasion the anti-gambling lobby could hardly wait for me to conclude speaking before running to the media and describing what I had put forward as a "joke". But that's what we expect from prohibitionists. We have not been discouraged by that and continue on. We are driving trials of voluntary pre-commitment, and investing heavily in a multi-venue self-exclusion scheme. The unfortunate consequences of this obsession with mandatory pre-commitment is that such other measures that would further assist problem gamblers are not receiving the attention and support they deserve.

Let me make it clear with regard to this specific matter I am addressing today, ClubsAustralia is not against pre-commitment as such. We would support a system that is voluntary for the player to use, is venue-based and is affordable. We have offered to proceed down this path with government. Indeed, some clubs already are offering their members the choice of setting a limit voluntarily if they feel it will help them.

We will not agree to a compulsory system that is personally intrusive, deliberately designed to "inconvenience" players, and which will be a turn-off to most ordinary, everyday Australians who wish to spend some of their recreational and entertainment time playing poker machines.

And in taking this stance, we also ask: What further intrusions can Australians expect? What's next?

The Australian Government should deal meaningfully with industry and not simply shove a politically expedient done deal in our faces. In other words, it should stick to its pre-election promise.

The Prime Minister has until around May next year to introduce legislation into Parliament on this issue. Should she elect to do so, the 148 MPs sitting in the House of Representatives will have a clear choice. They will need to decide whether to vote for, or against, a compulsory system that is disastrously expensive, personally intrusive, deliberately designed to "inconvenience" players, and which will be a turn-off to most ordinary, everyday Australians who wish to spend some of their recreational and entertainment time playing poker machines, while doing nothing to assist problem gamblers. Millions will have an interest in the public position of these MPs.

And, while contemplating their vote, they should acknowledge the real "elephant in the room". That woolly mammoth of course is the internet and its lure to vulnerable people who sit at

home, often alone with no social inclusion, and have the choice of 2,000 sites on which they can gamble on credit, many with money they do not have.

According to Merrill Lynch, Australians spent \$840 million on online casinos and poker in 2008, with the bulk of this spent on online slots and table games. This burgeoning industry is powering on - with no taxes being returned to Government, very few jobs, and no regulation.

If you'd like some examples, I invite you to Google "online gambling". You'll discover sites such as "online pokies.com.au" and "allslotscasino.com.au". You'll be able to read that there are "proven strategies" that ensure you'll win 99% of the time you play the cyber pokies ... advising that the best way to win on the pokies is to gamble online ... inducements involving "free dollars" and 300% deposit bonuses, and the like ... claims that site providers have "inside information" on how poker machines work. You will also discover an online chat window with a live operator on the other end offering bonuses and assuring you that playing online slots will "boost your bankroll".

And this all going on while the

Government and the Member for Denison want to demonise clubs and pubs who do not offer gambling on credit... whose venue ATMs cannot dispense cash on credit ... who cannot offer such inducements ... and who subscribe to world's best-practice harm-minimisation measures.

So, for the various reasons I have outlined - why this deal should not be enforced, why it cannot be enforced, and what should occur, I can confirm that ClubsAustralia and the Australian Hotels Association, representing clubs and pubs across the nation, will undertake a public campaign to raise awareness of this issue and all that it represents. Our campaign will inform our millions of members and patrons, our hundreds of thousands of employees, the five million people who play the pokies each year, our 100,000 volunteers, the many sports and charities we support every day of the week, and the people of Australia generally.

We will also continue impressing upon legislators just what this ill-conceived, untested, uncoded, un-Australian deal means. I, for one, am not prepared to see our magnificent Club Industry destroyed on an altar of political expediency - and I have no doubt an enormous number of my fellow

Australians will feel the same way, let alone the prospect of having government breathing more heavily down our necks.

Perhaps those who would sit in judgement of us at a Federal level would do well to heed the words of Queensland Premier Anna Bligh after her state's horrific floods this year. Referring to the devastated Goodna Leagues Club, between Ipswich and Brisbane, and saying it should be the first place in the state to be rebuilt under the Sunrise program's Operation Bounceback, she said: *"This club is the absolute heart of the community. It is the one place they have where their children and their community members play football. It is the only place they can go and have community meetings, where they have community events, 21st birthdays, those sorts of things. It really is the community centre of this suburb."*

So the Queensland floods may have done their worst, but they will not destroy Goodna Leagues Club. Only the Member for Denison at the other end of the country, with a gun to the head of the Australian Government, can do that. Today, I am declaring that for the reasons outlined, clubs and pubs oppose mandatory pre-commitment, as well as government-imposed restrictions on how Australians can access their own money.

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Victoria's new Gaming Minister draws state

Victoria's new Gaming, Consumer Affairs and Energy Minister **MICHAEL O'BRIEN** has wasted no time in declaring his hand on critical policy issues affecting the Club Industry and in his first interview with *CMA Magazine* correspondent **KATIE CINCOTTA**, Mr O'Brien candidly states that the Federal Government's controversial push for compulsory pre-commitment on gaming machines as a Big Brother nanny state policy. While he supports pre-commitment as a problem gambling strategy, Mr O'Brien insists the spending limits should be optional ...

In November 2010, Victoria elected its first Liberal Government in 11 years,

declaring former architect and daily swimmer Ted Baillieu the new Premier.

Michael O'Brien, a former barrister with two young children, was

appointed the new Minister for Gaming, Consumer Affairs and Energy, after serving as the Shadow Minister for Gaming since 2006.

As an experienced advocate, the young Minister from blue-ribbon Malvern has wasted no time in declaring his hand on critical policy issues affecting the Club Industry, including the controversial push for compulsory pre-commitment.

Mr O'Brien has described mandatory pre-commitment on pokies as a "Big Brother nanny state policy".

While he supports pre-commitment as a measure to address problem gambling, Mr O'Brien insists the spending limits should be optional.

"The Victorian Government's position - clearly set out in our election policy - is that individual

customers should have the right to choose whether or not to use the pre-commitment technology.

"Our aim is to offer support to people who seek assistance to control their gambling, without unduly interfering with the rights of individuals who may not wish to provide personal information in order to play a gaming machine," he told *CMA Magazine*.

With the Federal Government making a legal push for mandatory pre-commitment, threatening to use its constitutional powers to legislate on electronic gaming machines across the nation, the once self-employed barrister in trade practices and commercial law is using his legal mettle to push back.

"The regulation of gambling always has been - and should remain - a matter for the states," Mr O'Brien said.

"It would be inappropriate for the Federal Government to seek to prevent the Victorian Government from delivering our election commitments on pre-commitment.

"We will seek advice on any attempt by the Federal Government to do so."

The Minister told *ABC News* that the Gillard Government was making

Old guard playing 'hard ball' with clubs

As Victoria's gaming duopoly ready themselves to step aside, how will the Government help manage the transition and protect clubs from bullying by Tattersalls and Tabcorp?

TGS (Tabcorp Gaming Solutions) has twice been investigated by the consumer watchdog for threatening to take away machines if clubs didn't sign up to six-year deals.

Club managers under Tatts say the company is also playing "hard ball" and threatening to withdraw high-performing machines as per its contract.

Victoria's Gaming, Consumer Affairs and Energy Minister Michael O'Brien says the Government's policy is to work with industry to facilitate a smooth transition.

"The Government is engaging with stakeholders - the incumbent licensees and many venues - to provide greater certainty going

forward," Mr O'Brien says.

"We are focused on the impact on the industry as it gets ready for 2012."

In the meantime, club managers such as Rick Scott, who heads up City Memorial Bowls Club in Warrnambool, are charging ahead with their strategy for owner-operated poker machines.

"We have gone with SGS [Specialised Gaming Services] headed by Scott Meyers who set up Tatts Pokies years ago in Victoria and South Africa, plus business development and corporate strategy with numerous companies," Mr Scott said.

"We've also engaged Glen Crawford who has had senior product roles both as a gaming and venue operator with Tatts and nationally with ALH.

"We are basically doing it ourselves with expert support and advice.

"This will give us control of our own destiny."



battlelines on pre-commitment

threats with “a dog’s breakfast of constitutional provisions” to honour the deal with Tasmanian Independent MP Andrew Wilkie, which reeks of political power play rather than best policy outcomes.

