

Club

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IN AUSTRALIA

## CMAA Salutes Sponsors and 'Champions'

CMAA Life Members (from left) Barry Stevenson, Allan Peter, Peter Strachan, Bill Clegg, Terry Condon and John Allan attended the CMAA's Sponsor Appreciation Lunch to thank CMDA Sponsors and Club Industry supporters at Drummoyne Sailing Club last month – full report: p14 & 15.

**INSIDE:**

Industry Faces Gillard Govt's Pre-Commitment Law

*Merry Christmas & a prosperous 2013 ...*



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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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**QUEENSLAND'S NEW** Liberal National Party Government has defended its decision to hit the state's biggest licensed clubs with an increased gaming tax in the 2012-2013 State Budget, with a pledge that the Club Industry – as a whole – will benefit in the longer term under new initiatives. Attorney General and Justice Minister Jarrod Bleijie described the tax charge as “part of the Government's fiscal repair strategy that is required as a result of the former Labor Government's legacy of debt and deficits” ...



## ► Page 24

**SELF-RULE** – a chance for clubs in Victoria to finally control their destiny and reap a fairer share of gaming profit. The early results are in – and it's looking grim, with 60% to 70% of Victorian clubs struggling financially since the August changeover. CMAA Federal Secretary Allan Peter, who has been working long and hard in the southern state, says that's the feedback from each of the three industry bodies who met in late November. He says teething problems are to be expected, and mirror what happened 15 years ago in NSW ...



## ► Pages 32-33

**IT WAS** a Tuesday morning, and Geoff Meston was admiring the (lack of) foresight of the M5 freeway designers as he watched the 6.45am in-bound gridlock present a luminous example of how short-sighted approach to capacity planning ruins another morning for Sydney's long-suffering motorists. The only thing that kept him sane in this miasma of exhaust fumes was the tingling anticipation of another Finance Summit – ‘*Fiscal Fortitude*’ – starting in a few hours ...



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# Gillard Govt delivers on National Gambling Bill

**THE FEDERAL** Government's *National Gambling Reform Bill 2012* has become law.

This occurred late on Thursday, November 29 - more than two years after Prime Minister Julia Gillard and Andrew Wilkie, the Independent Member for Denison in Tasmania, signed the original agreement in September 2010.

That agreement required the introduction of mandatory pre-commitment by 2014 and a range of other ill-conceived policies that would be damaging for the Club Industry.

During this two-year period, there has also been a strong push for \$1 maximum bets on poker machines that, again, would have been catastrophic for the Club Industry.

Through Clubs Australia, the Club Industry welcomed the amendments, saying it would continue to talk to state and federal governments. "Clubs will continue to fund research and programs devoted to reducing problem gambling. These initiatives will be based on credible, evidence-based research - a position Clubs Australia would expect the Federal Parliament to welcome and similarly adopt," Clubs Australia said in a statement.

An example of this clubs policy is the national roll-out of multi-venue self-exclusion technology that allows problem gamblers to commit to a legally binding agreement that bans them from up to 25 registered clubs and can be done online and in the presence of a gambling counsellor.

"The two-year extension will go a long way to ensuring the majority of clubs are able to continue operating their poker machines without being in breach of the law through no deliberate fault of their own," the Clubs Australia statement added.

NSW Independent MP Tony Windsor moved the amendments in the Lower House, which were seconded by the controversial and suspended Member for Dobell, Craig Thomson, a big advocate of extending the timelines. The amended legislation passed the House of Representatives 71 votes to 70.

"If I was God, I would ban poker machines but that is not going to happen," Mr Windsor told Parliament as he foreshadowed the changes.

'Clubs will continue to fund research and programs devoted to reducing problem gambling. These initiatives will be based on credible, evidence-based research - a position Clubs Australia would expect the Federal Parliament to welcome and similarly adopt.'

It is understood the Government agreed to the changes to avoid possible defeat of the key legislation that has dogged them for the past two years.

Key elements of the *National Gambling Reform Bill 2012* are ...

- Introduction of a system of voluntary pre-commitment - a system where the player has the choice of obtaining a card to set limits, or simply playing with cash without a card - as follows ...
  - In venues with 21 or more machines, all machines must be compliant by December 31, 2018 (extended two years from the deadline in the original Bill that was introduced to Parliament on October 31);
  - In venues with 11 to 20 machines, all machines must be compliant by December 31, 2022 (extended two years from the original deadline);
  - In venues with 10 or fewer machines, those machines can be replaced according to their natural life cycle;
  - For manufacturers, all new machines/technology for sale or import into Australia must be pre-commitment compliant by December 31, 2014 (extended 12 months from the original deadline);
  - The system is required to be state-wide however it must be approved under state or territory law and, therefore, relies on the relevant state governments approving such a system.
- Introduction of dynamic warnings on machines to be in place by December 31, 2014.
- A cap of \$10 million per annum for the "supervisory levy", which equates to a maximum of \$50 per EGM per annum.
- Introduction of a \$250 daily withdrawal limit on ATMs on gaming venues, commencing February 1, 2014 (extended from the original May 1, 2013 deadline) ...
  - Exemptions administered by the NSW Government for venues in remote areas where there are a lack of banking alternatives;
  - No limitations on eftpos transactions.

There is still a substantial amount of detail that has been left to regulation and the Club Industry will continue to negotiate with the Federal Government as the regulations are drafted in early 2013.

A detailed examination and response by the state and territory governments also will be required, and the industry will undertake further discussions with these agencies as the opportunities arise.

Mr Windsor's fellow-Independent, Rob Oakeshott, said the policy was not a 'socialist leftie guard' reform and that there was only one reason someone would not support the amended laws - fear of ramifications from 'vested interests'.

Greens MP Adam Bandt said the party would reluctantly support the changes because that was necessary to support the Bill that Families Minister Jenny Macklin agreed had taken some time.

Ms Macklin said Mr Windsor's changes would 'give venues more time and give manufacturers more time'. ■





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- Export to Excel

## **Graphics Library**

- Use of full animated graphics library and standard graphics packages (15 in total)



**3 GAMES  
IN 1**



## Ray takes a bow and a 'roasting'

**THERE ARE** some generous people who will always have a special place in the CMAA's heart. Ray Seagar helped raise millions of dollars for charities during his business career, including the CMAA's preferred charity, the Ted Noffs Foundation, and the Autistic Children's Foundation. With microphone in hand, plenty of people 'copped it' from Ray's sharp wit and mischievous sense of humour. On November 16 at Castle Hill Country Club, it was Ray's turn to be in the firing line when an impressive group of friends gathered to pay tribute to this remarkably generous character. Controversial media commentator Allan Jones arrived on the golf course by helicopter in time to give Ray 'both barrels', while the guest list included champion jockey Malcolm 'Miracle' Johnston, along with Parramatta and Australia rugby league forward Peter



Wynn. The CMAA, fittingly, was represented by a strong 'team' (above) that included Life Members Barry Stevenson, Allan Peter and Terry Condon. It was also a special occasion with CMAA Hall of Fame foundation members Len Ainsworth Ray Seagar and John Allan were together again (right) to reprise their original photo, taken in 1994. It was a special day all-round ... congratulations Ray. ■



From all of us at Paynter Dixon, we hope you enjoy the entire Festive Season!



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Paynter Dixon, the entire picture





## Just when we thought it was safe to plan for the future ...

**President's Perspective** with BILL CLEGG, ACCM

**IT'S ALWAYS** disappointing, when reflecting on the year that has been, that the future for our industry remains somewhat in doubt. Feeling like we had come out the other side of the political stunt that was the mandatory pre-commitment (MPC) agenda and how it was not practically achievable, the Club Industry again is being held to ransom with what can only be interpreted as a policy determined by minority interests for the advancement of the nanny state. In hearing Treasurer Wayne Swan defend as "not a tax" a new federal levy to administer a bureaucracy to be created, then declaring that the Club Industry had been consulted about the issue was one of the lowest points that can be recalled in Government relations. On top of a new tax on all gaming machines in Australia, there is now an undetermined need for technology upgrade, at a financial time for the Club Industry that cannot be compared to the X-series upgrade during the 1990s. Clearly, the politicians who have added to the already-bad policy almost certainly again come from the southern states. And, again, they have shown there is no real understanding of the Club Industry and how it is melded to the social fabric of the communities clubs serve. These politicians have not grown up with clubs and just don't understand them. There's no excuse from their northern counterparts. How many people can recall the time before ATMs and EFTPOS when transactions, particularly in country and regional

areas, where routinely transacted by cheque? When all Social Security payments were made by cheque and the local club acted as the bank, because they only opened on restricted hours? From the mid-1980s, when the first EFTPOS facilities were introduced as a community service, clubs have been seen as a place for people to obtain cash for their personal use in a safe and secure location. The people who would see our Club Industry destroyed know the best way to kill a cash business is to restrict the flow of cash. With federal gaming machine taxation now a reality, it has never been more important for all of us to focus on the national agenda – and the dangerous implications for the Club Industry.

**REFLECTING ON** the past year for the CMAA, I'm pleased that the Executive has completed this term's strategic objects. Over the past three years the primary focus of the Executive has been ...

- Relocation of the Career Development Centre to Sydney Olympic Park;
- Transition of the Executive Officer role and ensuring that Ralph Kober has the resources to achieve longer-term objectives, resulting in the appointment of a new management team;
- Improving the CMAA's financial viability;
- Ensuring the CMAA's partnerships are based on a mutual beneficial professional standing.

The professional development and education services the CMAA provides through the CMDA are currently going through significant change as we prepare for the new compulsory training agenda in NSW and as we widen our services, particularly in Queensland's north and areas that are more 2,500 kilometres from Sydney Olympic Park.

**IT IS** with great respect and sadness I acknowledge the passing of two CMAA Hall of Fame members. Harold Macgregor Jamieson, a remarkable man who worked with Len Ainsworth in gaming machines for more than 40 years, passed away on October 20, aged 86. Harold's funeral was at the Anglican Church in Kiama, with impressive tributes from his son Ian and daughters Sharon Ryan and Lesley Nauta. Greg Hart, who had a distinguished law career with Geoffrey Edwards & Co, working almost exclusively with the union movement, passed away on November 23, aged 62. Greg worked closely with CMAA Senior Industrial Relations Advocate Peter Cooper for more than 30 years. Both Harold and Greg generously and enthusiastically supported the CMAA's philosophy and goals.

**IN CLOSING**, I take this opportunity to wish all CMAA Members, their families and their clubs a joyous Christmas and Festive Season – along with a New Year that brings health and happiness. I'm sure all would agree, that wish brings a year of stability and certainty to the Club Industry. ■

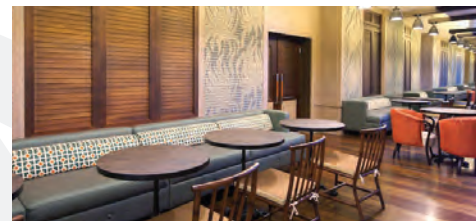
➤ **BILL CLEGG, ACCM**, is the CMAA Federal President, a CMAA Life Member & General Manager at Randwick Labor Club



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## Notice of Annual General Meeting

The **Annual General Meeting** of the Members of the  
**Club Managers' Association Australia**  
will take place at **9am on Tuesday, March 12, 2013.**

The **Annual General Meeting** will be conducted in the Conference area in **Hall 6**  
of the **Sydney Convention & Exhibition Centre, Darling Harbour, Sydney.**

Members will receive **10 Activity Points** for attending the **Annual General Meeting** and signing the **Members' Register.**

- **ALLAN PETER**, *Federal Secretary, CMAA*

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

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

## **FEDERAL ELECTION NOTICE**

**FEDERAL EXECUTIVE MEMBERS (5)**

**FEDERAL COUNCIL MEMBERS (8)**

One Federal Councillor from each of the following divisions:

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

The Australian Electoral Commission will be calling for nominations, which must be in writing and comply with the organisation's registered rules, and which may be made at any time from Wednesday, January 16, 2013 and will close at 5pm on Wednesday, February 6, 2013. Nominations can be withdrawn within 7 days of the close of nominations.

**NOMINATION FORMS WILL BE POSTED TO ALL ELIGIBLE MEMBERS ON WEDNESDAY, JANUARY 16, 2013**

**Ballot:** If a ballot is necessary for the Federal organisation, voting material will be posted on Wednesday, March 6, 2013 to eligible members at the address shown in the organisation's records. Members should notify the organisation of any change of address. The ballot will close at 5pm on Wednesday, March 27, 2013.

## **NSW STATE ELECTION NOTICE**

**EXECUTIVE MEMBERS (5)**

The Australian Electoral Commission will be calling for nominations, which must be in writing and comply with the organisation's registered rules, and which may be made at any time from Wednesday, January 16, 2013 and will close at 5pm on Wednesday, February 6, 2013. Nominations can be withdrawn within 7 days of the close of nominations.

**NOMINATION FORMS WILL BE POSTED TO ALL ELIGIBLE MEMBERS ON WEDNESDAY, JANUARY 16, 2013**

**Ballot:** If a ballot is necessary for the State organisation, voting material will be posted on Wednesday, March 6, 2013 to eligible members at the address shown in the organisation's records. Members should notify the organisation of any change of address. The ballot will close at 5pm on Wednesday, March 27, 2013.

**ALLAN PETER, ACCM**  
*Federal / State Secretary*





# Greens move agenda to voluntary timetable

The Executive Officer's Desk with RALPH KOBER

**THERE IS** no such thing as a “dead cert” when it comes to politics!

The Club Industry has found that out with the stunning news that the Federal Government and the Greens have brokered a deal to legislate the proposed timetable for the introduction of Voluntary Pre-Commitment (VPC) technology being installed on poker machines, which doesn't provide sufficient time for the majority of clubs to comply with the 2016 deadline.

Furthermore, the Federal Government has given itself the power to tax clubs and hotels to cover the huge cost of running the bureaucracy that will oversee voluntary pre-commitment technology on poker machines.

The impact on clubs of having to install VPC technology on all existing machines by 2016 **AND** the introduction of an uncapped “supervisory levy” on every machine is just another onerous burden on clubs and management.

And it's a burden I'm sure will have consequences on the viability of all clubs - especially those smaller clubs, and even larger clubs, who are on the knife's edge and battling to survive.

It will be an interesting 2013 and I wonder if there might be a snap election called when the House sits?

**AS 2012** draws to a close, I want to acknowledge the efforts of all of the Association's office bearers and committees who have unselfishly given continually of their personal and professional time to help the Association achieve another successful year.

Thank you to the Association's governing body, the Federal Executive, who attend monthly board meetings, strategic planning sessions and who are called upon to represent the Association at many Club Industry and CMDA Sponsors events - often in their own time.

Thanks also to the Federal Councillors and to the Zone Committees where the

work to coordinate workshops, meetings and social events takes up a tremendous amount of time and effort.

This could not happen without the support of their respective managers and boards.

Serving others voluntarily to help make things happen is a noble characteristic and exemplifies the goodwill that our club managers have for each other and it is something we all appreciate.

Interestingly, I recently received a request from a grand-daughter of one of the CMAA's founding fathers, Norman “Latchem” Robinson, to find out more about his life and contribution to the CMAA and the Club Industry.

Fortunately, a tremendous amount of work by Ms Vicki O'Connor many years ago resulted in the creation of a document - ***'The Genesis & History of the CMAA from 1959 to 2005'***. In revisiting this document, I was immediately taken with the vision and selfless commitment those early members of the Association displayed to help create the CMAA of today.

I thought it may be of interest in this edition and future *CMA Magazine* editions to lift excerpts of the Association's history from the document - not only for our senior members in recalling memories of the past, but also for our younger members who may not be aware of what former CMAA Trustee and Life Member Barry Stevenson CCM was often heard saying: *“Before we drink the water, we should always remember those who dug the well.”*

## Humble Beginnings

**FOLLOWING THE** 1954 Royal Commission into the NSW Liquor Industry, the Liquor Act was amended to relax the limit on the number of licensed clubs. Between 1955 and 1958, the number of licensed clubs jumped from 350 to 1,050.

Many of these were Leagues Clubs and, with their unrestricted membership, commenced waiting lists.

With large patronage and huge profits, they soon became the leaders in their communities. While many clubs were still operating with Honorary Managers, the Leagues Clubs were mainly staffed by a professional manager.

