

Club Management IN AUSTRALIA

Publication No PP227838/003 www.cmaa.asn.au

June 2011
Vol 101, No 226

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The Club Managers' Association Australia is registered as an industrial organisation of employees in the terms of the Fair Work Act 2009, and The Club Managers' Association is a registered Trade Union in the terms of the New South Wales Industrial Relations Act 1996. The CMAA is affiliated with the Australian Council of Trade Unions (ACTU).

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Subscription rate is \$60 a year.
ISSN 0045-7205



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Tax breaks tipped for NSW clubs

The NSW Government is tipped to roll out poker machine tax breaks in its 2011 Budget. Under its Memorandum of Understanding, signed in October when in opposition, the Government will introduce 1.1% tax cuts for clubs making \$1 million-\$5 million from gaming machines annually. Clubs earning \$5 million-\$10 million will see their tax rate drop from 35.09% to 33.49% - a saving of up to \$160,000 a year - while clubs earning more than \$20 million would see their tax rate drop from almost 40% to 37.49%, saving at least \$500,000. The tax break will apply only to gaming revenue, not money made from bar profits and entertainment. The cuts come on top of Tasmanian Independent MP Andrew Wilkie's campaign for mandatory pre-commitment technology fitted to all gaming machines in Australia. The recently tabled Joint Parliamentary Committee report said it would be possible to roll out the technology by 2014.



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The Club Industry has been in the headlines of late for the stoush between ClubsAustralia and the Andrew Wilkie-Gillard Government alliance over mandatory pre-commitment technology for poker machines across Australia. But something lost in this public dispute is the role that clubs play in the lives of people in their communities. In the case of **Liz Evans**, it's about the role her bosses and workmates at **Pittwater RSL Club** have played in her personal battle with a brain tumour ...



➤ Pages 18-19

A visit to the flood-devastated township of Grantham in south-east Queensland's Lockyer Valley is to relive a nightmare. The former social hub of this small community's few hundred souls, the Grantham Hotel, is still in ruins, surrounded by a security fence. Warning signs sprayed on the stricken building deter would-be scavengers. Across the road, what was once the local general store tilts at a crazy angle from the force of the monstrous body of water that rammed into it without warning on January 10 ...



➤ Pages 36-37

Having returned from a tiring, but enjoyable and successful four days in Melbourne as a recipient of the **CMAA's 2011 National Bursary Program Melbourne Restaurant Study Tour, Combined Services Club General Manager JOHN WILEY** took time out from his busy schedule to report of the tour and the experience. This tour is a "must" for anyone serious about wanting to learn or expand catering ideas and concepts ...

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Congratulations to Ralph and thanks to David

Members by now would be aware that the Federal Executive has selected Ralph Kober, the CMAA's Assistant Executive Officer and former Education Manager, to fill the position of Executive Officer

when Terry Condon retires at the end of August. It is important for all members to understand the process that lead to this appointment.

The succession planning process started in early 2008 when the transition of the Executive Officer role became an item for the Executive's Strategic Planning Session.

From the outset, the decision was taken that, while an internal restructure was required to ensure the service capability of the Association was assured during any transition, a comprehensive search would be undertaken to find the best candidate for the position.

To ensure that the confidentiality of prospective candidates was balanced against the need for transparency, the Executive appointed Talent2 Recruitment to complete the recruitment process, once the best candidates were selected by a panel of professionals.

All CMAA Federal Council members and other industry professionals were invited to participate on the selection panels and within the process.

In the end, CMAA Executive members completed the interview process.

On the advice of the recruitment agency, a small panel of three Executive members interviewed the shortlist of candidates.

After the first round of interviews, the shortlist could not be reduced due to the quality of the candidates.

The panel then conducted a second round of interviews with only one Executive member present who attended the first round interview.

The Executive members made the final decision.

When considering the skills required of the Executive Officer to take the Association forward, the Federal Council resolved that the right person needed to have abilities across the entire skill set range.

RALPH KOBER



In the end, Ralph Kober, as an internal candidate, was benchmarked against a wide range of candidates. Ralph proved to be the candidate best qualified to provide the generational change with the skills to implement the Association's strategic direction.

I'm sure that when I wish Ralph and his team all the success for the future, I speak on behalf of the CMAA's entire membership and the Association's many sponsors, Club Industry associates and partners.

On the other side of the coin, the Executive, regrettably, has accepted the resignation of David O'Neil from the Association's State and Federal Executive committees.

David has provided the CMAA with lengthy and dedicated service from his many Zone roles through to the Board of Management Studies, as Chairman of the Board of Management Studies and CMAA Vice President.

Everyone can relate to the wide and busy range of responsibilities that club managers have with family, work and their community activities.

So, it's understandable that from time to time, something has to give.

If the CMAA is a professional development organisation, then David is our finest product.

A committed professional, he is representative of everything that CMAA aspires to for all members.

Many people who have mentored and worked with David would be proud of his achievements to date, as have I been in his involvement in the CMAA.

The roles that we all play within the CMAA would not be possible without the support of our employers.

To the President and Board of Directors of Castle Hill RSL Club, I extend the CMAA's appreciation for the support they have provided David in his various roles with the Association.

I'm confident that David will in the future take another active role in the CMAA and we all look forward to that time.

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

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CMAA gets right man with Ralph in new role

Congratulations to CMAA Assistant Executive Officer Ralph Kober on his appointment to the role of CMAA Executive Officer when I retire on August 31. Ralph joined the CMAA as Education Officer in 1999 and managed

the roll-out of the CMDA's Responsible Service of Alcohol (RSA) course when the CMDA was the largest provider of the RSA course in NSW. He followed up by launching the Responsible Conduct of Gambling (RSG) course when, once again, the CMDA was Australia's largest provider of this course. Under his leadership the education arm of the CMAA, the CMDA, has gone on to become the leading provider of professional education to club managers throughout Australia. Ralph has had the opportunity to be involved in the strategic planning of the CMAA during his tenure and, with the CMAA Executive, will continue to lead the Association into the future, now that he has been appointed to the Executive Officer role.

During May, I had the opportunity - with President Bill Clegg - to lead a group of 47 CMAA National Bursary Program winners, CMDA Corporate and National Bursary Program sponsors and their partners to visit Macau and attend the



Aristocrat's Sales Manager in Macau, Matt Wilson, conducts a workshop for Australian delegates on the recent CMAA tour to visit Macau and attend the Asian Club Managers' Association Annual Conference in Hong Kong.

Asian Club Managers' Association Annual Conference in Hong Kong. During our stay in Macau, Aristocrat Sales Manager Matt Wilson conducted a workshop and showed the group a number of local casinos. Delegates were astounded to learn that Macau gaming had bypassed Nevada in 2008, (\$13.6 billion to \$11.6 billion) and, in 2010, had leapt to \$23.5 billion against Nevada's \$10.4 billion. The Asian Club Managers' Association Conference was themed *"Sustainability and Waste Management"* and was presented at the Hong Kong Convention Centre in conjunction with the HOFEX Exhibition - the largest Food, Beverage and Hospitality Exhibition in the Asia-Pacific Region - including more than 100 Australian companies showcasing products and services among more than 3,000 exhibitors. Delegates heard presentations from many of Hong Kong and the worlds' leading environmental experts. It was an eye-opener for our delegates to hear that Australia was viewed as being at the international forefront on these issues. The Australian delegates attended a welcome reception at the Hong Kong Country Club and networking dinner at the Hong Kong Jockey Club. Congratulations to the organising committee, headed up by Ray Parry and Steven Tan, for being excellent hosts and making the Australian group more than welcome.

The CMAA is pleased to advise that under its HMDA banner, it will partner with Gaming Technology Australia (GTA) to facilitate a world-class Conference as part of the 2011 Australasian Gaming Expo (AGE2011) at Darling Harbour on August 22-23. This Conference will give delegates from all sections of the hospitality industry an insight and update on what is happening in Australasia on issues impacting on their industry - see pages 12-13.

Late last year I reported that *CMA Magazine* Editor Peter Sharp had decided he could not devote the appropriate time to his role and he would move on. Peter assisted in producing the magazine during the search for his replacement. This was not going to be an easy task and included a false start. Peter's situation has changed and is able to return to the Association to edit the magazine. On behalf of everyone at the CMAA, welcome back Peter ... it seems like you never left us.

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

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Impressive range of products, services at AGE 2011

The latest and greatest of the world's gaming technology will be on display in August for the 2011 Australasian Gaming Expo.

Hundreds of Australian club managers, their executive staff and club directors already have registered to attend the 22nd AGE - August 21 to 23 - at the Sydney Convention & Exhibition Centre, Darling Harbour.

The AGE 2011 flagship exhibitors - Gaming Technologies Association (GTA) member organisations Ainsworth Game Technology, Aristocrat Technologies, Aruze Gaming Australia, Bally Technologies, IGT (Australia), Konami Australia, Shuffle Master Australasia and WMS Gaming Australia - will combine to display more than 400 new gaming machines across their eight exhibition stands along with a vast range of new poker machine software and gaming systems.

With recent and ongoing challenges facing the Club Industry in Australia, gaming floor differentiation and heightened business intelligence are of critical importance to individual venue success.

GTA's Chief Executive Officer Ross Ferrar said executives seeking to access the latest gaming products and innovations would be excited by attending the AGE and enthused by the vast range of new products available and approved for all Australian jurisdictions. "Installation of leading-edge gaming machines, software and ancillary products such as signage, bases and gaming systems

- the latest and greatest of which all will be on show - will ensure that the nation's clubs remain a preferred host destination for gaming entertainment," Mr Ferrar added.

"Player rewards, player tracking and business intelligence tools via gaming systems are anticipated to be one of the most sought-after products of the 2011 AGE as venues seek to better understand and meet the needs of their members and patrons."

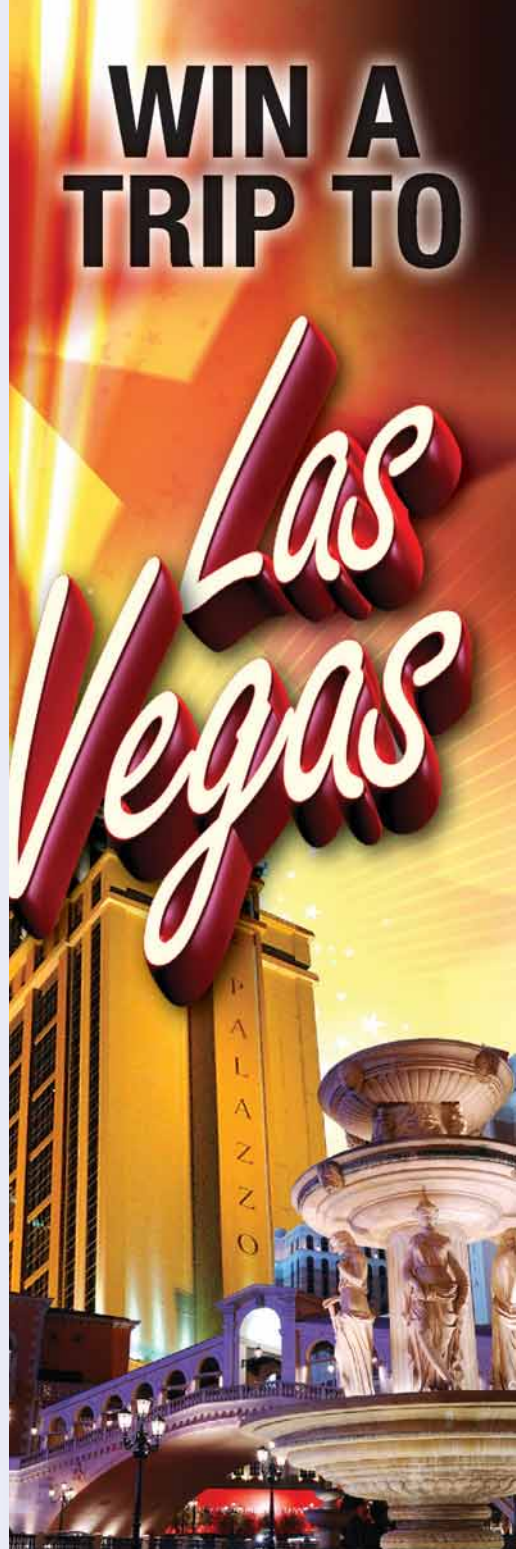
A vast array of hospitality suppliers also will exhibit uniforms, security, vending, promotions, Food & Beverage or Human Resources and banking services.