“State governments understand the industry and the delivery of services to treat problem gambling,” Mr O’Brien said.

“The Federal Government has demonstrated through programs such as the home insulation scheme that it is not the best level of government to deliver ‘on-the-ground’ services.”

As the Club Industry moves closer to the ban on ATMs in gaming venues, the Minister declares the scheme fixed and non-negotiable.

“The Victorian Government will continue to implement the legislative ban on ATMs in gaming venues, which takes effect on July 1, 2012,” he added. “This policy is aimed at reducing gambling-related harm.”

Mr O’Brien acknowledges club concerns that venues could lose patrons because of the inability to

withdraw cash, especially in an environment regarded as safer than a public ATM.

“The Victorian Government is aware of the concerns of clubs about the impact on their patrons, and will monitor and evaluate the impact of the ban on ATMs,” he said.

Where the incoming Liberal Government did make swift change was in reducing liquor licensing fees to help ease the burden on businesses and community groups that pose a lower risk in relation to alcohol-related violence.

“For more than 10,000 small businesses and community clubs right across Victoria it means liquor licensing fees will be more than halved,” the Minister added.

The base renewal fee has been reduced for the following categories:

- full club (without gaming machines)
- restricted club
- vigneron
- restaurant and cafe
- renewable limited and BYO permits.

“The previous Labor Government increased liquor licence fees across the board, hurting many community and sporting clubs,” Mr O’Brien said.

“The Baillieu Government’s changes recognise the important place of clubs in our community, and the lower risk they pose compared to some other types of licensed venues.”

With clubs now making serious plans for the transition to owner-operated gaming in 2012, the Monitoring Licence still hangs in the balance.

In October 2010, four registrants were invited to apply for the 15-year, single independent monitoring licence - Intralot, Tabcorp Monitoring, Maxgaming Vic and Monverco.

The Minister says the Gambling Licences Review within the Department of Justice is currently assessing those applications and the VCGR is undertaking probity checks of the four contenders.

“As the project is still in what is called a ‘competitive bidding’ phase, it is not appropriate to make any further comment,” he says.

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RSL Club entry laws change proposed

The NSW Liberal and Nationals parties Coalition are proposing changes to the Registered Clubs Act to allow ex-servicemen and women automatic entry to RSL clubs throughout NSW. This policy is similar to initiatives in other states that allow Returned and Services League members to access RSL clubs with greater ease.

In Victoria, members of RSL clubs when visiting other RSL clubs, receive reciprocal member benefits without needing to sign in. NSW RSL members also are granted access to licensed RSL sub-branch clubs in Victoria. All 55,000 RSL members in NSW must sign in at each RSL club they visit. Under the proposed changes, full service members of the NSW

Returned and Services League would not need to sign in when visiting one of the state's 270 RSL clubs. RSL members will be allowed access to a club after producing a valid financial RSL membership card. Full service members would still be required to be a member of at least one licensed RSL club, most likely a club close to their home which they visit regularly, to ensure the concept of club membership is retained.

Then-NSW Opposition Leader Barry O'Farrell and Shadow Minister for Hospitality, Tourism and Major Events George Souris announced the proposal in the lead-up to the NSW Election on March 26.

Mr Souris said a NSW Liberal-Nationals

Government would amend the Registered Clubs Act to allow ex-servicemen and women who are RSL members entry to RSL and kindred clubs on producing a valid financial membership card of the RSL.

NSW RSL State President Don Rowe and RSL and Services Clubs Association Chairman Bryn Miller welcomed the announcement which has been an Association long-term goal. "This is good news for our members who will be able to more easily access RSL and Services Clubs across NSW," Mr Rowe said. "I'm happy the NSW Liberals & Nationals took the time to listen to our concerns and act positively to help our members and their clubs."

GTA welcomes new Chairman, members

The Gaming Technologies Association has announced important governance and membership changes in the lead-up to the 2011 Australasian Gaming Expo - G2E.

The first involves the rotation of the GTA's independent Chairman Jamie Odell, the CEO and Managing Director of Aristocrat Leisure Limited. Mr Odell oversaw significant change in the GTA, including a major strategic and environmental review that resulted in several important changes. Incoming Chairman Danny Gladstone, the CEO of Ainsworth Game Technology thanked Mr Odell for his contribution to the GTA and the gaming industry. "Jamie brought

stronger analysis and discipline to our governance processes," Mr Gladstone said.

One of Mr Gladstone's first duties was to welcome two new members to the GTA - Bally Technologies and WMS Gaming. "Both Bally and WMS are world leaders in the supply of games and gaming equipment for the Hospitality Industry," Mr Gladstone added. "I'm sure their knowledge and experience will sit comfortably with current Board members and add to the depth of our deliberations and outcomes."

GTA CEO Ross Ferrar said the Association's full members now include Ainsworth Game Technology,

Aristocrat Technologies, Aruze Gaming Australia, Bally Technologies, IGT Australia, Konami Gaming Australia, Shuffle Master Australasia and WMS Gaming Australia.

Independent Gaming is a GTA Associate Member.

Apart from WMS Gaming Australia, all of the GTA's full members and Independent Gaming are CMDA Career Development sponsors.

Among its other activities, the GTA operates the Australasian Gaming Expo, held in August each year at the Sydney Convention and Exhibition Centre. The 2011 Expo - G2E - will be presented on August 21 to 23 at Darling Harbour.

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Lucky 13 smiles on ACE Awards

It was "lucky 13" for the Australian Club Entertainment (ACE) Awards, presented at the Canterbury Hurlstone Park RSL Club last month.

Almost 400 guests packed the club's spectacularly presented auditorium for the event that acknowledges the talent and work of professionals who entertain in clubs across Australia.

The ACE Awards also was enjoying a new place on the calendar with the event moved from its traditional November date to March and better reflect the full year of performances.

The Club Managers' Association Australia (CMAA) also has joined in the running of the ACE Awards, with CMAA Federal President Bill Clegg, ACCM, taking on the role of Chairman of the Event Management Team. CMAA Executive Officer Terry Condon CCM, and major sponsor executive, Doug May from Lion Nathan (Tooheys) also joined the Awards management group.

Twenty-three companies sponsored the awards categories with the CMAA and Lion Nathan combining to sponsor the main award - "Outstanding Club Performer of the Year". Full list of awards - **Page 22**.

With the awards focusing on live entertainment in clubs, the impressive list of sponsors includes ClubsNSW, the RSL & Service Clubs Association and Leagues Clubs



Australia. Twin Towns, host Canterbury Hurlstone Park RSL Club, Petersham RSL Club, Panthers Penrith, Blacktown Workers Club, Bankstown Sports Club and St Marys Rugby League Club also feature among the sponsors. MDA Career Development sponsor companies Lion Nathan, Coca-Cola Amatil and InfoGenesis supported awards categories along with The Robin Hunt Organisation, Boden and Creative Gifts.

CMDA Career Development sponsor companies Lion Nathan, Coca-Cola Amatil and InfoGenesis supported awards categories.

Appropriately, the theme of the 13th awards gala was, "*RISE ... A New Beginning*" with the opening act, "*Brand New Day*" presented by Ashleigh Toole, Hannah-May Buckley, The Enigma String Quartet, Jonas Jost, Chris Connolly, Darryl Talbot and the Fiona Gage Dancers.

Host Liz Taylor welcomed sponsors, guests and entertainers before guest presenter Susie Smither started announcing the awards, while Lesley Hancock, Greg Hayes and Peter Kaye put together an impressive political comedy piece.

In his speech, ACE Awards Chairman Bill Clegg said the CMAA happily embraced the opportunity to support and help to grow the annual ACE Awards to show that club managers are with entertainers in what has been challenging recent times.

Bill then called to the stage representatives of the 23 organisations who sponsored the 2010 ACE Awards, acknowledging their long and generous support for the Club

Industry and the entertainers who make "clubland" such a special family.

With the sponsors returned to their tables, Rhonda Burchmore and the Fiona Gage Dancers lit up the stage with a memorable version of "*Sweet Georgia Brown*" before Monica Trapaga moved on with the awards.

Paul Martell, who later collected the "Best Comedy Act" award, then had the honour of announcing the "Lifetime Achievement Award" to his life-long friend, Mark Loyd. Award sponsor ClubsNSW Chairman, Peter Newell, OAM, then congratulated Mark on a lifetime of excellence on stage as a rock and show star and behind the scenes as a world-acclaimed producer and director. Full report - **Page 21**.