During this time, a fellowship was created between Leagues Club Managers and a social Association was formed to be named the Leagues Clubs Managers' Association, with Balmain Leagues Club's Secretary-Manager, Mr Norman (“Latchem”) Robinson, as Manager. These gentlemen met monthly, had lunch, discussed the Club Industry and usually finished with a game of bowls or golf.

It was proposed at a meeting on Tuesday, January 20, 1959 at Western Suburbs Leagues Club, Unanderra, that the Association seek registration as a trade union. The motion was carried by the 10 members present and this was the beginning of today's Association.

It is interesting to note that these managers represented some of the most influential clubs in the state who were secure in their appointments, yet still had trade union sentiments and had the foresight to look to the future of members' needs.

Among these was St George Leagues Club Secretary-Manager Mr Arthur “Snowy” Justice. St George Leagues Club was then one of the most prestigious in Sydney and known unofficially as the “Taj Mahal”.

The inaugural meeting of the Club Managers' Association was held on Tuesday, May 5, 1959 at Balmain Leagues Club.

A draft Constitution was presented, amendments were made and it was adopted.

Following the first election of officers, the foundation executive was elected.

- PRESIDENT: Norman “Latchem” Robinson, Balmain Leagues Club
- VICE-PRESIDENT: Harry Walker, Dapto Leagues Club
- SECRETARY: Arthur “Snowy” Justice, St George Leagues Club
- TRUSTEES: Len Ewart, Port Kembla Leagues Club and Bill Davoren, North Sydney Leagues Club

The membership fee was set at 10 shillings (\$1) entrance fee with an annual fee of two guineas (\$4.20). ■



# Supporting YOUR CAREER and YOUR FUTURE

**The Business End** with SHANNON DONATO

**AS CLUB** Managers, we are all aware that a strong, growing and engaged community of members is the key to any successful member-focused organisation. This is particularly true for a trade union. For the CMAA to continue to offer its Members the full array of support and services, it is imperative that our Members continue to stay active with their Association and our membership base continues to grow. You may have heard at recent Zone meetings that a review of our membership base found that almost 20% of our members will approach retirement age within the next five years. For the Association to grow and thrive, we must continue to grow our membership base. This will allow us to continue our strong support of the career and future of Club Managers - people who invest in their own future as CMAA Members. To help your Association stay strong and continue to grow, we are calling on all Members to discuss the many benefits of membership with any colleague you know is not a Member. This **'Member Get Member'** campaign will be promoted strongly in 2013 and as part of the upcoming membership renewal campaign. The basic premise is for Members to encourage a colleague to become a CMAA Member and have the CMAA, our industry's premier professional development provider, help **YOU** both realise **YOUR** goals. All you have to do is discuss the benefits of CMAA Membership with a colleague and, for each new Member you recommend who joins, you will both receive a \$50 credit towards upcoming CMDA conferences, courses or summits. And, the person who introduces the most new Members will win a trip for two people to Melbourne or the Gold Coast (their choice), including return economy airfares & two nights accommodation. Enclosed with this month's edition of *CMA Magazine* is a **'Member Get Member'** lift-out, outlining the promotion, with an accompanying application form. I encourage all Members to pass this flyer on to a colleague and become involved

with the **'Member Get Member'** campaign. This supportive act will help keep **YOUR** Association strong and ensure we continue to strongly support **YOUR CAREER** and **YOUR FUTURE**.

## It's That Time Again ... Renewal Time

**AS WE** head towards 2013, you will soon receive your **CMAA Membership Renewal Notice**. The renewal pack will include a letter from CMAA Federal President Bill Clegg, ACCM, outlining some of the Association's many achievements during 2012. It will also include information about our 2013 Membership Program benefits, including the new **'We Thank You!'** rewards program for all CMAA Members. Our new rewards program replaces the Presidential Card and has lots of new, easy-to-use discounts on every-day purchases, including gift cards for Coles and Woolworths, petrol, movie tickets and much more. For the first time, you will also receive a **CMAA Member Merchandise Pack** as part of your 2013 Membership. The **Member Merchandise Pack** contains lots of CMAA-branded membership "goodies", including an eco-friendly CMAA coffee mug, CMAA lanyard, CMAA badge, CMAA mouse pad, CMAA key ring and more. Your membership renewal pack also includes information on some exciting new Association developments and member promotions, including the chance to win Corporate Hospitality and Tickets for two to the 2013 State of Origin Rugby League Series, simply by "liking" us on our new Facebook page, or downloading the new CMAA "app". So, keep an eye out for your membership renewal notice in the post and be sure to renew early. We look forward to supporting **YOUR CAREER** and **YOUR FUTURE** again in 2013.

## And, It's Christmas Time ...

**I WANT** to take this final opportunity to wish all members of the "CMAA Family" a Merry Christmas and a Happy New Year. I hope you spend the festive season

surrounded by your loved ones and that it is a time of joy, prosperity and harmony for all. I look forward to catching up with many of you in the lead-up to Christmas at the various Zone events and celebrations.

## Sponsor Spotlight



■ **TONY JOHNSTON**

**IN OUR** final **'Sponsor Spotlight'** space for 2012, the spotlight turns onto a great advocate and supporter of the Club Industry, the CMAA and our Members. Tony Johnston is a Lawyer/Partner at Eastern Commercial Lawyers. Tony has represented and supported countless CMAA members over his many years and is someone I am glad is in the CMAA's corner when it counts. Let's hear from the man himself...

**Name:** *Tony Johnston.*

**Company:** *Eastern Commercial Lawyers.*

**Position:** *Lawyer / Partner.*

**Best thing about working in the Club Industry:** *Great people and lots of interesting legal issues.*

**Best piece of advice you can offer, or have received:** *There are two sides to every story.*

**Worst piece of advice you have received:** *There are no sharks in the Catalina Channel.*

**I wish I had a dollar for every time ... I've heard "just got a quick question for you ..."**

**When not at work you can find me:** *in the car running my three teenage sons around.*

**Favourite sporting team:** *Cronulla Sharks (not sure why I'm admitting that).*

**My local club:** *Maroubra Seals.*

**Best thing about my local club:** *Great spot and it makes significant contributions to important facilities within our local community. ■*



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NSW initial game range is subject to regulatory approval. ©2012 Bally Technologies. All rights reserved. Images are for illustration purposes only and are subject to change.





# Change of scene for 2012 Sponsors event

**IT WAS** the perfect way to start the festive season. The CMAA thanked the people who make it possible for the CMAA and CMDA to provide the range of personal and professional services, along with education and professional development with the annual Sponsor Appreciation Lunch on November 30. It was also a change of venue for the event with the Drummoyne Sailing Club's Ecco Ristorante Italiano serving up a sumptuous meal for more than 130 guests. Executives from the family of CMDA Career Development and National Bursary Program Sponsors joined CMAA Life Members, CMAA Hall of Fame Members, the CMAA Federal Executive, the CMAA Federal Council and the Board of Management Studies to celebrate another successful, yet

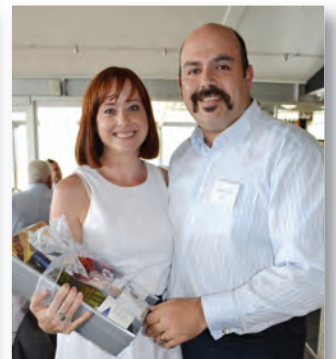
challenging, year for the Association, the Club Industry and the businesses that support our industry. CMAA Federal President Bill Clegg, ACCM, welcomed sponsor company representatives and guests to the impressive harbour-side venue and thanked everyone for their support and contribution to the success of a busy and productive 2012. "I trust that you have enjoyed and learned from another eventful year for our industry," Bill said. "We will continue to face challenges, but we will also continue to meet those challenges head-on as a united and supportive team. I believe there are good things ahead for the Club Industry and we are proud to partner with such an impressive group of sponsors and supporters." Bill also presented each of the CMDA Career Development Sponsor companies with a gift to acknowledge their support of the Association and its members. CMAA Life Members who attended the lunch included Barry Stevenson, Peter Strachan, John Allan, Terry Condon, CMAA Federal Secretary Allan Peter and Bill Clegg. ■



- **TOP:** CMAA Executive Officer Ralph Kober welcomes guests to the CMAA Sponsors Appreciation Lunch at Drummoyne Sailing Club.
- **BOTTOM:** CMAA Federal President Bill Clegg addresses Sponsors and Club Industry supporters before the November 30 lunch.







■ Jon Shevket (left) from CMDA Major Sponsor **HOSTPLUS**, presents Doug May (Lion) and Lesley Stewart from **GSL Solutions** with business card draw prizes of Robert Oatley Vineyards gift hampers during the Sponsors Appreciation Lunch at Drummoyne Sailing Club.



## Social media access at work an OH&S issue

**FOLLOWING ON** from the Industrial Landscape article in the November edition, looking at the pitfalls of social media in the workplace, the *Melbourne Age* newspaper recently carried a story highlighting the fact that many large Australian companies have failed to address gambling issues in their IT & social media policies to protect workers and employers. Companies such as Telstra have policies indicating what is an appropriate use of social media they have simply blocked gambling website from work computers. However, due to the increased trend of gambling via social media, it is clear that unacceptable behaviour must include using the employer's resources to engage in gambling via social media. This article also made the point that an employer's duty of care under OH&S is to do everything it practically can do to eliminate or minimise risks to health and safety in the workplace. Unfettered access coupled with knowledge that employees have the potential to cause themselves harm by gambling may trigger an employer's OH&S duty. An employer could be held to be vicariously liable if the employee developed or increased a gambling addiction while at work. The growth of gambling 'apps' for smart phones is out there and as we all know from watching the footy finals bookmakers have readily embraced social media. ■



## Registered & Licensed Clubs Award 2010

**AS PART** of the Modern Award Review process, Fair Work Australia (FWA) split the number of applications across various industries into four stages. As a result, the Registered & Licensed Clubs Award application, which primarily focuses on maintaining the current NSW NAPSA part-time provisions beyond December 31, 2012, was allocated to Stage 2. FWA indicated that Stage 2 applications would be heard and determined between October 1, 2012 and December 31 2012. However, due to extensive delays from FWA, the award application remains yet to be timetabled. This means arbitration of the Club Industry's award application will not occur until next year. In consideration of the pressing urgency clubs face with the part-time transitional provisions due to expire on December 31, 2012, Clubs Australia Industrial initiated conciliation attempts with United Voice to resolve or narrow the issues. After significant negotiation with United Voice, Clubs Australia Industrial achieved an extension for the transitional provisions so that clubs will be permitted to continue to utilise the NSW NAPSA part-time provisions until March 31, 2013. Clause 10.4(b) of the Award has accordingly been amended to reflect this change. There was also a significant result in having the meal break provision at clause 24.1 varied, to rectify the confusion and operational challenges that clubs have been experiencing since the modern award provision was introduced. The award has been amended to reflect the new clause 24.1 which states ...

*24.1 Subject to the provisions of this clause: (a) If an employee, including a casual employee, is required to work more than five hours in a day, the employee must be given an unpaid meal break of no less than 30 minutes. The break must be given no earlier than 1.5 hours after starting work and no later than five hours after starting work. (b) An employee rostered for a five-hour shift may elect to take an unpaid 30 minute meal break during the shift and the employer shall not unreasonably refuse. ■*

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# New tax will hit hard but good news from regional Zones

**QUEENSLAND CLUBS** have been hit with a significant gaming tax increase. From October 1, clubs pay a further 5% in State tax rates on monthly poker machine revenues over \$850,000. The top tier remains at 35% for revenues over \$1.4 million. Our larger community clubs in Queensland will be up for an increase in poker machine taxes of around \$330,000 annually. With additional gaming taxes for hotels and casinos to take effect also, these measures will result in a \$16.5 million increase in revenue from the gaming industry in 2012-13. The Government has indicated it will implement a range of regulatory reform proposals that will reduce the regulatory burden on the gaming and liquor industries, which will assist in offsetting the financial impact of these revenue measures. Some of these are starting to occur but will be hard to dent the \$330,000 our biggest clubs will pay in extra gaming tax in the next 12 months. With the Carbon Tax creating a further additional tax on some large clubs of up to \$200,000 a year, another \$500,000-plus on the bottom line will be essential to try and provide the same benefits to the community as the past. We will see...

## Requirement To Get Gaming Employee Licences Stops

**SELLING AND** supplying alcohol and/or providing gaming services brings with it a number of important legal obligations under Queensland liquor and gaming laws. Policies and procedures are in place to ensure that venues reduce the potential social harms that can be caused by the abuse of alcohol and gaming. The Queensland Office of Liquor and Gaming Regulation (OLGR) is responsible for issuing approvals and licences to individuals who are seeking employment in the liquor and gaming industry in Queensland. The Government has ceased the requirement for persons to obtain Gaming Employee Licences to work in clubs and hotels. However, individuals who wish to work in the gaming industry and carry out gaming duties or tasks must still complete a Responsible Service of Gambling (RSG) course. Many clubs, in their Anti-Money Laundering & Counter Terrorism Financing (AML/CTF) Program, have used the Gaming

Employee Licence requirement to demonstrate how their club was demonstrating due diligence in screening new employees or pre-screening those promoted to at-risk roles. Managers now should consider whether diligent reference checking is enough, or whether a Police background check may be required instead. Other licence types and approvals required to work in the gambling or liquor industries have not been affected by this decision.

## Ipswich-Darling Downs Zone Meeting

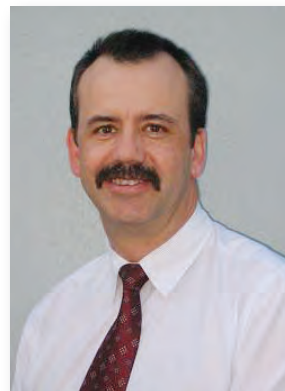
**IT WAS** great to be in Toowoomba last month for the Zone Meeting and AGM for this country Zone. There has been little activity in recent years as managers find less and less time to be involved or even leave their club to attend events. This is not exclusive to the country zones either. However, a spirited AGM was held and an enthusiastic new committee is determined to generate activity for existing and up-and-coming managers in this large and diverse zone. New President Les Nash, from Gatton RSL Club, is joined by Secretary Jo Schwenke, from Warwick RSL Club, Treasurer Jean Hallas, from Stanthorpe RSL Club and Committee Member Peter Garrod, from Club Glenvale. Congratulations to the new team and their peers who will benefit from this Zone's resurrection. Many new memberships are expected in this area now that a plan is established.

## Cairns & Far North Queensland Zone

**ANOTHER REGIONAL** CMAA Zone inactive for some time is in Far North Queensland. During a recent visit to Cairns, I sat down with eight club managers from the Cairns region to discuss the potential for getting the Zone up and going again. Again, there was real enthusiasm from not just those new to the Zone, but older hands who have been around and remember how important it is to have an active Zone. With recent "imports" from NSW, including Michael Clare at Cairns RSL Club and Craig Clark at Fuller Sports Club, everyone agreed it is time to again establish a peer network of club professionals. An inaugural AGM in early 2013 is on the cards with CMAA Executive Officer Ralph Kober looking at flights to Cairns to help this group get started.

**I WILL** be on the road again this month and welcome the opportunity to assist any Queensland CMAA Zone with ideas and suggestions for initiatives that can be conducted in your Zone. Let's get every Queensland Zone active and benefiting the club managers they represent. You can contact me at M: 0417 632 311 or E: [justin@cmaa.asn.au](mailto:justin@cmaa.asn.au) ■

The Government has indicated it will implement a range of regulatory reform proposals that will reduce the regulatory burden on the gaming and liquor industries, which will assist in offsetting the financial impact of these revenue measures. Some of these are starting to occur but will be hard to dent the \$330,000 our biggest clubs will pay in extra gaming tax in the next 12 months ...



■ CMAA Queensland Membership Liaison Officer JUSTIN McGURGAN



'The liquor and gaming industry has long been ignored in this state and the economy has suffered as a result. Our focus is letting business get on with the job and we will take action to reduce waste, cut administrative costs and make life easier for the industry.'

By **HENRI LACH**

**QUEENSLAND'S NEW** Liberal National Party Government has defended its decision to hit the state's biggest licensed clubs with an increased gaming tax in the 2012-2013 State Budget, with a pledge that the Club Industry - as a whole - will benefit in the longer term under new initiatives.

Attorney General and Justice Minister Jarrod Bleijie, who also is responsible for licensing and gaming, described the tax charge as "part of the Government's fiscal repair strategy that is required as a result of the former Labor Government's legacy of debt and deficits".