The best of Australasia's products and services will be on show and ready to do business with the leading decision-makers from registered clubs.

GTA member, Shuffle Master Australia's President Adrian Halpenny said his company again would showcase its exciting new products at the 2011 AGE. "Packed with feature-rich games for the widescreen Equinox, new enhancements to Vegas Star, and exciting developments for Rapid, you can see all this alongside new proprietary table games and innovative utility equipment all on one stand," Mr Halpenny added.

Shuffle Master is one of the 170 exhibitors at AGE 2011.

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Ralph proudly embraces newest challenge

Ralph Kober is not afraid of a challenge.

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Being in charge of the CMDA's busy and ever-evolving education and professional development program as Education Manager since 1999 has brought its own set of unique challenges.

Now, Ralph steps up to his newest - and, perhaps greatest - challenge when he takes over from Terry Condon as CMAA Executive Officer.

Terry, after extending his contract by 12 months, announced that he would retire at the end of August 2011 and, after long, comprehensive recruitment process, CMAA Federal President Bill Clegg announced on May 16 that Ralph would take over as Executive Officer - **President's Perspective: page 8.**

Ralph, 51, came to the CMAA from Star City Casino in 1999 where he was the Employee Support Services

Manager for a 5,000-strong workforce. Before that, he was the Senior Training Consultant for the F&B Division responsible for five departments totalling 1,800 people and the opening of the new casino from the former Sydney Harbour Casino Authority.

Before his work at the casino, Ralph worked more than 18 years in senior hospitality management roles, including hotel licensee in Australia and New Zealand, restaurant general manager for the Keg Restaurant Group, self-employed caterer and hospitality educator with TAFE and private providers.

Ralph headed up the CMDA in 1999 as its Education Manager and RTO Quality Manager, offering members nationally accredited qualifications up to the Advanced Diploma of Hospitality Management level. He rolled out the RSA and RCG training program for the CMDA, training more than 16,000 club personnel across NSW in its early days.

Ralph developed a strong professional

development foundation for members with topical industry programs such as the Duty Manager Program, Club Secretary Manager Course, Corporate Governance Program and more.

Ralph says he has immensely enjoyed the interaction with members across Australia and now internationally, assisting industry professionals in their career development.

Ralph said he has always viewed Terry Condon as a friend and mentor who would be sorely missed in the "trenches" as the CMAA continues to meet its day-to-day challenges. "Terry has been able to provide a level of professionalism and leadership that few organisations enjoy," Ralph added. "Terry is a man with a remarkable capacity for work. We will all miss him, but we wish him nothing but happiness with his wife Helen and their family in his well-earned retirement."

Ralph said he was looking to carry on the strategic direction and goals formulated with the Federal Executive over the past four years.

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Club leads support campaign for Liz

The Club Industry has been in the headlines of late for the stoush between ClubsAustralia and the Andrew Wilkie-Gillard Government alliance over mandatory pre-commitment technology for poker machines across Australia.

But something that is lost - or dismissed by Mr Wilkie and Ms Gillard - in this public dispute is the role that clubs play in the lives of people in their communities.

In the case of Liz Evans, it's about the role her bosses and workmates at Pittwater RSL Club have played in her personal battle with a brain tumour - and her family's financial battle to meet her extensive medical costs.

An accounts clerk, Liz 32, has worked at the club since she was a teenager. First thought to be battling two brain tumours, Liz had some good news last month when the second "tumour" was ruled out as cancer, but her personal and health battles continue. She has had three operations in less than a year to address the tumour and prevent recurring seizures.

Liz is no stranger to illness, having suffered from Lupus her whole life.

Increasing medical costs forced the Evans family to sell their home at Elanora Heights before Christmas and move to Kings Langley, in Sydney's west, on February 1.

The house needed substantial work - a new kitchen, new bathroom and laundry, air-conditioning, new flyscreens, new guttering and roofing and a coat of paint. A front yard fence also is on the wishlist.

Pittwater RSL Club CEO Bruce Smith and Human Resources Manager Shay O'Connor - with the generous support of all of the club's staff, its board and members - decided Liz, her husband Glen and two beautiful boys, Luke and Peter, would not meet their challenge alone. The club advertised an appeal for tradies and "general hands" to help refurbish the new property, which hadn't been renovated in 20 years. Bruce Smith said the club received offers of help from several businesses and locals who filled up a weekend working bee on April 9-10. Carpenters, electricians and plumbers responded to the appeal.



Liz Evans with her son Peter.

In December 2009, Liz stopped work with thousands owing in medical expenses and the family threatened by financial hardship, as Glen's income as a bus driver for the NSW Transit Authority was not enough to cover their living costs.

A major player in their support effort for Liz Evans has been the Club Plus Superannuation team with Charlie Sala and Craig Whyte ensuring Liz is receiving every cent in income protection insurance, which is a component of her Club Plus Superannuation policy.

"The people at Club Plus Super - Charlie and Craig, in particular - have been wonderful," Shay said. "They have made it possible for Glen to be at home taking care of Liz and the boys and that's a great relief to Liz." When Liz and Glen decided to start a family, she knew her pregnancies would be high risk, however with good medical support and a positive outlook she successfully gave birth to



The Evans family ... Glen with Luke and Liz holding Peter.

Luke in 2008, with Peter following in 2009. During her second pregnancy, doctors noticed a shadow on her brain during a routine Lupus check-up. With Liz pregnant, doctors decided to defer any action until after the baby was delivered.

When she left work for the second time in early December 2010, the club took immediate steps to raise more funds, with more than \$10,000 collected so far with another bowls day at the end of last month.



Pre-commitment war of words continues

As the Government's support of Tasmanian Independent MP Andrew Wilkie's reform of poker machine laws to have mandatory pre-commitment technology fitted to every gaming machine in Australia moves towards the legislation phase, Club Industry executives, politicians and anti-gaming lobbyists continue to add their opinions to the debate ...

"The decision by the Gillard Government to adopt the ill-considered approach of Tasmanian Independent Andrew Wilkie has the potential to leave a trail of destruction across regional and rural Australia. While the Prime Minister continues to show a contempt for good government as she desperately clings to power with the assistance of a few independents, she should not be under any illusion of the damage such governance can cause. Mr Wilkie may have the best intentions in this issue, but if it were not for the fact Australia currently has a minority government desperately clinging to power, such a draconian measure would not have seen the light of day."

- **Wagga Daily Advertiser** Editorial, May 18.

Campbelltown Catholic Club General Manager Michael Lavorato said the club had donated more than \$20 million to local schools, parishes and charities. He didn't know how these groups would continue operating if the club was faced with the reforms championed by Mr Wilkie. "Andrew Wilkie, who grew up in Campbelltown, went to St Gregory's College and St John's Primary School - two schools that are direct recipients of our support," Mr Lavorato said. "It's disappointing that he doesn't understand clubs and has clearly forgotten his upbringing."

NSW Hospitality and Racing Minister George Souris said online gambling was more of a growing concern and further enforcement on pub and club pokies would just fuel the rise of underground gambling dens and unlicensed venues. "Mandatory pre-commitment may not have any impact on problem gambling - if it drove gamblers back online at home and at internet cafes and by telephone [it] would not even be able to be measured."

Wests Leagues Club General Manager Tony Matthews said he wasn't sure the club, which spends \$1.2 million a year on the Wests Tigers NRL club and local sporting teams, would survive the reforms. "There's a total of about 26 local sporting groups that we support, so they've all been briefed on this because they would certainly take the brunt of it," Mr Matthews said. "A lot of those clubs rely heavily, and often solely, on our grants."

Macquarie (NSW) MP Louise Markus says she will fight for clubs affected by the mandatory pre-commitment legislation. "I acknowledge that gambling is a major problem for some Australians, and together with my Coalition colleagues, I am committed to closely examining the recommendations of the Productivity Commission. In the Federal seat of Macquarie, incorporating the Hawkesbury and Blue Mountains, there are 21 clubs employing over 500 people on a full-time, part-time, or casual basis. These clubs donated over \$5 million worth of support to local charities and recreational groups last year alone and have over 60,000 members locally."

Ingleburn RSL Club General Manager David Marsh said he was worried his club may close, putting locals out of work and affecting groups like Myrtle

Cottage, local schools, Kids of Macarthur and its 2,000-member youth club. "Let's face it, you get so much revenue from gaming and, if that's impacted by 40%, it will put people out of work," Mr Marsh said. "More than that, I don't think we'll survive."

NSW Premier Barry O'Farrell said the Federal Government's proposed mandatory pre-commitment legislation was merely a linchpin in Prime Minister Julia Gillard's bid to gain government. "Mandatory pre-commitment may not have any impact on problem gambling," he said. "If it drove gamblers back online at home and at internet cafes and by telephone [it] would not even be able to be measured."

Murwillumbah Services Club CEO Guy Diven said 79 full-time and indirect jobs his organisation provided would be put at risk. "This is a fight for the survival of all clubs," Mr Diven said. "The first thing we would do is close the Murwillumbah Sports Club, which we took over last year when it was in financial distress. We would have to severely wind back services at our main club, which would lead to reduced employment."

Member for Bega (NSW) Andrew Constance supports the campaign of Far South Coast clubs to protect local jobs. "Labor's policy could see the end of some registered clubs in the region, in particular in some of the smaller communities," he said. "Everyone wants to see problem gambling stamped out, however these new measures may have unintended consequences. I am aware of many instances where local club managers have been able to intervene and assist local people with a [gambling] problem."

Narrabri RSL Club General Manager Paul Gordon warned the future of his club and clubs across north-west NSW and Australia are under serious threat. Proposed controls on poker machine gaming would mean the closure of clubs in towns like Narrabri. "The new regulations proposed by Mr Wilkie would cost Narrabri RSL Club \$870,000 to implement," Mr Gordon said. "The total reduction in revenue to the club would be \$939,726 - based on Mr Wilkie's own predictions of a 40% downturn in trade. It would mean we would have to close our doors."

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Labor MP in firing line over Revesby Workers role

The controversial mandatory pre-commitment technology debate could be defeated, with a Labor MP accused of being ineligible to vote because he is the head of a major Sydney club.

Sydney's *Daily Telegraph* newspaper reported that Banks MP Daryl Melham is under pressure to resign from his role as Revesby Workers Club President or abstain from voting.

Without his vote the mandatory pre-commitment scheme would almost certainly be defeated - and could cost the Government the support of Tasmanian Independent MP Andrew Wilkie.

The Clubs Industry claims the scheme will cost it \$3 billion to implement and has criticised Mr Melham for not speaking out against it.

Mr Melham said he could not lobby for his club because of his conflict of interest and he would also abstain



DARYL MELHAM

from voting on the matter in Caucus, stepping down from his position as Caucus Chairman during the debate.

But he said he would support the Bill in Parliament where the minority ALP Government needs his vote. Under parliamentary rules his vote could be challenged and declared void.

Standing orders state: "A member may not vote in a

division on a question about a matter, other than public policy, in which he or she has a particular direct pecuniary interest."

While Mr Melham does not take his honorarium from Revesby Workers Club, nor accept any money, the gaming machine laws would have a huge financial impact on his club, which could be argued to be a pecuniary interest.

Mr Melham said he had advice from the Clerk of the House of

Representatives that he was entitled to vote because the pokies cap could be defined as "public policy".

Even if Mr Melham voted with the blessing of the Clerk, his vote could be overturned by the Opposition and just one crossbencher.

Senior club figures said Mr Melham should not vote on the issue while still club president.