One of Australia's most acclaimed performers on stage, screen and film,

Continued page 20





From page 19

Tom Burlinson, the took the stage to continue the awards ceremonies before The Next Step ended Act 2 with *"Do It On The Dancefloor"*.

Act 3 opened with master magician Jonas Jost, more awards and Rick Price performing *"Heaven Knows"* before special guest presenter B J Thomas, of *"Raindrops Keep Falling On My Head"* fame, presented the final awards, including Female and Male Vocal Performer awards and the main entertainer award, "Club Performer of the Year".

The memorable finale featured Karen Beckett performing *"I'm Feelin' Good"*, *"Don't Stop Me Now"*, performed by Jace Pearson and *"Everybody's Free"* with Belinda Adams. The Fiona Gage Dancers performed in the two finale numbers.





MARK LOYD



PAUL MARTELL



PETER NEWELL

Industry acknowledges another great talent

A highlight at each of the past 13 ACE Awards has been the Lifetime Achievement Award.

As the title suggests, the award - this year sponsored by ClubsNSW - acknowledges the work and success of a person that the entertainment industry holds close to its heart.

ClubsNSW Chairman Peter Newell, OAM, presented the ACE Lifetime Achievement Award to Mark Loyd, one of the most awarded and respected entertainers and producer-directors to have worked in the Entertainment Industry in Australia. He is regarded as the professional's professional and has worked with the biggest and best performers to have taken the stage.

Mark's close friend Paul Martell, who picked up the award for "Best Comedy Act" at the 2010 awards gala at Canterbury Hurlstone Park RSL Club, had the pleasure of profiling the life and times of a remarkably successful career in the spotlight and behind the stage.

Paul, through Gregg Arthur's beautifully written biography, proudly conveyed the story of a young man recording hits at the height of the music revolution in London to producing show spectaculars across the United States, Europe, Asia and Australia.

Mark has been in the Entertainment Industry for 53 years. His first paid gig was as a singer/drummer in 1958.

In those exciting times in London, Mark was already making a name on live gigs and with studio sessions, working solo and with a popular group, The Monotones.

It was in the '60s that Mark became a session musician at EMI's Abbey Road studio. A record contract with Parlophone followed and a hit record, "Everybody Tries", in 1965 went to No.4 in the charts. He had a hit in Germany and Holland with "Judy in Disguise" that sold 110,000 copies in the first week of its release. Mark also had success in the UK and

America with The Treetops.

Mark first came to Australia for just a few weeks as an "import" act in 1977. After fulfilling contracts in England, he came back in 1979 and made Sydney his home. Mark's first act in Australia was "Mark Loyd and Vanity Fair".

In 1985 he met his wife Debbie Graham, one of Australia's leading choreographers, and they produced the act, "Mark Loyd With Pleasure", and formed their production company, "Popset". The act became one of the most successful shows in Australia and overseas, touring major hotel circuits in Malaysia, Singapore, Thailand, Indonesia, Borneo and Scandinavia. In 1990, Mark revamped his show as "Licensed to Thrill", becoming an instant hit.

Mark's shows have won 11 Mo Awards, while he produced and directed three Mo Awards and three ACE Awards. His direction skills have been seen in Australia, Asia, England, Scandinavia, South Africa, Brazil and Las Vegas where he directed "The Grand Cirque" at the Desert Inn. He also performed at the Rio, Stardust Hilton Convention Centre and the Desert Inn.

After a long and successful stage career, Mark concentrated on producing and directing. In 1999 he performed his last shows at Souths Juniors, filling the auditorium for five weeks and 13 shows.



The Winners

Covers Band - 2-3 Person - sponsored by Gopher Graphics:

THE ROBERTSON BROTHERS

Covers Band - 4/+ Person - sponsored by Dotcom Promotions: **KAMIS**

Solo Piano/Vocalist - sponsored by Bankstown Sports Club: **DI SOLOMON**

Solo Guitar/Vocalist - sponsored by Coca-Cola Amatil: **CHRIS CONNOLLY**

Country Female Performer - sponsored by St Marys Rugby League Club:

FELICITY URQUHART

Country Male Performer - sponsored by Leagues Clubs Australia:

TROY CASSAR-DALEY

Country Group/Band - sponsored by Boden Projects: **THE McCLYMONTS**

Technical Support - sponsored by RSL & Service Clubs Assn:

SOUTH SYDNEY JUNIORS

Children's Show - sponsored by Barlow Music:

MON TANNER MAGIC - BRENDAN MON TANNER

Accompanying Band - sponsored by DeBortoli Wines:

WESTERN FRONT - MOUNTIES

Show Band - sponsored by Lion Nathan (James Boag): **THE ZIPS**

Tribute Show - sponsored by Blacktown Workers Club:

ABBALANCHE - ABBA SHOW

Lifetime Achievement Award - sponsored by ClubsNSW: **MARK LOYD**

Vocal Group - sponsored by Panthers, Penrith: **THE ROBERTSON BROTHERS**

Original Music Performer - sponsored by Support Act Limited: **GUY SEBASTIN**

Original Music Group - sponsored by InfoGenesis: **MENTAL AS ANYTHING**

Sight Act - sponsored by CMAA: **DARREN CARR**

Best New Act - sponsored by RHO Solutions: **THE SELTIC SIRENS**

Comedy Act - sponsored by Artiste's Answering Centre: **PAUL MARTELL**

Versatile Variety Act - sponsored by Petersham RSL Club: **JOEY FIMMANO**

Variety Production Show - sponsored by Creative Gifts:

ITALIAN DELIGHT - JOEY FIMMANO

Female Vocal Performer - sponsored by Canterbury Hurlstone Park RSL Club:

MARCIA HINES

Male Vocal Performer - sponsored by Twin Towns Clubs & Resorts:

DAVID CAMPBELL

Club Performer of the Year - sponsored by Lion Nathan (James Boag) & CMAA:

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2011 Mid Year Executive Leadership Conference

July 6 to 8

The CMAA Mid Year Executive Leadership Conference again will be presented at Jupiters Hotel, Gold Coast. Themed: **"It's All about Business Continuity"**, the Conference will feature two dedicated streams focussing on **"Business Sustainability"** and **"People Sustainability"**. The Conference content covers ...

- DiSC, Individual, Team & Organisational Culture & Leadership
- Crisis Management Planning, Tri & Co Generation, Dept of Environment: Staff Engagement Module, Security, IT Auditing, Building Sustainability and more.

The three-day 2011 Conference is a world-class educational program of workshops, panel sessions and industry leaders. The CMDA soon will release full details and the brochure for this professional development event.

2011 Club Finance Conference

May 25 & 26

If you are a CEO, a Finance Manager or a senior manager who has to deal with the **"numbers"** at your club, then this conference is a must-attend opportunity. The **Club Finance Conference** - presented by the **CMAA** and **Big Dave Staughton** - includes two days of hard-hitting, top-level financial management topics designed to assist senior managers in keeping up to date with the latest movements, trends, innovations and contemporary thinking in the dynamic finance area of business. This Conference offers presentations, panel sessions and master classes fronted by finance experts. The CMDA soon will publish full details of this event.

IT Management Summit

@ Quirindi RSL Club

The pro-active Committee of the **CMAA North West State Zone** again has invested in their members. Thanks to the education money raised through auctions and fund-raising events, the Zone is offering another free education day at **Quirindi RSL Club** in **May**. The **IT Management Summit** has been developed to assist executives to better manage their club's infrastructure and the array of opportunities web and digital technology offers to boost profits and profile. The **CMAA** and **National Bursary Program** sponsor company **Secom Technology** have refined the inaugural 2010 program to cover a vast range of topics ...

- Understanding How Your Club's IT Infrastructure Works
- IT Security, Audit & Computer Forensics: The MUST KNOW Factors
- Web Design & Integration Demystified
- Gaming IT: What Do You Need To Be Asking The Gaming Companies?
- Harnessing The Power Of Your IT Reporting
- How Effective Are Your Disaster Recovery Strategies When IT Crashes?