In an exclusive statement to *Club Management in Australia Magazine*, Mr Bleijie said he expected the new threshold to impact up to 25 clubs across the state.

He added that this came with the Government's commitment to "work at a rapid pace to cut red tape and slash the administrative cost for the industry".

A "Red Tape Reduction Panel" is a key element of the Government's plans for a new

deal for the liquor and gaming industry in 2013.

Mr Bleijie said the expert panel's task was to reduce the regulatory burden on the Club Industry.

"We have made sure this panel gives key players a chance to finally weigh in on discussions about the major issues affecting the industry," Mr Bleijie added. "It has been formed to identify over regulation, duplication and inefficiencies in the liquor and gaming industry, which has been dubbed the most regulated in Queensland.

"The liquor and gaming industry has long been ignored in this state and the economy has suffered as a result," he added. "Our focus is letting business get on with the job and we will take action to reduce waste, cut administrative costs and make life easier for the industry."

The Minister said his Government was also looking at "a package of reforms" to remove barriers to the early introduction of innovative new products. "Over time, this should result in a decrease in operating costs as well as increased revenue for clubs," he said.



- **FAR LEFT:** Queensland Attorney General **JARROD BLEIJIE**.
- **MIDDLE:** CMAA Federal Executive Member **STEVE CONDREN**.
- **RIGHT:** CMAA Brisbane Zone President **JOHN LIMBRICK**.



► The “Red Tape Reduction Panel” is chaired by Brisbane lawyer Geoff Harley, with 16 members from a diverse section of interests. They include Doug Flockhart from Clubs Queensland, representatives from the Police Service, local government, restaurant and tourism industry, and social groups, including the Gold Coast Chill Out Zone’s Angela Driscoll, who heads a group dedicated to short-term support for victims of alcohol and drug abuse.

The panel held its first meeting in October - after the Government’s September Budget imposed its new tax. It will release a discussion paper by early 2013 on a wide range of initiatives, including online liquor sales, regulations around the acquisition and transfer of Electronic Gaming Machines (EGMs) and bottle shop trading hours.

Mr Bleijie explained the non-inclusion of a CMAA member on the panel: “Club interests will be represented by Clubs Queensland,” he said. “The panel had to be kept to a manageable size. CMAA Members will have the opportunity to provide feedback – as will all

Queenslanders – when the discussion paper is released.”

### Disappointed

The state’s Club Industry leaders are disappointed with the new tax imposition, which they say comes during a year of great uncertainty.

Steve Condren, the CMAA Federal Executive Member and CMAA Gold Coast Zone President, whose charge is the iconic Southport Surf Life Saving Club, said the new regime would deprive clubs with 250-to-280 machines of \$300,000, or more, a year.

“That’s money that won’t be going to local communities which the clubs serve,” he said.

He believes the Government has “put the cart before the horse” by introducing the tax before getting the full picture from its newly appointed panel.

“Mr Bleijie has sound credentials and an understating of licensed clubs, and no doubt he has good intention, but, as always with politics, he’s at the mercy of advisers and hard-heads in Treasury,” Mr Condren said. “Governments can’t just

*‘Things are tough enough as it is. We need a crystal ball to see what’s going to happen next.’*

keep on taking without giving something back. I don’t think any deregulation is going to cover the tax loss for the big clubs with their ongoing commitments to debt and expansion.”

Federal issues continue to cloud the Club Industry’s future with impending legislation, and the impact of the Carbon Tax yet to be fully felt.

John Limbrick, the CMAA Brisbane Zone President and CEO of the prestigious Greenbank RSL Services Club with its 280 gaming machines, confirmed the new state tax would cost his club \$360,000 a year.

“We didn’t need this,” Mr Limbrick added. “Things are tough enough as it is. We need a crystal ball to see what’s going to happen next. I sometimes feel that we’re about to reach a breaking point. “The jury is out on the State Government’s promises. There is no time frame for any changes.” ■



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The inside has been transformed to include a take-away food outlet, a family restaurant, function area, and a beach awareness centre where experienced lifesavers explain to beach goers how to keep safe in the surf ...

- **RIGHT:** The pavilion exterior is now brand new - just as it was in 1934.
- **BELOW:** Proud and happy (from left) Southport Surf Life Saving Club President Keith Rigby with Gold Coast Mayor Tom Tate, Federal Member for Moncrieff Steven Ciobo and Southport Surf Club General Manager Steve Condren inspect the commemorative plaque.



By **HENRI LACH**

**SURF LIFESAVING** and Australia's heritage were big winners with the official opening of the renovated Main Beach Pavilion on the Gold Coast.

It was a building heading for demolition until a public campaign driven by the Southport Surf Lifesaving Club to give it heritage listing succeeded in 2001.

## Surf Club gets boost from historic pavilion project

The opening ceremony, on September 8, was the culmination of many years of planning, and five months of concerted effort by the surf club, its board, its General Manager Steve Condren, Project Leaders Australia, Hutchinson Builders

and other participants in the planning and architectural arena.

Now, thanks to their efforts - and an expenditure of \$2.4 million - the historic pavilion that's adjacent to the surf club has a new lease on life that never would have been envisaged by its original builders. It also bears a modernised name: 'Pavilion 34', to link it to its first opening in 1934.

It's actually been a project combining restoration and renovation. This was a sadly rundown old building six months ago, with a crumbling interior.

The inside has been transformed to include a take-away food outlet, a family restaurant, function area, and a beach awareness centre where experienced lifesavers explain to beach goers how to keep safe in the surf. Everything there is new - from the shining stainless steel kitchen equipment to the toilet fittings.

The exterior, however, has been faithfully reproduced to its original architecture, right down to the colour scheme and the style of the roof iron. A pictorial record of the surf lifesaving







Main Beach Pavilion at Southport, Queensland, 1925

- ▶ history of the area forms a major exhibit in the pavilion's compact museum.

Club boss Steve Condren, who's also a ACCM Federal Executive Member, is upbeat about the building's future, with a projected annual income of between \$200,000 and \$250,000 from its combined operations of food outlets and lease of function facilities.

"It will be a much-needed funding boost, and every dollar of this will go to lifesaving," Steve said proudly. "As with all volunteer organisations, money-raising schemes are drying up. You've got to get outside the square these days. We've done it so that we're not reliant on the existing business we're carrying. This will give us an extra bow. This was an opportunity to diversify. The building was up for re-leasing, and renovation was part of the deal, so we decided to do it properly. Much had to conform to Heritage Department demands. There was a bit of give and take."

The Federal Government and the Gold Coast City Council each contributed \$400,000 to the project cost. Representatives from both levels of government were on hand to unveil the commemorative plaque at the official

opening ceremony.

Gold Coast Mayor Tom Tate applauded the project as a salvation of a National Heritage site, while paying tribute to the young men and women volunteers who make up the lifesaving movement.

The Federal Member for Moncrieff, Steven Ciobo, in whose electorate the pavilion is located, took the opportunity to put a philosophical spin on proceedings: "Surf lifesaving clubs epitomise the values of the community they serve," he said.

With the official ceremony over, about 100 guests, including representatives from Surf Life Saving Queensland, past office bearers and life members of the Southport Surf Life Saving Club, and members of organisations associated with the renovation project, enjoyed drinks and gourmet finger food from Pavilion 34's new kitchen.

There was wide agreement that the quality of the food augurs well for the kitchen's future popularity.

And, word is that the function facilities already are booked out several months in advance. ■

- **ABOVE:** The good old days ... an image of the pavilion one year after its original opening.
- **BELOW:** A new life ... the sign says it all.



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# 7 profitable tips from 2012 Clubs+: Summits

**IF YOU** want a larger profit margin, invest in your staff training. Effective training improves employee performance - and clubs with under-performing staff or facilities need to look closely.

A strong focus on training and development is a key competitive advantage for the Club Industry, as we compete for the same talent and customers as restaurants and hotels. It's an investment - not just an expense. You should expect the few hundred dollars spent on a one-day or two-day workshop to come back very quickly. Of course, you can do some in-house training, but external training usually makes a much bigger impact with more specialised topics and presenters.

Send your staff to training events and workshops if you want increased sales, efficiency, productivity, reduced costs and increased membership numbers, and satisfaction.

As a Christmas gift from **Profitable Hospitality Managing Director Ken Burgin** and the **Clubs+:** team, here are a few **Top Tips** from the **Clubs+:** Calendar of training events over the past year. Making use of even just one tip can make an improvement in your club.

- **Clubs+: Dynamic Online Marketing Workshop & Webinar Series - February:** Your website is your shop front. Social media will sell your club and keep members connected 24/7.
  - **Action Tip:** Revamp your online newsletter. Include a link and photo of at least one club-sponsored community activity and acknowledge a popular, or inspiring club member in every edition (check [www.CurrumbinRSL.com.au](http://www.CurrumbinRSL.com.au) for an example of a terrific newsletter that builds business).
- **Clubs+: Business Essentials - Managing Staff, Service & Cost Control - March in Melbourne:** Over two days, duty managers and staff looked in detail at leaderships, delegation, giving feedback to staff, customer service and finance.
  - **Action Tip:** Write up a Cycle of Service that identifies all the points of contact a visitor makes - from arrival to departure at your club. Check for the weak points - these need urgent attention. Visit [www.ProfitableHospitality.com](http://www.ProfitableHospitality.com) and search for 'Cycle of Service'.



- **Clubs+: Profitable Hospitality Melbourne Food & Wine Tour - March:** CMAA Bursary winners and other food and beverage professionals join Ken Burgin on the annual tour to Australia's food capital.
  - **Action Tip:** Extend your range of beers and include some craft beer varieties. Organise a Beer & Food Matching Dinner and invite along the brewer to provide a lively commentary. This is a popular way to introduce food events and shift customer expectations away from 'cheap eats'.
- **Clubs+: Weddings & Events Management Summit - May at The Epping Club:** The most popular event of the year was held at one of Sydney's most stylish clubs - a great setting to learn about new trends, sales and venue improvements.
  - **Action tip:** Wakes are important events at clubs - a sad occasion is generally a time when relatives want to pay more for good food and drinks. Offer a range of 'Wake Packages' and be on hand to manage it all. From the One Stop Organiser, to a Tab at the bar in memory of 'Fred', a creative approach will ensure you don't miss out on the extra spend.
- **Clubs+: Two-Day Chefs Summit - June at Bankstown Sports Club:** Chef training cost control, staff management, menu trends and marketing will give an excellent return on investment.
  - **Action tips:** Food safety auditing and inspection reports. If you do nothing else, put these in place, says Paul Rifkin, of Campbelltown Catholic Club. Share the KPIs from these reports to improve productivity, profitability and bring all your staff 'onto the same page'.
- **Clubs+: ADVANCED Online Marketing Webinars - August:** A series of five, one-hour webinars took the effective use of social media and websites to another level. More than 50% of online searches for food, beverage and entertainment are now done using smart phones and iPads. How does your club look on a small screen?
  - **Action Tips:** Compete online against local restaurants and hotels to attract tourists and visitors to your area. Include the terms in your website copy that people search for ... e.g. 'steak', 'seafood buffet', the name of a popular band or a big





sporting event - from SEO expert Cal Tod on the special Google webinar.

► **Clubs+: Regional Sales & Marketing Summit - September at Armidale City Bowling Club:** Managers and club staff from all around NSW, Victoria and Queensland gathered to share ideas and learn from smart operators and industry experts.

- **Action Tips:** Use quality photography of events and functions, happy staff, great facilities, community events and local landmarks to have a stunning promotional video of your club. Photos are the 'new currency' of online marketing and incorporated into a video can be used on the club website, Facebook page, plasma screen and YouTube. Check these brilliant examples at [www.MakeVideosFromPhotos](http://www.MakeVideosFromPhotos)
- A great tip from professional photographer **Mark Burgin** ... In Australia, we do not actually own copyright of our own image. Be respectful and recognise that most people love to share the happy times. Make sure you have a signed Photo Release Form for images of staff.

There you have it. Let us know what you have done at your club that made a difference. ■

Get your diary ready now for a New Year of learning and education with **Clubs+**: in 2013 to improve your bottom line!

## Diary Dates

March 7 to 10 ... Clubs+: Melbourne Food & Wine Tour

April 30 & May 1 ... Clubs+: Events & Weddings Marketing Summit

TBA ... Clubs+: Webinars

October ... Clubs+: Social Media Summit

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GAMING TECHNOLOGIES

# Victoria's clubs settle in to the reality of self-rule

By **KATIE CINCOTTA**

**SELF-RULE** – a chance for clubs in Victoria to finally control their destiny and reap a fairer share of gaming profit.

The early results are in - and it's looking grim, with 60% to 70% of Victorian clubs struggling financially since the August changeover.

CMAA Federal Secretary Allan Peter, who has been working long and hard in the southern state, says that's the feedback from each of the three industry bodies who met in late November. He says teething problems are to be expected, and mirror what happened 15 years ago in NSW.

"Nothing is going to run smoothly when you have such a massive change," Mr Peter added. "It took a good 12 months to settle down in NSW, with some clubs dropping 10% to 30% trade in the first year."

Mr Peter says the new gaming tax ratio in Victoria - which has many clubs paying back 50% of gaming profits - is part of the problem, but not the only reason.

Mass job losses in Victoria at Qantas, Toyota, Ford, and Billabong ... a slow economy and the removal of ATM machines in clubs probably are all contributing to a downturn.

But, it's not bad news everywhere.

CMAA Victoria Zone President Erin Langman says trade is going well at the Echuca Worker & Services Club on the border.

The savvy manager, also training for her pilot's licence, is looking forward to installing hand-picked new machines and games that she thinks will help the 100-year-old club better compete with their northern cousins.

"It's a great feeling to know that we can now become competitive with nearby venues in NSW," Ms Langman added. "We have noticed our finances are looking much more improved,

so much so that the Board can now seriously discuss renovations and refurbishments."

Chris Byrne, the General Manager at the Yarraville Club, says trade and profitability is up 200% on budget since the duopoly was dismantled.

Mr Byrne attributes this to the club's decision to run gaming in-house (after consulting with Munk Management Services) and marketing to young locals as a 'fun & friendly' club.

Despite \$20 million in assets, the club had been losing \$500,000 a year until Mr Byrne came on board and overhauled the business, which included saying no to a gaming provider such as TGS and PVS, which is costing some clubs \$1 million a year.

While the initial change-over to Intralot was relatively smooth, clubs are frustrated by a lack of resources and support from the new monitor, which CMAA Federal Councillor Grant Duffy, the General Manager at Numurkah Golf & Bowls Club, insists needs to be rectified.

"Victorian clubs have made a substantial investment in licenses and hardware, so it's inappropriate to not have a high-quality system of monitoring," Mr Duffy added. "Moving forward, the ability of the VCGLR and Intralot to facilitate machine, game, denomination, or floor changes in a timely manner will be of commercial significance."

Mr Duffy says that while the removal of ATMs has had a detrimental impact on gaming turnover, he believes the shift of wealth from the duopoly to clubs themselves will ultimately be positive.

"Every club I have spoken to is very excited about the initial cash flow indications," he added.

After meeting with the Gaming Minister Michael O'Brien in July, the Division H Federal Councillor now is discussing the 10-year tenure of licences.

"After 4½ years, entitlements will be paid off, then clubs will be socking funds away for another auction in 5½ years to buy them again ... which is a crazy situation," he said.

Mr Duffy believes Minister O'Brien has 'a good handle' on the Club Industry and is supportive of the movement, but now is the time for the CMAA Victoria Zone to investigate how licences are valued, and to settle on a permanent pokies arrangement to avoid another auction 'farce'.

Mr Byrnes agrees the next step is to lobby for gaming entitlements in perpetuity.

"We're happy to pay for a new licence at the end of 10 years, at what the market rate governs, but it should be a perpetual licence," he concluded. ■



■ CMAA Federal Secretary **ALLAN PETER**



■ CMAA Victoria Zone President **ERIN LANGMAN**



■ CMAA Division H Federal Councillor **GRANT DUFFY**



■ Yarraville Club General Manager **CHRIS BYRNE**



■ Victoria Gaming Minister **MICHAEL O'BRIEN**

'Nothing is going to run smoothly when you have such a massive change. It took a good 12 months to settle down in NSW, with some clubs dropping 10% to 30% trade in the first year.'