"Daryl either abstains from the vote or resigns as club President," a clubs source said. "When it comes to mandatory pre-commitment, there's no fence to sit on. Daryl's been around long enough to know that."

Nearby Bankstown RSL Club President Bruce Pawley - himself, an ALP member - said Mr Melham should quit as President, less than a year after finally getting the job.

Mr Melham said he had been open and upfront about his role and had behaved appropriately and if presented with legal advice that he should not vote, he would consider it very seriously.

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The Grantham aftermath - a nightmare

By HENRI LACH

A visit to the flood-devastated township of Grantham in south-east Queensland's Lockyer Valley is to relive a nightmare ... even months after the event.

The former social hub of this small community's few hundred souls, the Grantham Hotel, is still in ruins, surrounded by a security fence. Warning signs sprayed on the stricken building deter would-be scavengers.

Across the road, what was once the local general store tilts at a crazy angle from the force of the monstrous body of water that rammed into it without warning on January 10.

Down a side street, someone's motoring pride and joy - a BMW sedan - has been picked up and tossed like a toy by the torrent and deposited at an impossible angle with its rear end up a tree.

Huge piles of debris testify to the violence of the deluge.

A "thank you" sign pays tribute to the many who helped in the time of need. It adorns a devastated business premises at the eastern in-road,

Its residents were quick to respond to the plight of their less-fortunate neighbours. Much of their activity was directed through the Gatton RSL Club by donations and raffles ...

while an eerie silence hangs over the main street of this little village. There is no pedestrian traffic. Touring vehicles passing through stop briefly; their occupants stare in horror and disbelief, then speed away.

Fifteen minutes to the south, the substantial rural town of Gatton (population just over 6,500) has an amazing topographical advantage. It nestles on an absolutely flood-free plateau above the fertile flood plains of the Lockyer Valley.

Its residents were quick to respond to the plight of their less-fortunate neighbours. Much of their activity was directed through the Gatton RSL Club by donations and raffles.

A second-hand mini-bus, donated to the club to help the relief effort, was passed on to the Sparkes family, of Grantham, who have four children and who lost most of their possessions in the flood.

"Local automotive businesses contributed to the cost of refurbishing the vehicle. Some of the employees even worked on their days off," said Gatton RSL Club General Manager Les Nash, who is proud of



the efforts his staff and his community have made to the recovery efforts of Grantham. "It'll be a long time yet before things are anywhere near back to normal, but we're doing what we can."

While Grantham still looks forward to the future with some trepidation, Toowoomba, 40 minutes away to the north at the gateway to the Darling Downs, now shows fewer signs of the January 10 disaster.

The casual visitor to the city would be hard pressed to see just where the calamity claimed lives and destroyed property.

Nestled above the CBD, the Toowoomba City Golf Club escaped the worst of the massive flood, but it can attest to its ferocity.

The deluge hit it where it certainly hurt a lot - the club's manicured links.

Staff recall that the water rose with unbelievable speed.

"We were in the four-wheel drive near the creek watching the flood when we realised that it was rising very fast. We got out of there in a hurry," said Assistant Course Supervisor Shane Chalmers.

Today, the course again is looking more like it's previous pristine self.



Once the corner store.



Gatton RSL Club General Manager Les Nash hands over the keys of her newly renovated seven-seater to flood victim Rebecca Sparkes.

revisited

But it has taken a lot of effort - and a lot of money.

Tens of thousands of tonnes of sand were trucked from Brisbane's bay-side quarries to restore bunkers that were washed out like leaves from an empty teacup by the surging waters. Flood-borne debris replaced the sand. Severe damage to the automatic watering system and associated electronics required expert attention and replacement.

Then there was the hard yakka of just getting rid of the flotsam deposited from kilometres away. Shopping trolleys, tonnes of household rubbish and an abandoned car were among the debris littering the course when the flood waters subsided.

Toowoomba City Golf Club General Manager Peter Constance paid tribute to his staff and the scores of volunteer club members who rallied to the massive clean-up.

"It took an outstanding effort to get the course back in order for the Queensland PGA that had been scheduled here for February 22," Peter said. "As a result of everyone's commitment, the event went ahead according to plan. It was a great success."

He expects the course repair bill to top the \$250,000-mark, and adds that the club's insurers have been sympathetic.

Despite the immediate drain on its resources, the club has made significant contributions to the flood relief.

In fact, the club has established its own independent Community Benefit Fund to help non-profit organisations in need. Fund applicants are assessed by an independent body comprising local leading identities and one club board member.

More than \$29,900 already has been distributed to organisations as diverse as the Clifford Park Special School and the Toowoomba Amateur Radio Model Aero Club to repair an access road washed out by the flood.

As well, the club and its recently established new facility, the City Golf Club Motel, have pledged long-term financial support for small golf clubs on the Darling Downs.



The Grantham Hotel remains devastated and unrepaired.

"We'll be sponsoring open days of clubs in our region, and we want to see our motel involved in golf," Peter Constance added.

A total of \$22,500 has been earmarked for sponsorship over the next three years.

Peter is concerned, however, that this sort of financial support may not be possible in future if the Gillard Government's proposed mandatory pre-commitment legislation on gaming machines comes into effect.

Like his contemporaries, he is outraged at the deal done by Prime Minister Gillard with Tasmanian Independent MP Andrew Wilkie so that her Government could stay in power.

"We have a situation where one man is holding the country to ransom," Peter said - a view shared by his fellow licensed club executives and many Australians.

Meanwhile, the needs of communities and individuals hit by recent natural disasters will continue to put a strain on resources. The threat of draconian legislation that will cause severe financial hemorrhaging to licensed clubs is a nightmare of another dimension.



A footbridge linking the east and west of the Toowoomba City Golf Club buckles under the flood's onslaught. This image was taken only moments before the bridge was swept away.



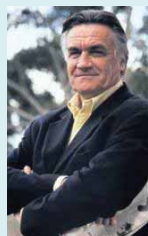
Hospitality Management Development Australia (HMDA) is *the official convenor for the 2011 Australasian Gaming Expo Conference* scheduled in conjunction with the AGE Expo at the Sydney Convention Centre Darling Harbour 21 - 23 August 2011.

Presented over two mornings **Monday 22 and Tuesday 23 August**, the conference offers managers from the Registered Clubs, Hotels, Casinos and Gaming affiliated sectors a world class programme that addresses the state of gaming play in the Australasian region now and into the immediate future. All conference delegates are eligible for free registration to the AGE Trade Show.

Monday 22 August

9am - 12pm

“Future Directions: The Uncertainty of the Australasian Gaming landscape”



Moderated by renowned journalist Barrie Cassidy, this panel session features a number of the key players in the current debate around how gaming in Australia could look with respect to hot issues such as the proposed mandatory pre commitment reforms, state and federal regulatory positions, community concerns and perceptions, and the impact on all sectors providing gaming products.

The panel includes:

- Dr Sally Gainsbury, Centre for Gambling Studies, SCU
- Chris Downy, CEO Australasian Casino Association
- John Whelan, Director of Problem Gambling AHA NSW
- Simon Schrapel Pres ACOSS, CEO Uniting Care Wesley Adelaide
- Josh Landis ClubsNSW Exec Mgr Policy & Government
- Ross Ferrar CEO Gaming Technologies Association
- Wesley Noffs, CEO Ted Noffs Foundation
- Steven Ciobo, Federal Member for Moncrieff

(note unforeseen changes to the panel line up as listed may occur)

Tuesday 23 August

9am - 10:30am

“The Asian Rim: What do the Demographics tell us?”



Respected demographer Bernard Salt of KPMG has gained an international reputation as a trend forecaster for business and government.

In this session Bernard will present his findings on what the future will hold for the Australasian gaming industry by market segment in terms of population growth, lifestyle & leisure choices, discretionary spending power, attitudes, technological opportunities and consumer utilisation and more.

10:45am - 12pm

“Gaming in Australasia and the Diminishing Importance of Geography”



Nigel Morrison, CEO SKYCITY Entertainment Group Limited is based in New Zealand yet manages a diverse business spread out across Australasia. The challenges of doing business in jurisdictions that have different legislation, different regulators and different cultural norms is one that requires astute business acumen and decision making. In his presentation, Nigel will share his vision and his insights in how modern gaming business in Australasia can break down the barriers of distance through effective communication processes and planning. All gaming operations can learn from this successful model.

Conference Investment: \$550 per person includes GST **AGE Expo:** Free

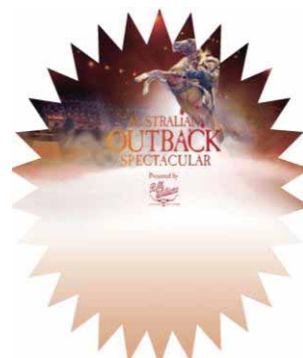
To register for the AGE Expo and the Conference go to https://secure.tradeevent.com.au/age_intro2011/



2011 Mid Year Executive Leadership Conference



Leading Modern Business in the 21st Century



Conference Dinner Special

6 - 8 July 2011 @ Jupiters Gold Coast,
Queensland

Register: www.cmaa.asn.au

President's Message



Bill Clegg ACCM
CMAA Federal President

On behalf of the Federal Executive, Federal Council and the Board of Management Studies, it gives me great pleasure to welcome Delegates and Sponsors to the CMAA's Annual Mid Year Executive Leadership Conference 2011. This event continues to be a highlight in the club industry calendar as it is the only conference dedicated to the professional development of club managers. The support given by club managers in attending this event is greatly appreciated by the Association and sustains its longevity and relevance. Thank you.

REGISTRATION FEES (workshops only)

1 Delegate \$900 incl GST 2 + Delegates \$800 each* incl GST **Discount applies multiple managers/directors from the same club*

ACTIVITY POINTS

Delegates receive 20 Industry Activity Points for attending the Conference towards achievement or maintenance of the Active Certified Club Manager (ACCM) Award. 10 points will be awarded to delegates who attend and sign the register at the CMAA General Meeting. A further 10 points will be awarded to delegates who travel more than 100km from the radius of their club to attend the conference.

CMAA MEMBERS GENERAL MEETING

Wednesday 6 July (1pm - 2pm) Pavilion Convention Centre, Ground Floor, Jupiters Hotel Gold Coast.

VENUES

All Conference workshops and the State of Origin game telecast will be held in the Pavilion Convention Centre, Ground Floor, Jupiters Hotel, Gold Coast. **Smart casual attire is recommended for the Conference.**

ENTERTAINMENT

Wednesday 6 July (7:30pm - 10:30pm)

'Footy Fever' - Live telecast of State of Origin Game

Pavilion Convention Centre, Ground Floor, Jupiters. Select beverages will be available for purchase and complimentary 'Footy' finger food provided. Please indicate your interest in attending on the Conference Registration Form. Entry to the function is restricted to registered conference delegates only. Conference ID Badge required for entry on the night: **No Badge - No Entry!**

Thursday 7 July (5pm - 9:30pm)

Australian Outback Spectacular - \$100pp (incl gst)

Discover the Outback Spirit with **Australian Outback Spectacular** - an evening dinner show presented by R.M. Williams, filled with outback music, drama and action! The permanent attraction on the Gold Coast is set in a giant 1,000 seat arena with a cast of larger than life characters and amazing animals. Ticket includes return coach travel from Jupiters Hotel, 3-course dinner and a stockman's hat. Tickets limited to 150 people.



NETWORKING & CHARITY

Saturday 9 July (11:30am - 6pm)

CMAA Gold Coast / Brisbane Zones Race Day at Gold Coast Turf Club

\$120 pp or table of 10 - \$1,100 includes GST Book online & send cheques to CMA Gold Coast Zone PO Box 553 Southport Queensland 4215. The money raised will go to local charities. All inquiries contact: Steve Condren on: steve.condren@sslsc.net.au M: 0418 766 689 Register online at www.ccmtravel.com.au or www.cmaa.asn.au



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WEDNESDAY 6 JULY

12 - 1pm **Conference Registration**

1 - 2pm **CMAA Members General Meeting - CMAA Members Only**

Pavilion Convention Centre, Ground Floor, Jupiters Gold Coast.