2011 Club+: Wedding & Event Summit

May 17 & 18

On May 17-18, the CMDA's inaugural **Clubs+: Wedding & Events Management Summit** will be presented at **Bankstown Sports Club**. This event follows on from the popular **2010 Event Management Summit** that attracted more than 120 industry professionals. Go to the CMAA website www.cmaa.asn.au to register for the **Clubs+: Wedding & Events Management Summit**.

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Support the companies that support your Association





CMDA Training Program: April - May 2011

For full content details of each of the programs contact the CMDA or refer to the 2011 calendar on our website.

Phone: (02) 97464199 * www.cmaa.asn.au * Email: training@cmad.asn.au

COURSES... (Venue is CMAA Career Development Centre, Sydney Olympic Park unless otherwise noted)	April	May
Provide Responsible Service of Alcohol SITHFAB009A (LAB approved) 1 Day (ACCM Unit)	20 th (Mounties)	18 th (Mounties)
Provide Responsible Gambling Services SITHGAM006A (LAB approved) 1 Day (ACCM Unit)	21 st (Mounties)	19 th (Mounties)
Deal with Conflict Situations SITXCOM003A - 2 Days For anyone who has to lead teams, resolve conflict with staff, customers and their peers.		(Cardiff RSL) W18 & Th19
The Effective Operational Manager Program - 2 x 3 Day Sessions This 6 day program has been designed to build on the CMAA's Duty Manager Development Program and Enhance the skills of existing Line Managers, Departmental Managers and Assistant Managers.		S1: T24-Th26 S2:T21 -Th23 June
Develop & Update Legal Knowledge Required for Business Compliance SITXGLE001A 3 x 2 Day Sessions (ACCM Unit) Covers the range of legislative compliance issues including; Trade Practices, OH&S, Privacy, RSA, RCG and more.	S1:M11&T12	S2:M2&T3 S3:M23&T24
Food Safety Supervisor Program 1 x Day Session 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.	T19	T31
Supervisor Boot Camp - 4 day Sessions For potential & existing team leaders & supervisors. Includes: Identifying the responsibilities & characteristics of an effective supervisor, personal values & style, time mgmt skills, communication & motivational techniques, delegation & problem solving, supervising service excellence & coaching skills.		S1: M2 S2:M9 S3:16 S4:23
Analyse & Report on Gaming Machine Data SITHGAM004A 2 Days (ACCM Unit) (Prerequisite for Gaming Management Development Program) Deals with the collection, analysis, reporting of EGM data per statutory requirements & variances through cash flow analysis.		T7 & W8
E-Financial Fundamentals 'A blended approach'- this course comprises of: <ul style="list-style-type: none"> pre course work (hence the requirement to register by 27 August to receive materials), a face to face day-attendance is mandatory where core learning content is presented a completion date for the lodgement of activities & assessments		Face to Face Day W15 Registration closes M7
E-Monitor Staff Performance SITXHRM006A Online Unit (ACCM Unit) Deals with the skills and knowledge required to monitor staff performance, includes skills in performance appraisal and counselling.		Face to Face Day M27 Registration closes M6

Courses featuring a code prefixed by SIT are nationally recognised & accredited training units. Upon successful completion of assessment requirements, participants will be issued with a Statement of Attainment and/or a Qualification.

For further information contact the CMDA. Phone: (02) 97464199

REGISTER ONLINE TODAY - www.cmaa.asn.au

It's bigger and better in the great North West

The North West State Zone's annual Trade Show, Dinner and CMAA Meeting continues to get bigger and better as the years roll on.

Zone President Phil Wheaton said the 2011 event at - Armidale Ex-Services Club on March 8 and 9 - had been the most successful trade show that the Zone has presented with 35 out of 47 clubs in the Zone represented. "It was a fantastic night with the industry trade representatives presenting the best and latest technology and the auditorium packed for the dinner and entertainment," Phil said. "I never cease to be amazed and impressed at how the clubs in our area so enthusiastically support all of the CMAA and ClubsNSW events."

Following the Trade Show and Dinner on Tuesday, March 8, Phil welcomed 35 members, including four new members and Association Executive Officer Terry Condon to the CMAA Zone Meeting at 9 o'clock on Wednesday morning. The new members are Paul Clarke - Walgett RSL Club, Mitchell Reece - Armidale Ex-Services Club, Jeff Benson - Moree Golf Club and Nathan Chapman - Armidale Golf Club.

In his Head Officer Report, Terry praised the Zone Committee and members for their genuine passion for the Club Industry and their support of events across the Zone. Terry engaged the members in strong debate about the Federal Government's planned legislation for mandatory pre-commitment technology being installed on all gaming machines around Australia and referenced the Club Industry's joint submission to the Parliamentary

Committee investigating the controversial subject. Following on from CCM Travel Managing Director Catherine Mancuso's article in the February edition of *CMA Magazine*, Terry spoke about the importance of members having appropriate travel insurance cover. He also commented on the success and positive feedback from the Zone's Corporate Governance workshop with Dr Michael Singleton. Terry spoke about Federal Secretary Allan Peter's enhanced role with the CMAA and that the Association had advertised his Executive Officer role as he will retire in August. In closing his report, that also featured Barrington's upgrade Armed Robbery Online Induction program and the Association's CMA CARE welfare program, Terry congratulated Phil Wheaton on being inducted into the CMAA Hall of Fame.

In his President's Report, Phil Wheaton reported on the Zone's Corporate Governance Program with Dr Michael Singleton on February 19 at Inverell RSM Club where 18 clubs and 58 representatives from those clubs attended.

In his Education Officer's Report, Patrick Crick discussed education and professional development training options over the next two years and the possibility of those programs including club directors who have shown strong interest in the Association's training opportunities. Patrick alerted members to the fact the Zone had contracted to stage a full-day Information Technology Summit at Quirindi RSL Club in May, with the summit fully funded from the Zone's education funds.

In General Business, Phil briefed members on the meeting with Federal Independent MP Tony Windsor when a select group of club managers met to discuss the Gillard Government's alliance with Tasmanian Independent MP Andrew Wilkie to introduce mandatory pre-commitment technology on all gaming machines. Phil said Mr Windsor appeared very supportive and confirmed that before he makes any decisions he will look at what effects the legislation may have on his electorate that encompasses 77 clubs. Mr Windsor was made aware of the massive installation costs and the 40% reduction in revenue. Phil said the meeting's overwhelming message to Mr Windsor was that pre-commitment does not solve problem gambling.

North West State Zone's next event will be a Zone Meeting and Dinner at Lightning Ridge Bowling Club on August 9-10 with the Christmas Dinner and Meeting at Wests Leagues Club, Tamworth, on December 6-7.

Reward scheme advertising around gaming machines ... what's the law?

Unlawful - Many venues promote their member reward schemes via their websites. However venues cannot include references to gaming or gaming machines in such advertising. It is prohibited under NSW gaming laws.

Lawful - Material that promotes member reward schemes can include

reference to gaming machines - if it has been sent directly to the member and he/she has given prior consent to receiving promotional material that refers to gaming machines. Internal promotional material about member reward schemes, available from within the venue, can lawfully refer to gaming machines.



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26 CMAA Diary - 2011 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
APRIL				
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
EASTER	22-25/04/2011		EASTER	EASTER
Monday	25/04/2011		ANZAC DAY	ANZAC DAY
MAY				
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
JUNE				
Thursday	02/06/2011	11:00	Belconnen Soccer Club Hawker	ACT Zone Meeting & Luncheon
Tuesday	07/06/2011	11:00	Kingsgrove RSL Club	St George Cronulla Zone Meeting & Luncheon
Tues-Thurs	07-09/06/2011		The Venetian Resort, Macau	G2E Asia - www.asiangamingexpo.com
Wednesday	08/06/2011	11:00	Casino RSM Club	Far North Coast Zone Meeting & Luncheon
Monday	13/06/2011		QUEEN'S BIRTHDAY HOLIDAY	QUEEN'S BIRTHDAY HOLIDAY
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				
JULY				
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
AUGUST				
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
SEPTEMBER				
Sunday - Wed	04-07/09/2011		Grand Hyatt Hotel, Melbourne	RSL & Services Clubs Assn Annual Conference
Tuesday	06/09/2011	11:00	St George Masonic Club	St George Cronulla Zone Meeting & Luncheon
Tuesday	06/09/2011	11:00	Burleigh Bears Club	Gold Coast Zone Meeting, Workshop & Luncheon
Thursday	08/09/2011	11:00	Redcliffe RSL Club	Brisbane Zone Meeting, Workshop & Luncheon
Tues-Wed	13-14/09/2011	11:00	TBA	Far North Coast Zone Meeting & Luncheon
Thursday	15/09/2011	11:00	Ingleburn RSL Club	Nepean Zone Quarterly Meeting & Luncheon
Tuesday	TBA/09/2011	11:00	TBA	Inner West Zone Meeting & Luncheon
Tuesday	20/09/2011	16:30	Randwick Labor Club	City Eastern Suburbs Zone Cocktail Party
Wed - Thurs	21-22/09/2011	09:00	Kooindah Waters Resort, Wyong	Central Coast Zone AGM & Conference
Friday	TBA/09/2011	11:00	TBA	Sunshine Coast Zone Charity Bowls Day
Thursday	22/09/2011	07:30	Kogarah Golf Club	St George Cronulla Zone Golf Day
Thursday	29/09/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting



Phil Kelly new FNC President

There are three new faces on the Committee following the Far North Coast Zone AGM and TAFE Bursary Presentation Luncheon at North Coast Institute of TAFE at Kingscliff on Wednesday, March 16.

With outgoing President Darren Schipp and Publicity Officer Nathan Whiteside moving out of the industry in the past year and Education officer Ted Hoddinott not seeking re-election, Phil Kelly, Sharon Shankland and Ian Wills stepped up to join the returning Committee members.

The day opened at 9.30am with 40 members participating in a 90-minute free Education Workshop - *"How to leverage loyalty, market research and data-base mining strategies in your club to increase profits"* - focusing on how to improve a club's customer retention and spend. The workshop was presented by CMAA National Bursary Program sponsor company Rawsuga Marketing & Communications, one of the industry's leading and innovative marketing and communications businesses.

Following the workshop, CMAA Division E Federal Councillor Phil Mallon welcomed members to the AGM where

CMAA Executive Officer Terry Condon presented the Head Office Report and conduct the Election of Office Bearers.

Far North Coast Zone Committee ...

- President: Phil Kelly - Kingcliff Beach Sports Club
- Vice President: Phil Mallon - Casino RSM Club
- Secretary: Roger Hong - Evans Head Bowling Club
- Treasurer: Mark Bannerman - Maclean Services Club
- Zone Education: Sharon Shankland - Maclean Services Club
- Publicity Officer: Ian Wills - Maclean Bowling Club

Following the AGM, members and lucky guests moved into the dining area where TAFE food and beverage students and apprentices had prepared and served a delicious lunch with the room again filled to its capacity of 50 guests. CMDA Career development sponsors Lion Nathan and Foster's Group combined with CMAA National Bursary Program sponsor company Casella Wines to provide the beverages with lunch.

The Zone annually award two bursaries of \$250 to the top students - Charlie

Kean and Imogen Soul - in the TAFE hospitality course.

Far North Coast Zone's upcoming events ...

- Zone Bowls Day at Evans Head Bowling Club on May 10
- Zone Meeting at Casino RSM Club on Wednesday, June 8
- Two-day Mini-Conference and Zone Meeting at Lismore Workers Club on September 13-14
- Zone Meeting and Christmas Luncheon on Wednesday, December 12, with the venue to be decided.



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Club Secretary Manager Program



Location: Bankstown Sports Club BANKSTOWN	Dates: S1: T 12 & W 13 April S2: T 19 & W 20 April
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Ideal Candidate:

Senior managers who aspire to become, or are currently employed as the Secretary Manager, CEO or GM of a registered club.

Content Includes:

- Preparing you for the role of GM, CEO, Secretary Manager of a registered club
- Understanding the role of the Company Secretary
- Identifying the role of Management & the Board
- How to prepare and conduct Board Meetings,
- Introduction to club Constitutions, member meetings, notices, disciplinary meetings, motions and more
- Demystifying legislative & OLGR auditing requirements
- Explaining key areas of gaming compliance & general administration & finance
- Enacting compliance with management & accountability provisions as set out in part 4 & part 4A of the Registered Clubs Act 1976
- Explanation of Corporate governance & Corporations Law
- Unpacking the Liquor Act & Registered Clubs Act, RCG & RSA Policy & Practice
- Managing the CDSE function
- Managing change and strategy implementation and decision making and;
- Providing you with the recognition you need to demonstrate to a board that you have the knowledge to be able to hold the position of GM, CEO , Secretary Manager and licensee of a registered club
- Presentations from industry experts in the areas of insolvency, the governing legislation and risk management

Program Details:

Times	9.30am - 4.30pm all 4 (four) days
Fee	\$690 plus GST - CMA Member/CMDA Affiliate \$890 plus GST - Non Member
Award	Participants will receive a Certificate of Attendance
ACCM points:	Completion of this program entitles CMAA Members & CMDA Affiliates to 25 points toward ACCM activity

To Register:

Register online today at www.cmaa.asn.au

For more details contact the CMDA

Phone: 02 - 9746 4199

Nepean members send off Terry in style

There was never any doubt that there would be a great turn-out at the Liverpool Catholic Club from Nepean Zone members and Club Industry trade representatives to begin the round of formal farewells for CMAA Executive Officer Terry Condon. Terry will retire at the end of August after more than 15 years as the Association's senior administration executive. Terry spent all of his 22 club manager years as a member of the Nepean Zone before taking on the CMAA's top position, so Zone President John Turnbull and his committee took great pride in sending off one of their own.

The day started with more than 80 Zone and club board members attending the free Education Workshops where Russell Potts from CMDA Bursary sponsor companies Secom Technology presented a session - "IT Infrastructure and Disaster Recovery Planning"; and Sandra Waldon Pearson from dollars@work informed members of how they can benefit personally from a review of their current financial arrangements with their lenders.

Following on from the workshops, the room topped 100 members for the AGM where Terry Condon and Assistant Executive Officer Ralph Kober presented the Head Office Report. John Turnbull then acknowledged Terry's contribution to the Zone, the Association and the Club Industry. On behalf of the Zone members, John wished Terry best wishes for his upcoming retirement. CMAA Federal Secretary Allan Peter also attended the AGM and the Zone Committee was returned with the addition of new committee members Michael Alexander from Lithgow Workers Club and Michael Eckert from Emu Plains Sports Club.

The Nepean Zone Committee for 2011 ...

PRESIDENT: John Turnbull - Liverpool Catholic Club

VICE PRESIDENT: Michael Alexander - Lithgow & District Workmen's Club

VICE PRESIDENT/PUBLICITY OFFICER: Michael Ekert - Emu Plains Sporting & Recreation Club

TREASURER: David Marsh - Ingleburn RSL Club

SECRETARY: Antoinette Sultana - Liverpool Catholic Club

EDUCATION OFFICER: Joseph Bayssari, ACCM - Seven Hills RSL Club

Following the AGM, more than 100 club and industry trade representatives joined Zone members filed into the Liverpool Catholic Club reception room for a lunch to honour Terry and to hear MC Daryl Brohman lead a motley crew of "Condon Roasters" - including CMAA Life Members and close personal friends Hans Sarlemyn, Greg Pickering, David Costello and Jim Henry - "telling all" about Terry and his misadventures. Often humorous and sometimes serious, the tales about Terry gave the audience a great insight of what a great bloke he is and what a significant contribution he has made to the CMAA and the Club Industry in his time as Executive Officer.

1 - Terry Condon (centre) with (from left) Greg Pickering, David Costello, Jim Henry, Hans Sarlemyn and Darryl Brohman.



SUPERVISOR BOOTCAMP

Mondays - May 2, 9, 16 & 23

a course designed to prepare talented line staff, team leaders & supervisors for the challenges of making the transition from “buddy to boss”

The Supervisor Bootcamp is designed for potential & existing team leaders & supervisors. This course is a great introduction to the world of supervision and can be viewed as a first step before participating on the CMDA Duty Manager Program.

Topics:

- Identifying the responsibilities & characteristics of an effective supervisor,
- personal values & style,
- time management skills,
- communication & motivational techniques,
- delegation & problem solving,
- supervising service excellence
- Coaching others in job skills - Train the Trainer.