# The Fork in the Road

## GETTING TO 2020

**CMAA Annual Conference, AGM & Hospitality Trade Expo**

**Tuesday, March 12 & Wednesday, March 13 2013**

*Sydney Convention & Exhibition Centre - Darling Harbour*

[www.cmaa.asn.au](http://www.cmaa.asn.au)





Register:  
[www.cmaa.asn.au](http://www.cmaa.asn.au)

# The Fork in the Road

## GETTING TO 2020

### Conference Program



LOUISE MAHLER



SCOTT PAPE



*"One day Alice came to a fork in the road and saw a Cheshire cat in a tree. Which road do I take? she asked. Where do you want to go? was his response. I don't know, Alice answered. Then, said the cat, it doesn't matter." - Lewis Carroll*

#### Day 1: Tuesday, March 12, 2013

**8:00am** Conference Registrations - Registration Desk  
Ground Floor, Sydney Convention & Exhibition Centre

**8:30am** Doors Open for CMAA Annual General Meeting - Hall 6  
CMAA Members **only**

**9:00am** CMAA Annual General Meeting  
Welcome - Conference Sponsor, Aristocrat  
ACCM, 21-Year & 30-Year Service Awards

**10:15am** Morning Tea - Foyer  
CMAA Hospitality Trade Expo Opens - Ground Floor, Hall 5  
Sydney Convention & Exhibition Centre

**10:30am - 11:30am** Hall 6  
**Dr Louise Mahler**  
*Putting On Your Game Face - Entering New Frontiers*  
Choice! Choices! A fork in the road is a metaphor for a deciding moment in life or in business when a major choice of options is required, but we limit those choices by following old well-worn paths. In the end, it isn't a fork at all. It's just a halt and then a retreading of the same old track of behaviour, outcomes and baggage. So get ready for the new journey! This fork is a great time to build your preparedness. Ready yourself to face challenges and emotional situations in new ways. There are different ways to skin a cat and they involve well-researched processes, body language, movements and sounds. Handling resistance and barriers to change should not be a crisis. It is a game and can be enormously rewarding. You may even walk away smiling with a song in your heart.

**11:30am - 12:15pm** Approaching The Fork - The Year Ahead.  
HOSTPLUS - Scott Pape - *'The Barefoot Investor'*  
SCOTT PAPE is a former investment advisor with one of Melbourne's leading finance firms EL&C Baillieu, a media commentator, author and hosted his own radio show. Scott's book, *The Barefoot Investor*, is a best-seller in Australia. He is fast achieving status as the most popular financial advisor in Australia, built on speaking his mind and, in his own words, "keeping it real".

**12:30pm** CMDA 2013 National Bursary Program Lunch - Hall 6

**4:00pm** Hospitality Expo Closes

**4:00pm - 6:00pm** Exhibitors & Delegates Cocktail Party - Hall 6  
All accredited trade exhibitors, Conference and Expo delegates are welcome to mingle, network and relax in a convivial atmosphere post Day 1 of the Conference. There will be short presentations to acknowledge the achievement and recognition of the Peter Cameron Award and Hall of Fame presentations.





## President's Message

On behalf of the Federal Executive, Federal Council and the Board of Management Studies, it gives me great pleasure to welcome CMAA Members and all eligible delegates to the CMAA's Annual 2013 Conference and Hospitality Trade Expo. This event continues to be a spectacular success with more conference delegates and trade show visitors attending than ever before. Your participation at this year's conference and exposition is greatly appreciated. Thanks to our wonderful trade suppliers who again will provide an excellent array of innovative and exciting products and services for management to review.

**Bill Clegg, ACCM**  
CMAA Federal President



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

*"The fight is won or lost far away from witnesses - behind the lines, in the gym, and out there on the road, long before I dance under those lights." - Muhammad Ali*

## Day 2: Wednesday, March 13, 2013

- 9:00am - 10:30am** Hall 6  
**The Panel Topic:**  
***Prepare For Unknown Terrain: Engage 4 X 4 At The Fork In The Road***  
**4 Views On Change From 4 Key Stakeholders.**
- 1. The Club President: Martin Baird**, former Chairman of the NSW Council of Chartered Secretaries Australia - Four items your chairperson must be aware of and 'tick off' from a Governance point of view
  - 2. The Accountant: Atle Crowe-Maxwell**, Partner BDO - Four critical balance sheet KPIs to monitor before, during and after change.
  - 3. The Lawyer: Brett Boon**, Partner Thomsons Lawyers - Four critical areas to check in four contracts (e.g. employment; loan; supply; construction)
  - 4. The Employees: Paul Lyons**, Organisational Psychologist - Four critical issues to ensure your people support the strategy.
- 10:30am** **Morning Tea** - Foyer  
**CMAA Hospitality Trade Expo Opens** - Ground Floor, Hall 5  
Sydney Convention & Exhibition Centre
- 10:45am - 11:35am** **Masterclass One - Demystifying The Not-For-Profit Balance Sheet (Statement of Financial Position)**  
**Scott Flaxman** of the Davidson Institute (Westpac Financial Education) unravels the mystery of the Balance Sheet and explains the importance of understanding the story it tells about your Club.
- 11:40am - 12:30am** **Masterclass Two - Changing Tack, What About Your Brand Awareness?**  
What better organisation than a brewery to talk about branding?  
**Andy Gibson**, Chief Marketing Officer at Carlton United Brewing offers an inside view into the impact of change on customer perceptions and behaviour, and how Carlton addresses those issues.
- 12:30am - 1:00pm** **Money Talks - Fuelling Your Change Journey**  
**John Tancevski**, CEO of Community First Credit Union discusses options to best leverage your cash.
- 4:00pm** **Hospitality Expo Closes**



***Stay tuned for our  
pre-Conference  
Professional  
Development  
activities on  
Monday,  
March 11***



Register:  
[www.cmaa.asn.au](http://www.cmaa.asn.au)



## Conference & Expo Overview

### Conference Investment

*CMAA reserves the right to restrict admission to the Conference*

**\$250pp** (incl GST) for Staff, Management and Directors of:  
Clubs, Hotels, Casinos, Restaurants and Caterers.

### Hospitality Expo Visitor Policy

*Admission to the Expo is free for accredited persons as listed below*

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

- CMAA Members
- Management, Directors and Staff of Registered Clubs & Hotels
- Trade Exhibitors & Staff
- Accredited Trade Representatives

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

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

### Conference Sessions

Conference sessions on both days will be held in Hall 6.

*\* Speakers may change due to unforeseen circumstances.*

### 2013 CMAA Members' Annual General Meeting

9:00am - 10:30am Tuesday, March 12 in Hall 6.

Includes CMAA 21 Year & 30 Year Member Service Awards.

### ACCM Activity Points

CMAA members receive 10 activity points for attending and signing the register at the AGM. A further 20 activity points will be awarded for attendance at the Conference & Expo with an additional 10 activity points given for those travelling more than 100kms from their club to attend the event.

### CMDA 2013 National Bursary Program Lunch

12:30pm - 2:00pm on Tuesday, March 12 in Hall 6.

### CMAA Cocktail Party

4:00pm - 6:00pm on Tuesday, March 12 in Hall 6.

The Cocktail Party will feature presentations for

- CMAA Hall of Fame Award • Peter Cameron Award





# CMAA Hospitality Expo 2013

*Sydney Convention & Exhibition Centre - Darling Harbour*

**Tuesday, March 12 & Wednesday, March 13 2013**

**BOOK NOW**

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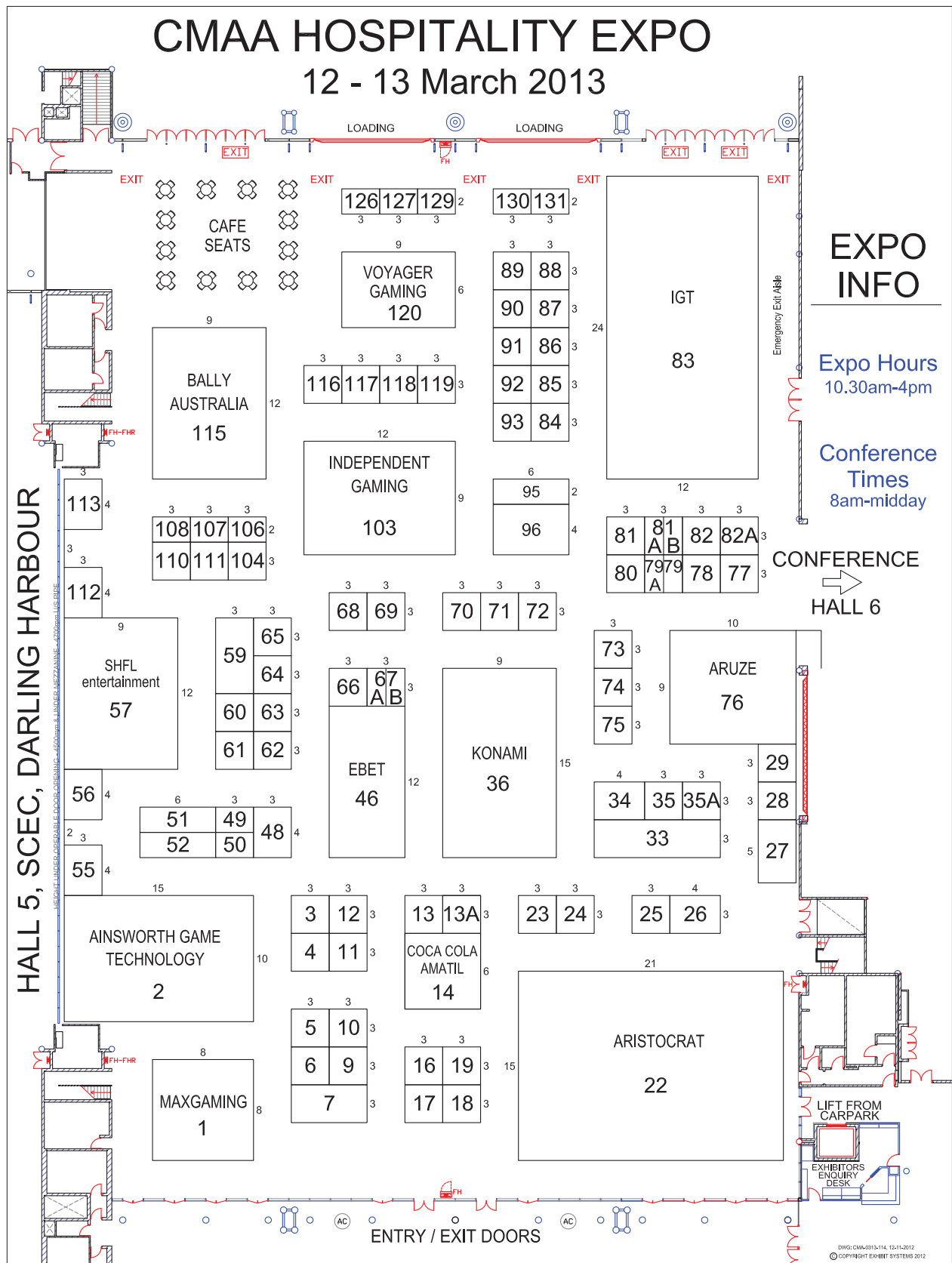
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**The Fork in the Road**

**GETTING TO 2020**



All Enquiries to : Rayner Sales & Marketing  
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**THE CMAA'S 2013 Hospitality Expo** at the Sydney Convention & Exhibition Centre, Darling Harbour already has attracted more than 84 companies to the Club Industry's premier trade show. Expo Business Coordinator Judy Rayner said business response to the Expo – on March 12 & 13 - had

been impressive and positive with the latest products and services on show. For more information on the **CMAA 2013 Hospitality Expo**, or to book a stand, contact **Judy Rayner** at **Rayner Sales & Marketing P: 02 – 9332 2363 or 02 – 9360 6177; F: 02 – 9361 5142; E: rayner@bigpond.net.au** ■

Stand	COMPANY	Stand	COMPANY	Stand	COMPANY
51	Abacus Cash Systems	93	EP&T Global	67B	Paladin Bases
117	Advance Design	13	EZE ATM	19	Paynter Dixon Constructions
2	Ainsworth Game Technology	71	Gasser Chair Company	16	Pernod-Ricard Australia
65	Allpride Signs & Marketing	17	Global Coffee Solutions	84	Plantscaping Solutions
22	Aristocrat	33	Global Gaming Industries	52	Premier Hospitality / Bevcon
76	Aruze	8	Go Green	4	Presidential Card
66	Australian Interior Landscapes	68	Gold Crest Security	79	rawsuga
115	Bally Australia	3	Golden Games	6	Rhinoplay
10	Barringtons	9	Gopher Graphics	48	Ricmar
11	BDO	81B	GSL - Gobsmacked Loyalty Solutions	82A	Robert Oatley Vineyards
104	BEPOZ Retail Solutions	96	HOSTPLUS	23	Rohrig Hospitality
77	Bite Size Coffee Treats	83	IGT	82	Russell Corporate Advisory
95	Blufi / Boomerang Paging	103	Independent Gaming	110	Sebel Furniture
81	Boden Projects	86	Instore Vision	57	SHFL entertainment
106	Capital Design Works	88	InteractCard	78	Silver Chef
70	Cardfix	61	Jensen Data Systems	79A	Smart Exposure
64	Cashpoint ATM	5	Kappalyn Technology Solutions	50	Southern Cross University
89	CAV Audio Visual Security	119	Karo	26	Sprintquip
81A	CCM Travel	36	Konami	35A	Starwell International
73	Clock On Australia	62	LRS (Long Range Systems)	69	Sunblest Cleaning Services
126	Club Managers Association Australia	1	maxgaming	27	TechnoPROM
14	Coca-Cola Amatil	85	McWilliams Wines	116	TJS Services / FM Solutions
75	Community First Credit Union	25	MEI	67A	Tricorp Gaming
18	Customers ATM	34	Methodical Services	120	Voyager Gaming
72	Daily Press Group	12	Micropower	59	Whitecliffe Imports
24	Eastern Commercial Lawyers	87	Multistream Media	80	Wymac Gaming Solutions
46	eBet	74	Nufurn Commercial Furniture	131	ZigZag Apparel

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## Number crunchers find Summit an entertaining common denominator

Dave Staughton facilitated across the next two days, keeping everyone on their toes with group discussions and idea sharing, intermingled with gems of financial, legal and accounting wisdom from our esteemed and impressive presenters ...

**IT WAS** a Tuesday morning, November 13 actually, and I was admiring the (lack of) foresight of the M5 freeway designers as I watched the 6.45am in-bound gridlock present a luminous example of how short-sighted approach to capacity planning ruins another morning for Sydney's long-suffering motorists.

I made a mental note to try to get someone from the RTA to speak on strategic planning and customer satisfaction at a future CMDA conference.

The only thing that kept me sane in this miasma of exhaust fumes was the tingling anticipation of another Finance Summit –

**'Fiscal Fortitude'** - starting in a few hours.

The first of our two venues for the 2012 Finance Summit was the Liverpool Catholic Club (LCC) and, after getting lost on Hoxton Park Road ... stopping for directions and a cold meat pie for breakfast, I arrive at their impressive function centre.

CMDA co-organiser Big Dave Staughton is there already, resplendent in pink tie and bursting with rude enthusiasm for the two days ahead.

Fast forward to 9.15am ... we commence with a couple of PhDs in Theoretical Physics and Mathematics explaining to our 50 CFOs and





- General Managers the global economic conditions and their impact on our interest rates and Aussie dollar ... perhaps we should lock in some interest rates soon if we can get a good price.

Dave Staughton facilitated across the next two days, keeping everyone on their toes with group discussions and idea sharing, intermingled with gems of financial, legal and accounting wisdom from our esteemed and impressive presenters.

After the Day 1 sessions, LCC CEO John Turnbull and his deputy David Vidler graciously offered our large group a detailed tour of the many and diversified operations that make up the club's business.

This was a first-class insight into a more complex club business model for many of us. Our thanks to John and David.

The CMAA has made a firm decision to keep these events strongly biased towards networking and 'getting to know others' opportunities, so we had our 'gala dinner' at Liverpool Catholic Club to keep us all together.

The food and the service was outstanding.

Once again, Big Dave stumped up with the entertainment which entailed a movie and TV trivia competition. It's amazing how competitive we all get when given the opportunity. I am convinced my trivia team could have – and probably would have – been willing to kill for that winning box of chocolates.

Day 2 opened with a change of venue scenery as we headed north, closer to the city and on to Canterbury League Club (CLC).

We covered a lot more ground with presentations as we split into separate groups.

