

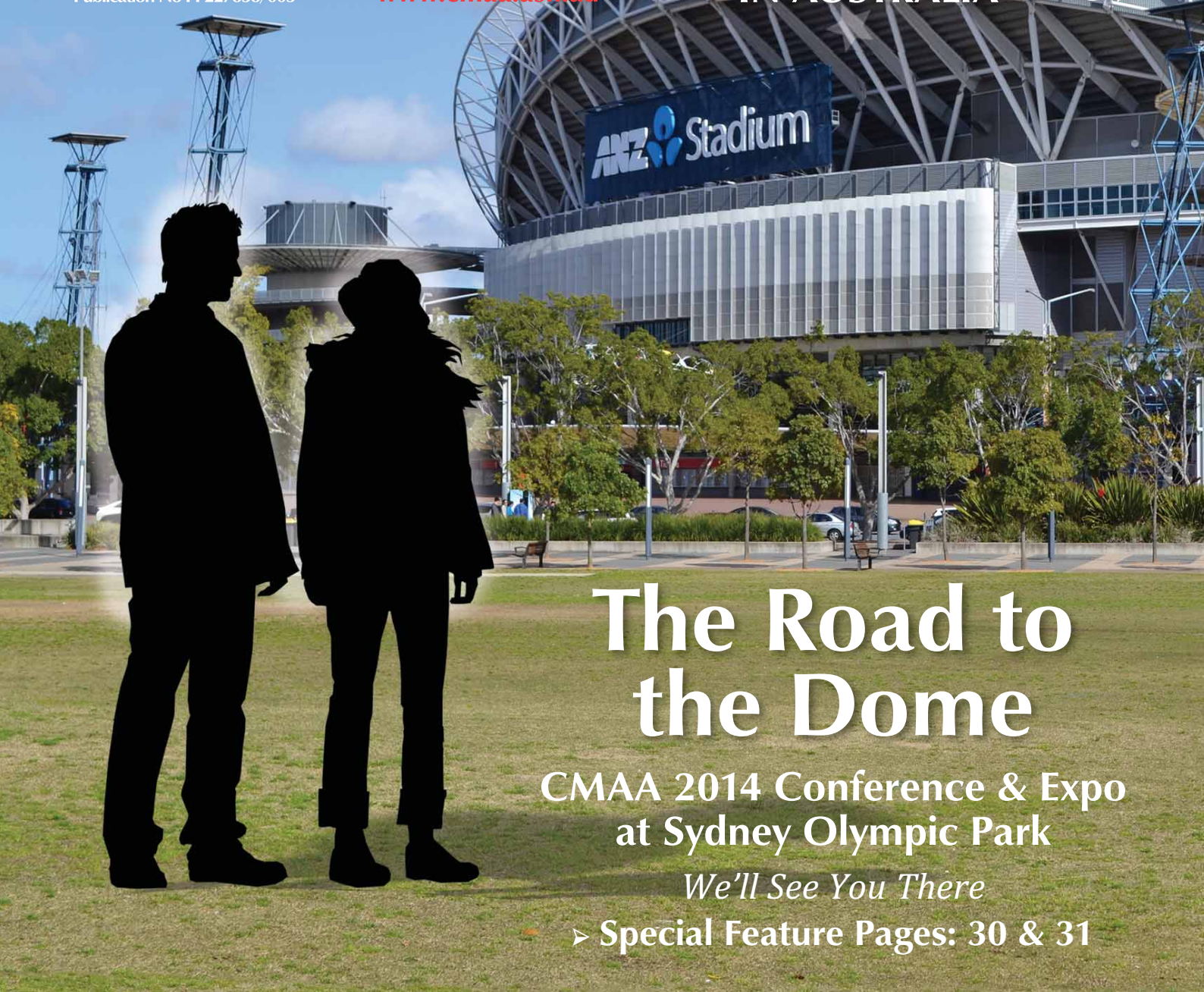
Club Management

Publication No PP227838/003

www.cmaa.asn.au

IN AUSTRALIA

October 2013
Vol 126, No 251



The Road to the Dome

CMAA 2014 Conference & Expo
at Sydney Olympic Park

We'll See You There

► Special Feature Pages: 30 & 31



T H E L A T E S T G A M E F R O M K O N A M I

INDIAN WOLF

HOT 5



Indian Wolf feature • WIN UP TO 20 FREE GAMES WITH NUDGING WILD

Hot 5 feature • ANY 5 OF A KIND WITH HOT 5 BORDER ON REEL
5 WINS A BONUS PRIZE OR JACKPOT





Publisher CMAA

Editor: Peter Sharp 0412 381 733

Contributors:

Henri Lach, Katie Cincotta.

Design:

Susan Formica – Creative Flare
Phone: (02) 9576 5940

Advertising: Judy Rayner

Advertising Bookings:

(02) 9332 2363 & 9360 6177

Fax (02) 9361 5142

rayner@bigpond.net.au

Printing:

Daily Press Group

Phone: (02) 9316 9366

Correspondence:

The Editor, c/-
Club Managers' Association Australia
Level 2, 1 Showground Road
Sydney Olympic Park NSW 2127
Locked Bag 4317
Sydney Olympic Park NSW 2127
Phone (02) 9746 4199
Fax (02) 9746 5199

Please address all business correspondence to the Federal Secretary

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).

Registered Office

Level 2, 1 Showground Road
Sydney Olympic Park NSW 2127
Phone (02) 9746 4199
Fax (02) 9746 5199
Locked Bag 4317
Sydney Olympic Park NSW 2127
Email - cmaa@cmaa.asn.au

Office Hours

Monday to Friday 9am to 5pm
Seven-day telephone answering service.

"Club Management in Australia" is published monthly by the Club Managers' Association Australia. All material is copyright and cannot be reproduced without the explicit permission of the Publisher or Editor. Editorial contributions relating to the club industry are welcome. Submitted copy should be typed and double spaced. We don't accept any responsibility for keeping and returning unsolicited material. Photographs submitted must be captioned. Those sent without prior arrangement cannot be returned unless accompanied by a stamped, self addressed envelope. Views expressed in this magazine are not necessarily those of the Club Managers' Association Australia. Although we do exercise the utmost caution, we don't accept responsibility for claims expressed in advertisements appearing in our issues.

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



Bill Clegg ACCM
Federal President



Michael O'Sullivan ACCM
Federal Vice President



Allan Peter ACCM
Federal Secretary



Steve Condren ACCM
Federal Executive Member



John Turnbull
Federal Executive Member



Luke Walker ACCM
NSW State Executive Member

Club Managers' Association Australia

Office Bearers

CMAA FEDERAL EXECUTIVE

President

WILLIAM CLEGG, ACCM
Randwick Labor Club

Vice President

MICHAEL O'SULLIVAN, ACCM
Milton Ulladulla Bowling Club

Federal Secretary

ALLAN PETER, ACCM

Executive Members

STEVE CONDREN, ACCM
Southport Surf Lifesaving Club
JOHN TURNBULL
Liverpool Catholic Club

NSW State Executive Member

LUKE WALKER, ACCM
West Illawarra Leagues Club

FEDERAL COUNCILLORS

Division A – City/Eastern Suburbs Zone and Manly/Northern Suburbs Zone

Carl Pozzato, ACCM
Operations Manager
Ryde-Eastwood Leagues Club

Division B – St George/Cronulla Sutherland Zone and Inner West Zone

Ian Todd, ACCM
General Manager
Kingsgrove RSL Club

Division C – Nepean Zone

Michael Wiesel
Secretary Manager
St Marys RSL Club

Division D – Hunter Zone, Central Coast Zone and Great Lakes Zone

Stephen Byfield, ACCM
Chief Executive Officer
Diggers @ The Entrance

Division E – Far North Coast Zone, North West State Zone, Mid State Zone and Mid North Coast Zone

Phillip Wheaton, ACCM
Chief Executive Officer
Armidale City Bowling Club

Division F – Illawarra Shoalhaven Zone and Far South Coast Zone

David Hiscox, ACCM
General Manager
Dapto Leagues Club

Division G – Gold Coast Zone, Brisbane Zone, Ipswich Darling Downs Zone, Sunshine Coast Zone, and the Central and Northern Queensland Zone

Wayne Moffatt, ACCM
General Manager
Pine Rivers Memorial Club

Division H – Victoria Zone, Riverina Murray Zone and the ACT Zone

Grant Duffy, ACCM
Secretary Manager
Numurkah Golf & Bowls Club

ADMINISTRATION



Executive Officer
Ralph Kober, B.Ed.

Senior Industrial Relations Advocate
Peter Cooper

Sponsor & Membership Manager
Chris Keeble

Industry Professional Development Manager
Geoff Meston

Training Course Administrators
Brad Jones, CCM
Estelle McDonald-Birch

CMDA RPL Administrator
Jason Thomas

Accounts Officer
Priscilla San Luis

Sponsor & Membership Coordinator
Evonne Bosnich

Administration Officer
Carol Quirke

Receptionist
Julie Conlon

CMAA Queensland Education Officer
Zoe Clegg

Life Members

Harry Walker (decd.)
Norm Robinson (decd.)
Arthur Justice (decd.)
Len Ewart (decd.)
Lou O'Neill (decd.)
Peter Cameron (decd.)
Bob Harbutt (decd.)
Keith Nolan (decd.)
Fred Chubb, CCM (decd.)
Alan McDougall, MBE (decd.)
John Milne (decd.)
Jim Henry, OAM (decd.)
Les Evennett
George Elliot, CCM
Peter Strachan, ACCM
Hans Sarlemyn, ACCM
Terry Condon, CCM
Lew Cooper, OAM
Barry Stevenson
Greg Pickering, ACCM
John Allan, ACCM
Allan Peter, ACCM
Wayne Forrest, ACCM
Bill Clegg, ACCM



Club Managers' Development Australia Major Sponsor

CMDA Senior Education Sponsor

BARRINGTONS®



HOST PLUS
expect more

Career Development Sponsors



ROBERT OATLEY
VINEYARDS



instore
vision



KONAMI



ThomsonsLawyers



In a world of change, there's one thing that hasn't



We all know we can't control everything in life. But at **HOSTPLUS**, we always do our best to control those things we can. Like our low \$1.50 a week member fee. It's not only remained unchanged since 2004, we've now extended our Fee Freeze Guarantee to the end of 2014, giving our members

a decade of saving and certainty in an ever-changing world. Like all super funds, investment management fees also apply. So if you're one of Australia's one million **HOSTPLUS** members, chill. If not, visit us at hostplus.com.au or call **1300 HOSTPLUS (1300 467 875)**, 8am–8pm, Monday to Friday.