This program covers the requirements for two nationally accredited units of study:

- SITXMGT001A Monitor work operations, &
- SITXHRM001A Coach others in job skills.



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- **Affiliates save \$200 on course registration fees...**

If you want to take advantage of this discount AND help to retain key staff through career development contact Brad Jones at the CMDA on (02) 9746 4199 or brad@cmaa.asn.au for details.

When	4 Mondays - May 2, 9, 16 & 23
Where	CMAA Career Development Centre, Sydney Olympic Park Level 2, 1 Showground Rd, Homebush Bay
Times	9.30am - 4.30pm - all days.
Cost	\$750 (+ GST) - CMA Member/CMDA Affiliate, \$950 (+ GST) - Non Member.
Award	Participants will receive a Statement of Attainment for the nationally accredited units SITXMGT001A Monitor work operations and SITXHRM001A Coach others in Job Skills on successful completion of assessment requirements.
ACCM Points	CMAA Members & CMDA Affiliates earn 25 points for successful completion of this course.

Register online today at www.cmaa.asn.au

For more details contact the CMDA
Phone: 02 - 9746 4199

Riverina Murray's big start to 2011 at Barooga

CMAA Riverina Murray Zone started 2011 on the front foot with an impressive three-day Regional Conference, including the Zone Annual General Meeting, at Cobram Barooga Golf Club on March 20 to 22.

Sponsored by CMDA Career Development sponsor companies Ainsworth and Foster's Group, the Conference also incorporated functions and workshops for the ClubsNSW Riverina & South-West Region.

The festivities opened on Sunday, March 20, with a cocktail party - "Martinis & Melbas" - in the Sapphire Lounge at the Sporties Bar, sponsored by Ainsworth Game Technology.

The Conference started at 10am on Monday with the first of the workshops and Julie Pascoe, from Lawler Partners, presenting "Marketing in Tough Times" in the Fairway Lounge.

ClubsNSW Club Safe Manager Rowan Cameron then presented "Club Safe" - Update on Latest Developments.

More than 50 members gathered after lunch for the CMAA Riverina Murray Zone AGM in the Sapphire Room where CMAA Assistant Executive Officer Ralph Kober presented the Head Office Report and conducted the Election of Office Bearers for 2011.

Ralph reported to members on the success of the CMAA's AGM, Conference and Hospitality Expo at the Sydney Conference and Exhibition Centre at Darling Harbour on February 28-March 1. Ralph also acknowledged Zone President Gus Lico's honour of being named as winner of the prestigious CMAA Peter Cameron Award. The meeting also recognised Zone members - Michael Mullarvey, Jim Wallace, Bruce Duck, Jeffrey Duck, Joe Lico and Greg Ryan - who achieved 30-Year and 21-Year CMAA Service Awards.

Ralph then updated members on the latest education and professional development opportunities being offered through the CMDA during 2011 and beyond, including the impressive range of online E-Learning options that were designed with regional managers in mind.

The AGM was held two days before ClubsAustralia President and ClubsNSW Chairman Peter Newell, OAM, addressed the National Press Club in Canberra about the Club Industry's opposition to the Gillard Government's deal with Independent MP Andrew Wilkie, the Member for Denison in Tasmania, to over-ride the states and territories to install mandatory pre-commitment technology on all gaming machines in Australia. Ralph spoke about the implications for the industry and the lack of proven research and results from comparable legislation in other countries.

Following reports by President Gus Lico,



The Riverina Murray Zone Committee for 2011.



The G-Strings make their international debut.

on the beautiful Cobram Barooga layout before a Club Industry Dinner with more than 160 guests in the Garden Room when the newest band to hit the Australian music scene wowed the audience with a few blasts from the past. Zone Committee members Greg Roberts and Greg Ryan joined fellow-mangers Greg Huff and Greg Ferguson as the "G-Strings" produced memorable versions of "Stand By Me" and "I'm A Believer". "It was a ton of fun and, while we probably won't do it again in a hurry, everyone seemed to enjoy our sense of fun," Greg Roberts said of the G-Strings international debut. Also during the dinner, Zone president Gus Lico announced six \$1,000 CMAA professional development to Wagga RSL Club, Murray Downs Golf & Country Club, Mulwala Water Ski Club, Griffith Leagues Club, Moama Bowling Club and Yanco Ex-Servicemen's Club.

Riverina Murray Zone's next event will be a Dinner and Meeting at Club Barham on July 17-18.

Secretary/Treasurer Greg Roberts and Education Officer Paul Barnes, Ralph conducted the Election of Office Bearers with all members re-elected unopposed. The Riverina Murray Zone Committee for 2011 ...

- **PRESIDENT:** Gus Lico - Griffith Ex-Servicemen's Club
- **VICE PRESIDENT:** Jack Jolley, ACCM - Riverina Australian Football Club
- **VICE PRESIDENT:** Gregory Ryan - Barooga Sports Club
- **SECRETARY/TREASURER:** Greg Roberts - Murray Downs Country Club
- **EDUCATION OFFICER:** Karren Howe - Broken Hill Democratic Club

Following the AGM, the Conference Day 2 concluded with a Club Directors Institute (CDI) Meeting - "Revitalisation Through Risk Management: The Challenge For Directors" - in the Fairway Lounge.

Then it was time for some relaxation with nine holes of golf

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2011 Mid Year Executive Leadership Conference

Register: www.cmaa.asn.au

Register **NOW** to attend the CMAA Mid - Year Executive Leadership Conference
Wednesday 6 - Friday 8 July 2011 @ Jupiters Hotel Gold Coast

“Leading Modern Business in the 21st Century”

Join with other club managers in this exciting conference event where delegates will be able to choose to participate in conference session streams dealing with both business and people sustainability.

This conference has **ENORMOUS VALUE** for all levels of management particularly those who are interested in wanting to know how to go about creating a framework and culture of sustainability in their clubs, wanting to know how to access government funding for projects, wanting to know how to engage their staff in realising business goals and objectives, wanting to drill down into specific areas of IT, Security and Building sustainability and continuity, and importantly wanting to know how to best motivate and lead the individuals, teams and the organisational culture within their clubs. Hear from keynote speakers who will help you sustain YOURSELF as an individual!



Wednesday 6 July

- CMAA Members Meeting

Risky Business: What's your personal liability as a manager when the board blames you for the club's financial woes?
Presented by EC Commercial Lawyers & Scott & Broad Insurers

- Footy Fever - live State of Origin 3 Telecast and networking

Thursday 7 July

- Keynote Speaker: Sam Cawthorn - inspirational motivator

Conference Sessions

Choose to attend either stream OR sessions:

Business Sustainability Stream	People Sustainability Stream
<p>Risk Management: Protect your future by understanding your risk through proper planning <i>Presented by Aristocrat Leisure Industry's Risk & Audit Manager</i></p> <p>How to Take Advantage of Sustainability: Funding & Support <i>Presented by Simon Wright Director, Simply Sustainable</i></p> <p>Staff Engagement for Achieving Sustainability Goals <i>Presented by NSW Dept of Environment, Climate Change & Water</i></p>	<p>Creating an Organisational Culture for Sustainability <i>Presented by Wayne Forrest</i></p> <p>An interactive full day session journey using models such as DiSC, Myers Briggs, LSI and others to explore the fundamentals of culture and leadership at an individual, team and organisational level. Ideal for People Managers both new to the field and those who need a refresher!</p>

Friday 8 July

Conference Sessions

Choose to attend either stream OR sessions:

Business Sustainability Stream	People Sustainability Stream
<p>Maximising Security Audits & Planning <i>Presented by Bob McDougall Barrington Group</i></p> <p>IT Disaster Recovery: Get Back Online Fast! <i>Presented by Russell Potts Secom Technology</i></p> <p>Building Management Systems</p>	<p>Play a BIGGER GAME <i>Presented by Ron 'Rowdy' Mclean</i></p> <p>A full session which connects game theory with business growth and sustainability. Engaging, dynamic and interactive this session will help leaders identify opportunities to achieve more, do more and have more.</p>

- Keynote Speaker: Gretchen Lumsden:

Self Sustainability and why you should protect your greatest asset: your health and well being

Register: www.cmaa.asn.au



CMAA Executive Officer Terry Condon with Association Life Member Les Evennett and St George Cronulla Zone President Ian Todd at the Zone Meeting.