On arrival at Canterbury, I thought they were undergoing major external construction works, but it turned out



they were just putting up their Christmas decorations.

This is a big, impressive club!

Canterbury League Club Chief Operating Officer Jonathan Brain quickly and kindly arranged three of the club's duty managers (headed by George) to take our group on separate tours of the club's premises, with everyone coming back extremely impressed by the club and its Managers.

The **'Fiscal Fortitude'** Finance Summit finished off with Big Dave holding a session to plan for going back to work and putting some of our new-found ideas and concepts into place.

The feedback so far has been tremendous.

The CMAA thanks all delegates for their support and input; management and staff at Liverpool Catholic Club and Canterbury League Club for their great customer service, great food and 'nothing is a problem' attitude. You won many CMAA friends.

Finally, thanks to the many CMDA Sponsors who helped us out. Your contribution of expertise, time and enthusiasm to the success of the event was invaluable. ■

- *Liverpool Catholic Club CEO John Turnbull conducted a tour of the club precinct, including the ice skating facility, for Fiscal Fortitude Finance Summit delegates.*



# Important times when the text will sound much better

**SHOULD WE** return to using the phone more? Where does email stop being productive and start making work life more difficult?

Ask yourself this question next time you want to fire off a 'quick' email: *"If I had to pay 50 cents to send this email, would I?"*

If the answer is 'no' then, perhaps, don't send it. If it's not worth the 50¢ to you, it probably is worth even less to the person on the receiving end. The act of processing an email consists of more than just reading. There is ...

- scanning an in-box
- deciding which ones to open
- opening them
- reading them
- deciding how to respond
- responding
- getting back into the flow of your other work.

So, the arrival of even a two-sentence email that is simply opened, read and deleted can take a minimum of 30 to 60 seconds out of your available cognitive time.

This means that every hour someone spends writing and sending email, may well be extracting more than an hour of



There are times when it is simply inappropriate; times when a face to face conversation or voice to voice by phone if parties are far apart is much better.

the world's available attention - and generating a further hour or more of new email. That is not good.

It is in fact a potent 'tragedy of the commons'. The 'commons' in question here is the world's pool of attention. Email makes it just a little too easy to grab a piece of that attention. The unintended consequence of all those little acts of grabbing is a giant rat's nest of voracious demands on our time, energy and sanity.



Have you been the victim of the 'fire and forget' emailer who sends you a quick (often meaningless) request on the spur of the moment, and then got very angry when you failed to answer when they remembered it two weeks later?

## **Email Sending Thought No.1 - Respect Recipient's Time ...**

This is the fundamental rule. As the message sender, the onus is on YOU to minimise the time your email will take to process, even if it means taking more time at your end before sending. Email is fast, easily filed and easily retrieved, simple to reply to. It has replaced written (and verbal) correspondence in almost every situation. It makes communication possible and expedient between distant centres and it is relatively reliable as a record of conversations because most email programs will notify you when your message has been received and read. It is quick and cheap, and therefore easily open to overkill. It permits mass distribution of information, notices, and reminders with little fuss and less cost. This is where email shines. But it is not always the best way to communicate. There are times when it is simply inappropriate; times when a face to face conversation or voice to voice by phone if parties are far apart is much better.

**Email Sending Thought No.2 - "Could I do this note better with a phone call?" ...** Sometimes it's just easier to pick up the phone and ring the person with whom you want to chat. Voice is full of subtle nuances and decreases the chance of misinterpretation by the recipient. You can convey your feelings; need for urgency; discuss; argue a point; and make agreement in far less time and a more productive fashion than a back and forth email which is easily open to wide interpretation (and prioritisation). After the call, send a short confirmation (summary) email.

*When it's best not to send an email and use the phone instead ...*

- When you want a detailed answer requiring back-and-forth conversation;
- When the receiver deserves an opportunity to give immediate feedback or response;
- When the message is extremely important, or when the message is extremely confidential;
- When the message contains bad news, complaints, discipline, or controversial subject matter;
- When you have to fire someone, never, ever do this in an email.

**Email Sending Thought No.3 - "Did I hit 'reply all' or use 'CC' (carbon copy) to several people? If so, am I glad I did? Does every person on the list need to see it?" ...** Two questions to contemplate here:



- 1) *If I was verbally discussing this issue with the recipient, would I demand that all the 'CCed' recipients be present (or teleconferenced) to hear my question or response? If no, then add the CCs now?*
- 2) *Why am I copying it to these other recipients? If it is a group discussion, that's great and makes for a valuable 'thread' of communication and ideas. If it is to use leverage over the person by making sure his/her boss gets your email as well, it may be counter-productive as the resultant flurry of 'why; what; when' type questions and responses firing off between the recipients leaves your email unanswered and possibly alienates you with the true recipient.*

**Email Sending Thought No.4** - *"If this is a press or marketing release, am I really sure that the recipient is going to be delighted to get it? Or am I taking advantage of the asymmetrical nature of email - free to send, expensive investment of time to read or delete?" ... If yes, refer back to email sending thought No.1.*

#### When Email Is Best ...

- To send general notices to many people who need to know;
- To send personal correspondence of a general and pleasant nature;
- To attach another file – document, spreadsheet, graphics;
- To notify a person or persons of a meeting and indicate their role, if anything special, in that meeting;
- To summarise a conversation and confirm items discussed, agendas set, and/or decisions made.

This is where email shines.

#### When Not To Use Email ...

- When the message is extremely important;
- When the message is extremely confidential;
- When the message contains bad news, complaints, discipline, or controversial subject matter;
- When a face-to-face (or phone) conversation will work just as well;
- If the circumstances or situation are emotionally charged;



- Where you don't want your communication on record (plausible deniability!)

Remember! Once you hit the **'send'** button there is no getting it back. You cannot explain what you meant to say, but might not have said the best way until later. ■

- This article used information and quotations from the following sources ...

<http://thepracticalleader.com/when-to-use-email-how-to-use-email-when-not-to-why/>

<http://tedchris.posterous.com/help-create-an-email-charter>

[http://sethgodin.typepad.com/seths\\_blog/2011/06/email-checklist-maybe-this-time-itll-work.html](http://sethgodin.typepad.com/seths_blog/2011/06/email-checklist-maybe-this-time-itll-work.html)

## CMDA continues redesign of courses

**THE CMAA** is in the process of rationalising the CMDA course curriculum to ensure we can continue to remain compliant under the new federal regulatory regime for Registered Training Organisations (RTOs). As such, we are redesigning all courses that we currently deliver.

In 2013 Members and clients can expect to see changes in course durations and assessment requirements in our course literature and schedules.

We will also introduce new courses and qualifications in 2013 that will provide more rigorous management

education and exposure to different industries to provide a wider 'world' view for students.

This will be incorporated into the ACCM structure as well, and we have committed to reviewing the entire ACCM program by the March Conference at Darling Harbour.

Two of the main issues for managers wishing to complete the ACCM units were **TIME** and **MONEY**.

- **TIME** - You may recall that we awarded six ACCM subject 'packages' as 2013 National Bursary Program prizes. This will enable us to regularly schedule ACCM units on a monthly basis for winners. This will, hopefully, provide a small quorum of students upon which to base a more

regular menu of course choice for all managers to choose subjects they wish to attend. These courses will generally entail back-at-work assessments and projects that will have to be completed and assessed before any statements of attainments are issued.

- **MONEY** - We will offer the 12 ACCM subjects\* (RSA, RCG, First Aid not included) in a package at a discounted price that will offer tremendous value to all managers, but particularly for those managers in clubs where cash flow is somewhat tight. That package price will be announced in January. This could be an opportunity to consult your Zone and organise a group package for these ACCM subjects. ■

## Who wants to train during Christmas?



**IT'S THAT** time of the year again.

We know because the weather is starting to warm up, the barbecue has been granted its annual scrub down and the topic of Santa is on every little kid's (and big kids?) lips. It's that time of the year when we never seem to have enough time in the day (regardless of daylight savings); when sport morphs overnight from footy to cricket, and that first sip of a cold 'beverage' barely touches the sides.

That's right ... it's the Christmas season again.

It's the time of the year when everyone is talking about staff Christmas parties, holiday trips away, and spending time with the family.

Well, for most people it is.

For people in the Club Industry, it's a time for planning function after function, organising Santa ham and toy raffles, and Christmas Day lunch specials. A time when the line at the bar never seems to shorten and everyone is asking 'why aren't there more prawns and oysters' on the \$25/head buffet?

Now is the time we action those months of preparation and planning, only to change hats in the blink of an eye as we go from festive season to silly season in preparation for bringing in the New Year, and everything that goes hand in hand with it.

A time of the year when those higher up are planning rosters for the next two or three months, increasing stock orders and security personnel, and organising for decorations throughout the lobby areas; all the while managing board meetings, talking to accountants, planning developments to appease new laws, and dropping in on the 'table of knowledge' just to say g'day.

For those in the 'trenches', it's a time to walk further during our six-to-12 hour shifts than most runners achieve in the city to surf marathon; serve more beer and conduct more poker machine payouts than can possibly be counted; and a chance

For people in the Club Industry, it's a time for planning function after function, organising Santa ham and toy raffles, and Christmas Day lunch specials ...

to truly test ourselves over the busiest time of the year. A time when in years to come we can look back and say 'we survived that Christmas/New Year's Eve, and we were magnificent'.

Now is the time when we find out if our management and staff have the skills and knowledge to run the club profitably and deal successfully with the multiple issues that constantly arise in very busy periods.

So who has got time to think about training? Nobody, of course. But that doesn't mean that it shouldn't still be in the back of your minds during the festive season.

For those with foresight and a desire to usher in the crazy season with as few headaches and heartaches as possible, training would have already been finalised with CEOs and managers now keen to see the fruits of their labour playing their part and being put into practice already.

For these organisations, they have placed themselves in the best possible position for the busiest time of the year by ensuring that their staff have received the necessary training to survive this 'make or break' time of the year.

On the other side of the coin however, those who have not put their managers and staff through any training over the past six to 12 months may find things to be less than rosy; but should not be looking at this time with fear and trepidation either.

For all of us, this is THE time of the year to test the waters. It ►



- is a time of the year when CEOs, Managers and those in various senior positions should take note and observe their surroundings and their staff, to identify the areas that truly need work on. It's a chance for us to take stock of the situations that present to us, and ask ourselves 'is this, the best we have to offer; or can we do better?'

Now is the time to start planning for next year's training ... to start the year off with a bang big enough to rival that of the Sydney Harbour Bridge fireworks and get ourselves in a strategic mind set to plan out our training calendars to ensure that next year truly is a step in the right direction.

The New Year is sure to bring forth changes to a range of issues around professional development such as the changes to federal legislation around poker machine reforms, the Carbon Tax and its potential impact to operations, and the possibility of a new Hospitality Training Package being endorsed for 2013.

The CMAA also is looking towards the New Year with change in mind with the CMAA AGM, Conference & Hospitality Expo set to reinforce this message and assist clubs and managers to look towards the future and identify the steps necessary to take you there.

With updated versions of old favourite courses, the introduction of ACCM Award bursaries which will cover all of your ACCM training costs, and the development of the new Diploma of Human Resources Management, CMAA is looking towards the future of its standing within the Club Industry to ensure that we meet your future needs and equip you to deal with your changing competitive environment in a cost-effective and accessible way.

With so many changes predicted for next year - be it legislation, social media, or simply the potential for a change in your customer base - now is the ideal time to start looking for areas to improve and set plans. 2013 will be a continuation of environment challenge and none of want to be one of those clubs who went the wrong way when faced with their own fork in the road, and didn't think to plan for their training tomorrow.

Merry Christmas everyone and I'll see you all in the New Year. ■

- **JASON THOMAS** is the CMDA's **Recognition of Prior Learning (RPL) Administrator**. For information or assistance, P: 02 – 9746 5199 or E: [jason@cmaa.asn.au](mailto:jason@cmaa.asn.au)

## 2013 January – March Course Schedule

Program Name	Occurrence Date	Location	Price Type	Amount	Start Time	Finish Time
Supervisor Boot Camp	29/01/2013 - 5/02/2013	CMDA Olympic Pk	Member	\$750	09:30am	04:30pm
			Non Mem	\$950	09:30am	04:30pm
Analyse & Report on Gaming Data	4/02/2013 - 5/02/2013	Dooley's Lidcombe Catholic Club	Member	\$480	07:30am	05:00pm
			Non Mem	\$580	07:30am	05:00pm
Interpret Financial Information	11/02/2013 - 12/02/2013	CMDA Olympic Pk	Member	\$660	09:30am	05:00pm
			Non Mem	\$725	09:30am	05:00pm
Effective Operational Manager Program	18/02/2013 - 6/03/2013	CMDA Olympic Pk	Member	\$1,560	09:30am	05:00pm
			Non Mem	\$1,690	09:30am	05:00pm
RSA	25/02/2013	CMDA Olympic Pk	Member	\$135	09:30am	04:00pm
			Non Mem	\$140	09:30am	04:00pm
RCG	26/02/2013	CMDA Olympic Pk	Member	\$95	09:30am	05:00pm
			Non Mem	\$100	09:30am	05:00pm
Duty Manager Development Program	18/03/2013 - 10/04/2013	CMDA Olympic Pk	Member	\$1,560	09:30am	05:00pm
			Non Mem	\$1,690	09:30am	05:00pm
Roster Staff	19/03/2013 - 20/03/2013	CMDA Olympic Pk	Member	\$330	09:30am	05:00pm
			Non Mem	\$365	09:30am	05:00pm
Manage Quality Customer Service	8/04/2013 - 9/04/2013	CMDA Olympic Pk	Member	\$330	09:30am	05:00pm
			Non Mem	\$365	09:30am	05:00pm

► Don't forget to book for the March Conference at Darling Harbour (\$250 GST incl)



# Big Events Diary Dates

## The Fork in the Road Conference Series

# 2013

### January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

### February

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9

### March

Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

### April

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

### May

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

### June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

### July

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

### August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

### September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

### October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

### November

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

### December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11



### Darling Harbour March 12 & 13 - Getting to 2020

Checks & balances you need when preparing for unknown territory; things to know about yourself & your major stakeholders.



### Jupiters July 17 - 19 The Road Less Travelled? - Breaking New Ground

Social media strategies; DiSC & other behavioural tools to align yourself & your team; More customer service; More economic updates.



### AGE Darling Harbour August 13 - 15

Technology is the key to the gaming revenue lock of the future - we'll keep you updated!



### Future Leaders Summits

With CMAA Executive Officer Ralph Kober and experts. Giving you the tools & the networks to navigate your way to the top of your heap. Coming to an area near you (dates to be confirmed in consultation with Members).

Qld Feb 26-27; Albury April 15-16; Dubbo May 14-15; Illawarra June 4-5; Qld July 15-16; Newcastle July 22-23; Northern Rivers Aug 6-7; Sydney Sept 17-18.



### Clubs+: Summits with Ken Burgin

- **June** - Food Glorious Food Summit: Hands on.
- **September** - Social Media Design Summit: Hands on.
- Monthly webinars.



## CMAA Zone Education Officers

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#### RIVERINA MURRAY

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#### SOUTHERN RIVERINA

Craig Muir  
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#### ST GEORGE CRONULLA SUTHERLAND

Jamie Neil  
Club Rivers  
32 Littleton Street, RIVERWOOD NSW 2210  
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#### THE GREAT LAKES

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1 Woodford Road  
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#### BRISBANE

Wendy Varley  
Logan Diggers Club  
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P.O. Box 826 COOLANGATTA QLD 4225  
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## CMDA Board Of Management Studies

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Shay O'Connor, CCM

## Energy efficiency grants available

THE FEDERAL Government has released funding under Round 2 of the *Community & Energy Efficiency Program (CEEP)*, which provides grant funding to not-for-profit community organisations to implement energy efficiency measures. Three clubs secured Round 1 grant funding earlier this year. One club received almost \$500,000 to co-fund the installation of a tri-generation system. Round 2 focuses on supporting low socio-economic, or disadvantaged, communities, although other projects still can apply. Successful applicants must co-fund the project and contribute either 50% or 33% of total project costs - depending on whether the project benefits low socio-economic or disadvantaged communities. The minimum funding amount for projects is \$10,000. Single applicants are able to apply for up to \$2 million in funding. Round 2 CEEP applications close at 5pm on Thursday, February 7, 2013. The application process is detailed, time consuming and technical. ■



7th - 10 March 2013

Coinciding with the legendary Melbourne Food & Wine Festival and hosted by well-known industry authority Ken Burgin of Profitable Hospitality, there is no better opportunity to taste of Melbourne's vibrant culinary world!