super + advice + insurance + education + pension + extras



The Fee Freeze Guarantee is applicable to **HOSTPLUS** core and personal products only. The information in this document is general in nature and does not consider any of your objectives, financial situation or needs. Before acting on this information, you should consider obtaining advice from a licensed financial adviser and consider the appropriateness of this information, having regard to your particular investment needs, objectives and financial situation. You should obtain a copy of the **HOSTPLUS** Product Disclosure Statement and consider the information contained in the Statement before making any decision about whether to acquire an interest in **HOSTPLUS**. Issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL No. 244392, RSEL No. L0000093, MySuper No. 68657495890198, **HOSTPLUS** Superannuation Fund ABN 68 657 495 890, RSE No. R1000054. For further information on Chant West ratings visit <http://hostplus.com.au/info/chant-west-disclaimer> THEDMGROUP HOST7574/CMM/FF

PAGE ADVERTISER / EDITORIAL

Cover 1	COVER - 'THE ROAD TO THE DOME'
Cover 2	KONAMI GAMING
1	CMA MAGAZINE IMPRINT & CMAA ADMINISTRATION
2	CMDA CAREER DEVELOPMENT SPONSORS
3	HOSTPLUS
4	AUGUST EDITION CONTENTS & POINTERS
5	AINSWORTH
6	PRESIDENT'S PERSPECTIVE w/ BILL CLEGG
7	BALLY TECHNOLOGIES AUSTRALIA
8	THE EXECUTIVE OFFICER'S DESK w/ RALPH KOBER
9	CMAA MEMBERSHIP UPDATE
10	ROHRIG + THE BUSINESS END w/ CHRIS KEEBLE
11	INDEPENDENT GAMING
12	TIC TECHNOLOGIES.COM + INDUSTRY UPDATE
13	BANKTECH
14	CMDA SPONSORS UPDATE - SOLAR PV COMMERCIAL
15	ORION ART
16	ADVANCE DESIGN + CMAA PROFILE - LISA CASWELL
17	THORN EQUIPMENT FINANCE + INDUSTRY UPDATE
18	INDUSTRIAL LANDSCAPE w/ PETER COOPER
19	THOMSONS LAWYERS + INDUSTRY UPDATE
20	CAPITAL DESIGN WORKS + NORTHERN EXPOSURE 1
21	LED SIGNS + NORTHERN EXPOSURE 2
22	CHARTERS PAPER +
	CLUBS+ CHEFS MANAGEMENT SUMMIT 1
23	CLUBS+ CHEFS MANAGEMENT SUMMIT 2
24	TABCORP
25	TABCORP
26	GAMING MANAGERS DEVELOPMENT COURSE
27	SOUTHERN EXPOSURE
28	CMDA NATIONAL BURSARY SPONSORS +
	PROFESSIONAL DEVELOPMENT 1
29	CASELLA WINES +
	CMAA 2013 EVENTS CALENDAR & DIARY
30	'THE ROAD TO THE DOME' -
	CMAA 2014 CONFERENCE & EXPO
31	MERIDIAN CONSTRUCTION +
	CMDA PROFESSIONAL DEVELOPMENT 2
32	KARO + CMAA ZONE EDUCATION OFFICERS &
	BOARD OF MANAGEMENT STUDIES
33	BEPOZ + PROFESSIONAL DEVELOPMENT 3
	w/ JASON THOMAS
34	2013 CMDA PROFESSIONAL DEVELOPMENT CALENDAR 1
35	CMDA 'BIG EVENTS DIARY' +
	2013 CMDA PROFESSIONAL DEVELOPMENT CALENDAR 2
36	NUFRUN COMMERCIAL FURNITURE + CMAA UPDATE -
	JULIE CONLON + myCMag
37	ACCM AWARDS
38	IN THE ZONE - HUNTER ZONE + BRISBANE ZONE
39	MITCHELL BRANDTMANN + IN THE ZONE -
	CENTRAL COAST ZONE AGM + NORTH WEST STATE ZONE
40	IN THE ZONE - NEPEAN ZONE + GOLD COAST ZONE
41	BOTTLECYCLER AUSTRALIA +
	IN THE ZONE - VICTORIA ZONE + GREAT LAKES ZONE
42	IN THE ZONE - ST GEORGE CRONULLA SUTHERLAND
	ZONE MEETING & GOLF DAY
43	RAYNER SALES & MARKETING +
	IN THE ZONE - FAR SOUTH COAST ZONE
44	INDUSTRY UPDATE
45	CMDA SPONSORS UPDATE
46	CMDA SPONSORS SERVICES DIRECTORY - 1
47	CMDA SPONSORS SERVICES DIRECTORY - 2
48	INDUSTRY UPDATE
Cover 3	BARRINGTONS ARMED ROBBERY SURVIVAL SKILLS
Cover 4	SHFL entertainment
INSERTS	FIRST DATA & DISPLAY ME



Page
12

TRADE EXHIBITIONS have been an important part of the Club Industry calendar for many years, providing community clubs, suppliers and relevant stakeholders with the opportunity to come together to discuss and explore new products, innovation and technology. The CMAA, Clubs Queensland and ClubsNSW have recognised this changing landscape, listened to the views of Club Industry suppliers and decided that the industry would be better served by a single National Expo that provides an improved experience for everyone at the 'front end' of the calendar year ...



Pages
20&21

QUEENSLAND'S LICENSED clubs have received a big tick from the state's Tourism Minister, Jann Stuckey. Ms Stuckey believes clubs play a vital role in looking after visitors to the State, and she wants to see them become even more involved. In an exclusive interview with *Club Management in Australia Magazine*, Ms Stuckey, who is the Member for the Gold Coast electorate of Currumbin, was emphatic that her Liberal National Party (LNP) Government recognised the value of community clubs as part of the tourism industry ...



Page
27

GAMING FEES are going up, which has Victoria's club managers hopping mad given many clubs are still experiencing 'down-time' with their gaming machines. Stephen Hodge, the CMAA Education Officer in Victoria, is disappointed by Intralot's most recent fee hikes, which include a 2.2% CPI increase and deployment charges for new machines. He finds these changes outlandish, considering the monitor's system is still unreliable ...



TREASURE STORM

财源滚滚



STRIKE YOUR WAY TO GOLD!

www.ainsworth.com.au





Federal Election result has positives for Club Industry

President's Perspective with BILL CLEGG, ACCM

AUSTRALIA HAS been to the polls again, after what felt like a three-year election campaign.

And, for the second election in succession poker machines and gambling were not mentioned in the mainstream policy issues.

It's easy to recall just three years ago that, suddenly, poker machines were central to the formation of Government and the gaming industry was the subject of a needless campaign that could only damage the community's view of the Club Industry.

The overwhelming election of a Coalition Government will provide our Club Industry with some certainty in the direction of policy and, importantly, returning policy decision-making back to the states and territories.

With a State Government that is prepared to be advised by club, hotel and gaming industry experts and representatives, policy determination to address the expectations of the community and to fulfill our responsibilities for providing gaming services, will have a greater result and policies supported by all that care for the long-term viability of the Club Industry.

Almost certainly, Industrial Relations reform will eventually be on this Coalition Government's agenda.

Generally, the Coalition's policy confirms that it "will work with, and improve, Labor's Fair Work Laws".

Importantly for many club managers, Individual Flexibility Arrangements (IFAs) will retain the 'Better Off Overall Test'.

The new Government's commitment to continue with the reforms to Registered Organisations is also recognised as a positive step towards an improved Industrial Relations system and, again, the CMAA will support and proactively work towards any reforms that improve accountability and transparency.

Requirements relating to training and financial reporting and accountability have already commenced, although it is not unreasonable to expect that a Coalition Government will have a stronger view, in particular, regarding unions and they have already foreshadowed higher expectations.

With a Government that has promised 'no surprises' and made such an issue of the Leaders keeping promises, I'm sure everyone is looking forward to a significant time of certainty so that all managers – and their clubs – can plan for business stability and future growth.

EVERYONE SHOULD be aware that there were recent joint announcements by the CMAA, ClubsNSW and Clubs Queensland regarding a National Exhibition (trade expo) for the Hospitality Industry from 2015.

The duplication of expos and trade events has been a concern of the CMAA for many years and it was for that reason that the trade expo attached to the CMAA Mid-Year conference was dropped several years ago.

A **CEOs & Trade Partners Forum** a few years ago also reinforced the duplication and additional costs required to service the same markets.

The National Exhibition will be supported by a National Clubs Conference where all Club Industry bodies will come together to provide the first truly National Club Industry Conference – **see page 13**.

The proposed changes that will come into effect in 2015 will necessitate a review of our own conferencing agenda.

In the interim, planning is progressing well for our 2014 AGM Conference & Hospitality Expo at The Dome at Sydney Olympic Park on March 3 and 4.

It was appropriate that the National Exhibition for Hospitality Industry announcement was made through the first edition of **myCMAg**.

From the positive comments I have received, I want to reinforce the appreciation of all for the efforts of the CMAA team under the guidance Peter Sharp.

myCMAg will continue to provide members with the latest information that is important them in a convenient electronic email-delivered format.

MUCH HAS been made of the relationships that are shared between RSL Sub Branches and their tenant licensed clubs.

More and more, RSL Clubs continue to close and properties are sold.

The lowest point came, on a senior leadership level, with comments about clubs just before this past ANZAC Day.

Rightly, many of the clubs that support the values of the RSL movement were offended by these comments.

It was an honour for my club – Randwick Labor Club – to be invited to attend the recent Eastern District Meeting of RSL Sub Branches, hosted by Kensington Sub Branch at Randwick Labor Club.

This was the first time the meeting was hosted at a venue other than an RSL club.

The invitation was to acknowledge the support that Randwick Labor Club had provided to the Sub Branch since an amalgamation.

More importantly, the meeting heard the story of a young veteran from Afghanistan that related, in his own words, the trauma from losing two mates on the battlefield to his ongoing fight with Post-Traumatic Stress Disorder (PTSD).