2:15 - 4pm

Risky Business: What's your personal liability as a manager when the Board blames you for the club's financial woes?

The pressure is on! Secretary Managers have always been charged with the responsibility of ensuring that their boards are properly informed and advised on legal, compliance and financial matters arising from running the organisation. What happens though when the Board seeks compensation from the manager for acting on the club's behalf when things go wrong? Hear from Tony Johnston EC Commercial Lawyers and Mike Burgess Scott & Broad Insurers as to what you can do to protect yourself professionally and personally.

Thursday 7 July

Register: www.cmaa.asn.au

9 - 10am

BOUNCE! : Sam Cawthorn

Life sometimes throws us a crises which we neither expect, nor have the know how to deal with. It is in these challenging times we are asked to confront challenging mindsets and emotions, overcoming new fears, and allowing our true inner strength to immerge. When everything is crashing around us, we are asked to identify who we really are and rebuild our lives through re-evaluating what we believe to be truly important. In crises situation we often feel clouded in our thinking and unable to gain clarity around what steps we need to make, in order to 'Bounce Back'. Sam's 'Bounce' presentation, focuses on encouraging audiences, to learn how to find the light at the end of the tunnel, through determining what really counts and what decisions need to be made in order to recover from a crises stronger, wiser and greater than before.

Conference Workshops: select either stream

Business Sustainability Stream**10:15 - 11:30 Principle 7 - Recognise and manage risk**

Does your Board recognise the importance of a sound framework of risk oversight, risk management and internal controls to good corporate governance? Has your Club put in place a formal ongoing process for identifying, assessing, monitoring and managing the material business risks faced, or potentially exposed to, by the Club in pursuing its objectives? Does your Board continually review the adequacy and effectiveness of this process?

Hear from *Aristocrat Leisure Industry's Risk and Audit Manager* as to how this publicly listed company manages its risk.

11:45 - 12:30 Understanding the Who, What and How of pursuing your Club's Sustainability Goals

It seems that everyone is talking about sustainability, the impact of the carbon tax, the environment, the climate and more, and how businesses are going to and should react to these issues. When you and your Board want to find out what you can do and how to get government funding who do you turn to and ask?

Simon Wright of Simply Sustainable will provide a range of projects which clubs can embark on and how to get the process started.

1 - 4pm

Staff Engagement module

Staff engagement is a powerful aspect of any sustainability program & can be a determining factor in the success of your sustainability goals. This workshop will help you integrate staff ideas and enthusiasm into your sustainability initiatives. The workshop is adaptable, allowing you to build and pursue an engagement strategy that meets your club's needs and culture. Learning outcomes:

- *motivating your staff to achieve your sustainability goals*
- *engaging your staff in different sustainability efforts*
- *developing a program that involves staff in planning, implementing and evaluating sustainability priorities*

Facilitated by Sonja Duncan on behalf of the
NSW Government Department of Environment ' Sustainability Advantage Program'

OR**People Sustainability Stream**

10:15 - 4pm

all day
workshop**Creating an Organisational Culture for Sustainability**

One of the most common definitions of organisational culture is "the way we do things around here". This workshop is designed to de-mystify the and clarify the key elements and contributors for building a constructive and sustainable organisational culture - one which contributes positively to the individuals within your Club, the teams in which they function, and the Club's business and commercial goals and objectives. Core to building a sustainable organisational culture is a true understanding of why individuals behave or act in the way they do around the tasks that they are given, how people work together in teams to deliver on common goals, and the impact of "leadership" on your culture.

Your facilitators will take you on a highly interactive journey to explore the fundamentals of culture and leadership at an individual, team and organisational level. This back to basics approach is designed to cater for delegates who are new to this field as well as a timely refresher for those who have "heard it all before" and are in need of a health check on their progress.

Facilitated by Wayne Forrest, a former Club GM who has consulted to major international companies for many years on individual and team development and organisational culture issues.

Friday 8 July



Conference Workshops: select either stream

Business Sustainability Stream

- 9 - 10 **Maximising Security Audits & Planning**
An area of a club's operation which is often taken for granted and is not given enough importance till 'after the event' is the sensitive area of club security. If your club has fixed times when cash is counted, exposed offices where cash is counted, predictable and set systems which former employees know off by heart (and the list goes on...) what you need to do is to revisit your security function and tighten it up so that you minimise the risk of fraud, theft and assault. **Facilitated by Bob McDougall**, a former Fraud and Armed Robbery Police investigator with many years experience in advising licensed premises on how to make themselves a no go target for thieves both internal and external.
- 10 - 11:15 **IT Disaster Recovery**
It's not a matter of IF but WHEN your club will suffer data loss & you as the senior manager will have to ensure that the plans you have in place will avert disaster! Learn what works and what doesn't, when planning for a disaster so that your club doesn't compromise service levels, revenue & your customer's experience.
Facilitated by Russell Potts, co principal of Secom Technology.
- 11:30 - 12:30 **Building Management Systems Sustainability**
Clubs have a choice when it comes to renovating or building and the type of materials, equipment and energy saving systems they can utilise.

One of the most expensive and impactful areas of energy consumption in any operation is the air conditioning, the chiller/refrigeration facilities, heating and power utilities.

What do you look for when evaluating these? Where do you go to research the best option? What are the costs and savings ratios? This session will assist managers in better understanding the technical aspects of facilities management.
Panel includes Paynter Dixon, &TJS Services

OR

People Sustainability Stream

- 9 -12:30 **Play a BIGGER Game**
Sustainable growth is critical to business survival. The need to move faster, be smarter and achieve more is not just a pursuit for high performing individuals, but for every competitive team or organisation.

In his "Play a Bigger Game- Master class" organisational execution strategist and serial entrepreneur Rowdy McLean reveals the 18 critical elements needed to play your biggest game. Throughout the Master class Rowdy will walk you through the rules of playing a bigger game, specifically designed to help you, your team and your organization: **achieve more, be more, do more, and have more**. The path to successful sustainable growth, is continually PLAYING A BIGGER GAME. This dynamic, interactive presentation will show you how to prepare, execute and evaluate the **biggest game possible** for yourself, your team and your organisation.
- 1-2:30 **Health is Wealth - Gretchen Lumsden**
Our motto is "**Health before wealth**". A healthy workforce is productive. People worried about health and wellbeing have lower productivity - sometimes as low as 50%. This session allows people to take control over their health and wellbeing.

This is a **proactive** approach to health. It's a worthwhile investment for you and your staff - its self sustainability!!

Register: www.cmaa.asn.au

CMDA Course Schedule	Days	June	July
Duty Manager Program (session 1 of 3) SITXCCS003A Manage quality customer service SITXHRM003A Roster staff SITXHRM005A Lead and manage people <i>Next 2 sessions: 16 – 17 Aug; 14 – 15 Sep.</i>	6		HOMEBUSH BAY T 12-W 13
Effective Operational Manager (session 2)	6	HOMEBUSH BAY T 21-T 23	
Analyse & Report on Gaming Machine Data (Pre-Requisites apply)(SITHGAM004A) Pre-Requisites Attend Gaming Machines and Process Financial Transactions: Contact the CMDA to sort out these pre-requisite issues.	2	HOMEBUSH BAY T 7-W 8	
E-Financial Fundamentals Face to Face – June 8	1	HOMEBUSH BAY W 8	
E- Monitor Staff Performance(SITXHRM006A)	1	HOMEBUSH BAY M 6	
E- Develop & Manage Marketing Strategies (SITXMPR005A)	1	HOMEBUSH BAY T 7	
Food Safety Supervisor <i>1 person per food venue must be certified by October 2011- Get in fast</i>	1	HOMEBUSH BAY T 21	HOMEBUSH BAY T 12

If you want the CMDA to conduct a specific course in your Zone - and you can organise at least 10 delegates - the CMDA will do everything possible to deliver

Don't forget the CMAA Mid Year Executive Leadership Conference at Jupiters Gold Coast – July 6 to 8
Go to www.cmaa.asn.au and click on the Mid Year Conference registration tile.

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Getting bang for your training buck ... why some

A person's mind, once stretched by a new idea, never regains its original dimensions.

- Oliver Wendell Holmes

The standard introductory ice-breaker that many trainers employ to settle first-day student nerves contains the following trifecta of questions: "What is your name?; Where do you work?; Why are you here?" The third query - "why are you here?" - more often than not provides an insight into the student's mindset and attitude to the next few hours or days in the classroom. How is this so, you might ask? Here's some enduring examples ...

Response 1: "The boss sent me." **Possible interpretation:** "I don't want to be here. In fact, I resent being here. You can't teach me anything - and you've got your work cut out getting any enthusiasm from me."

Response 2: "I haven't really thought about it, I just want to know more about 'xyz'." (whatever the course) **Possible interpretation:** Probably a bit of "the boss sent me" plus the subject matter falls broadly into my area of duties ... so, why not?

Response 3: "I asked to come so I could learn about 'xyz' and improve myself. But they're never interested in any new suggestions when I go back to work, so I'm probably here because they wanted to shut me up." **Possible interpretation:** I'm dead keen. I want to contribute. I know I can be good. I just wish someone would give me an opportunity to show my skills one day."

Response 4: "This course cost us \$1,800 and I am here to

absorb at least that value in knowledge and skills so I can go back and perform 'xyz' tasks that the boss has set as a target for me." **Possible interpretation:** You had better be on your toes Trainer, because I am going to ask a lot of questions, and you'd better be able to answer them because \$1,800 is a lot of money." (* note the 'us' ... there's belonging in that word)

I (and probably many other trainers) no longer ask the "what are you doing here" question of students because Response 4, unfortunately, is not overly common. Response 3 occurs far too often and is saddening. Responses 1 and 2 don't really ignite any intellectual fires in the crucible of the classroom.

Across many industries some employers might say that training is expensive and any performance improvements that are achieved don't reflect the outlay in time and money. Tell that to all the 5-star hotels around the world, McDonalds, Disneyland and every other small or large business built on excellence.

So, back to the title of this article, "Getting The Bang For Your Training Buck?" Of the four responses, which business do you think is going to get most benefit from their training investment? In a club situation, who is making sure that member funds being spent on training are actually adding value to the business? Spending money on training is exactly the same as purchasing any other product or service. When we go shopping for supplies or an asset, most of us generally will know ...



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do; why some don't

- what we want (or have a fair idea at least)
- why we want it
- what we're going to do with it - the desired performance characteristics
- how long we want it to last

If those four conditions are not satisfied, we either don't buy, or we complain. So, why do trainers keep getting those four enduring responses from the purchasers of training products and services?

Maximising possible returns from training expenditure is a two-way street. Both the employer (payer) and the employee (trainee) need to have a responsibility to the owner(s) to provide value for the money spent. There has to be a desire in both parties to achieve objective(s) from the experience ... just like shopping.

Employer-Directed Training

Why train?	What is the company's performance standard that needs to be met? What reason has the employee been given for being required to complete the training?
Who to train?	What level of employees require this training? (this should be an objective or structural, NOT personal choice) e.g. every bar tender; every supervisor; every HR manager, every door person.
Measuring the outcomes	What does the employee need to be able to do AFTER the training? How is the post training competence of the employee going to be measured? Has the employee been told the exact performance outcomes (Behaviour? Output? Knowledge? Speed? etc. expected immediately after the training? Has the employee been informed of the ramifications if the training is not fully and satisfactorily completed?
Making sure the training expenditure adds value to the business	What mechanisms are in place for the employee to discuss their learning and provide opportunities for them to contribute to improving the business? What mechanisms are in place to enable the trainee to immediately put their new knowledge and skills into practical operation?
Choosing the training company	What feedback should the company demand from the trainer or training company? What mechanism does the training company have to ensure they provide great quality training for our employees? How flexible and willing is the training company to satisfy our business needs?