Experience some of Melbourne's best restaurants and club food & beverage operations. You won't just be eating and drinking at great places; you will speak with Executive Chefs, CEOs, restaurant and bar owners who will share their secrets to success (and what to avoid) from the inside. Great networking; new processes and methods; inspiring and profitable marketing ideas.

Brought to you under the Clubs+ banner, this tour has it all!

### What our guests have to say:

"The Profitable Hospitality Melbourne Restaurant Study Tour was a fantastic experience. There are so many ideas that can be introduced to the day to day running of our Café, bistro, restaurant and bars that can improve our customers experience and increase probability for the business.

"Coinciding with the legendary Melbourne Food & Wine Festival and hosted by well-known industry authority Ken Burgin, Profitable Hospitality, there is no better opportunity to experience Melbourne's vibrant culinary world!"

- **John Flannagan, Operations Manager at Newcastle Panthers Entertainment Group, 2012 Tour**

"The Profitable Hospitality Food and Wine Tour provided me with an enormous amount of knowledge that can be utilised within our establishment.

"I have suggested to our Regional Zone that we should send some of our Bursary Winners to Melbourne on this tour with Ken Burgin."

- **Margaret McGrath, Secretary Manager, Quirindi RSL, 2012 Tour**

"It was so encouraging to see the holistic approach to business management in hospitality. The importance of a business plan, how to direct and inspire staff, how profits and business performance can be improved; it's all these aspects that make the difference!"

- **James Fell, Executive Chef, Ryde Parramatta Golf Club, 2012 Tour**

"We all came back to the club absolutely inspired and revitalised, ready to take on the world. Just seeing the passion that our hosts have for the business of food and beverage was contagious. We are on fire and are already seeing some great results from our renewed enthusiasm and passion."

- **Kylie Steel, Operations Manager, Toronto Diggers Club, 2011 Tour**

**COST: \$2,495** for four days including: Ground content; three night's accommodation, three dinners, three breakfasts, two lunches, tours and meetings with some of the best in their game, sightseeing.



**MORE INFORMATION:** [www.profitablehospitality.com](http://www.profitablehospitality.com)  
or phone 0409 838 092

**BOOKINGS:** [www.CMAA.asn.au](http://www.CMAA.asn.au)  
or phone 02-97464199







## No bias in Zone festive season celebrations

**CITY EASTERN** Suburbs Zone wrapped up a successful year with a Meeting, Lunch and afternoon of bowls at Matraville RSL Club on November 27. Host club General Manager Greg Hadley, the Zone Treasurer, welcomed 25 members for the sausage sizzle breakfast to start the day at 9 o'clock with the meeting starting 30 minutes later. CMAA Executive Officer Ralph Kober, with Marketing & Sponsorship Manager Shannon Donato, attended the Meeting to present the Head Office Report. CMAA Federal President Bill Clegg, a City Eastern Suburbs Zone Member and General Manager at Randwick Labor Club, also contributed to the main report. Following the Meeting, Club Industry trade representatives and directors joined managers for a few hours of social lawn bowls before adjourning for lunch, a few drinks and stories of a new career in lawn bowls. ■



## Stay ahead of the game with our specialised gaming degree...

Our Bachelor of Business in International Hospitality Management with a major in Gaming can help you develop the leadership, business and industry skills you need to succeed.

Distance education and part-time study options are available for 2013 enrolments.

Get ahead of the game and explore your study opportunities at [scu.edu.au/tourism](http://scu.edu.au/tourism) or contact our Corporate Recruitment Officer at [simon.black@scu.edu.au](mailto:simon.black@scu.edu.au).

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University

# 42 CMAA DIARY – 2013 ZONE MEETINGS & INDUSTRY EVENTS

Day	Date	Meeting	Venue	Zone
<b>JANUARY</b>				
<b>Tuesday</b>	<b>01/01/2013</b>		<b>NEW YEAR'S DAY PUBLIC HOLIDAY</b>	
<b>Wednesday</b>	<b>02/01/2013</b>	<b>08:00</b>	<b>CMAA OFFICE OPENS</b>	
<b>Saturday</b>	<b>26/01/2013</b>		<b>AUSTRALIA DAY</b>	
<b>Monday</b>	<b>28/01/2013</b>		<b>AUSTRALIA DAY PUBLIC HOLIDAY</b>	
<b>Thursday</b>	<b>31/01/2013</b>	<b>09:00</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>FEBRUARY</b>				
Monday	04/02/2013	10:00	Scotts Head Bowling Club	Mid North Coast Zone Meeting & Lunch
Wednesday	06/02/2013	15:00	Dubbo RSL Club	Mid State Zone Meeting, Workshop & Dinner
Tuesday	12/02/2013	11:00	TBA	Gold Coast Zone Meeting & Lunch
Wednesday	13/02/2013	11:00	Central Coast Leagues Club	Central Coast Zone Meeting & Lunch
Mon-Tuesday	18 – 19/02/2013	09:00	Leeton Soldiers Club	Riverina Murray Zone AGM & Dinner
Friday	22/02/2013	11:00	Club Windang	Illawarra Shoalhaven Zone Meeting & Lunch
Wednesday	27/02/2013	07:30	Pelican RSL Club	Hunter Zone Meeting & Breakfast
<b>MARCH</b>				
Tuesday	05/02/2013	10:00	TBA	Sunshine Coast Zone AGM, Workshop & Lunch
Tuesday-Wednesday	05-06/03/2013	09:00	Armidale Ex Services Club	North West State Zone Meeting & Dinner
Tuesday-Wednesday	05-06/03/2013	18:00 & 09:30	Narooma Ex-Services Club	Far South Coast Zone Meeting & Dinner
<b>Thursday-Sunday</b>	<b>07-10/03/2013</b>		<b>Melbourne</b>	<b>Profitable Hospitality Food &amp; Wine Tour</b>
<b>Monday</b>	<b>11/03/2013</b>		<b>LABOUR DAY PUBLIC HOLIDAY - VICTORIA</b>	
<b>Monday</b>	<b>11/03/2013</b>	<b>09:00</b>	<b>Darling Harbour, Sydney</b>	<b>CMAA Federal Executive Meeting</b>
<b>Tuesday</b>	<b>12/03/2013</b>	<b>09:00</b>	<b>Sydney Convention &amp; Exhibition Centre</b>	<b>CMAA Annual Conference &amp; Trade Expo</b>
<b>Wednesday</b>	<b>13/03/2013</b>	<b>09:00</b>	<b>Sydney Convention &amp; Exhibition Centre</b>	<b>CMAA Annual Conference &amp; Trade Expo</b>
Tuesday	19/03/2013	07:00	TBA	Inner West Zone Meeting & Breakfast
Tuesday	19/03/2013	11:00	Paddington RSL Club	City & Eastern Suburbs Zone AGM & Lunch
<b>Wednesday</b>	<b>20/03/2013</b>		<b>The Juniors – Kingsford</b>	<b>2012 Australian Club Entertainment (ACE) Awards</b>
Wednesday	20/03/2013	11:00	TBA	Great Lakes Zone Meeting & Lunch
Wednesday	20/03/2013	11:00	Logan Diggers Club	Brisbane Zone AGM, Workshop & Lunch
Thursday	21/03/2013	11:30	TBA	Nepean Zone AGM & Lunch
Friday	22/02/2013	12:00	Wollongong RSL Club	Illawarra Shoalhaven Zone Lunch
Tuesday	26/03/2013	11:00	TBA	St George Cronulla-Sutherland Zone Meeting & Lunch
<b>Thursday</b>	<b>28/03/2013</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>Friday</b>	<b>29/03/2013</b>		<b>EASTER - GOOD FRIDAY – PUBLIC HOLIDAY</b>	
<b>Saturday</b>	<b>30/03/2013</b>		<b>EASTER SATURDAY</b>	
<b>Sunday</b>	<b>31/03/2013</b>		<b>EASTER SUNDAY</b>	
<b>APRIL</b>				
<b>Monday</b>	<b>01/04/2013</b>		<b>EASTER MONDAY – PUBLIC HOLIDAY</b>	
Friday	05/04/2013	08:00	TBA	Manly Northern Suburbs Zone Golf Day
Tuesday	08/04/2013	11:00	Bribie Island Sports Club	Sunshine Coast Zone Charity Bowls Day
<b>Tuesday-Wednesday</b>	<b>16-17/04/2013</b>		<b>Brisbane Convention &amp; Exhibition Centre</b>	<b>Leagues Clubs Australia Gaming &amp; Management Conference</b>
<b>Tuesday</b>	<b>23/04/2013</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>Thursday</b>	<b>25/04/2013</b>		<b>ANZAC DAY – PUBLIC HOLIDAY</b>	
<b>MAY</b>				
<b>Monday</b>	<b>06/05/2013</b>		<b>LABOUR DAY – PUBLIC HOLIDAY - QUEENSLAND</b>	
Tuesday-Wednesday	07-08/05/2013	09:00	Glen Innes & District Services Club	North West State Zone Meeting & Dinner
<b>Monday-Tuesday</b>	<b>06-07/05/2013</b>		<b>Twin Towns Services Club, Tweed Heads</b>	<b>RSL &amp; Services Clubs Association 2013 National Conference</b>
<b>Monday-Wednesday</b>	<b>06-08/05/2013</b>		<b>Venetian Hotel + Macau Golf &amp; Country Club</b>	<b>Asian Club Managers' Conference – Macau</b>
<b>Thursday-Friday</b>	<b>09-10/05/2013</b>		<b>Hong Kong</b>	<b>HOFEX 2013</b>
Thursday	09/05/2013	11:00	Carlton Brewhouse, Abbotsford	Victoria Zone Meeting, Workshop & Lunch
Tuesday	14/05/2013		Evans Head Bowling Club	Far North Coast Zone Bowls Day
Wednesday	14/05/2013	07:00	Gosford RSL Club	Central Coast Meeting & Breakfast
Thursday	16/05/2013	08:00	Woolgoolga Golf Club	Mid North Coast Zone Golf Day
<b>Saturday-Tuesday</b>	<b>18-21/05/2013</b>		<b>McCormick Place, Chicago</b>	<b>National Restaurant Association (NRA) Show</b>
<b>Tuesday-Thursday</b>	<b>21-23/05/2013</b>		<b>The Venetian, Macau</b>	<b>Global Gaming Expo Asia – G2E Asia – 2013</b>
Thursday	23/05/2013	10:30	TBA	ACT Zone Meeting, Workshop & Lunch
Wednesday	29/05/2013	10:00	Cessnock Supporters Club	Hunter Zone AGM & Lunch
<b>Thursday</b>	<b>30/05/2013</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
Friday	31/05/2013	12:00	Woonona Bulli RSL Club	Illawarra Shoalhaven Zone Lunch
<b>JUNE</b>				
Tuesday	04/06/2013	10:00	TBA	Mid North Coast Zone AGM & Lunch
Tuesday	04/06/2013	11:00	99 on York	City & Eastern Suburbs Zone Breakfast Meeting
Tuesday-Wednesday	04-05/06/2013	18:00 & 09:30	Eden Fishermen's Club	Far South Coast Zone Meeting & Dinner
Tuesday	04/06/2013	11:00	TBA	St George Cronulla Zone Meeting & Lunch
Wednesday	05/06/2013	15:00	Dubbo RSL Club	Mid State Zone Meeting, Workshop & Dinner
Thursday	06/06/2013	10:30	Kedron Wavell Services Club	Brisbane Zone Meeting, Workshop & Bursary Lunch
<b>Monday</b>	<b>10/06/2013</b>		<b>QUEEN'S BIRTHDAY – PUBLIC HOLIDAY (not QLD)</b>	
Tuesday	TBC	11:00	TBA	Brisbane Zone & Gold Coast Zones Meeting & Lunch
Thursday	20/06/2013	11:30	TBA	Nepean Zone Meeting, Workshop & Lunch
Tuesday	25/06/2013	07:00	TBA	Inner West Zone Meeting & Breakfast
<b>Thursday</b>	<b>27/06/2013</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
			<b>No Meetings: June 27 – July 17</b>	



Day	Date	Meeting	Venue	Zone
<b>JULY</b>				
Thursday	04/07/2013	11:00	TBA	Manly Northern Suburbs Zone AGM & Mid Year Lunch
Mon- Tuesday	15-16/07/2013	09:00	Barooga Sports Club	Riverina Murray Zone Meeting & Dinner
<b>Tuesday</b>	<b>16/07/2013</b>	<b>14:00</b>	<b>Jupiters, Gold Coast</b>	<b>CMAA Fed Executive + Federal Council Meeting</b>
<b>Wednesday</b>	<b>17/07/2013</b>	<b>16:00</b>	<b>Jupiters, Gold Coast</b>	<b>CMAA Members General Meeting</b>
<b>Wednesday-Friday</b>	<b>17-19/07/2013</b>	<b>09:00</b>	<b>Jupiters, Gold Coast</b>	<b>CMAA Mid-Year Conference</b>
Friday	19/07/2013	11:00	Carlton Brewhouse, Abbotsford	Victoria Zone Meeting, Workshop & Lunch
Saturday	20/07/2013	11:00	Gold Coast Turf Club	Gold Coast-Brisbane Zone Charity Race Day
Friday	26/07/2013	11:00	Bomaderry Bowling Club	Illawarra Shoalhaven Zone Meeting & Lunch
<b>AUGUST</b>				
Friday	02/08/2013	07:30	TBA	Brisbane Zone Golf Day
Monday	05/08/2013	07:30	The Grange Golf Club	Illawarra Shoalhaven Zone Charity Golf Day
Tuesday	06/08/2013	10:00	TBA	Sunshine Coast Zone Meeting, Workshop & Lunch
Tuesday-Wednesday	06-07/08/2013	09:00	Quirindi RSL Club	North West State Zone Meeting & Dinner
<b>Tuesday-Thursday</b>	<b>13-15/08/2013</b>	<b>09:30</b>	<b>Sydney Convention &amp; Exhibition Centre</b>	<b>Australasian Gaming Expo &amp; Conference - AGE 2013</b>
Wednesday	14/08/2013	11:00	TBA	Great Lakes Zone Meeting & Lunch
Tuesday	27/08/2013	07:00	Penrith Golf Club	Nepean Zone Golf Day
Wednesday	28/08/2013	11:00	Lemon Tree Passage Club	Hunter Zone Meeting & Lunch
<b>Thursday</b>	<b>29/08/2013</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
Thursday	29/08/2013	10:30	Club Pine Rivers	Brisbane Zone Meeting, Workshop & BBQ Bowls
<b>SEPTEMBER</b>				
Tuesday	03/09/2013	11:00	TBA	St George Cronulla-Sutherland Zone Meeting & Lunch
<b>Sunday-Wednesday</b>	<b>08-11/09/2013</b>		<b>Grand Hyatt Hotel, Melbourne</b>	<b>RSL &amp; Services Clubs Association 2013 Annual Conference</b>
Tuesday	10/09/2013	11:00	TBA	Gold Coast Zone Meeting, Workshop & Lunch
Tuesday-Wednesday	10-11/09/2013	18:00 & 09:30	Ulladulla Ex-Services Club	Far South Coast Zone Meeting & Dinner
Thursday	12/09/2013	11:00	Carlton Brewhouse, Abbotsford	Victoria Zone Meeting, Workshop & Lunch
Tuesday	17/09/2013	07:30	Kogarah Golf Club	St George Cronulla Zone Golf Day
Tuesday	17/09/2013	07:00	TBA	Inner West Zone Meeting & Breakfast
Wednesday	18/09/2013 TBC	11:00	Wyong Race Club	Central Coast Zone Meeting & Lunch
Thursday	19/09/2013	11:30	TBA	Nepean Zone Meeting, Workshop & Lunch
<b>Monday-Thursday</b>	<b>23-26/09/2013</b>		<b>Sands Expo &amp; Convention Centre, Las Vegas</b>	<b>Global Gaming Expo – G2E Las Vegas</b>
Tues-Wednesday	24-25/09/2013 TBC	11:00	TBA	Far North Coast Zone & Mid North Coast Meeting & Conference
Tuesday	24/09/2013	11:00	Randwick Labor Club	City & Eastern Suburbs Zone Networking Event
<b>Thursday</b>	<b>26/09/2013</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>OCTOBER</b>				
Wednesday	02/10/2013	15:00	Dubbo RSL Club	Mid State Zone Meeting, Workshop & Dinner
<b>Saturday-Tuesday</b>	<b>05-08/10/2013 ???</b>		<b>Gold Coast Convention Centre</b>	<b>ClubsNSW Annual Conference &amp; Trade Expo</b>
<b>Monday</b>	<b>07/10/2013</b>		<b>LABOUR DAY – PUBLIC HOLIDAY (NSW, ACT &amp; SA)</b>	
<b>Monday</b>	<b>07/10/2013</b>		<b>QUEEN'S BIRTHDAY – PUBLIC HOLIDAY (QLD)</b>	
Sunday	20/10/2013	11:00	Sunshine Coast Turf Club	Combined Brisbane Zone & Sunshine Coast Zone Race Day
Friday	25/10/2013	11:00	Dapto Leagues Club	Illawarra Shoalhaven Zone AGM & Lunch
Thursday	31/10/2013	09:30	Sydney Olympic Park	CMAA Federal Executive Meeting
<b>NOVEMBER</b>				
Friday	01/11/2013	11:00	TBA	ACT Zone Meeting, Lunch & Bowls Day
<b>Thursday-Sunday</b>	<b>07-10/11/2013 ???</b>		<b>Sheraton Mirage, Gold Coast</b>	<b>Leagues Club Association Annual Conference</b>
Friday	15/11/2013	12:00	East leagues Club	Brisbane Zone Christmas Lunch
Wednesday	22/11/2013	12:00	Breakers Country Club	Central Coast Zone Christmas Lunch
Thursday	28/11/2013	11:00	Carlton Brewhouse, Abbotsford	Victoria Zone Meeting, Workshop & Lunch
Thursday	28/11/2013	11:00	TBA	Manly Northern Suburbs Zone Meeting & Christmas Lunch
<b>Friday</b>	<b>29/11/2013</b>	<b>09:30</b>	<b>Drummoyne Sailing Club</b>	<b>CMAA Federal Executive Meeting</b>
<b>Friday</b>	<b>29/11/2013</b>	<b>09:30</b>	<b>Drummoyne Sailing Club</b>	<b>CMAA Federal Council Meeting</b>
<b>Friday</b>	<b>29/11/2013</b>	<b>09:30</b>	<b>Drummoyne Sailing Club</b>	<b>CMAA Sponsors Appreciation Lunch</b>
Friday	29/11/2013	12:00	TBA	Hunter Zone Christmas Lunch
<b>DECEMBER</b>				
Tuesday-Wednesday	03-04/12/2013	11:00	West's Diggers Tamworth	North West State Zone Meeting & Christmas Dinner
Tuesday	03/12/2013	18:00	Story Bridge Hotel	Brisbane Zone Sponsors Cocktail Party
Tuesday	03/12/2013	11:00	Matraville RSL Club	City & Eastern Suburbs Zone Meeting & Christmas Lunch
Tuesday	03/12/2013	11:00	TBA	St George Cronulla Zone Meeting & Christmas Lunch
Tuesday-Wednesday	03-04/12/2013	18:00 & 09:30	Mittagong RSL Club	Far South Coast Zone Christmas Dinner & Meeting
Wednesday	04/12/2013	11:00	TBA	Great Lakes Zone Meeting & Lunch
Friday	06/12/2013	11:00	TBA	Gold Coast Zone Meeting & Christmas Lunch
Friday	06/12/2013	12:00	TBA	Inner West Zone Christmas Lunch
Friday	06/12/2013	11:00	Collegians Balgownie Club	Illawarra Shoalhaven Zone Christmas Lunch
Thursday	12/12/2013	11:00	TBA	Nepean Zone Christmas Lunch
Friday	13/12/2013	11:00	TBA	Sunshine Coast Zone Meeting & Christmas Lunch
<b>Wednesday</b>	<b>25/12/2013</b>		<b>CHRISTMAS DAY – PUBLIC HOLIDAY</b>	
<b>Thursday</b>	<b>26/12/2013</b>		<b>BOXING DAY – PUBLIC HOLIDAY</b>	
<b>Tuesday</b>	<b>31/12/2013</b>		<b>NEW YEAR'S EVE DAY – PUBLIC HOLIDAY</b>	