It's important for us all to, wherever possible, support the initiatives of industry partners such as the RSL & Services Club Association and ClubsNSW with the Securing Our Veterans' Future program – **see page 48**.

This is a valuable and important initiative for men and women prepared to sacrifice everything for our nation and for other peoples around the world in need of Australia's strength and support. ■

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



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 3, 2014**.

The **Annual General Meeting** will be conducted in the Conference area of **The Dome at Sydney Olympic Park, Homebush Bay**.

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

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

HOT ZONE



Hot Zone™ is a huge global success with its unique blocks of Hot Zones which cascade over the reels from top to bottom, creating a sixth reel overlapping the standard reels. The Hot Zone blocks that land on the reels turn the corresponding symbols wild, giving players more chances to win.

To learn more about Hot Zone visit booth #2300 at the Australian Gaming Expo, or contact your Bally Representative at 866.316.1777 for details.



Planning essential to get the most out of 'vanishing' 2013

The Executive Officer's Desk with RALPH KOBER

CMAA Strategic Plan

As is the norm, a formal strategic planning session was attended by the new Federal Executive and Federal Council at the start of the new Executive's three-year term following the CMAA tri-annual elections in March.

The three strategic priorities that the Executive and management will be focusing heavily on in this term will be the areas of ...

- training and professional development;
- industrial representation;
- membership.

These areas are core to the strength of the Association and each in part and whole attract managers to join it.

Members, in the upcoming months, will be advised as to the detail of the Strategic Plan, its areas of action, tactics and deliverables.

Members will see a shift in the branding that carries the CMAA's member communications – e.g. ...

- the **myCMAg** eNewsletter, launched in September;
- the personalisation of the Zone Newsletters;
- **myassociation** information regarding professional development;
- **mycareer** ... and more.

A targeted approach to the way Head Office communicates and provides products and services to the differing age demographic of Members will help the Association to be seen as being more inclusive and relevant to the needs of all Members.

Mandatory Training for CMAA Board & Zone Committees

Further to earlier advice given to Members by the CMAA Federal Secretary and Head Office, all office bearers of the Association are now required to undertake the mandatory financial management training course by the end of 2013, pursuant to the *Registered Organisations Amendment Act 2012*. The Association has been approved to deliver the training course to CMAA Office Bearers, including the Federal Executive and the State Executive, the Federal Council and all Zone Committees.

The Association will schedule sessions in Sydney initially and all Zone Committee Members are welcome to attend the Sydney events. The course will be four hours in duration and members can choose from a number of sessions that best fits in with their needs. CMAA Regional NSW, Queensland, ACT and Victoria Zone Committees will be advised of scheduled sessions during October.

CMAA Queensland Education Officer Appointed

Queensland members are advised that Zoe Clegg, the Training & Compliance Risk Manager at the Kedron Wavell RSL Club in Brisbane has been appointed as the CMAA Queensland Education Officer effective from October 1, 2013. Zoe also is the CMAA Brisbane Zone Education Officer. The primary objective of the CMAA Queensland Education Officer role is to be ...

- Queensland Members' first point of contact and inquiry with respect to training and professional development;
- career consultation regarding the Active Certified Club Manager (ACCM) Award;
- booking CMAA courses;
- the liaison between Queensland Members and CMAA Head Office.

Advice regarding new membership and the CMDA Affiliate Program also can be sourced initially through Zoe and further by the CMAA Head Office Membership team, headed by Chris Keeble, the CMAA Sponsor & Membership Manager –
P: **02 – 97464199** or
E: **chris@cmaa.asn.au**

This position – CMAA Queensland Education Officer – replaces the CMAA Queensland Membership Liaison Officer role carried out by Justin McGurgan with respect to all CMAA education and membership matters. I want to acknowledge and thank Justin for his professionalism, time and effort in raising the profile of the CMAA in Queensland.

Zoe Clegg can be contacted on
P: **07 – 3359 9122** or
E: **zoe@cmaa.asn.au**



2013 – What's left to do?

The impending close to the year seems be upon us sooner than we realise. With only three months to go before Santa swings by, there is still time to achieve those goals you may have set yourself at the beginning of this year – particularly if they are relate to your or your team's professional development needs. A strong surge in attendance in the CMAA's industry summits and courses in the second half of 2013 has been gratifying, culminating in the **Finance Management Summit** for CEOs and CFOs to be presented at the Revesby Workers Club and Campbelltown Catholic Club in November. I encourage all members to review the remaining calendar for 2013 to make sure you get to as many events as possible – including your Zone's meetings and activities – before the New Year rolls in. You can refer to the CMAA Diary Dates posted on our website – **www.cmaa.asn.au** ■

■ What to expect when the CMAA Hospitality Expo moves to The Dome at Sydney Olympic Park in March.



CMAA Membership Update – September 2013

Background

Club Managers' Association Australia (CMAA) members are professional managers of registered clubs and hospitality licensed venues. Membership of the CMAA, a registered trade union and registered training organisation, provides managers with many benefits not available to management in other industries.

Benefits

Notable benefits of CMAA membership include ...

- Industrial representation and advocacy for employment-related matters;
- Opportunity to develop professionally through management training and development courses offered to gain qualification or 'best practice' industry information;
- Being part of a national network of professional managers;
- Discounted conferences, training courses and industry events;
- An array of educational bursaries including overseas study tours and national qualifications;
- Recognition as a Certified Club Manager (CCM) under the CCM award offered only through the CMAA.

Frequency & Payment of Membership Fees

CMAA membership is from January to December each calendar year. Memberships are renewed in January each year.

For members joining after January, payments are made on a monthly basis with the option of paying a full year the following January, or continue with monthly payments. Clubs who pay for their managers, and individuals who pay their own fees, now can pay membership fees via direct debit automatic payment, credit card and cheque.

- **Note** that CMAA Membership fees **are tax deductible**. Payroll at your club will be advised of the changes.

Membership Fees Increase

Membership fees are integral in subsidising the various services that the CMAA provides to members to keep them affordable and accessible for every member. When benchmarked against similar organisations for fees and for the level of benefits received, the CMAA membership fees are comparatively below the market rate.

For example membership comparison (GST incl.):

Currently	Yearly	Weekly
CMAA management	\$ 495.00	\$ 9.32
United Voice line staff	\$ 540.80	\$10.80
Public Sector Union general staff	\$ 660.00	\$12.69

To keep pace with the increase in the cost of providing members services, the Federal Executive has determined that **from January 1, 2014** fees for a Member paying yearly will increase from \$495p.a. to \$550p.a. or, if paid monthly \$49 per month. Fees for a Trainee Manager member paying yearly will increase from \$335p.a. to \$390p.a. or, if paid monthly, \$35 per month.

Pay Yearly and SAVE! Full members who pay yearly can save **\$40**, while Trainees will save **\$20**.

From 2015, membership fees will rise annually in alignment with the Consumer Price Index increase brought down in the first quarter of each year.

One Time Amnesty for Lapsed and Ex-Members Wanting to Re-Join the CMAA

Members lapse in the payment of their membership fees due to various reasons. Many lapsed and ex-members don't realise that under the Association Rules it is up to the member to formally resign their membership in writing to the Association to ensure membership fees do not continue to be debited against them.

The Federal Executive has determined that an **amnesty where lapsed and ex-members who have been purged or been deemed un-financial and owe fees in arrears be reprieved from paying those arrears** upon re-joining the CMAA under this **One Time Amnesty** offer. If you know a lapsed member, please alert them to this opportunity.

Managers who want to take up the offer to re-join the CMAA can contact the CMAA Administration Officer

Carol Quirke P: **02 – 9746 4199** or E: **carol@cmaa.asn.au**



There is no perfect time to launch anything new

The Business End with CHRIS KEEBLE

HERE, AT the CMAA, we are changing many things.

Streamlining, increasing efficiencies and introducing a new look.

I often wonder when and how you pick the best launch time a new product, or new service.

Every day, I think of something else to add to the collateral, or another idea for us to introduce.

And, I keep thinking ... well, if I add this to that, then will we be ready 100% with everything?

The answer is always going to be 'no'.

That's why, sometimes, it's best to get cracking and get the stuff happening – even if it's not the complete end product.

Because there will always be another idea.

Sometimes, there is never going to be the right time.

And, sometimes, you don't know until it's launched the direction it could go, or the opportunity it throws your way.

I love these 'curve balls' ... they always offer something interesting to think about.

I recently read some words of wisdom by Red Hoffman, the founder of LinkedIn, who said ... "You shouldn't wait until your product or service or website is perfect. You should get the 'minimal viable product' out on the market ASAP, then get their feedback."

Mr Hoffman is right on the money.

It's so important to create a viable product first and test it before spending a cent on anything – especially not a website.

If you start with a website, you will no doubt want to change its functionality within a year as you understand more of what your clients want and what you can provide.

A simple instruction is as follows ... "Create a product in its rawest sense and get it in front of your target market."

"See if there is interest and seek feedback."

"Use all of the information that comes your way to improve, develop, grow, change ... even stop."

Having said all of the above, I believe we have developed a great new branding and position statements for the CMAA.

Yes, there is still work to do and growing membership is a task not unfamiliar to every club manager reading this.

The idea is to incite and reignite interest and passion for what we deliver.

The benefits need to be relevant to each member.

One size does not fit all and, with this mindset, we are introducing the 'my' series of brands to CMAA products and services.

You will start to see a change in look; a change in the message; and some fresh, new vision.

The CMAA is not just your Industry Union representation ... it's much more.

It's career pathways; your networks; your Association; your membership.

I hope you like the new look.

CMDA Sponsorship

Please take a moment to review our national-level CMDA sponsors.

They are all relevant and related companies who have the best interest at heart for CMAA Members, club managers and the Club Industry.

Many of these companies come along to Zone Meetings and add short presentations that offer great ideas and savings for you to consider.

These presentations are not platform selling and, indeed, the requirement is that industry representatives only present topics that can genuinely help club managers with various decisions and communicate latest legislation, trends and regulations.

In most cases, these industry experts have their finger on the pulse of change in their particular sector – long before we do.

Make sure you take a look at the **CMDA Sponsors Update** on **page 14** that profiles our latest CMDA National Bursary Sponsor company, **SolarPV Commercial**.