Terry Condon with Zone Education Officer Tracey van Rossum, President Ian Todd and Publicity Officer Debbie Harris at Moorebank Sports Club.



Donna Williams from Paynter Dixon with Johanna Lancaster from Advance Design and Sue Jago from Split Watermelon.

Barringtons workshop kicks off St George Cronulla year

CMDA Board of Management Studies member Tracey Van Rossum welcomed more than 80 guests to the St George Cronulla Zone Meeting, Workshop and barbecue luncheon at the Moorebank Sports Club on Tuesday, March 22.

Zone President Ian Todd, also the CMAA Division B - Inner West Zone and St George Cronulla Zone - Federal Councillor, then welcomed 25 managers, including CMAA Life Member and former CMAA Federal President and St George Cronulla Zone President Les Evennett, to the free Education Workshop to open the day at 9.30.

The Workshop - "What You Don't See" - was presented by Bob McDougall from the Barrington Group, a CMDA Career Development sponsor and CMAA 2011 National Bursary Program sponsor company. Bob spoke about his experiences with more than 150 clubs and his background with the NSW Police Force on things that are

happening around clubs that managers and directors may not be aware of. Bob's wealth of knowledge opened eyes to the things that criminals know and clubs don't - when money should be cleared and when is the prime time to be held up.

Following this interesting Workshop, members gathered for the Zone Meeting where CMAA Executive Officer Terry Condon delivered the Head Office Report and spoke about the many issues facing the Club Industry - particularly the Federal Government's determination to introduce compulsory pre-commitment technology to gaming machines around Australia. The Meeting was held the day before ClubsAustralia President and ClubsNSW Chairman Peter Newell, OAM, addressed the National Press Club in Canberra about the Club Industry's opposition to the Gillard Government's deal with Independent MP Andrew Wilkie, the Member for Denison in Tasmania, to over-ride the states and territories to install mandatory pre-commitment technology. Terry spoke about the implications for the industry and the lack of proven research and results from comparable legislation elsewhere.

Terry also reported to members on the success of the CMAA's AGM, Conference and Hospitality Expo at the Sydney Conference and Exhibition Centre at Darling Harbour on February 28-March 1.

Following the Meeting, managers joined club directors and Club Industry trade representatives for a traditional Australian barbecue lunch

at the club's outdoor function area.

St George Cronulla Zone's next event will be Zone Meetings at Kingsgrove RSL Club on June 7 and at St George Masonic Club on September 6 with the annual Zone Golf Day at Kogarah Golf Club on Thursday, September 22, and the Christmas Meeting and Luncheon at the Georges River Sailing Club on December 6.



Barringtons duo Blayne Webb and Bob McDougall who presented the Zone Workshop at the St George Cronulla meeting at Moorebank Sports Club.

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*Course fees are correct at the time of printing 10/03/11



Course 1: Tuesday, April 19

Course 2: Tuesday, May 31

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**

For more details contact the CMDA - P: 02 -97464199 or contact our training partner,
Isobel Kidd, FISHER:KIDD - P: 02 - 9817 0407 or E: 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

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

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P.O. Box 176 PADDINGTON NSW 2021
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36-38 River Street MACLEAN NSW 2463
P: 02 - 6645 2946

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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

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Patrick Crick, ACCM
Armidaale City Bowling Club
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RIVERINA MURRAY

Karen Howe
Barrier Social Democratic Club
218 Argent Street.
BROKEN HILL NSW 2880
P: 08 8088 4477 F: 08 8088 2652

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
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P: (02) 9825 3300 F: (02) 9825 3311

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Jason Stone
Port Macquarie Panthers
P.O. Box 59 PORT MACQUARIE NSW 2444
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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

SUNSHINE COAST

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

ROCKHAMPTON GLADSTONE

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

VICTORIA

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

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F: (02) 4261 8853
E: david@daptoleagues.com.au

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P: (02) 8752 2067
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P: (02) 6362 2666
F: (02) 6361 3916
E: 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

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

Know when to say when

NSW Health has launched a state-wide advertising campaign looking at changing attitudes and habits towards drinking alcohol and drinking to excess. The campaign contrasts the difference between having a good time with a few drinks and how that can change if too much alcohol is consumed with the main message - "Know When To Say When". This campaign isn't about preventing people from having a drink and enjoying themselves, but for people to consider the way they drink. The campaign is appearing on television, in magazines and on radio in NSW. Venue operators can promote the campaign by downloading and displaying the "Know When To Say When" poster.

Food Safety Supervisor

The NSW Food Authority has announced the start of the Food Safety Supervisor (FSS) scheme for food businesses in NSW. The FSS scheme requires certain food businesses in the hospitality sector, including clubs, to appoint at least one trained FSS. Clubs have until October 1, 2011 to comply with the scheme. The CMDA is offering two more FFS Courses in the first half of this year ...

➤ **Course 2 - Tuesday, April 19**

➤ **Course 3 - Tuesday, May 31**

The courses will be presented at the CMAA's Head Office - Level 2 RAS Building, 1 Showground Road, Sydney Olympic Park, Homebush Bay. Candidates can register online at www.cmaa.asn.au. For more details, contact **Ralph Kober** at the CMDA P: 02 - 9746 4199, E: ralph@cmaa.asn.au or contact **Isobel Kidd** at FISHER:KIDD P: 02 - 9817 0407, or E: ikidd@fisherkidd.com

If a FSS leaves, the club must appoint a new FSS within 30 days of the existing FSS leaving. Clubs will have an additional seven days to notify their local council of the new FSS. Staff members who have completed the two FSS courses since January 1, 2007, will have their training recognised. In these cases, clubs should contact the NSW Food Authority to arrange for an official FSS Certificate (cost \$30) to be sent to the club. Only training offered by NSW Food Authority-approved training providers - including the CMDA - will be recognised by the Government for the purposes of the FSS Scheme.

Carbon tax will hit food

The cost of everyday staples will rise and shoppers will increasingly turn to imported foods if Australia's food manufacturing industry is not protected from overseas pressure under a carbon tax, experts have warned. Responding to the Gillard Government's announcement that Australia will have a price on carbon by July next year, the Australian Food and Grocery Council said Labor must take into account the future competitiveness of the food industry. Prime Minister Julia Gillard's plans mean Australia will move from a fixed price on carbon to a free trading emissions scheme within three to five years. The Council's CEO Kate Carnell said Labor indicating the agriculture industry would be exempt from a carbon tax, transport, fuel and power costs would still make an impact on the sector. Food and grocery is Australia's largest manufacturing sector, worth more than \$102 billion annually. It accounts for 9% of Australia's international trade. But pressures from years of drought and rising manufacturing costs had contributed to an increase in food and grocery imports of more than 40% over five years. A recent report from the think tank, The Climate Institute, found extreme weather events caused by climate change were a far greater threat to food prices than an emissions trading scheme (ETS), which is expected to be about \$1.30 or 1% a week. Politicians of all persuasions have invested time selling or slamming the proposed carbon tax.



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Natural disasters no new experience for Les

By HENRI LACH

Gatton RSL Club boss Les Nash is no stranger to natural disasters. He's been in the thick of many floods and cyclones during 25 years with the Australian Army in northern Australia, including Cyclone Tracy in 1974.

"I was with the emergency teams involved in clean-up operations in Darwin," Les recalled. "We were there for about seven or eight weeks."

But none of that prepared him for the enormity of the most recent events.

"The damage in the Lockyer Valley and Toowoomba was unbelievable," he said.

Les's latest encounter with nature's fury also has a strong personal element.

His son Ben, who works at the Tully Legends Club, was to have been married to long-time fiancée Michelle at Mission Beach on Saturday, February 5.

Cyclone Yasi intervened.

The Tully-Mission Beach area is where it made landfall on the previous Wednesday at midnight, with devastating force.

The club suffered major damage. The reception area at Mission Beach was flattened by Yasi's ferocity.

"The wedding has been postponed until things get back to normal," Les said with a rueful smile.

Back at Gatton, the town and the club had survived the deadly floods



Gatton RSL Club General Manager Les Nash

that devastated parts of the Lockyer Valley and Les was heavily involved in ferrying emergency supplies to stranded residents in stricken areas.

The Gatton RSL Club also became the catering facility for emergency crews working in the Lockyer Valley area.