## Sit back, relax, enjoy great friends and celebrations



**SO, THIS** is Christmas ... holidays, sun-filled days at the beach, the cricket, fishing, lazy lunches, barbecues and feasting fit for a king.

So, why all the stress and hand wringing about what wines to serve up with your Christmas Day fare?

Well, probably because there are hundreds of varieties in your club or local liquor store and it's sometimes all a bit overwhelming.

So, here are a few suggestions to help you on your way.

If you're hosting Christmas breakfast for family and friends, you'll need three things - sparkling red and white, plus a couple of bottles of moscato.

If it's to be a Champagne breakfast, then there's lots of value French fizz around, such as Bollinger Special Cuvee, Dan Murphy's Duperrey brand, Veuve Fourny, Moet and Mumm. But, remember, there's also plenty of high quality Aussie sparklings that more than hold their own against the French stuff.

You'll find something to suit any taste and budget from the extensive Yellowglen portfolio, Tasmania's Clover Hill, Heemskerk from the Treasury Wine Estates stable, Accolade Wines' exquisite House of Arras, Hardy's Sir James, Jacob's Creek, Brown Brothers, Domaine Chandon, De Bortoli, Jansz and Croser.

Remember, it's the taste and quality - not the price - that makes a good wine.

But it is Christmas and if you feel like splashing out then go for it.

For the record, there'll be no Champagne brekkie at my place this Christmas. I'll stick to the traditional ham and eggs, washed down with a glass of creamy sparkling red.

Try Seppelt's Original or Silverband, Blue Pyrenees, Rymill Bee's Knees, Rumball or Rochford.

If a bowl of fresh summer fruits is more to your liking, then crack a bottle of moscato ... it's light and bright, versatile, cheap, sweet and spritzzy.

Grant Burge, Deakin Estate, Jacob's Creek, Wirra Wirra, Taylors, Wolf Blass and Holm Oak are all good value.

The big event of any Christmas Day is lunch, when families gather around the table for a long, relaxed traditional feast of turkey, duck, ham and pork with all the trimmings.

Break out a bottle of pinot noir, or the sparkling red again. They work a treat with turkey and duck, or a chardonnay that

will compliment your piece of pork.

Alternatively, many families opt for a seafood extravaganza, with seasonal delights such as prawns, oysters, mussels, Balmain bugs, crabs and fish.

Seafood calls for a glass of crisp, cool white and it need not set you back a pretty penny.

Try riesling, semillon, pinot grigio, chenin blanc, chablis, sauvignon blanc, or sparkling.

Again, don't be overwhelmed by the extensive range on offer ... look out for reliable names such as Jacob's Creek, Penfolds, Coldstream Hills, Coolangatta Estate, Jim Barry, Logan, Yellowtail, Petaluma, McWilliam's, Tyrrell's and Shaw and Smith.

And, now for the piece de resistance ... grandma's special plum pudding.

Serve it with a 'sticky' from De Bortoli, Stanton and Killeen, Lillypilly or Campbells.

It's the perfect way to end a meal before waddling off to the couch for a traditional Christmas Day nap, followed by a game of backyard cricket with the kids.

Here's cheers for a safe and merry Christmas. ■



➤ **KERRY BOYD-SKINNER** is a journalist and respected wine writer with more than 40 years experience in newspapers. His wine column will appear regularly from 2013.



# Big Phil bows out as Bernie joins Committee

**THE CHANGING** of the guard in the CMAA Illawarra Shoalhaven Zone involved just one change with Bernie Brown taking over from Phil Ryan as Secretary-Treasurer. David Hiscox, the CMAA NSW Executive Member and Division F Federal Councillor, had indicated at the July 27 Zone Meeting at Bomaderry Bowling Club that, like Phil Ryan, he intended to step down from his role as Zone President. Phil had served five years as Secretary-Treasurer and Bernie accepted the nomination during the Annual General Meeting at Dapto Leagues Club on October 26. David Renehan was returned as Zone Education Officer, while David Hiscox was the only nomination for President. CMAA Executive Officer Ralph Kober conducted the Election of Office Bearers, who were elected unanimously. Ralph also presented the Head Office Report to the 28 Members, encouraging the Zone to support upcoming events including the *'Fiscal Fortitude'* Finance Summit at Liverpool Catholic Club and Canterbury League Club last month. The Meeting opened with Bernie Brown, the General Manager at Corrimal Bowling Club, presenting his report on his Zone Bursary to attend the **Clubs+ Regional Sales & Marketing Summit** at Armidale during September. Before the Meeting opened, CMDA National Bursary Program Sponsor company representatives Harry Mantzouratos (PGD Financial Services) and Craig Burnard (Instore Vision) provided information on the latest products and services in the fields. The Meeting decided on donations to the Zone's preferred charities following 2012 fundraising efforts and resolved dates and venues for 2013. Following the AGM, David Hiscox, also the host club manager for the day, welcomed more than 80 guests to another superb Dapto Leagues Club lunch.

## Illawarra Shoalhaven Zone Committee for 2012-2013 ...

- President: DAVID HISCOX, Dapto Leagues Club
- Secretary-Treasurer: BERNIE BROWN, Corrimal Bowling Club
- Education Officer: DAVID RENEHAN, Collegians



## Illawarra Shoalhaven 2013 Zone Meetings & Lunches ...

Friday, February 22 @ Club Windang - Zone Meeting & Lunch

Friday, March 22 @ Wollongong RSL Bowling Club - Zone Lunch

Friday, May 31 @ Woonona Bulli RSL Club - Zone Lunch

Friday, July 26 @ Bomaderry Bowling Club - Meeting & Lunch

Monday, August 5 @ The Grange Golf Club - Charity Golf Day

Friday, August 30 @ Culburra Bowling Club - Zone Lunch

Friday, October 25 @ Dapto Leagues Club - AGM & Lunch

Friday, December 6 @ Collegians Balgownie - Christmas Lunch ■



- 1: CMAA Executive Officer Ralph Kober (left) with the Illawarra Shoalhaven Zone Committee David Hiscox, Bernie Brown and David Renehan.
- 2: Blayne Webb with Joanne Theile and Harry Mantzouratos.
- 3: Harry Mantzouratos, from PGD Financial Services.
- 4: Craig Burnard, from Instore Vision.
- 5: Bernie Brown presents his Zone Bursary Report.
- 6: Joanne Peiper with Tanya Rowe.

## HOST MEMBERS' DRAW ACROSS MULTIPLE VENUES FROM ONE LOCATION



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## Cut Carbon Tax impact through energy efficiency

WITH MANY clubs still assessing how their operating model will need to adapt to the impact of the Federal Government's carbon pricing scheme, Blacktown Workers Club continues its drive towards energy efficiency and mitigating the tax cost by installing the EDGE Intelligent System from EP&T Global at its Sports Club.

Blacktown Workers Club General Manager Neale Vaughan said avoiding increases in energy costs was better than paying for them. "Since November 2011, we have seen a substantial reduction in our energy and water consumption as a direct result of our work with EP&T Global," Neale added. "EP&T's system has provided us with the basis for much better collaboration with our contractors and employees in driving down operational costs while maintaining comfort levels for members. Installing the EDGE system at our Sports Club was a 'no-brainer'."

Since installing the EDGE Intelligent System in November 2011, the results in October 2012 are ...

- Electricity: down 27%
- Water: down 30%
- Gas: down 26%

This has resulted in savings of \$402,000 in energy and \$48,000 in water.

Blacktown Workers Club was the first club in Australia to adopt the EDGE Intelligent System from EP&T Global, closely followed by Norths Leagues Club at their Cammeray premises and at the Seagulls Club site at Tweed Heads. Norths Group soon will add the EDGE Intelligent System at their Norths Bowling Club.

Norths Group CEO Luke Simmons said the work with EP&T Global had highlighted energy consumption in the clubs could be reduced without affecting members comfort or use of the venues. "This waste consumption is now being eliminated and monitored to ensure it does not re-occur," Luke added. "EP&T Global are in regular



contact with our on-site facilities team to ensure all areas of the club are running in line with our chosen operating schedules and all other consumption is being avoided."

Operating their facilities more efficiently enables Blacktown Workers Club and the Norths Group to make better use of their resources in other areas, which ultimately enhances the members experience and their support to the community.

As a new CMDA Bursary Sponsor, EP&T Global is keen to engage with clubs focussed on getting the best out of their existing infrastructure and reducing their operating costs through operational efficiencies. ■

► For more information, contact **Mark Swindell, EP&T Global's Commercial Manager - Partnerships (Australia)** P: 02 - 8422 6000; M: 0424 888 083; E: [mark.s@eptglobal.com](mailto:mark.s@eptglobal.com) or go to [www.eptglobal.com](http://www.eptglobal.com)



■ Norths Group CEO LUKE SIMMONS



■ Blacktown Workers Club General Manager NEALE VAUGHAN





**eBET**

Producing highly interactive reports and dashboards displaying what is happening at the club at any given time, managers will be able to watch, track and analyse user friendly information at a glance ...

## Making cents from a mindfield of data

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**Briefcase** is a product that has taken years to develop and is a direct response to the needs of the marketplace. It will give club managers access to live and historical data from anywhere with internet access. Producing highly interactive reports and dashboards displaying what is happening at the club at any given time, managers will be able to watch, track and analyse user friendly information at a glance.

The difference between **Briefcase** and other 'Business Intelligence' tools in the marketplace is this product is not just about your venue. The point of difference is **Briefcase** will provide comparisons to benchmark industry data. Gaming data can be compared but the benchmark pool of data will provide information on activities including promotions, membership, food & beverage.

**Briefcase** reports also can access Census information and will include this community-

focused data to compare visitor and membership make-up, enabling club managers to ensure their whole of venue offering is attractive for the ever-changing audience and market penetration is at optimum levels. Often, a project is outsourced and **Briefcase** clubs will be able to view data daily, enhancing the business decision process.

Once installed, **Briefcase** provides an automated integration between the in-venue system and the business intelligence tool. This provides the information in easy-to-understand graphs and dashboards, many of which are ready for use in board reports and decision making. **Briefcase** results ensure club managers can respond to trends occurring in the business, improving the customer experience.

The predictors available within **Briefcase** will assist with projections as club managers will be able to model actions and understand the impacts of the scenarios before implementation, providing clear support for decisions.

**Briefcase** - the end-to-end business intelligence tool - will be released to market during 2013 with the benefits only available to **eBet's Metropolis** customers. The product will be released in stages and will include features such as predictors and optimisation.

What does it cost? Significantly less than poorly made decisions. ■

► For more information on the range of **eBet** products and services, contact **eBet CEO & Managing Director Tony Toohey** - P: 02 - 8817 4700; M: 0411 180 371; E: [ttoohey@ebetgroup.com](mailto:ttoohey@ebetgroup.com); or go to W: [www.ebetgroup.com](http://www.ebetgroup.com)



■ TONY TOOHEY

# Club Management IN AUSTRALIA

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## AD SIZES

- CMA Magazine is **A4 - 210mm wide x 297mm high**
- Please **supply ALL ads** with **3mm bleed each edge**
- Please ensure **ALL ads** adhere to the **10-15mm Text/image area** (see sample Ad below)

Ad Sizes	Width (mm)	Depth (mm)
Full Page	210	297 +3mm bleed
Double Page Spread	420	297 +3mm bleed
Front/Back Cover Gatefold = 2 x Double Page	420	297 +3mm bleed
1/2 P Vertical	99	297 +3mm bleed
1/2 P Horizontal	210	145 +3mm bleed
1/3 P Vertical	68	297 +3mm bleed
1/3 P Horizontal	210	84 +3mm bleed
1/6 P Vertical Only	68	145 +3mm bleed
Business Card Size (Horizontal only)	90	50 No bleed

## SUPPLYING ADS

All printing is done by Daily Press Pty Ltd  
CMA Magazine is on a Macintosh Platform.

### Preferred formats:

#### Preference (1) High Resolution PDF Files

Before creating your pdf please outline all fonts.