- Training success or failure emanates from the top of the organisation
- Training needs direction, goals and outcomes which are measurable to both the employer AND the employee AND the customer
- Training needs to be based on achieving a specific performance standard that forms the foundation of the business's competitive strategy
- Training needs to be embedded in the culture of the organisation. Employees either fit the culture, or they are free to go somewhere else ... think ALDI, BMW, three-hat restaurants etc. Every bit of training in these organisations has a specific measurable purpose and outcome that drives its strategy. If any of those operations did not have their training ethos, they would have failed long ago.
- Training achieves consistency ... customers love consistency.

These tables (left and below) suggest some criteria that many successful organisations may address to get bang for their training buck ...

Employee-Requested Training

Why do this course?	Why do I want to do this course? Is the company culture conducive to encouraging people to develop themselves?
Selling it to the Boss and (perhaps) Board	Does this course "fit" with the strategy of the business? What will I be able to do for the company with these new skills and knowledge? Will the performance of these new skills and knowledge add value to the business? How could the boss and I measure this added value from my performance?
What do I need from the company to make this happen?	What support do I need from the boss to be able to perform these new tasks? What ramifications am I prepared to accept if I don't perform as promised?
What's the end game for both parties?	What do I want out of the whole process e.g. greater job scope; more money; promotion? Can the company utilise this? How can I make sure the new knowledge and skills is embedded into the organisation's culture?

I once had a student attend a conflict resolution class. He was a chef, and I asked him why he was attending the class. His response was: "*I threatened to belt one of the kitchen hands ... and it wasn't appreciated.*" (or words to that effect.) Both he and I knew why he was there and what we had to achieve. It was a good course.

If you want to stretch your people's minds with new ideas, contact us at the CMDA. We are currently putting together new nationally recognised training products to meet changing needs of CMAA member. The CMDA also designs courses to meet specialised requirements.



"Thank you very much for another terrific seminar. I am re-invigorated about weddings and looking forward to updating the way I approach them. JF (Nathanias Springs) and Marlene & Simon (Maleny Manor), people doing things really well, were inspirational. I also enjoyed meeting with others from different clubs. Great couple of days." - **Leanne Ta, Moruya Golf Club**

"The 2011 Weddings & Events Summit exceeded my expectations. A good learning environment and a great opportunity to network and compare notes with other clubs. We have great potential for weddings, but not being in the city sometimes makes it a little more difficult to keep ahead of the pack. The Summit was very informative and I have many plans that I know will work for our club. I'll be back next year." - **Peter Paton, Yanco All Servicemen's Club**

"Great workshops, a good variety of speakers, excellent venue AND excellent catering. This Summit was everything I expected - and more. I gained many ideas and much valuable advice. I can see the potential of new and innovative ways of thinking. It also reinforced that I am already doing the right thing in many areas." - **Leesa Peck, West Tamworth League Club**

"I didn't expect to leave feeling that I had gained as much as I did, and overall this year's Summit exceeded all my expectations. A great two days and well worth the investment." - **Rosalie Savage, Lithgow Workmens Club**

"Most enjoyable and I would definitely recommend for others. Many excellent sessions offered useful and informative content. Facebook & Social Media was one of the best sessions and I am keen to try it out at our club." - **Nicole Kerley, The Eastern Golf Club**

An impressive rehearsal for successful wedding events

As a revenue earner, special events - particularly weddings - can be the jewel in the crown of the club functions calendar.

Fame, glory and a well-earned reputation as the venue of choice don't come by chance. It takes an entrepreneurial mindset, creative communication and marketing, responsive client and event management systems - such as the very popular EventPro system, spaces that work and networking.

All of this - and much more - was on offer for the 100 delegates at the recent two-day Clubs+ Weddings & Events Management Summit.

It was another hugely successful education and professional development event for CMAA members and hospitality executives on May 17 and 18 at Bankstown Sports Club.

CMAA Assistant Executive Officer Ralph Kober said the Summit was another great event and successful outcome from the partnership between CMAA and Ken Burgin of Profitable Hospitality.

"The function co-ordinators and

managers who attended, gained an array of information and knowledge that will assist them in making their club's functions business grow," Ralph added. "I look forward to continuing in this great partnership with Ken and we have already put together a program for the upcoming Food & Beverage Summit at the CMAA's Head Offices at Sydney Olympic Park in September that will be presented in conjunction with the Fine Food Show."

Event co-organiser Ken Burgin, the Director of Profitable Hospitality, said that judging by the feedback, the 2011 Clubs+ Weddings Events Management Summit was a winner. "Thanks to our own team, our partners the CMDA, our sponsors EventPro Software, Lollypotz, TecSound and the marvellous team and venue at the Bankstown Sports Club, this event was a brilliant showcase of great event management," Ken added.

Summit delegates offered their feedback on the event and their comments with the photographs of Profitable Hospitality's Merilyn Newnham are showcased on the following pages ...

"An excellent two days. Real transformation of club events and functions is going to take an entrepreneurial approach to attracting and developing new markets and event business. We've got to stop thinking of reasons why we can't do things, and start working on ways to make new ideas work. This Summit was full of possibilities and solutions - not problems. The EventPro session with Debbie Russell demonstrated that when results and outcomes generated by functions activity are accurately measured and managed, the potential can be realised." - **Cherie Barton, Central Coast Leagues Convention Centre.**





"Thank you. This fantastic Summit exceeded my expectations ... a great and worthwhile experience. The Business Networking seminar was a great ice-breaker, while the Wedding Market Trends with Tim and Tori from i-do.com.au and Tapping the Ethnic Market with Kathy Apostolidis from Nightingales Wedding Designers were informative and well presented. I enjoy hearing about new ways of doing things. It was great to get such generous and honest insight from Dianne Lancaster, Bankstown Sports Club, in the Smart Choices session. The Facebook & Social Media Session with Ken gave me excellent ideas for tapping into social media and using it effectively. Ross Mitchell, Wedding and Banquet Menus Masterclass, was very interesting. The information shared was so relevant. Fantastic. - Kate O'Brien, Canberra Southern Cross Club

The Summit ran like clockwork and included some extremely informative sessions with great presenters. I really enjoyed the Weddings & Banquets Menus with Ross Mitchell. The Lollypotz table centrepieces were such a talking point as something different to standard floral arrangements. It was terrific to be part of this vibrant event." - Kim Munday, Club Old Bar (Kim was winner of the draw for the Lollypotz chocolate bouquet)

"The Summit met all my expectations. There were some great ideas on how to sell weddings in less popular months, and the legal session with Tony Johnston from Eastern Commercial Lawyers was most enjoyable. I will recommend the Summit and would like to attend again next year." - Patsy Wright, Armidale City Bowling Club

The Business Networking with Robyn Henderson and the Wedding Market Trends with Tim and Tori van Brugges were full of good information and helpful ideas. There were many great speakers with great information. I hope I can back next year." - Jackie Lord, Forbes Services Memorial Club





"I thought last year's event was good, but this was brilliant. The topics and presenters were excellent and so relevant to the work I do as a Functions Manager. It was practical, informative and a very worthwhile investment of time and money."
- Jolene Jones, Forbes Services Club

"The Smart Choices with Dianne Lancaster from Bankstown offered great ideas and was easy to relate to. Excellent ideas for marketing into the future in the Facebook & Social Media session and I really enjoyed the Venue Makeover, which was very relevant to our situation. I hope to attend next year." - Ashlee McDonnell, Cabramatta League Club

"I have only been in the Club Industry a few months and this was a brilliant learning environment. I came away with many great ideas and a much better understanding of how to maximise weddings as a major source of revenue for clubs." - Jenna Rech, Queanbeyan Kangaroos Football Club

"Great ... very interesting and informative. The Wedding & Event Summit gave me so many great ideas and insights. I would like to attend next year." - Kylee Rew, Ettalong Beach Club

"This Summit was excellent. The new Facebook & Social Marketing arena is very interesting and it was great to discover that there are so many ways to promote clubs so much more. It was interesting that 95% of our Summit delegates search for products and services online, but not one of the clubs at the Summit spends anywhere near that percentage of its marketing budget on social media/marketing." - Jenny Batten, Ettalong Beach Club





"An excellent investment of my time, and the club's money. I can see many opportunities to increase our profile and our business. I enjoyed everything about this information-packed two days." - Naomi Vause, Queanbeyan Kangaroos RLFC

"I enjoyed the Smart Choices session. I could relate well to the scenarios and opportunities out there and it was very relevant to my club. I will also be suggesting to my boss that we have work to do on our online profile." - Laura Vajda, Greensborough RSL Club

"I enjoyed a very beneficial two days. The TecSound session was very useful and identified a good product and I found Ross Mitchell's session on Weddings & Banquet Menu Design well worthwhile." - Ben Gonzalez, South Tweed Sports Club

Summit images: **MERILYN NEWNHAM**

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New levy for anti-money laundering

The Federal Government has released the final copy of its Cost Recovery Impact Statement for AUSTRAC, the national regulator for anti-money laundering and counter-terrorism financing.

The report was released on May 12 and starting in the 2011-2012 financial year, AUSTRAC will recover the costs of regulation from entities that it supervises, including clubs with electronic gaming machines (EGMs).

Under the proposal being considered by the Federal Parliament, clubs with reporting obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act* will be charged an annual levy of around \$280.

ClubsNSW made a formal submission expressing opposition to the new fee and successfully lobbied for the removal of an additional levy for "large entities" that would have seen the largest clubs pay an additional \$10,000 per annum.

All clubs will be required to register with AUSTRAC and provide up-to-date

contact details through on-line registration.

Many clubs have already enrolled through AUSTRAC Online.

If a club is not enrolled, it can contact the AUSTRAC Help Desk on 1300 021 037 for assistance.

Separately, AUSTRAC is considering a national exemption for venues with 10 or fewer gaming machines from many of the anti-money laundering obligations.

This was a result of several ClubsNSW submissions seeking exemptions for venues with 30 machines or fewer.

If the exemption is applied, it would mean these venues ...

- would not have to submit an annual Compliance Report with AUSTRAC;
- would not have to keep records or develop an anti-money laundering program;
- would not have to submit reports when they make payouts of more than \$10,000;
- would not be liable for the annual levy.



However, venues with 10 or fewer machines would be obliged to submit a Suspicious Matter Report if club staff observed suspicious behaviour among its patrons relating to their use of gaming machines.

A decision on the exemptions for small venues is expected before July 1.

AUSTRAC also is preparing tailored guidance to clubs and hotels on how to comply with all obligations relating to anti-money laundering.

It's anticipated a draft of the guide will be available in coming months.

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ACCC allows AHA collective bargaining

The Australian Competition and Consumer Commission (ACCC) will allow AHA Divisions in all states and territories to collectively bargain with a range of suppliers. The suppliers include Tabcorp, UniTab, Sky Channel, Fox Sports, Austar, the Australasian Performing Right Association, Aristocrat Technologies, Wotif and Expedia. Acting ACCC Chairman Michael Schaper said that the collective bargaining arrangements were likely to result in benefits to the public by improving the input of hoteliers into their contractual arrangements with suppliers. "The arrangements may also deliver transaction cost savings and enhancements in the supply of goods and services by hotels," Dr Schaper said. The ACCC consulted on the proposed arrangements, and the AHA amended their collective bargaining proposal following the draft determination issued by the ACCC in March 2011.



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The new CMAA Victoria Zone Committee members (from left) Grant Duffy with Erin Langman, Kerry Scarlett and CMAA Federal Secretary Allan Peter at Mulgrave Country Club.

Erin heads up Victoria's new committee

Echuca Workers Club General Manager Erin Langman, ACCM, has taken over in her own right as President of the CMAA's Victoria Zone.

The former Vice President took over as President during 2010 when long-serving President Barry West stood down from the role.

At the Victoria Zone Annual General Meeting at Mulgrave Country Club on Friday, May 20, Erin was unanimously elected President to maintain her position as the Association's only female Zone President.

CMAA Federal Secretary Allan Peter travelled to Melbourne for the Meeting and Luncheon where he presented the CMAA Head Office Report and conducted the Election of Office Bearers for 2011-2012.