The Gatton RSL Club became an emergency catering facility.

"It was just cut lunch type of stuff, but it was much appreciated," Les said.

Les began his career in the Licensed Club Industry in the late 1990s when he took on the manager's job of what was then the Tully RSL Club.

He quickly recognised the value of CMAA membership and became North Queensland Zone Education Officer - a post he held for more than five years before moving south to Gatton in 2002.

He took a break from Gatton in 2006 for a posting with the Wynnum-Manly clubs group in Brisbane for about 18 months, then answered a call to return to his former job at the Gatton RSL Club.

Natural disasters aside, Les is happy to be back.

His club is an attractive little entity, strategically placed on the fringe of the Gatton CDB, near the railway station.

Importantly, it occupies its own freehold land.

It may be small in floor space, but it has a pleasant atmosphere with modern décor and a membership of just over 5000 - not bad in a town with a population of less than 10,000.

Les Nash is now looking to a future with a long commitment to Gatton, to his club, and to the nearby community that's struggling to recover from the worst disaster in its history.

Global industry award for Customers ATM boss

Australian entrepreneur Tim Wildash - the CEO and Managing Director of Customers ATM - has been recognised by the ATM Industry Association (ATMIA) for 10 years of outstanding industry leadership. Mr Wildash received an international ATMIA Appreciation Award at the association's 12th annual US Conference and Expo held in Miami, Florida, last month with more than 850 industry professionals from around the world. Customers ATM, a CMDA Career Development sponsor company, provides Australia's largest ATM network. In his presentation speech, ATMIA CEO Mike Lee said the award recognised Mr Wildash's pioneering influence on the ATM industry in Australia as well as his long-term contribution to the association's global Board of Directors. "As CEO and Managing Director of Customers ATM and a member of the Board of Directors, Tim Wildash has undoubtedly set a high standard of industry leadership, embodying a pioneering spirit, a sense of innovation, a dedication and a

commitment to business ethics", Mr Lee said. "Tim has not only led Customers ATM to become the largest ATM network in Australia but has also made significant contributions to the industry as a whole over the past 10 years, including establishing best-practice service standards and leading the development of new technology in the ATM space." Mr Wildash said he was honoured to receive the award. "From starting my own ATM company - ATM Solutions - in Melbourne in 2001 to operating Australia's largest ATM network today, the past 10 years have been an incredible journey," he said. "I am immensely honoured to receive an award recognising my service, dedication and commitment to the ATM industry and I look forward to continuing to work in this exciting, progressive industry. There is an abundance of new technology in this field, from intelligent deposit ATMs to next-generation financial kiosks, and Customers ATM plans to lead the way in delivering this and more to consumers."

Carlton Draught on a quest to produce the world's best tasting beef

Carlton Draught, is taking an Aussie pub tradition to a whole new level. Launched today, the Carlton Draught Massive Meat Wheel promotion gives Aussies the chance to go for a spin on the world's tallest cantilevered observation wheel, the EDF Energy London Eye, competing to win \$100,000 and a meat tray.

Carlton Draught has commissioned Jac Wagyu, one of Australia's premium Wagyu Beef farms, to help them create the world's greatest ever meat tray.

The result of this program is a modern twist on a classic Australian pub tradition of beer and meat trays, replacing the old-style trays with what could be the world's finest beef.

The winner of Carlton Draught's Massive Meat Wheel promotion will walk away with a grand prize of



\$100,000 and a Carlton Draught Wagyu Beef meat tray.

A limited number of Carlton Draught Wagyu Beef meat trays will be made available for consumers to trial through a number of tasting events across Australia. Event details will be posted on the Carlton Draught Facebook page at www.facebook.com/CarltonDraught during the Massive Meat Wheel promotional period.

Also a limited amount of the Carlton

Draught Wagyu Beef will be available for Australians to purchase directly from Jac Wagyu or one of their preferred suppliers via the company's website www.jacwagyu.com.au.

This May 16 finalists will win a trip to London where they will step aboard the London Eye, competing for the grand prize of \$100,000 and a limited edition Carlton Draught meat tray featuring premium Wagyu Beef, made from beer.

Australians can enter the Massive Meat Wheel promotion by purchasing Carlton Draught from participating outlets and venues and using the unique code found inside the specially marked packs or on the game card. People can also get involved by purchasing a specially marked 24-pack of Carlton Draught and entering a competition held on Channel 9's The AFL Footy Show.

Food allergy information kits available

Anaphylaxis Australia has launched an information kit for food businesses. The kit provides information for how to serve meals to customers with allergies safely and will be a valuable resource for clubs. The kit contains advice on how to respond to customer questions and how to best accommodate people with severe food allergies. Food allergies are a serious community health issue and the prevalence of food allergies is increasing, especially among children. People with severe allergies can die from eating the wrong foods. Eight foods account for more than 90% of all food allergies - peanuts, tree nuts, milk, eggs, fish, shellfish, sesame and soy. Under current legislation, food

businesses must be able to disclose to a customer the ingredients used in the preparation of each dish. This is a requirement in the Food Standards Code and under the NSW Food Act (2003). The ingredients do not have to be displayed on the menu but, if a customer with an allergy asks about the ingredients within a certain dish, the wait staff or chef must be able to confirm the ingredients used in the preparation of the meal. The Food Service kit contains an interactive CD-ROM for use in staff training, awareness posters for the club kitchen and a comprehensive information booklet. It is available for \$45 (including postage) by calling Anaphylaxis Australia 02 - 9482 5988.

Barringtons upgrades Armed Robbery Survival Skills program



The Barringtons team of Peter Jeffries and Wendy Browne with Craig Love (centre) at the recent CMAA Hospitality Expo at Darling Harbour.

The Barringtons Armed Robbery Survival Skills online induction has recently undergone an exciting revamp. To ensure the experience of the participants continues to exceed expectations, The Barrington Group has thoroughly modernised the learning platform, updated content and added new video footage. Barringtons - a CMDA Career Development Sponsor and CMAA 2011 National Bursary Program Sponsor company - has been a market leader in the niche area of armed robbery survival training for more than a decade. "The introduction of these changes ensures the

Barringtons online induction program material remains a step ahead of our peers," Barringtons Managing Director Allen Barry said. "In keeping with our efforts to review and improve all of our products and services, the Barringtons message remains the same ... our life-saving 'SOS' formula will continue to safeguard organisations against the threat of armed robbery for years to come."

For more information on the Barringtons Armed Robbery Survival Skills online induction program or to book a course, contact **Peter Jeffries** on 0418 266 185 or via peter.jeffries@barringtongroup.com.au

Bankstown Sports first with 'The Phantom'

"The Ghost Who Walks" has arrived at Bankstown Sports Club with the launch of Aristocrat's Viridian WideScreen "The Phantom" theme game.

On March 23, Bankstown Sports Club became the first venue to offer players Aristocrat's newest licensed product, "The Phantom". Installed at the club after being purchased at the Viridian Widescreen Launch Charity Auction, the first three "The Phantom" games installed at Bankstown Sports Club heralds the new range of games to be released on Viridian Widescreen, Aristocrat's latest generation gaming machine.

"The Phantom" is Aristocrat's first game in the new licensed brand category in Australia and brings an instantly recognisable character, complete with fully themed product package, including cabinet trim, bash

button and Phantom topper. The rights to the hugely successful comic franchise, "The Phantom", were obtained under an agreement with



property owner King Features Syndicate, a Division of Hearst Corporation.

The innovative "Phantom" feature is an extension of the successful "More Chilli" feature that plays four sets of

reels and players can win credits from up to all four reels.

Bankstown Sports Club Assistant Secretary Manager Mark Condi said patrons liked gaming excitement. "Coupled with the new Aristocrat Viridian Widescreen cabinet, 'The Phantom' delivers a complete gaming experience for our patrons," Mark said. "The money raised from the purchase at the auction goes to a great cause, The Premier's Flood Appeal in Queensland, so it really is a win for everyone."

Aristocrat thanked Bankstown Sports Club for partnering in "The Phantom" auction and raising \$36,000 to support the Queensland Premier's

Appeal for victims of the floods and Cyclone Yasi.

For more information on "The Phantom", contact an Aristocrat Business Development Executive on 1800 150 432.

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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

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



- 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**



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. 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.

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