#### Preference (2) Illustrator vCS3 or under

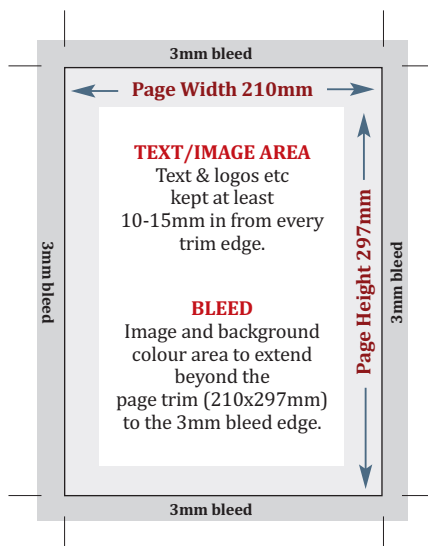
All fonts must be outlined, all CMYK images embedded.

#### Preference (3) Photoshop vCS3 or under

All files should be CMYK and all images 300dpi or over.  
Tiff, eps or high-res jpeg files.

**Please note:** Microsoft Word/Publisher/Powerpoint, Pagemaker or Corel Draw are unacceptable formats.

## SAMPLE LAYOUT AD



## INSERTS:

Insert size is **A4 - 210mm wide x 297mm high**

### PLEASE SEND PRINTED INSERTS DIRECT TO:

Att: Gavin West / John Vaux

#### DAILY PRESS GROUP

26 Underwood Avenue

BOTANY NSW 2019

P: (02) 9316 9366

*Please mark clearly for insertion into CMA Magazine  
Clearly indicate what issue/month.*

### PLEASE EMAIL A PDF OF YOUR INSERT TO

**art@cmaa.asn.au** by 10th of the month prior to issue –  
sizing same as full-page ad  
(no bleed required for online pdf insert).

## ADVERTISING MATERIAL EMAIL DELIVERY:

### ATTENTION TO:

CMA Magazine c/o Art Department

### EMAIL ADDRESS:

**art@cmaa.asn.au**

*Please keep size of emails to 8mb*

### CONTACT DETAILS:

P: (02) 9576 5940

## AMENDMENTS & AD CREATION

### AMENDMENTS TO ADVERTISING MATERIAL:

If amendments are required for existing material, the Production Manager must be notified and have all relevant material 1 (one) week prior to deadline.

### AD CREATION:

If CMAA Production is to create new artwork for advertising, inserts or any other printing, contact Advertising Manager: Judy Rayner on P: (02) 9332 2363 or P: (02) 9360 6177 and have all relevant material 2 (two) weeks prior to material deadline.

*Additional design charges will apply.*

*While every effort is made to ensure a quality print result, we do not guarantee to match colours exactly.*

*In the event that editorial and/or advertising material does not meet deadlines as listed, the Publisher reserves the right to cancel late material and hold for inclusion in next issue.*

# Why some companies make a little and some make a lot

▼ \* **Ron 'Rowdy' McLean** is an expert on Business, Leadership, Motivation & Service Excellence. His company, Creating Synergy, is a CMDA National Bursary Program Sponsor. Rowdy has sat in the boardroom of some of the world's top companies. He understands how to play a bigger game in business because he has not only played the game in many ways and on many levels, but he has been extremely successful at it. For more information, visit [www.rowdy.com.au](http://www.rowdy.com.au) His new book, **'Play A Bigger Game' - How To Achieve More, Be More, Do More & Have More**, is a 'must-read' for business leaders who want to take their business to the next level. **'Play A Bigger Game'** is available in bookstores and online.



**BUSY CHASING** a few more dollars on the bottom line trying to add a few per cent to the EBITDA, or year-on-year growth? It could be that you're missing a piece of the profit puzzle ... a piece that can easily double your results.

I have had the privilege of working with some of the top companies and business leaders across the globe. My experience is that they all miss one of the integral pieces of the profit puzzle, or even worse ... they will tell you that they see it, deal with it, and yet clearly they don't!

Let's start with this question: **What is the purpose of a business?** The No.1 answer to that question in every university, business school or conference that I present at is ... **to make money.**

That answer, unfortunately, is not correct.

The correct answer is ... **The purpose of a business is to CREATE and KEEP customers.**

Before you roll your eyes and head off to watch the final episode of Big Brother or the X Factor, consider this ... whenever I work with an organisation in any country, this is the business purpose we focus on - creating and keeping customers. And these companies are making heaps. If your margins are right, and you focus on creating and keeping

customers, you cannot help but make more money. However, focus on the money only and you will lose your way. Your competitors will steal your customers and your business. How do I know? Because I have helped hundreds of businesses do exactly that!

The profit puzzle is quite simple - not necessarily easy - but simple.

If the purpose of a business is to create and keep customers, then we need to understand how to do that. So, what does a customer want? The answer to that one is a never-ending story. Customers don't know what they want. They will tell you that they love what you do and how you do it, until someone does it better, faster, smarter. Then, they want you to do it the same way, or they are going to find someone who does. It doesn't matter if you're in hospitality, electronics, retail or real estate, if you're not looking for what's next and giving it to them ... then, someone else will.

However, there are three basic elements to the profit puzzle (what your customers are looking for). All customers want an experience and that experience is made up of three things ...

- 1 - Your **PLACE**
- 2 - Your **PRODUCT**
- 3 - Your **PEOPLE**



► Here is the business reality.

You can have a great place, a great product and poor people and you will not make money.

You can have an average place, an average product and great people and you will make money.

But when you have a great place, a great product and great people ... you will make truck-loads!

The problem in most businesses is they invest heavily in creating a great **PLACE**, spend heaps on getting the right **PRODUCT** and virtually nothing on helping their **PEOPLE** become amazing. And those that tell you they do are most likely investing very little, yet it is without doubt the area that is cheapest to renovate and has an amazing impact on the bottom line. Great bang for your buck.

Investing in your people needs to happen on three levels ...

**LEADERSHIP** - Research has proven two very important impacts that leadership has on an organisation. The first is that organisations with great

leadership (high performing) are far more profitable than those with poor leadership (low performing) to the tune of about \$40,000 per employee. The second thing is that employees leave organisations not because of poor companies, terrible jobs or bad conditions. The No.1 reason they leave is their leader is hopeless.

**THE TEAM** - You cannot underestimate the power of a great team. It's the old  $1 + 1 = 3$  thing. It's true ... when great people come together with a common focus and a common purpose. Great businesses such as Disney, Google, Virgin and heaps of others get this. The best sporting entities, bands and even criminal organisations understand that when the culture is strong, then great things happen.

**THE INDIVIDUAL** - Engaged individuals are worth their weight in gold. If the individual doesn't know, doesn't understand and doesn't care, you are beaten before you begin. However, you can help them know, help them understand and get them to care -

*Motivate, Educate, Communicate and Agitate your employees. If you are encouraging your employees to be better versions of themselves, then your business, invariably, will be better ...*

and it's all to do with how you do these four things ...

*Motivate, Educate, Communicate and Agitate* your employees. If you are encouraging your employees to be better versions of themselves, then your business, invariably, will be better.

So, there you have the basics of the people puzzle ... the path to sustainable growth, creating and keeping customers and therefore creating better profits. It's a 'no-brainer' really, but very few businesses do a great job with all the pieces. Those that do, are getting smashing results! ■

**WE** **YOU** **WISH**

**LOVE PEACE  
HEALTH AND  
HAPPINESS**  
-and-  
**A VERY HAPPY  
CHRISTMAS  
& A BETTER THAN  
EVER 2013**

Thank you for your ongoing support & friendship, we really enjoy being in touch with you. We look forward to catching up in 2013.

The Rayner Sales & Marketing Team.  
**Judy, Sue  
& Jackie**

## Interactive Venue Guide expands vision for clubs

**IN OUR** rapidly expanding technological age, touching screens for information is now the norm. It started with ATMs, followed by self-service airline check-ins, and supermarket check-outs. Today, touch screens are in every smart phone and tablet computer.

While Instore Vision Director Craig Burnard is a relative newcomer to hospitality, he certainly has a vision for the Club Industry. Having spent most of the year helping clubs increase audiences through video marketing, what amazed Craig was the vast volume of information to be passed on to patrons, having crossed the threshold. So, Craig developed the Interactive Venue Guide - a one-stop information centre for the club entrance or foyer.

The large, stylish 32" to 46" floor-mounted touch screen operates in a similar way to a giant smart phone. The screen has big buttons and very easy to read and navigate, allowing more than one patron to use at a time. All venue information can be uploaded to include functions, dining, entertainment, events, courtesy bus, and many other applications. It plays HD video and even captures email addresses through inviting patrons to request information.

City of Sydney RSL Club has been involved in developing the prototype screen interface and content. Once deployed, all the relevant information is stored within the kiosk itself. There is no cabling or IT infrastructure needed, making it easy to deploy and manage remotely. This out-of-the-box information centre simply requires a power outlet and wireless internet connection for content uploads and refreshes. The Interactive Venue Guide is a managed service with all associated costs rolled into a simple monthly rental and service charge. ■



► A YouTube demonstration of the Interactive Venue Guide can be viewed at [www.instorevision.com.au](http://www.instorevision.com.au) or contact **Craig M: 0421 960182** or E: [craig.burnard@instorevision.com.au](mailto:craig.burnard@instorevision.com.au)

## NSW gambling prevalence study

**ON OCTOBER 30**, the Office of Liquor, Gaming and Racing (OLGR) released a report into the prevalence of gambling and problem gambling in NSW. This report contains the results from a 2011 survey of 10,000 adults. It found that 65% of the NSW population had participated in at least one gambling activity in the previous 12 months. And 27% had played an electronic gaming machine, making it the third-most-popular form of gambling, after lotteries and scratch tickets. The survey classified 0.8% of adults as problem gamblers, 2.9% as moderate-risk gamblers and 8.4% as low-risk gamblers. Problem gamblers were significantly more likely to be male,

younger, single, unemployed, have low educational attainment and be a regular gambler on gaming machines, on horse or greyhound races and on sports or non-sports events. The OLGR has advised that direct comparison with the prevalence study of 2006 (and 2008 health survey) are not possible as the methodology was different. The OLGR offered different responses to questions in the 2011 study and questioned all gamblers, rather than only regular gamblers, in the recent study. The OLGR advised that it is its opinion, the problem gambling prevalence rate in NSW has not increased in the last two years. A full copy of the prevalence study is available at [http://www.olgr.nsw.gov.au/pdfs/research/olgr\\_201210\\_prevalence\\_study.pdf](http://www.olgr.nsw.gov.au/pdfs/research/olgr_201210_prevalence_study.pdf) ■

## Pokies restrictions voted down at Woolies meeting

**A MOVE** to amend the Woolworths constitution to place limits on poker machine bets has failed. An Extraordinary General Meeting was sparked by activist group GetUp!, which got about 200 members who own Woolworths shares to back it. Woolworths shareholders were asked to vote on a motion that, among other things, would have required the company to put \$1 spin restrictions on its poker machines. However, only 2.53% of shares were voted in favour of the resolution, with 97.74% of shares voted against. Woolies is Australia's single biggest pokies operator, with 6% of the country's poker machines through its hotels joint venture, Australian Liquor and Hospitality. ALH owned a total of 325 hotels as of the end of September this year. In a letter to shareholders ahead of the meeting, Woolworths had warned that the measure would single out the company and put it at a disadvantage to its competitors. Woolworths Chairman James Strong told shareholders at the meeting that the company has gone above and beyond to promote responsible gambling at its venues. Mr Strong said a plan to impose bet and time limits on poker machines at its hotels would do little to curb problem gambling. "The board cannot see how singling out Woolworths - which has such a low share of the poker machine market - will alleviate problem gambling in Australia," he said ■





# 15th Annual Australian Club Entertainment Awards

At The Juniors - Kingsford  
Wednesday, March 20, 2013



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## Supporting Club Managers

# Your Career, Your Future Member Get Member

INTRODUCE A MEMBER FOR YOUR CHANCE TO  
WIN A TRIP FOR TWO TO MELBOURNE or the GOLD COAST  
& earn a \$50 Credit towards upcoming Conferences or Summits  
for each new member who joins the CMAA

**Encourage a colleague to become a CMAA Member and have the Industry's premier professional development provider help YOU both realise YOUR goals.**

#### MEMBERSHIP BENEFITS:

- Industrial Relations representation and advice
- Professional career advice and counselling
- Nationally-recognised training and qualifications (CMAA is a Registered Training Organisation)
- Industry-specific accreditation and recognition (ACCM Program)
- Accumulate industry activity points
- Eligible to apply for a CMDA National Bursary for free formal education and international professional development opportunities
- Opportunity to attend a wide range of CMDA courses, Seminars and Conferences
- Monthly subscription to CMAA's Club Management in Australia's CMA Magazine
- Receive ongoing industrial and professional development information through various on-going CMAA communications
- Member Rewards Program (discount offers on selected social and professional goods and services)
- A peer network of like-minded hospitality manager; with regular local Zone Meetings
- Professional and personal counselling



Discuss the many benefits of CMAA Membership with a colleague and for each new member you recommend who joins, you will both receive a \$50 credit to go towards upcoming Conferences or Summits.

**\*PLUS, the person who introduces the most new members will win a trip for two people to Melbourne or the Gold Coast including return economy airfares & two nights accommodation.**

Another benefit of being with the CMAA  
**CMAA – Supporting You**

To find out more, or to join the CMAA online, go to:  
**[www.cmaa.asn.au](http://www.cmaa.asn.au)**

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# Application for Membership

I, the undersigned, hereby apply to be admitted as a member of the CLUB MANAGERS' ASSOCIATION AUSTRALIA. I agree to abide by the Registered Rules of the CMAA and any amendments made in the manner provided by the Rules of the Association. I have been advised of my obligation under the Fair Work Act 2009 and the Fair Work (Registered Organization Act 2009).

Surname \_\_\_\_\_ First Name \_\_\_\_\_

Gender \_\_\_\_\_ Date of Birth \_\_\_\_\_

Your Private Address: street number and street address

\_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Your Employer's Name \_\_\_\_\_

Your Employer's Address: street number and street address

\_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Employers Phone ( ) \_\_\_\_\_ Employers Fax ( ) \_\_\_\_\_

Position Title \_\_\_\_\_ Commencement Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Do you agree to have your work contact details made available to your local CMAA Zone Committee in order to be communicated with regarding you joining as a CMAA member and upcoming Zone events? YES: ☐ NO: ☐ (please tick).

☐ Tick if you are a new Member

(If referred by an existing member, please provide the referring member's name to ensure you both receive the 'Member Get Member' (MGM) benefits that may be provided as part of any MGM Promotion)

Referring Members Name \_\_\_\_\_

## Membership Contributions – Rule 8

The following membership contributions shall be payable yearly, half yearly or quarterly IN ADVANCE by cheque, money order, EFT or credit card (All Fees are inclusive of GST)

(Please tick which is applicable)

	YEARLY	HALF YEARLY	QUARTERLY
Full Member	<input type="checkbox"/> \$495.00	<input type="checkbox"/> \$260.00	<input type="checkbox"/> \$130.00

## Please tick & complete your preferred payment option

☐ **Payment Option 1: Credit Card**

Mastercard / Visa (please circle)

Card No: \_\_\_\_\_

Name on Card: \_\_\_\_\_ CCV number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ / \_\_\_\_\_

☐ **Payment Option 2: Electronic Funds Transfer (Please pay to):**

BSB: 032 373 Account No: 204 731 Bank: Westpac

Account Name: Club Managers Association Australia

Please quote Surname and first initial when processing your EFT payment

☐ **Payment Option 3: Cheque or Money Order**

Please include cheque or money order with this application form made payable to: Club Managers' Association Australia

☐ **Payment Option 4: Payroll Deductions** - Payroll Deductions may be arranged with your employer. ☐ Tick here if you would like us to contact you regarding this option.

## Please return this application form to:

CLUB MANAGERS' ASSOCIATION AUSTRALIA

Locked Bag 4317

SYDNEY OLYMPIC PARK NSW 2127

Telephone: (02) 9746 4199 Facsimile: (02) 9746 5199

Email: cmaa@cmassn.au ABN: 99 607 400 758

Resignation from Membership Rule 13 - Notice Required

A member of the Association who wishes to resign from membership should do so by written notice to the Federal Secretary.

## OFFICE USE ONLY

Date Accepted: \_\_\_\_\_

Membership Number: \_\_\_\_\_

Payment: Cheque / Credit Card / Money Order / Cash

Amount: \$ \_\_\_\_\_

Direct Debit Requested ☐ Direct Debit form attached ☐

Computer Entry: ☐ Tick

Entered by: \_\_\_\_\_



*Merry Christmas*



SHFL entertainment wishes everyone a Merry Christmas and a wonderful New Year. Thank you for making our 2012 so successful. We look forward to bringing you many more exciting new games in 2013.