AGM host club General Manager Kerry Scarlet was re-elected unopposed as Zone Secretary, while CMAA Division H - Victoria Zone, Riverina Murray Zone and ACT Zone - Federal Councillor Grant Duffy, ACCM, was returned for another term as Zone Treasurer.

Education Officer Jim Smith, ACCM, did not seek re-election and former NSW manager Stephen Hodge, ACCM, now General Manager at the Morwell Italian Australian Club, has succeeded Jim.

Victoria Zone Committee

- **PRESIDENT:** Erin Langman ACCM - Echuca Workers Club
- **SECRETARY:** Kerry Scarlett - Mulgrave Country Club
- **TREASURER:** Grant Duffy ACCM - Numurkah Golf & Bowls Club
- **EDUCATION OFFICER:** Steve Hodge, ACCM - Morwell Italian Australian Club

In her President's Report to the 15 members present, Erin acknowledged the contribution of her predecessor Barry West and his role in the Victorian Government's decision to overturn the Tattersall's-Tabcorp gaming machine "duopoly", along with several other major issues during his time in the President's chair.

She said that although the CMAA brand was not as well recognised in Victoria as NSW and Queensland, the turnout

of members was not lost on the Executive. "Our intention is to strengthen the membership and awareness of the CMAA Victorian Zone and one of the avenues to do this is by bringing the CMAA's training arm - the CMDA - and its sought-after and much-needed courses to the Victorian club employees and management," Erin added.

Erin also acknowledged Federal Secretary Allan Peter for representing the membership as a member of the Responsible Gambling Ministerial Advisory Council (RGMAC).





"The Zone also plans to voice its position with other proposed legislation," Erin said. "With many options open to each of us to manage our own gaming installations come August 2012, it's critical we consider our fellow club managers and respect their decisions regarding they believe is best for the future of their clubs. Forget who is signing with whom and support each other. We are all in this together. The Club industry was born on friendship and fellowship and it's only fitting that we keep it that way."

Following Erin's report, outgoing Education Manager Jim Smith updated members on meetings with LLAV and VCGR. Victoria Zone's next event will be a Meeting and Luncheon at the Carlton Brewhouse at Abbotsford in Melbourne on August 19, with its Christmas Meeting and Luncheon at the same venue on November 4.

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**Aust training lags
behind the world**

The chief of an international luxury hotel and restaurant network has called on Australia to improve its training in the hospitality sector after claiming it lags behind the rest of the world. Jaume Tapies, International President of Relais & Chateaux, said there was simply "not enough" training colleges which are clearly "very important" for the sector to flourish. While there have been improvements over the past decade, more needs to be done, he said. Mr Tapies said that while Australia had "beautiful properties", service levels in hotels and restaurants had generally not been up the level required by Relais & Chateaux.

Cooma turns on warm winter welcome

Cooma turned on a blast of winter for the Far North Coast Zone Dinner and Meeting at Cooma Ex-Services Club on May 10 and 11.

The CMAA Zone events are combined with the ClubsNSW program for the region, including the combined dinner at Cooma Ex-Services Club on the Tuesday night, May 10.

Zone Members were greeted by chilly conditions on the Wednesday morning that sent them to warm beds the previous night. The walk from local hotels back to the club made the first cup of coffee very therapeutic.

Zone President Craig Clark called the Meeting to order at 9 o'clock, welcoming 15 members, including two new members and CMAA Assistant Executive Officer Ralph Kober who presented the Head Office Report.

The Zone's new members are Scott Ingram from Bombala RSL Club and Brett Gay from Jindabyne Bowling Club.

Craig also announced that Tim Gronow from Bombala RSL Club is leaving the Zone to take up an executive position with the Raiders Group in Canberra where he will become an ACT Zone member.

Following the President's Report, Zone Education Officer Darryl Bozicevic reported on the Zone's education and professional development program, including the successful Zone Study Tour to Melbourne.

Like all CMAA Zone Meetings since Tasmanian Independent MP Andrew Wilkie imposed his mandatory pre-commitment technology condition on the Gillard Government, Ralph Kober's presentation centred around the implications for the Club Industry and the ClubsAustralia campaign against the legislation. Ralph also discussed the CMAA Federal Executive's strategy for identifying a replacement for Executive Officer Terry Condon, who retires at the end of August. Since this meeting, CMAA Federal President Bill Clegg has announced that Ralph will succeed Terry as the Association's Executive Officer.

Far South Coast Zone's next event will be a Dinner-Meeting at Merimbula RSL Club on August 2 and 3, with its Christmas Dinner-Meeting at Goulburn Workers Club on December 6 and 7.

1 - Ralph Kober with Craig Clark and Darryl Bozicevic at the Far South Coast Zone Meeting at Cooma Ex-Services Club last month.



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An experience to be tasted, savoured and

Having returned from a tiring, but enjoyable and successful four days in Melbourne as a recipient of the CMAA's 2011 National Bursary Program Melbourne Restaurant Study Tour, Combined Services Club General Manager JOHN WILEY took time out from his busy schedule to report of the tour and the experience ...

The last time I ventured to Melbourne was 1990, so I was expecting some significant changes to the city. I was not disappointed. I still had a good understanding of the basic layout of the city and surrounding suburbs. However I was amazed at the transformation of the buildings adjacent to the Yarra River where we stayed. With Southbank, Crown Casino, the Exhibition Centre and Convention Centre all lining up to entice any Melbourne visitor, it's easy to understand why Melbourne has outstripped Sydney as a major events city.

► THURSDAY

Our first foray to a restaurant started with **The Living Room Restaurant**, a suburban restaurant located in Malvern. **The Living Room Restaurant** is a renovated retail site of three former shops with a relaxed and warming atmosphere upon entering. What quickly became apparent was the wine knowledge of the floor staff and their general enthusiasm for wine, which is testament to the training offered by the owner-operator Alan Markham. The degustation menu was superbly matched with a variety of wines from local and overseas regions.

This is a well-run kitchen serving some wonderful combinations with menu offerings changing on a daily basis (depending on market specialities, availability and costing).

► FRIDAY

Breakfast at **The European** was an amazing way to start the day and we left this operation in a daze in trying to comprehend the enormity of what we had seen. After a great breakfast, we enjoyed a tour of what we thought was the sole kitchen and back-of-house operation. To my amazement, this operation had a total rotation of 30 cooks covering three different kitchens servicing four outlets - The European, City Wine Shop, Supper Club and roof-top Siglo Bar. The kitchens were small and it became apparent that as the business had grown, additional kitchens and bars were added to the site. Every spare centimetre of the premises was utilised and we could only imagine how busy this operation becomes in full service mode.

Lunch was next on the Friday agenda and we walked to **Crown Casino** where we found - again to our amazement - that they had 47 different food outlets ranging from foyer-style take-away operations to



The Toronto Diggers Club team (from left) Catherine Handcock with Kylie Steel and Greg Wilson.

well-known signature restaurants. Having never been to Crown Casino and imagining a similar operation to Sydney Star City Casino, I have to admit I was completely unprepared for the size and class of Crown Casino. A feature of the **Melbourne Wine & Food Festival** is the "Stars of Spice" at five Crown Casino restaurants featuring some of the world's hottest chefs who showcase an array of international flavours. We dined at **No 8 Restaurant**, a modern Italian restaurant with indoor and outdoor seating overlooking the Yarra River. **No 8 Restaurant** hosted chef Chris Salans from Bali and we enjoyed another degustation menu. My first impressions of **No 8 Restaurant** were of the well-groomed staff and, having arrived at noon, I thought they were over-staffed. To my surprise, I counted about 75 diners by the time we left and had not noticed any stress from the floor staff.

The next part of the day required our group to travel by train to **Frankston RSL Club** for an early dinner. This club has experienced enormous growth over the past five years under the direction of General Manager Rob Morrison. I found Rob to be very informative and it soon became apparent that a major component in this club's success was the huge emphasis placed on staff training. The club has ambitious expansion plans and should continue to prosper as a result of its forward vision and planning.



"Foodie" talk ... Profitable Hospitality Managing Director Ken Burgin (middle) with Catherine Handcock and John Wiley.

implemented

➤ SATURDAY

At this stage of the tour, participants were offered the choice of an all-day workshop - *"Starting a Cafe or Restaurant"* (run by our host **Ken Burgin**, of *Profitable Hospitality*) which included presentations from local industry identities. Having previously owned and operated several restaurants, I opted for the *"Cheese & Wine MasterClass"* as part of the **Melbourne Wine & Food Festival**.

I had no idea what to expect but was pleasantly surprised with the content and walked away with a greater appreciation of cheese. The main theme out of this session was that there is no definitive matching of cheese to wine. It's about each person's preference.

Dinner at **Society Restaurant** was an entertaining evening in a successful Italian restaurant owned and operated by the **DiMattina Group**. Our host, **Paul DiMattina**, somehow managed to juggle his operational duties and spend time with our group, explaining the various degustation menu items served at our table. We also had the pleasurable company of Paul's cousin from Italy who is from a traditional family of wine growers. A great night that demanded a walk back to the hotel to shed some of the calories gained during the evening.

➤ SUNDAY

Our last day in Melbourne was another eye opener. Starting at a leisurely pace, we strolled among the inner city laneways and were amazed at the



Catherine Handcock, Greg Wilson and John Wiley talk food with a Melbourne restaurant chef during the 2011 Melbourne Restaurant Study Tour Bursary, sponsored by Profitable Hospitality.

bustle of the cafes, given that there were no office workers around. We eventually made our way to *"Siam in the Laneway"* which was another **Wine & Food Festival** concept with around 200 patrons seated outside on one elongated table. **Red Spice Road Restaurant** hosted the event and it was simply fantastic.

➤ CONCLUSION

Sadly, all good things must come to an end and it was with fond memories

that I departed Melbourne for Sydney. I feel privileged to have been able to participate on this bursary tour with bursary sponsor and superb hosts **Ken Burgin** and **Merilyn Newnham** from *Profitable Hospitality*. This is an eye-opening and informative tour with back-of-house tours and information that cannot normally be accessed. It's a "must" for anyone serious about wanting to learn or expand catering ideas and concepts.

The **CMAA Restaurant Bursary Tour** to Melbourne, sponsored and organised by *Profitable Hospitality*, coincides with one of Australia's most prestigious "foodie" events - the **Melbourne Food & Wine Festival**.

On the international tourist calendar, this culinary experience sates the senses in every way.

The **CMAA National Bursary** winners are treated to three days and nights of non-stop food and beverage exploration. Behind the scenes in some of Melbourne's most successful restaurants, dining in style - from up-market to very cool and casual - chatting and networking with local owners and operators.

This year, the ranks swelled as bursary winners - **Toronto Diggers Club Secretary Manager CATHERINE HANDCOCK** and **Combined Services Club General Manager JOHN WILEY** - were joined by two of Catherine's colleagues - **Chef GREG WILSON** and **Operations Manager KYLIE STEEL**. They made the most of every opportunity to speak with chefs, front of house, senior managers and "chew the fat" with **KEN BURGIN**, soaking up his industry knowledge.

This message from **Kylie Steel** best sums it up ... "Thank you so much for the wonderful time I had in Melbourne, I am extremely grateful and truly appreciate the hard work and time that would have gone into organising such an event. The hospitality we received from yourselves and all the people you introduced us to is unforgettable. The entire experience was above and beyond any of my expectations. Exceptional food, amazing wines and fun people. It was easy to walk away with inspiration and passion, for an industry I love."