Until next time, enjoy the spring, the CMAA's new look and I look forward to meeting up with you soon at an upcoming Zone Meeting or CMAA event. ■

➤ **CHRIS KEEBLE** is the CMAA's **Sponsor & Membership Manager**.
To contact Chris ...
B: **02 – 9746 4199**;
M: **0418 970 963**;
E: **chris@cmaa.asn.au**
W: **www.cmaa.asn.au**



St John's Park Bowling Club

At Rohrig we plan construction to work around your business so your members can dine in peace and club income continues.

It's all part of our impressive approach designed to achieve your goals. Get a taste of what makes us different at **www.rohrig.com.au**

construction
hospitality
property

rohrig
rohrig.com.au

Brisbane | Melbourne | Sydney



Voyager ADVANTAGES

Tournament Play | VPC | Exciting New Games

12 Months Game Support | Game Driven Links

Flexi-LINK Patented Technology on Voyager Products

THE
THREE STARS



THE
STOCKMAN
Returns



TRIPLE
DRAGONS



LEGENDS OF
ARABIA
RETURNS™



To find out more about Voyager contact:

INDEPENDENT GAMING PTY LTD

17 Brookhollow Avenue, Baulkham Hills NSW 2153 | P 02 8858 1000

E sales@independentgaming.com.au | www.independentgaming.com.au





New National Club & Hospitality Expo planned for 2015

■ The CMAA's annual Hospitality Expo at Darling Harbour is the Club Industry's premier products and services trade event. The CMAA, ClubsNSW and Clubs Queensland have announced they will join forces to present a National Club & Hospitality Expo in 2015.

TRADE EXHIBITIONS have been an important part of the Club Industry calendar for many years, providing community clubs, suppliers and relevant stakeholders with the opportunity to come together to discuss and explore new products, innovation and technology.

This is further enhanced by education and networking opportunities for those attending – CEOs, Secretary Managers, Directors and key management, along with the industry generally.

Outside the Australasian Gaming Expo (AGE), the three main annual trade Expos are conducted by the **Club Managers' Association Australia** (CMAA), **Clubs Queensland's** (CQ) **Hospitality & Gaming Australasia 'HGA'** and **ClubsNSW** (CNSW).

These successful events have been well supported by the Club Industry for many years.

However, these Expos service similar markets and, as a result, there is a degree of duplication which creates additional cost for clubs and the trade, alike.

Not only are businesses trying to save costs in an increasingly competitive environment, but technology is

changing the way products and services are marketed and sold.

The CMAA, Clubs Queensland and ClubsNSW have recognised this changing landscape, listened to the views of Club Industry suppliers and decided that the industry would be better served by a single National Expo that provides an improved experience for everyone at the 'front end' of the calendar year.

By merging three events into one, the Club Industry will create Australia's first **National Club & Hospitality Expo** that will deliver enhanced business and networking opportunities for the industry and hospitality, generally.

The Associations are pleased to be collaborating on this exciting initiative and have established a working group to progress matters – determine the venue, timing and program for the first **National Expo**.

The first **National Expo** is expected to be held in early 2015 in Queensland and industry updates will be provided as the planning progresses for this exciting industry initiative.

This development will lead to changes in the format of related events currently run by the Associations, and these changes will be communicated progressively.

CMAA Federal President Bill Clegg said the duplication of expos and trade events had been a concern of the CMAA in recent years and it was the reason that the trade expo attached to the CMAA's Mid-Year Conference was dropped several years ago.

A **CEOs & Trade Partners Forum** a few years ago also reinforced the duplication and additional costs required to service the same markets.

The National Exhibition will be supported by a National Clubs Conference where all Club Industry bodies will come together to provide the first truly National Club Industry Conference.


"The proposed changes that will come into effect in 2015 will necessitate a review of our own conferencing agenda," Mr Clegg said.

In the interim, planning is progressing well for the CMAA's 2014 AGM Conference & Hospitality Expo at The Dome at Sydney Olympic Park on March 3 and 4. ■

The first National Expo is expected to be held in early 2015 in Queensland and industry updates will be provided as the planning progresses for this exciting industry initiative.

-  **tic CMS**
Flexible Content Management Solutions
-  **VIRTUAL BOARDROOM**
Centralise and digitise Board papers/communication
-  **SMS MARKETING**
Simple and Secure
-  **ONLINE MARKETING**
Target groups with EDMs
-  **MOBILE SITES & APPS**
Create a mobile website and/or app
-  **SOCIAL MEDIA**
Interact with your audience

Centralise and digitise Board meetings and documents!



VIRTUAL BOARDROOM

tic | technologies.com
web • mobile • social media



 (02) 9764 5240 | 0419 992 862
 results@tictechnologies.com

POSCONNECT
The secure EFTPOS cash-out solution

SEE THE ONLY 2-IN-1 ATM AND EFTPOS CASH-OUT SOLUTION

ARE YOU READY FOR FEBRUARY 2014?

BANKTECH's POSConnect solutions enable you to offer your patrons ATM and EFTPOS cash-out services which comply with the new federal legislation affecting ATMs in gaming venues.

As seen at the Australasian Gaming Expo 2013

To find out more, call toll free 1800 08 09 10



Australia's leader in ATM
and EFTPOS cash-out solutions
www.banktech.com.au

BANKTECH
™

POSCONNECT
The secure EFTPOS cash-out solution



SolarPV Commercial signs on with plenty of clubs support



- **TOP:** The SolarPV Commercial installation at Cessnock Leagues Supporters Club.
- **ABOVE:** SolarPV Commercial BDO North NSW Barry Winter at AGE2013.



► For more information on the SolarPV Commercial range of products and services, contact **Operations Manager Daniel Chapman** P: 1300 253 545; M: 0488 554 424; E: daniel@solarpv.net.au or **BDO North NSW Barry Winter** M: 0419 227 258; E: barry@solarpv.net.au or visit the website W: www.solarpv.net.au

SOLARPV COMMERCIAL has completed project in 45 clubs across NSW as solar power is now making financial sense to more clubs.

Not all solar systems are the same and since solar technology and infrastructure is a long-term investment it's important to choose the best quality products and an experienced installer to ensure the system design maximises the power creation as this defines the savings from the system.

Not all solar systems of the same size will create the same levels of power.

SolarPV Commercial has installed more than 11,000 solar panels on to clubs in NSW, producing more than 4.25 million kWh per annum, saving clubs more than \$28 million in electricity costs over the systems' warranted lifespan.

SolarPV Commercial also has just signed on with the CMAA as a CMDA National Bursary Sponsor. CMAA Executive Officer Ralph Kober and CMAA Sponsor & Membership Manager Chris Keeble signed off on the partnership with **SolarPV Commercial's** Operations Manager Daniel Chapman during August. "We are excited about this partnership with the CMAA through the CMDA and we are delighted with the response the Club Industry has shown towards our products and services," Daniel said. "Clubs are an ideal venue for the savings that solar technology can offer, both through the potential scale of the installations and the energy cost savings our products deliver."

SolarPV's philosophy is to keep the process of going solar as simple as possible and ensure the customer understands the result the solar system will deliver on their energy bills.

As part of this process, **SolarPV** ensures the system size matches the

usage of the client's property.

"To this end, we realised that for many people buying solar was made very complex, so we went about changing this," Daniel added. "By keeping the whole process simple, great quality products, efficient processes and one price to cover everything, we have succeeded in demystifying solar."

Processes and techniques refined through thousands of installations means the **SolarPV** teams are efficient and professional, providing a superior quality service.

"By keeping our labour in-house and not sub-contracted out, we are able to maintain a consistent level of quality and workmanship that is the **SolarPV** standard," Daniel said.

All **SolarPV** panels are industry-leading product with a minimum 10-year product warranty and a 25-year performance warranty.

Solar systems can be installed with zero cash outlay by using a seven-year stepped lease that provides off-balance sheet finance at competitive rates so that savings generated by the solar system covers the leasing costs. Systems can reduce the cost of energy purchases by up to 75% per kWh and the systems have power production warranties lasting for 25 years. The solar power is integrated directly into the facility so there is seamless transition between the grid power and the solar power.

SolarPV Commercial is so experienced that the physical installation is done with minimal interruption to business.

SolarPV Commercial will provide a complementary full electricity bill analysis and a clear financial model showing the investment returns created by solar for any business. There are also on-going maintenance programs to ensure the system always performs at its optimum level

Installing a **SolarPV** system is a practical way to reduce a business carbon footprint. As well as cutting energy bills, a 'grid-connected' power system potentially also will generate payment or credits as any excess power produced is diverted into the grid.

Switching to solar power can deliver a raft of tangible benefits to almost any business, benefiting from ...

- the Government investment allowance
- depreciation benefits
- renewable energy certificates & solar credits
- tax refunds ■

ORION ART

GAMING SIGNS

Orion Art is an Australian based company providing Industry leading design, manufacture and installation of high quality signage for casinos, clubs and hotels.



- Overhead and Jackpot signs
- Bank End Displays
- Denomination signs
- Graphics & Animations
- Cashier and Directional Signs

DISTINCTION

Providing service that you wish you received from all your suppliers. Producing one of a kind, built to purpose displays that complement and enhance.



INNOVATION

Combining the latest technology with decades of experience. Engineering expertise to make anything possible. Design ideas that lead the way in gaming signage.



Orion Art Pty Ltd

A.B.N. 15 105 088 417

Suite 13a,

35-37 Railway Parade,

Engadine NSW 2233

Australia

T: 02 9520 5665

F: 02 9520 1665

E: info@orionart.com.au

www.orionart.com.au



Lisa came to clubs through the kitchen door

LISA CASWELL is the General Manager at The Bay Sports Club on the NSW Central Coast and came to the Club Industry as an apprentice chef. Lisa is the Secretary of the CMAA Central Coast Zone and was a more than handy soccer player in her day. This month we get to know Lisa a little better in our **CMAA Profile** feature, which also appears in the new **myCMAg** eNewsletter ...

Name: Lisa Caswell.

Title: General Manager.

Club: The Bay Sports Club, Bateau Bay on the NSW Central Coast.

Membership: 7,500.

Where do you live / how long have you been there: I live at Narara on the Central Coast and have been there for 13 years.

How long have you worked in clubs: I started at Castle Hill RSL Club in 1987 as a third-year Apprentice Chef.

Other clubs where you have worked: Castle Hill RSL Club, Gosford RSL Club and Club Marconi.