Bowls the biggest winner on the day

Evans Head Bowling Club hosted the popular and annual Far North Coast Zone Bowls Day on May 10. On a beautiful autumn day, typical of this great part of the NSW North Coast, club managers, directors and trade representatives enjoyed a great day of social bowls and friendship. Despite technically being on annual leave, Zone Secretary and Evans Head Bowling Club CEO Roger Hong did a great job co-ordinating the event, with help from his staff and directors. While our country's top lawn bowlers need not fear being overtaken by the Zone managers, there was plenty of relaxed competition on the greens, including several "wrong bias" fines, that added up to more than \$1,700 raised on the day. These funds will help the education and professional development of the Zone's club managers. While there was much discussion among managers concerning the impact of mandatory pre-commitment on their respective clubs and the associated business that depend on the Club Industry, the day allowed everyone to unwind and enjoy what clubs have to offer. The event - thanks to the generous support of CMDA Career Development sponsor Lion Nathan, other trade sponsors and individual clubs - ensured no-one went home empty handed with Maclean Bowling Club taking home the trophy. Far North Coast Zone will be busy in upcoming months with the next Zone Meeting at Casino RSM June 8; the annual Zone Golf Day at Casino Golf Club on August 2; the Mini-Conference and Zone Meeting at Lismore Workers Club on September 13-14; and the Christmas Meeting and Luncheon on December 7.

- Ian Wills, ACCM, Far North Coast Zone Publicity Officer

1 - Bob McDermott from Konami with John Foster from IGT and Mark Brokenshire from Maxgaming.

2 - Phil Mallon with Mary McCulloch and Ian Wotherspoon.

3 - James Mason and Brett Cooper from Evans Head Bowling Club with Wayne Dundas.

4 - The Maclean Services Club team took home the trophy.

5 - Graeme Mason from Aruze with Far North Coast Zone President Phil Kelly.



North West State pushes education opportunities

Education and professional development have always been a major focus for the CMAA's North West State Zone. The Zone regularly hosts CMDA-presented education programs and initiatives and, following on from the successful Managing Information Technology Summit, presented in Sydney last year, the Zone hosted its own Managing IT Summit as part of its Annual General Meeting and Dinner at Quirindi RSL Club on May 3 and 4. The IT Summit's major players were on deck to outline and underline the significance and importance of IT installation, security and administrative opportunity. Guest speakers included Greg Russell, the Managing Director of CMDA Career Development Sponsor company, Russell Corporate Advisory and CMAA National Bursary Program sponsor company, Secom Technology Directors Jason Drew and Russell Potts.

At the Zone AGM on May 3, Zone President Phil Wheaton, ACCM, welcomed 27 members and CMAA Assistant Executive Officer Ralph Kober who presented the Head Office Report and conducted the Election of Office Bearers. The Zone's incumbents were re-elected unopposed for another term. However, in keeping with the Zone's focus on education and professional development, an Education Committee was elected to support Zone Education Officer Patrick Crick, ACCM, in his planning and implementation of programs and participation in CMAA conferences and CMDA training opportunities.

North West State Zone Committee ...

- **PRESIDENT:** Philip Wheaton, ACCM - Armidale City Bowling Club
- **VICE PRESIDENT:** Paul Gordon, ACCM - Narrabri RSL Club
- **SECRETARY-TREASURER:** Margaret McGrath - Quirindi RSL Club
- **EDUCATION OFFICER:** Patrick Crick, ACCM - Armidale City Bowling Club
- **EDUCATION COMMITTEE:** Paul Clarke - Walgett RSL Club, Grant Walden - Manilla Bowls Club, Fred Geldof - Uralla Bowling Club
- **PUBLICITY OFFICER:** Tim Palmer - Inverell Returned Servicemen's Club

In his Head Office Report, Ralph focused on the CMDA's suite of courses and summit events, with a focus on the Mid Year Executive Leadership Conference at Jupiters Gold Coast from July 6 to 8. Ralph also facilitated a robust debate about the Gillard Government's plans to implement mandatory pre-commitment legislation that will see the technology installed on all gaming machines in Australia. The Zone already has hosted a forum with controversial Tasmanian Independent MP Andrew Wilkie who is threatening to withdraw his support for the Federal Government unless it signed off on the measures before the end of May and they were in place by 2014.

In General Business, members voted to have CMA CARE Co-ordinator, Reverend Chester Carter conduct a workshop during the Tuesday afternoon of the Lightning Ridge Meeting.

Zone Secretary and host club General Manager Margaret McGrath said it was the first time in more than 15 years that the combined CMAA-ClubsNSW meeting had come to Quirindi. "We had a very enjoyable dinner with relaxing music and lots of networking," Margaret said.



North West State Zone's next event will be a Meeting and Dinner at Lightning Ridge Bowling Club on August 9 and 10 which will incorporate a farewell to CMAA Executive Office Terry Condon; with its Christmas Meeting and Dinner at Wests Leagues Club, Tamworth on December 6 and 7.



The CMAA North West State Zone's annual Mini-Conference staged at Armidale Ex-Services Club on March 8 and 9 was, according to Zone President Phil Wheaton, the most successful in the Zone's history. Host club General Manager Bob Ryan said he was proud of the club's efforts in hosting the two-day event and much of that success was down to his hard-working staff - particularly CMAA members Events Manager Lee-Anne Turner (middle) and Gaming Manager Natalie Yates - pictured above with Operations Manager Troy Gale at the Quirindi RSL Club meeting last month.

Inner West golfers tee it up at Concord

Inner West Zone hosted its annual Golf Day at Concord Golf Club on April 11. A full field of players from most clubs across the zone fielded representatives in the four-person Ambrose event that teed-off at 1pm with a shotgun start after a light lunch. Following the "hostilities", CMAA members sat down with sponsors and in industry trade representatives to a barbecue buffet dinner in the club. Inner West Zone's next event is a Breakfast Meeting at Canada Bay Club on June 7, another Zone Meeting on September 23 and the Christmas Meeting and Luncheon on December 2.



Changing of the guard for the Hunter

It was almost difficult to keep pace with everything happening at the CMAA Hunter Zone Annual General Meeting at The Adamstown Club on May 20. Apart from the important Election of Office Bearers - and the addition of an Education Committee, there was an ACCM presentation, recognition of two of the CMAA's most dedicated executives, a welcome to new members and announcement of the Zone Bursaries for 2011.

It all kicked off at 11 o'clock at outgoing Zone President Tony Mulroy's club where he welcomed more than 40 members, including new members Graham Wood (Kotara Bowls Club) and Andrew Gardiner (Nelson Bay Bowls Club).

CMAA Executive Officer Terry Condon, who will retire at the end of August, travelled north for the AGM to present the Head Office Report and conduct the Election of Office Bearers.

Tony Mulroy, who has held the Zone President's role for the past 15 years, announced at the 2010 AGM that he would stand down at this meeting after holding Zone Committee roles over more than 25 years. In his Head Office Report, Terry acknowledged Tony's remarkable contribution to the Association and the Zone, particularly his passion for member welfare and education opportunities to enhance the status and qualifications of all members.

Once Tony vacated the chair, Terry Condon conducted the election with Paul Cousins moving from Secretary to replace Tony as President, while Andrew Walker has moved from Vice President to Secretary and Arthur Kyriakou joins the Committee as Vice President. Cathy Handcock takes over from Ben Hamilton as Education Officer and will have the support of John Hume, Ian Frame, Phil Ticehurst, Ian Martin and Dane Seymour.

Hunter Zone Committee

- **PRESIDENT:** Paul Cousins - Cessnock Supporters Club
- **VICE PRESIDENT:** Arthur Kyriakou - Newcastle Panthers
- **SECRETARY:** Andrew Walker - Pelican Flat RSL Club
- **TREASURER:** Lynette Harrison - The Adamstown Club
- **EDUCATION OFFICER:** Cathy Handcock - Toronto RSL Club
- **EDUCATION COMMITTEE:** John Hume - Wallsend Diggers Club; Ian Frame - Beresfield Bowling Club; Phil Ticehurst - Wangi Workers Club; Ian Martin - Maitland City Bowls Club; Dane Seymour - Cardiff RSL Club

In General Business, John Hume (Wallsend Diggers) and Ian Frame (Beresfield Bowls Club) commented on the Federal Government's proposed mandatory pre-commitment technology legislation, encouraging members to write to and meet with their local MPs. Terry Condon said ClubsNSW was asking clubs to push the "Un-Australian" campaign petition through their clubs.

Gordon Laffan (Stockton Bowls Club) suggested country club meetings should be given more consideration, with members asked to express interest in hosting future meetings.

The Meeting endorsed a condolence letter to the family of former CMAA member and Cessnock Supporters Club CEO John Niipe. Members also heard that former Hunter Zone member Alan Jacobs and former industry representative



Tony Mulroy with Terry Condon.



Terry Condon presents Matt Johnston with his ACCM Award.

Bob Gladstone had passed away recently.

Members expressed their gratitude to Terry Condon for his support of the Hunter Zone and made a presentation to Terry and Tony during luncheon formalities.

The Meeting also congratulated Assistant Executive Officer Ralph Kober on his appointment as CMAA Executive Officer when Terry retires.

The Zone Education Bursary Auction ended the AGM, when Maitland City Bowls Club successfully bid for an Ainsworth "Player's Paradise" Link Package conversion.

During lunch, Terry Condon formally presented Newcastle Leagues Club Chief Executive Officer Matt Johnston with his ACCM Award.

Hunter Zone's 2011 Bursary winners also were announced during the luncheon ...

- **Tony Mulroy Bursary** to 2011 World Gaming Conference at Las Vegas in October. Includes 7 nights accommodation (twin share), flights, \$1,500 expenses - **Terry Shaw (Swansea RSL Club)**
- **PRINTIC Bursary** to 2011 CMAA Visionary Leadership Program at Sydney Olympic Park in November & December. Includes 3 nights accommodation & registration - **Scott Williams (Belmont 16 Footers Club)**
- **Independent Gaming \$2,500 Education Bursary** to attend any CMAA Course/Seminar/Conference. Includes accommodation, flights & registration - **Catherine Handcock (Toronto RSL Club)**
- **REED Constructions \$1,000 Education Bursary** to any CMAA Course/Seminar/Conference. Includes accommodation, flights & registration - **Dane Seymour (Cardiff RSL Club)**
- **Zone Bursary** to 2011 CMAA Mid Year Conference. Includes 3 nights accommodation, flights & registration - **Matt Johnston (Newcastle Leagues Club) & Peter Fairbairn (Belmont 16 Footers Club)**
- **Zone Bursary** to 2011 CMAA Food & Beverage Summit. Includes 2 nights accommodation & registration - **Ian Martin (Maitland City Bowling Club) & Gerard McMillan (Singleton Returned Services Club)**

Hunter Zone's next event will be a Breakfast Meeting at Cardiff Panthers Club on August 31, and its Christmas Meeting and Luncheon at Cardiff RSL Club on November 30.

Galaxy Macau backs Aristocrat

Asia's leading slot machine provider Aristocrat has unveiled the VIRIDIAN Widescreen cabinet and a diverse game portfolio at the opening of Galaxy Macau. Aristocrat secured more than 60% of the slot installation on the gaming floor at Galaxy Macau in Cotai which opened on May 15.

Aristocrat General Manager Asia Pacific David Punter said the company was committed to maintaining its market dominance in Asia through its broad range of market specific products for the region. "Not only has Aristocrat secured the majority of slot machines in the main gaming floor of Galaxy Macau, this is the highest market share of any casino opening in Asia and we are proud to be a part of what will be one of the finest destinations in Cotai, Macau," Mr Punter said. Galaxy Macau unveiled Aristocrat's best-performing Asian titles, including *5 Dragons*, *50 Dragons*, *50 Lions*, *Choy Sun Doa*, *Fortune King*, *100 Dragons - FaFaFa Hyperlink* and *Yellow Dragon*



Hyperlink - all featuring the advanced technological capabilities offered by VIRIDIAN WS. "We believe our VIRIDIAN WS cabinet, new product categories, a solid games library and innovative product packages will deliver the performance and diversity customers and operators will be looking for from the new casino," Mr Punter said. The Galaxy

Macau's mass gaming hall stretches the length of the casino at almost 300 metres long with 15-metre-high ceilings and is lined with retail outlets and restaurants. Galaxy Macau also includes three of Asia's finest hotel brands, provides more than 50 restaurants and bars, offers extensive in-house entertainment across multiple live stages and clubs and features a spectacular 52,000-square-metre Grand Resort Deck where a 350-ton white sand beach frames the 4,000-square-metre Skytop Wave Pool, generating waves of up to 1.5 metres.