Jobs you have worked in outside the Club Industry: I haven't work outside the Club Industry, except for my first two years as an apprentice chef in a restaurant.

What do you do for relaxation: I support the Central Coast Mariners in the A-League (soccer), I enjoy the outdoors with my dogs and I play Lawn Bowls with the Bateau Bay Women's Bowling Club.

What would you like to be doing if you were not in clubs: I'd like to be involved in a coaching / administration role with a sports organisation.

The best piece of advice you ever received: Enjoy life and everything in moderation.

The biggest challenge for the Club Industry: Industrial Relations and minimising risk.

The biggest challenge for club managers: Implementing 'change' and having a competitive advantage.

What are you reading: 'The Great Gatsby' and every month, the NSW Women's Bowls magazine.

Sports played now / growing up? Anything specific / interesting: I'm currently playing lawn bowls for Bateau Bay Women's Bowling Club, representing the club in Pennants and playing in the Club Championships. I played Women's all-aged first division soccer for eight years – for Kariong Cougars – on the Central Coast. We won the minor premiership and grand final in 2011 ... I then decided to retire!

What does professional development / education mean to you: It's very important to me. I am dedicated to the Club Industry and continual development gives me many opportunities within my role and the industry.

Favourite food / beer / wine: All Asian food and I enjoy a red wine from Hunter Valley Hope Estate called 'Cracker'.

Thanks, Lisa. ■

I am dedicated to the Club Industry and continual development gives me many opportunities within my role and the industry.

■ **ABOVE:** Bay Sports Club General Manager Lisa Caswell has moved from a chef apprenticeship to club senior management.

Passionate

about creating the right image for your Club

We will deliver an image to impress and a clothing range that your staff will take pleasure in wearing. Our tailor made online store delivers benefits including a 10 day delivery lead-time, reduced stock room holdings and ease of ordering. To complete your look we offer a wide range of shirting, pants, skirts, jackets, aprons, employee name badges, ties and scarves; all with custom branding.



[online store demo >](#)



Venue I.D. scanners raise privacy concerns

MORE THAN 50 hotels and clubs, including Marquee, the Ivy and the Coogee Bay Hotel in Sydney, have introduced I.D. scanners, many of which take photos of patrons on entry.

But the use of scanning devices – installed to stop alcohol-related violence – are putting people at risk, says Bill Rowlings, head of Civil Liberties Australia.

“There must be signs at entrances that clearly establish what will happen to your information and how the photos will be treated,” Mr Rowlings said.

The Sydney Morning Herald reported that, under the *Privacy Act*, hotels and clubs must comply with national privacy principles – rules that restrict how businesses handle personal information. “Pubs should only be taking I.D. from people if it’s absolutely necessary,” Mr Rowlings said.

Patrons who hand over licence details and have their photos taken are effectively ‘trusting’ bouncers and hotel staff with personal information, he added.

I.D. scanning company Scannet gives venues the rights to their own databases, and supplies machines that take ‘real-time’ photos of patrons which are then stored for up to 28 days.

Scannet Director Joel Sheehan said hotel operators had the ‘option to activate’ the camera setting. “Photos on drivers’ licences are often five or 10 years old,” Mr Sheehan added.

“If you take an updated photo of someone you can cross match it to the CCTV footage if you’re trying to find them.”

At the Star’s Marquee nightclub, I.D. scanners have been in use on Friday and Saturday nights since March last year.

Photographs of patrons and licence details are stored on an internal database and are kept on file for up to 28 days, unless a patron is ‘flagged’ as a security risk.

“Customers are aware that if they do the wrong thing they can be traced back to their entry and identified,” a Star spokesman said.

The Australian Hotels Association (AHA) said taking photos was a “far better option” than relying on I.D. only.

But the AHA said the photographs, like the information recorded, should be “stored off-site in accordance with the Privacy Commissioner’s guidelines immediately after a person is scanned into a premise”.

QikID, a start-up scanning system used by Coogee Bay Hotel and Slip Inn, manages databases from a central service so no data is held at the venues.

“As a general rule, all information is kept for 30 days, unless the patron is added to a banned or a watch-list,” said QikID CEO Paul McGrath.

But Mr Rowlings said keeping photos and information for up to month was unnecessary.

“What these clubs are doing is assuming everyone is guilty,” he said.

“And you have to prove your innocence by not doing anything at all that conflicts with their rules.” ■

dream big.



pay small.

Got plans for your venue? Thorn Equipment Finance can help. We finance and rent gaming machines, POS terminals, furniture, TVs, security systems, kitchen equipment and more.

Protect your cash flow with manageable monthly payments. Enjoy our competitive rates, great customer service and fast credit approvals, with **no financials required up to \$50,000.**

We have many satisfied customers in the industry, and we’d like you to join them. Bring us your dreams – big and small – and we’ll make them a reality.

Call today and mention this ad to get a free finance consultation: 1800 623 611

www.thornequipmentfinance.com.au

THORN
Equipment Finance™

Disclaimer: Thorn Australia Pty Ltd T/A Thorn Equipment Finance ABN 63 008 454 439 recommends clients and prospects to always seek independent financial advice. Finance approval is subject to credit criteria being met. Conditions apply.

FWC finding challenges management prerogatives

UNFORTUNATELY, REDUNDANCY has been a common feature on the CMAA industrial landscape for the last couple of years.

The critical matters of concern for the Association are to establish that the loss of a position is a genuine redundancy based on the operational requirements of the organisation and that the process is open and transparent.

On this latter point, the Association actively represents our Members being provided with the opportunity to consult and discuss the redundancy with the employer.

Within the Award and legislative framework the process is 'all over the shop', as opposed to previous industrial instruments where the full process is set out in the one Award clause.

The steps to be followed start with Clause 8, then jump to Clause 14 of the *Registered & Licensed Clubs Award* and, finally, reference the *Fair Work Act* 'NES' ... e.g.

Consultation & Dispute Resolution

8 – Consultation Regarding Major Workplace Change

8.1 – Employer To Notify

Where an employer has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have **significant effects on employees**, the employer must notify the employees who may be affected by the proposed changes and their representatives, if any.

Significant effects include termination of employment; major changes in the composition, operation or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities, promotion opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of employees to other work or locations; and the restructuring of jobs. Provided that where the award makes provision for alteration of any of these matters, an alteration is deemed not to have significant effect.

8.2 – Employer To Discuss Change

The employer must discuss with the employees affected and their representatives, if any, the introduction of the changes referred to in Clause 8.1, the effects the changes are likely to have on employees and measures to avert or mitigate the adverse effects of such changes on employees and must give prompt consideration to matters raised by the employees and/or their representatives in relation to the change.

The discussions must commence as early as practicable after a definite decision has been made by the employer to make the changes referred to in Clause 8.1.

For the purposes of such discussion, the employer must provide in writing to the employees concerned and their representatives, if any, all relevant information about the changes, including the nature of the changes proposed, the expected effects of the changes on employees and any other matters likely to affect employees provided that no employer is required to disclose confidential information the disclosure of which would be contrary to the employer's interests.

Redundancy

Redundancy Pay Is Provided For In The NES

Transfer To Lower Paid Duties

Where an employee is transferred to lower-paid duties by reason of redundancy, the same period of notice must be given as the employee would have been entitled to if the employment had been terminated and the employer may, at the employer's option, make payment instead of an amount equal to the difference between the former ordinary time rate of pay and the ordinary time rate of pay for the number of weeks of notice still owing ... etc ... continued through to Clause 14.5

Fair Work Act – National Employment Standards (Sections 117 to 123)

S119 Redundancy Pay

Entitlement to redundancy pay

119(1) An employee is entitled to be paid redundancy pay by the employer if the employee's employment is terminated:

(a) at the employer's initiative because the employer no longer requires the job done by the employee to be done by anyone, except where this is due to the ordinary and customary turnover of labour; or

(b) because of the insolvency or bankruptcy of the employer.

There has been a long-held doctrine within Industrial Tribunals that the IR Commissioners will not interfere with management prerogatives in the manner in which an enterprise wishes to structure and run their business after being satisfied that the position/s is bona fide and not a contrite method of termination an individual's employment.

In short, the Commission may hear evidence that the employer's decision to restructure makes little or no business sense.

At the end of the day, the employer has free range either to mismanage or succeed in their business affairs.

A recent decision of Deputy President Gooley, of the Fair Work Commission (FWC) found that an employee's dismissal ►

AGE venue confirmed for 2014 to 2016

THE AUSTRALASIAN Gaming Expo (AGE) this year celebrated 24 years of presenting its world-class Expo at the Sydney Convention & Exhibition Centre at Darling Harbour.

However, the venue is about to undergo a major redevelopment through 2014, 2015 and 2016.

For those three years, the Australasian Gaming Expo will be on show at a

specially built interim exhibition facility – Sydney Exhibition Centre @ Glebe Island – which has absolute water frontage on three sides to Sydney Harbour and features spectacular views of the Anzac Bridge, the Sydney Harbour Bridge and many other harbour icons.

Fully serviced exhibition facilities including a range of pop-up bars and restaurants will be provided for the Australasian Gaming Expo.

Complimentary ferry services will operate from Darling Harbour and complimentary shuttle buses will operate from Central Station during the

event across the next three years.

More information about the new venue is available at <http://sydneyexhibitioncentre.com.au>

Event owner and operator, the Gaming Technologies Association, has confirmed that the dates for 2014 will be Tuesday, August 12 to Thursday, August 14 and that the Australasian Gaming Expo will be larger than 15,000 square metres.

More information, including an Expo venue floor plan is available at www.austgamingexpo.com ■

- was harsh and unreasonable, awarding compensation as the applicant's dismissal was unfair because her position was not redundant.

The Deputy President said ... "the employer, like any other company, is entitled to decide that it wants different roles performed by its HR staff and, if they did not have the competency to do the work, to restructure its HR team".

However ... "a desire to do things differently is not enough. To establish that there were changes in the operational requirements of the business, there needs to be more than assertions".

Deputy President Gooley said ... "there was no evidence that the new HR Director had considered whether the new position could have been added to the existing team or any explanation as to how he determined there were competency gaps within the existing HR team within one day of commencing work".

The company also failed to provide any evidence that the Director analysed the training needs of the business, or assessed the competencies of his existing employees before making the changes.

"The onus is on the employer to establish, on the balance of probabilities, that there were operational reasons. The evidence presented falls well short of what is required to meet that standard of proof. In this case, the employer has failed to meet that onus," Deputy President Gooley said.

The Deputy President also made a clear finding on the employer's obligations under the Agreement (same as the award requirements mentioned above) to consult with the employee, Ms B.

"The Agreement contains the model consultation clause and the employer accepts it had an obligation to consult".

"Mr S told Ms B that the position of Trainer was being made redundant and that a new position of Learning and Development Lead would be created. He told her she could apply for that position and that she would be offered participation in the redeployment program. But, if no suitable position was found, her employment would be terminated. There was no suggestion in Mr S's evidence that this conversation involved consultation about the decision.

"Consultation is not perfunctory advice on what is about to happen. This is a common misconception. Consultation is providing the individual, or other relevant persons, with the bona fide opportunity to influence the decision maker.

"In this case, there is nothing in the evidence that suggested that Mr S consulted with Ms B after he had made the decision to make her position redundant.

"While I accept that Mr S told Ms B when he had made the decision, there is no evidence that he 'discussed' this change with her.

"What was being discussed was the implementation of the decision and the consequences for Ms B.

"There was no real opportunity for Ms B to change his mind.

"I therefore conclude that the Employer did not comply with its obligation to consult with Ms B."

As illustrated in this decision, it is not merely a case of 'ticking all the boxes' in respect to procedural fairness, but to be full engaged with the employee and their union prior to the person losing their livelihood. ■

- **PETER COOPER** is the **CMAA Senior Industrial Relations Advocate**. P: 02 - 9746 4199 or E: peter@cmaa.asn.au

ThomsonsLawyers

Proud supporter of
Club Management
Development Australia



The clubs, gaming & leisure legal specialists



Our team (L to R) Front: Tony Rein (Partner), Brett Boon (Partner) **Back:** Vivienne Young (Senior Associate), Phillip Wade (Special Counsel), Madaline Cogar (Lawyer), Sherif Mouakkassa (Senior Associate), Melissa Baxter (Lawyer)

Acting for all types of clubs across Australia, Thomson's is proud to be part of the gaming and leisure industry and is dedicated to delivering a pre-eminent service across the whole spectrum of the industry.

We work with both domestic and international clients on a range of matters from providing ongoing advice to advising on the largest and most complex projects and transactions in the industry.

- Registered clubs
- Liquor and gaming law
- Amalgamations and de-amalgamations
- Online, mobile and social gaming and wagering
- Corporate governance
- Property development
- Property transactions
- Commercial arrangements
- Workplace relations
- Dispute resolution

For a confidential discussion please contact:

Brett Boon P: 02 8248 5832 M: 0414 808 265 E: bboon@thomsonslawyers.com.au

Tony Rein P: 02 8248 3438 M: 0400 566 405 E: trein@thomsonslawyers.com.au

www.thomsonslawyers.com.au

Sydney Melbourne Brisbane Adelaide



By



- ✓ Holds 200+ Kg
- ✓ Bolt together
- ✓ Gaming screens
- ✓ Custom size & colours
- ✓ Slimline
- ✓ Easy to cable
- ✓ Room designs



www.capitaldesignworks.com.au

(02) 9771 2885



Minister says clubs share a vital role with Queensland tourism

By **HENRI LACH**

QUEENSLAND'S LICENSED clubs have received a big tick from the state's Tourism Minister, Jann Stuckey.

Ms Stuckey believes clubs play a vital role in looking after visitors to the state, and she wants to see them become even more involved.

In an exclusive interview with *Club Management in Australia Magazine*, Ms Stuckey, who is the Member for the Gold Coast electorate of Currumbin, was emphatic that her Liberal National Party (LNP) Government recognised the value of community clubs as part of the tourism industry.

"They play an important role throughout the many regions across Queensland, providing friendship and hospitality to locals and a 'home away from home' to countless visitors," the Minister said.

She also believes that this has developed into a two-way traffic.

"More and more tourists are seeking an authentic Aussie experience and our clubs supply that wherever you go in our great state," she added.

Ms Stuckey is convinced that her Government and licensed clubs can work together in developing the state's tourism.

"We have an ambitious goal for the Queensland tourism industry to double annual overnight visitor expenditure from \$15 billion to \$30 billion by 2020,

and clubs can play a significant role in assisting us to reach this target," she said.

Surf clubs have come in for special mention by the Minister.

"Like all mostly volunteer-based organisations our surf clubs are a unique, iconic and enduring part of our culture," she said.

"Each one of them is different, but all serve hearty meals and all have a terrific family atmosphere. Maintaining active club membership is always a priority and strong clubs at a competition level are also well supported by the local community."

Ms Stuckey also displayed an incisive business-like view of the Club Industry, with some tips for club executives.

"All licensed clubs have a responsibility to look after their patrons and most do this exceptionally well. Forming close partnerships with residents and businesses and supporting local events and activities is a great way to promote a club. A friendly atmosphere brings people back time and again," she said.

"Clubs that are focused on building relationships with their communities and show they are truly connected to the people who live, work and play around them will prosper. Prominent advertising, a modern website, membership in tourism organisations and word of mouth from satisfied customers will attract non-residents to their doors," she added.

- Jann Stuckey's appointment to the Tourism portfolio would appear to be an obvious choice. Her Currumbin electorate lies in the middle of one of Australia's best-recognised tourist destinations. However, the appointment also carries the burden of Minister for Major Events, Small Business and Commonwealth Games. But tourism is the core of her responsibilities.

Earlier this year, she hosted 14 workshops across the state to gauge the perspectives of more than 430 tourism operators and industry representatives. The workshops culminated in a forum – 'DestinationQ' – at the Gold Coast Convention & Exhibition Centre on August 27 and 28. This was the second forum of its kind since the LNP State Government took office.

Ms Stuckey said discussions centred on how tourism could be more competitive and successful in the long term.

"Our tourism industry is vital to Queensland's economy, and its long-term success is something that requires long-term planning," she said. "That's why it's so important we have the industry involved in developing and delivering the plan, and licensed clubs certainly need to be in the mix."



Minister Jann Stuckey confessed she's a club 'junkie'.

"I'm an avid supporter of a number of licensed community clubs within my electorate," she said with a smile. "As we know, this area is home to eight surf lifesaving clubs, as well as the award winning Palm Beach-Currumbin RSL Club. That's where I hold my events and community meetings."

It's not just lip service to the surfers.

As Vice-Patron of Point Danger Branch Surf Life Saving Club since 2004, she donates a surf board each year at the club's annual awards night in July. ■

Clubs that are focused on building relationships with their communities and show they are truly connected to the people who live, work and play around them will prosper. Prominent advertising, a modern website, membership in tourism organisations and word of mouth from satisfied customers will attract non-residents to their doors.

■ **PREVIOUS PAGE:** Tourism Minister Jann Stuckey gets together with volunteer lifesavers from the Gold Coast's Currumbin Beach Vikings Surf Club.

■ **ABOVE:** Queensland's Minister for Tourism Jann Stuckey.



**LED
SIGNS**
Experience | Expertise | Versatility

Intelligent Signage

LED-Signs' Hospitality solutions meet the specialised needs of clubs, hotels and casinos. Our experience means that our development, design and manufacturing processes are industry benchmarks.

Call us for a quote on **1300 553 555** or visit **led-signs.com.au**

You've hit the TITO Jackpot

Benefit from our partnership with Graphic Controls, the world's largest and most successful supplier of TITO Tickets – giving you direct access to superior quality, service and pricing.

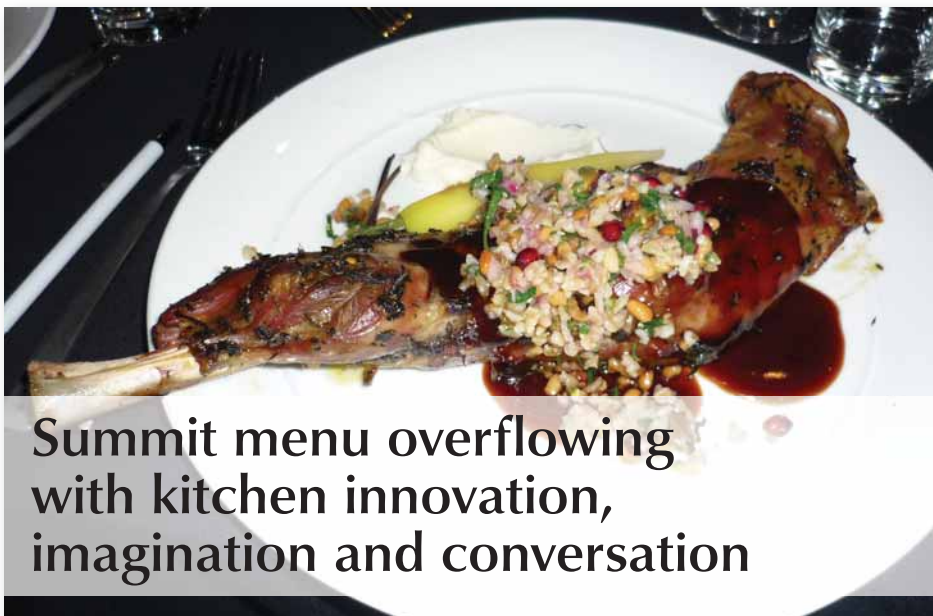


Charters Paper Pty Ltd,
your One-Stop-Shop for
Gaming Venue requirements:

- All types of paper rolls
- Roulette cards
- Customised printing
- Printer ribbons
- Waffletechnology® cleaning cards & wipes



Ph:1800 809 839
sales@charterspaper.com.au
www.charterspaper.com.au



Summit menu overflowing with kitchen innovation, imagination and conversation

CAREER ADVANCEMENT; management skills; new ways of cutting costs; producing new and economical dishes with meat and seafood; the latest in sustainable kitchen design AND creative ways to stand out from the competition.

These were popular items on the menu for the 95 dynamic and motivated chefs who descended on the Bankstown Sports Club for two days of 'pure gold' - and a superb example of excellence by Executive Chef Helmut, Events Manager Dianne and the BSC team - at the **2013 Clubs+ Chefs Management Summit**.

These are chefs who know that being a successful chef involves a whole lot more than using the knives well and producing mouth-watering, fabulous dishes.