Customers ATM serving the real Australia

When it comes to ATMs, it's all about reliability. Jonathan Taylor, part of the management team at Southport Sharks on the Gold Coast, says ATMs are an important part of catering, beverage and gaming venues. "With Customers ATM, we enjoy reliable machines, prompt service support and a high level of customer service in general," Jonathan added. The club's ATMs are operated by Australia's largest ATM provider, Customers ATM, which has spent the past year staffing up its service teams and resources to ensure clubs throughout Australia are getting the best possible service. Customers ATM Managing Director Tim Wildash says the company noticed a gap in the level of service required by clubs and what providers were offering. "We wanted to make sure all clubs had access to the same high level of service that clubs like Southport Sharks in Queensland enjoy," Mr Wildash said. So the company set about hiring more customer relations and technical staff and setting up spare parts warehouses. "We have a network of spare parts warehouses around the country including our large warehouse in Sydney, which is part of our new office there, and our own warehouse in Brisbane," Mr Wildash added. "We don't just rely on contract technicians. We have our own in-house technicians as well so that we have greater control and therefore better results in the field. While 70% of service calls can be resolved over the phone by our 24-hour technical help desk, our network of warehouses and technicians means we can provide fast service in the field as well. So, whether you're in Glebe, Gosford or Gunnedah, you don't have to wait for an ATM part to come from Melbourne. Instead, our regional NSW technicians can get the part from our NSW warehouse and your ATM will be running again in no time." To contact your local Customers ATM office for personalised service, call 1300 305 600 or email sales@customersatm.com.au

Aristocrat builds sales team bench

Aristocrat has announced two key sales team appointments to ensure the business continues to build momentum.

David Ronson has been appointed Sales Director, Australia. David has been with Aristocrat since August and holds an MBA from Macquarie University.

Before joining Aristocrat he was General Manager - National Sales for McWilliam's Wines.

Chief Operating Officer - Australia/New Zealand, Michael Ahearne, said David was a proven leader with a passion and track record for leading high-performance sales teams. John Frize becomes Senior Sales Manager, *JOHN FRIZE*



DAVID RONSON



NSW. John has been with Aristocrat since October 2007 with in-depth understanding of the NSW business and its customers. "Both John and David have strong relationships within our industry and are highly regarded within our Australian team," Mr Ahearne said. "I am delighted to be in a position to make two internal appointments with individuals of the calibre of John and David for these senior leadership roles within Aristocrat. David and John will ensure the Australian business continues to regain market position as well as focusing on building customer confidence in our product."

[yellow tail] celebrates decade in style

[yellow tail], Australia's family-owned wine label turns 10 years old in 2011 and has been ranked as the most powerful Australian wine brand in the world.

[yellow tail] hit No.37 in the top 100 wine and spirit brands globally, according to the 2011 *Power 100* report released recently.

Close to 10,000 of the most important brands in the wine and spirits industry were tested by a panel of 10 global industry experts. Only 100 most of the most powerful brands in the wine and spirits industry are published in the annual report. Each brand was given a grade for each of the criteria used to obtain the final score.

The report's thorough valuation

methodology considers brand strength, perception and financial performance, scoring each brand on a variety of measures. These scores then are combined with hard volume data to create a league table of the most powerful international drink brands.

Casella Wines is a CMAA National Bursary Program sponsor company and Managing Director John Casella said he was delighted with the **[yellow tail]** ranking. "We are very proud of this result," he said. "In 2011, we celebrate the **[yellow tail]** brand 10th anniversary, so we are thrilled



that the brand has achieved this level of success in such a short period of time. The results are testament to our passion and commitment to making the best wines we can, wines that are not only loved here in Australia, but enjoyed around the world."

Celebrating its 10-year milestone, the **[yellow tail]** brand has come a long way since 1969 when founders Fillipo and Maria Casella began growing grapes at

Yenda in the Riverina region. Today, the range is exported to more than 50 countries with the emphasis on creating great tasting, approachable wines at great value.

Tabcorp announces IGT deal for Victoria

Tabcorp has formed a strategic agreement with the world's largest gaming machine manufacturer, International Game Technology (IGT), where Tabcorp will act as exclusive sales and distribution agent to licensed venues in Victoria for IGT's bluechip Neo gaming machines.

The agreement means Victorian gaming venues will have access to IGT's bluechip Neo machine and its games.

Tabcorp, through Tabaret and Tabcorp Gaming Solutions provide installation, servicing, maintenance and warranty support for all IGT bluechip Neo games and machines to any venue in Victoria.

Tabcorp Gaming Solutions (TGS) General Manager Steve Wooding said partnering with IGT was an exciting development for TGS and strengthened its position in the Victorian gaming market ahead of the 2012 industry transition. "It demonstrates our commitment to, and investment in, the Victorian gaming industry and gives venues confidence knowing they'll have access to the most innovative gaming machines from the world's biggest manufacturer," Mr Wooding said.

IGT Vice President, Asia Pacific, Andrew Hely said IGT was delighted to announce this partnership in Victoria. "Combining our strengths with Tabcorp's strong local knowledge and expertise provides a level of reassurance to many of our customers as the market goes through a period of adjustment after the changes in 2012," Mr Hely added. "With this deal, Tabcorp can offer our state-of-the-art machines and our star performing games to any Victorian gaming venue."

Combining the TGS operating strength and local market knowledge with IGT's global expertise offered venues a competitive edge as they head towards 2012 and beyond, Mr Wooding added.



Crane expands operations into new facility

Crane Company's recent acquisition of Money Controls has brought a relocation of their Sydney office to a larger facility at Rosehill in western Sydney. The new site - at the Riverside Centre, Unit 8, 148 James Ruse Drive with entry via 24-28 River Road West - will support the growing client base for the expanded Crane Payment Solutions product ranges CashCode, Money Controls and NRI. The company will be known as "Crane Payment Solutions - Australia". The new facility has space to accommodate local stocking of CashCode, Money Controls and NRI products, alongside a state-of-the-art technical workshop, plus logistics and administrative support areas. Crane Payment Solutions Asia Pacific Sales Director Bill Murphy said the move to the larger facility solidifies the commitment of Crane Payment Solutions to the Australian and Asian gaming markets. "Money Controls has been a major supplier to the Gaming Industry here for over a decade and we expect to see significant growth of the CashCode one bill validator in both domestic and Asian gaming markets," Mr Murphy added. Crane Payment Solutions - Australia started operations from the new facility on April 11, however phone and fax numbers remain unchanged - Bus: +61 (0)2 9683 5033; F: +61 (0)2 9683 5055; Bill Murphy: 0413 120 852 John Dorahy: 0415 601 072.



Bill Murphy and John Dorahy

ACCM a highlight of Bob's journey

Many young managers in the modern world of the Club Industry focus their attention early on achieving the Active Certified Club Manager (ACCM) award. The availability of the vast range of CMDA education and professional development opportunities these days makes it possible to reach the ACCM status much faster than in previous times. For veteran club executive Bob Weston, ACCM, that proud moment of achievement and status took more than 35 years to arrive. But it was no less prized or valued for the Gunnedah Services & Bowling Club Secretary Manager. "I have seen a lot of changes in the trade over the

past 35 years and I have met some great people," Bob said. "The challenges we are faced with at present are the most



BOB WESTON

threatening to the industry that I have seen." Bob's journey to his ACCM started at the Florida Hotel in Terrigal in the mid-1970s before owning and operating two hotels himself. He started in the Club Industry 20 years later at Mungindi. He went on to jobs at Wauchope RSL Club, Swan Hill Club, Bellambi Bowling Club and Hay Bowling and Golf Club before landing at Gunnedah. Bob will formally receive his ACCM at the CMAA's Mid Year Executive Leadership Conference.

Clubs should investigate charges

Clubs in non-metropolitan areas may be aware of recent changes to local council Liquid Trade Waste management policies. Liquid Trade Waste fees are formulated according to state government regulations, however there are certain fees that can be added at the council's discretion. Some fees associated with Liquid Trade Waste are calculated on the basis on water usage according to metre readings. Due to this process there is margin for error, especially if a club uses a meter shared by other users. An example of an over charge occurred recently when a club received a bill for more than \$2,000. The club had that bill reduced by 50% after demonstrating the meter used to calculate the fee was also connected to a large motel located next door. Clubs that receive excessive, or unexpected, Liquid Trade Waste fees can install independent meter reading devices to ensure they are being charged correctly. Clubs concerned about the accuracy of their Liquid Trade Waste management bills should contact their local council to discuss the issue. Liquid Trade Waste fees and charges can be found in a council's Annual Management Plan, with fees included in the water and sewerage invoices mailed out every four months.

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CMAA Diary - 2011 Zone Meetings & Industry Functions

Day	Date	Meeting	Venue	Zone
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
Wednesday	08/06/2011	10:00	Broncos Leagues Club	Brisbane 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
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	16:00	Randwick Labor Club	City & East Zone Networking Cocktails
Tuesday	27/06/2011	07:00	Canada Bay Club	Inner West Zone Meeting & Luncheon
			No Meetings - June 28 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	Ryde Eastwood Leagues Club	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	Lismore Workers Club	Far North Coast Zone Meeting & Luncheon
Thursday	15/09/2011	11:00	Ingleburn RSL Club	Nepean Zone Quarterly 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	Koondah Waters Resort, Wyong	Central Coast Zone AGM & Conference
Thursday	22/09/2011	07:30	Kogarah Golf Club	St George Cronulla Zone Golf Day
Tuesday	23/09/2011	11:00	TBA	Inner West Zone Meeting & Luncheon
Thursday	29/09/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
OCTOBER				
Monday	03/10/2011		LABOR DAY PUBLIC HOLIDAY	LABOR DAY PUBLIC HOLIDAY
Tues - Thursday	04-06/10/2011		Sands Expo & Convention Centre	Global Gaming Expo - G2E
Sunday - Tuesday	08-11/10/2011		Gold Coast Convention Centre	ClubsNSW Annual Conference & Trade Expo
Friday	11/10/2011	10:00	Landsborough Big Cart Track	Sunshine Coast Zone Charity Cart Day
Wednesday	19/10/2011	17:00	Dubbo RSL Club	Mid State Zone Meeting & Dinner
Thursday	27/10/2011	08:00	Sydney Olympic Park	CMAA Federal Executive Meeting
Friday	28/10/2011	11:00	Dapto Leagues Club	Illawarra Shoalhaven Zone AGM & Luncheon
NOVEMBER				
Thurs - Sunday	03-06/11/2011		Sheraton Mirage, Gold Coast	Leagues Club Association Annual Conference
Friday	04/11/2011	14:00	Carlton Brewhouse, Abbotsford	Victoria Zone Meeting & Xmas Luncheon
Thursday	17/11/2011	11:00	Coffs Harbour Turf Club	Mid North Coast Zone Meeting & Luncheon
Friday	18/11/2011	11:00	Weston Creek Labor Club	ACT Zone Meeting, Luncheon & Bowls Day
Friday	18/11/2011	11:00	Logan Diggers Club	Brisbane Zone Bursaries & Xmas Luncheon
Friday	25/11/2011	09:00	Brighton Le Sands	CMAA Federal Executive Meeting
Friday	25/11/2011	10:30	Brighton Le Sands	CMAA Federal Council Meeting
Friday	25/11/2011	12:00	Brighton Le Sands	CMAA Sponsors Luncheon
Monday	TBA/11/2011	11:00	TBA	Inner West Zone AGM & Xmas Luncheon
Tuesday	29/11/2011	11:00	Matraville RSL Club	City Eastern Suburbs Zone Meeting & Xmas Luncheon
Tuesday	29/11/2011	11:00	Matraville RSL Club	Sunshine Coast Zone Xmas Luncheon
Wednesday	30/11/2011	11:00	Cardiff RSL Club	Hunter Zone Meeting & Xmas Luncheon

EUREKA

GOLD MINE 2

Dig deep for this one, its a goldmine!
One of the 3 Gold Mine entrances could
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