It was exciting and energising to be in the company of enthusiastic, passionate professionals. Generosity flowed as they all opened up and shared.

Creative thinking and new ideas landing on fertile ground were just the beginning.

The content for this year's event was developed around the feedback and requests from the chefs who attended the 2012 Summit.

There was no doubt that the program

answered many questions and the feedback was unanimous ... "A brilliant success and I would refer others to this event!"

The presentation team assembled high achieving chefs and operators offering a wealth of information, including ...

- **Brad Whittaker** from Tweed Heads Bowls Club;
- **Paul Rifkin** from Campbelltown Catholic Club;
- **Mark Normoyle** from The RACV City Club;
- **Marc Edwards** from Warilla Bowls & Recreation Club;
- **Mark Gavinel**, Operations Manager at Canley Heights RSL Club;
- **Harry Zantiras**, Head Chef at Canley Heights RSL Club;
- **Jeff Cox**, Operations Manager at C.ex Group;
- **Garry Burgoyne**, industry consultant.

Industry experts **Brian Lennox** from Universal Foodservice Design; **Neil Willis**, from Sydney Commercial Kitchens; and **Xavier Poirier** from Fagor had a captive audience with their revelations about new and sustainable equipment, technology and kitchen design.



- The popular **'Lamb Masterclass'** with **Doug Piper** from Meat & Livestock Australia and a lunch menu incorporating delicious and economical lamb recipes using meat provided by Top Cut on Tuesday, ran head to head with **Sam Gordon** and **Sue Devlin's 'Blue Harvest'** seafood session, and the amazing seafood lunch on Wednesday.

Carmel Murphy, 'The Communication Queen', delved into effective communication while **Michael Bennett** from HTN, **Ry Cunningham** from SWIT, **Mark Normoyle**, the Executive Chef at The RACV City Club, and **Michelle Koski**, Apprentice Chef explored the fraught path to attracting, retaining and getting the most for young apprentices, who simply don't share the values and behavioural patterns of older generations.

Some of the stand-outs which were taken from the various sessions and identified by participants, for immediate implementation to improve productivity, profitability and performance in their kitchens were:

- **REVISIT STOCK CONTROL** – minimise stock. Keep two day's supply, instead of a week.
- **MAKING v BUY IN** – large consumption? Explore making in-house.
- **MEAT & LIVESTOCK** – keep in touch with the experts for inspiration.
- **SUSTAINABLE KITCHEN DESIGN** – new equipment and technology based on reduced energy cost.
- **SEAFOOD** – sustainability means profitability.
- **COSTING** – do not miss the hidden costs if you want to improve profits.
- **ROSTERING & SYSTEMS** – implement efficient systems to meet budgets and simplify processes.
- **COMMUNICATION** – improved communication equals better productivity and happier staff.
- **APPRENTICES** – implement a work experience program for school students.



When you get so many chefs in one place, swapping notes and ideas, there is no doubt of the value.

For more information about the 'best ideas' and information contributed at the **Clubs+ Chefs Management Summit**, visit www.ProfitableHospitality.com

Thanks also to the Summit sponsors ...

- **Universal Foodservice Design and Goldstein Eswood** for the donating the Eswood Smartwash 400 glass washer;
- **Meat & Livestock Australia / Rare Medium** for the Sous Vide Supreme, as prizes for our Best Ideas Lucky Draw. ■



Profit from

TGS 

Backed by  Tabcorp

A photograph of a casino floor. In the foreground, there are green upholstered bar stools with chrome bases on a patterned carpet. In the background, there are slot machines, including one with a 'Goddess of Gold' sign. The word 'experience' is written in a stylized, golden, cursive font in the top left corner.

experience

Premium end-to-end service provision that gives you flexibility and control across your venue.

- Supply of gaming machines
- Break-fix and spares
- Reporting and analysis
- Business consultants
- Local area marketing tools
- Diamond Rewards™ loyalty program
- Responsible gambling services
- Gaming training services
- Venue design services

For more information call Anthony on (03) 9868 2707 for VIC or Scott on (02) 9218 1550 for NSW.

Jack takes GMDC prize as John hands on big opportunity

MANY UP-AND-COMING 'stars' of the Club Industry shone through as the 14th year of the Gaming Management Development Course (GMDC) concluded in late June.

The graduation presentation, hosted by Leagues Clubs Australia's Education Sponsor Aristocrat, was attended by clubs CEOs and Gaming Managers along with course presenters and participants. Aristocrat Marketing Director Ben Brien congratulated the 52 participants on their dedication in completing the course.

Leagues Clubs Australia CEO Peter Turnbull thanked Aristocrat for their investment in the future of the Club Industry by sponsoring the GMDC. In that time, close to 750 students have completed this highly respected program.

Jack Desborough from Goulburn Soldiers Club took first place and won the GMDC David Costello Bursary to study at the University of Nevada, Las Vegas. Jack started work as a casual bar tender at the club aged 18 and completed a four-year traineeship, gaining experience in finance, marketing, operations, gaming and human resources. He has just finished a Bachelor of Business in Club & Gaming Management through the Southern Cross University, Lismore Campus. In 2012, Jack was appointed Operations Manager where he is responsible for the professional and efficient management of the club's day-to-day operations. Jack's goal is to build a successful career in the Club Industry and believes his GMDC experience will help him achieve his ambition.

High-profile club executive John Rafferty, from C.ex Coffs Harbour, was in second place. John started in clubs in February 1987 as an administration officer who looked after gaming, payroll, general ledger and accounts. He moved on to be Assistant Manager at Goulburn Workers Club in 1990 before moving to Catalina Country Club in 1993 as the CEO. In 2006, he undertook his current role as CEO of the C.ex Group. Although vastly experienced in all facets of the Club Industry, John decided to do the GMDC – and was supported by the C.ex Group's Board – to maintain his gaming knowledge and keep pace with change. John says the GMDC is the best course he has completed in his time in clubs and wishes he had been given this opportunity previously.

Although he won a three-day study tour to Melbourne, John decided to pass on the trip to fourth-placed Adam Lewis from



Canada Bay Club. John will take up the offer of a place in the next Executive GMDC Group. At the presentation ceremony, Adam publicly thanked John for his generous gesture.

The third place winner, also travelling to Melbourne later this year for the three-day study tour is Brendan Bates from Campsie RSL. The son of a publican, Brendan lived and worked in hotels until he was 21, when he moved into clubs and a Duty Manager role at Fairfield RSL Club in 2001. He moved to Campsie RSL Club in late 2008 and eventually to the role of Gaming & Operations Manager. Through the club's amalgamation with Club Belmore last year, Brendan was promoted to COO.

All participants acknowledged the generosity of their clubs in affording them the time and opportunity to undertake the course, along with the efforts of Aristocrat in putting together the program. Those clubs include Mounties, Canterbury Leagues Club, St Marys Leagues Club, Wests Campbelltown, Wests Newcastle, Sutherland Tradies and Bankstown District Sports Club. Participants also heard from presenters such as Tim McAleer, Lindsay Verdon, Jonathan Brain, Jenny White, Caroline Lumley, Mary O'Neill and John Willis. Sessions covered as part of the course included the History of Gaming in Australia, Cashflow Analysis, Floor Layout & Design, Customer Service & Ethics and Compliance. Participants on the 2012-2013 GMDC agreed that it was a great opportunity to visit each venue, and all expressed how appreciative they were to each presenter who shared so much of their time, knowledge and experience with the class. ■

■ (from left) Peter Turnbull (CEO, Leagues Clubs Australia) with Krystal Lees (GMDC Facilitator), Jack Desborough (Goulburn Soldiers Club), John Rafferty (C.ex Goffs Harbour), Brian Cook (GMDC Facilitator), Ben Brien (Marketing Director, Aristocrat) and Brendan Bates (Campsie RSL Club).



**GAMING
MANAGEMENT
DEVELOPMENT COURSE**



As gaming fees rise, machines are still down

By KATIE CINCOTTA

GAMING FEES are going up, which has Victoria's club managers hopping mad given many clubs are still experiencing 'down-time' with their gaming machines.

Stephen Hodge, the CMAA Education Officer in Victoria, is disappointed by Intralot's most recent fee hikes, which include a 2.2% CPI increase and deployment charges for new machines. He finds these changes outlandish, considering the monitor's system is still unreliable. "Intralot is still having a lot of problems with links," Mr Hodge said. "I just had a machine down for four days, but I still have to pay those fees."

Despite the high outgoings, Mr Hodge says gaming revenue is up at his Italian Australian Club at Morwell with a \$3 million turnover in the last four weeks for the club's 42 machines.

That's a monthly gross machine revenue of \$334,000 for August – a jump of more than \$132,000 based on the monthly takings for February.

"I haven't seen figures like that for the last three years," Mr Hodge added.

Other Victorian clubs are struggling with cash flow, with up to six clubs unable to make their August tax payment to the Government, says CMAA Federal Secretary Allan Peter.

"About half a dozen clubs couldn't get the cash at that time, so the Government just put it on to the end of the term, which is more sensible," he said. "A lot of the profit base is going to these fees."

The Napthine Coalition Government's decision to assign the voluntary pre-commitment system to Intralot without a tender also has the Club Industry worried, particularly given Intralot's poor performance

in its first year as the monitor.

Victorian CMAA President Chris Byrne says Intralot's track record doesn't instill confidence.

"They haven't been as successful as the industry would have liked in rolling out the monitoring," he said. "The Government really needs to look at what is 'Plan B', and what are the measureable benchmarks they're going to put in place to deliver first-class standards."

"I don't know how they're going to have this mob [Intralot] do it, to be honest," says Mr Peter, who is on a working party committee for pre-commitment implementation.

The requirement for compliant machines by 2015 means many existing machines will be made redundant and worthless, yet another cost burden for venues, which Mr Byrne says continues to waylay progress.

"Every offshoot and supplier seems to be wanting to put a charge here, another charge there, and having the profits cut into makes it harder to make ends meet," he added.

With pre-commitment looming, club managers hope the unification efforts of the two peak industry bodies – Clubs Victoria and Community Clubs Association of Victoria – will reach fruition, with meetings between the two associations chaired by Clubs Australia.

Neill Murray, CCAV's Chief Operating Officer says: "CCAV is continuing negotiations with Clubs Victoria in good faith regarding the possible 'unification' of the two associations and progress is being made albeit slowly."

Clubs Victoria CEO Richard Evans is positive that the unification of the two associations is the right move for the industry: "Unification is a 'no-brainer'. The market is too small to have two bodies replicating services. The issues surrounding the split are no longer relevant and cool heads have determined the scant resources can be better used increasing and improving the services already delivered. To speak with one united voice is very powerful. And, while there may have been resistance to the idea initially, there appears a strong willingness to ensure clubs maximise their representation now." ■



■ CMAA Victoria's Education Officer STEPHEN HODGE.



■ CMAA Federal Secretary ALLAN PETER.



■ CMAA Victoria President CHRIS BYRNE.



■ Clubs Victoria CEO RICHARD EVANS.



CMDA 2013 National Bursary Program Sponsors

Support the companies that support YOUR Association

BARRINGTONS®

BBC digital ▶ Making work flow.

CCM
TRAVEL

ClockOn Australia
ROSTERING ATTENDANCE AND PAYROLL

Creating Synergy
Creating Excellence in Business
Creating Excellence in Service
Creating Excellence in People

EP&T™
GLOBAL

Global
COFFEE SOLUTIONS

GSL.
GOBSMACKED LOYALTY

IGT

IGT
INDEPENDENT
GAMING

LB Luhrmann
BUSINESS CONSULTING

**PAYNTER
DIXON**
HOSPITALITY

PGD
Financial Services
Protect | Grow | Distribute

Profitable
Hospitality.com

quattro
INTERIORS STUDIO
quattro
RESTAURANTS

rawsuga
loyalty

**RUSSELL
CORPORATE
ADVISORY**

scott & broad | clark pacific
Insurance Broking & Risk Management Solutions

secom
TECHNOLOGY

SHFL
entertainment

solarpv
Commercial

SUNBLEST CLEANING
SERVICES

THORN
Equipment Finance

TOTAL ATM

**TREASURY
WINE ESTATES**

Zoe adds CMAA Queensland role to busy club schedule

CMAA EXECUTIVE Officer Ralph Kober has announced the appointment of Zoe Clegg to the new position of CMAA Queensland Education Officer.

Zoe is the Training & Compliance Risk Manager at the Kedron Wavell RSL Club in Brisbane and her new role takes effect from October 1, 2013. Zoe, who is working towards her ACCM Award in 2014 and is researching whether she is related to CMAA Federal President Bill Clegg, also is the CMAA Brisbane Zone Education Officer.

■ ZOE CLEGG



Ralph said this new role, with respect to all CMAA education and membership matters, replaces the CMAA Queensland Membership Liaison Officer role carried out by Justin McGurgan.

"I want to acknowledge and thank Justin for his professionalism, time and effort in raising the profile of the CMAA in Queensland," Ralph added.

Ralph said the primary objective of the CMAA Queensland Education Officer role is to ...

- be the first point of contact and inquiry for Queensland Members with respect to training and professional development;
- provide career consultation regarding the Active Certified Club Manager (ACCM) Award;
- to book CMAA courses;
- be the liaison between Queensland Members and CMAA Head Office.

Zoe started her hospitality career almost 17 years ago in a range of different venues, from small fine-dining restaurants to large function centres, to hotels across Australia. When she moved to Queensland, Zoe managed a Brisbane north-side tavern before going on to manage the Hendra Bowls Club, which was her first experience in the Club Industry.

"Around 2008, I moved into training and assessment as a contract trainer, training business, retail and hospitality for a number of different training organisations in Brisbane," Zoe said.

"I was appointed training manager of a large RTO (Registered Training Organisation) where I managed the trainers and their fully operational training restaurant."

In 2010, Zoe came to work at Kedron-Wavell Services Club as a trainer for the club's small RTO. From that role, she progressed to become the club's Training & Compliance Manager and is responsible for all staff training in all areas of the club.

"We run a mixture of accredited programs and non-accredited professional development workshops," Zoe added. "We also do all our own compliance training, RSA, RSG, AML etc. The compliance aspect of my role is constantly changing, as is the world of regulation."

Essentially, Zoe says she monitors the club and advises the Secretary Manager Lyndon Broome on issues that may affect the club, which covers anything from liquor reform to new

Day	Date	Meeting	Venue	Zone
OCTOBER				
Tuesday-Wednesday	01-02/10/2013			Clubs+ Social Media Summit
Saturday-Tuesday	12-15/10/2013		Gold Coast Convention Centre	ClubsNSW Annual Conference & Trade Expo
Monday	07/10/2013		LABOUR DAY – PUBLIC HOLIDAY (NSW, ACT & SA)	
Monday	07/10/2013		QUEEN'S BIRTHDAY – PUBLIC HOLIDAY (QLD)	
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
	Oct/Nov			Clubs+ October Webinar Series - Xmas Social Media Campaign
NOVEMBER				
Friday	01/11/2013	11:00	TBA	ACT Zone Meeting, Lunch & Bowls Day
Friday-Sunday	08-10/11/2013		Sheraton Mirage, Gold Coast	Leagues Club Association Annual Conference
Friday	15/11/2013	12:00	East Leagues Club	Brisbane Zone Christmas Lunch
Wednesday	13/11/2013	10:00	TBA	Wide Bay Zone Meeting
Wednesday	22/11/2013	12:00	Breakers Country Club	Central Coast Zone Christmas Lunch
Wednesday	27/11/2013	15:00	Narromine RSL	Mid State Zone Meeting, Workshop & Dinner
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
Friday	29/11/2013	09:30	Drummoyne Sailing Club	CMAA Federal Executive Meeting
Friday	29/11/2013	09:30	Drummoyne Sailing Club	CMAA Federal Council Meeting
Friday	29/11/2013	09:30	Drummoyne Sailing Club	CMAA Sponsors Appreciation Lunch
Friday	29/11/2013	12:00	Stockton Bowling Club	Hunter Zone Christmas Lunch
DECEMBER				
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	St George Motor Boat Club	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	Hawks Nest Golf Club	Great Lakes Zone Meeting & Lunch
Friday	06/12/2013	11:00	Club Helensvale	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
Wednesday	11/12/2013	11:00	TBA	Far North Coast Zone Meeting & Xmas Lunch
Thursday	12/12/2013	11:00	Mounties Club	Nepean Zone Christmas Lunch
Friday	13/12/2013	11:00	TBA	Sunshine Coast Zone Meeting & Christmas Lunch
Thursday	19/12/2013	09:30	Sydney Olympic Park	CMAA Federal Executive Meeting
Wednesday	25/12/2013		CHRISTMAS DAY – PUBLIC HOLIDAY	
Thursday	26/12/2013		BOXING DAY – PUBLIC HOLIDAY	
Tuesday	31/12/2013		NEW YEAR'S EVE DAY – PUBLIC HOLIDAY	

► Workplace Health & Safety laws.

"Keeping up to date with industry changes, both legislated and best-practice initiatives, is a large part of my role," Zoe added. "I also do a lot policy and procedure development and I am the club's Fire Safety Advisor."

Along with her Training & Assessment Certificate, Zoe holds a Diploma in Hospitality, a Diploma of Management and, since taking on the compliance role, she has completed certificates

in Workplace Health & Safety and Fire Safety.

Advice regarding new membership and the CMDA Affiliate Program also can be sourced initially through Zoe and further by the CMAA Head Office Membership team, headed by Chris Keeble, the CMAA Sponsor & Membership Manager – P: 02 – 97464199 or E: chris@cmaa.asn.au

Zoe Clegg can be contacted on P: 07 – 3359 9122 or E: zoe@cmaa.asn.au ■

Mix And Match

[yellow tail][®]

the colour in your life



The road to the Dome

**Can you afford not to attend the premier
Expo and Conference event of 2014?**

Delivered proudly by CMAA

**The Dome, in the heart of the city
at Sydney Olympic Park**

March 3 & 4, 2014

We'll see you there



THE CMAA's 2014 AGM, Conference & Hospitality Expo will be presented - for the first time - at The Dome in the heart of the Sydney Olympic Park.

The change of venue is due to the demolition and rebuild of the Sydney Convention & Exhibition Centre at Darling Harbour, the recent home of the CMAA Conference & Expo.

This is probably not surprise information for most CMAA members and our industry service providers, however some of the hidden gems in and around Sydney Olympic Park might be a pleasant surprise when they visit for the 2014 Conference & Expo.

If your main reason to visit the area in the past had been the Royal Easter Show or an event such as a concert or the footy, you may be surprised at exactly what the precinct has to offer.

When the CMAA's offices moved to Sydney Olympic Park from Auburn, there was a dazzling amount of infrastructure that had gone into the precinct since the Olympic Games in 2000.

Did you know?

Cathy Freeman Park is probably the best known area within the park however, even this venue has hidden fun. Apart from the original cauldron used to light the Olympic flame, which is now an enormous water feature for kids to get soaked on a hot day, there is Cathy Freeman's 'Stride', which is situated along the southern side of the park. Precisely 400 metres in 49.11 seconds are the statistics of 'our Cathy's' Olympic gold medal-winning effort. But, it's not until you attempt matching her strides spaced along the length of the course that you fully appreciate her remarkable athletic ability.

For the statisticians out there, Cathy's average stride length is 2.25 meters ... give it a try when you get there.

The park itself is one of the largest urban parks in Sydney covering a staggering 430 hectares next to 210 hectares of sporting venues and the town centre.

This includes first-class dining and accommodation options along with the major sporting arenas and function centres.

One of the most enjoyable ways to see the park is to hire a bike, which is another way to see the out-of-the-way attractions that can be 'hidden' to the average visitor.

The Newington Armoury is one such attraction with construction started back in 1897. It has an impressive and lengthy military history with many historic buildings throughout the site.

A small-gauge rideable railway that was once used to transport torpedos and armaments around the depot, and the

Road To The Dome ... What's in store at Sydney Olympic Park?



■ **ABOVE:** Cathy Freeman Park at Sydney Olympic park with the imposing ANZ Stadium, where Cathy achieved her 200 Olympic Games gold medal masterpiece.

Armory Wharf Café is a great place to pull over on the bike.

The children also will have a ball on the double flying fox, tunnel slides and water play facility in nearby Blaxland Riverside Park where barbecue facilities are available.

Newington Armoury is open from sunrise to sunset every weekend and on public holidays, while Blaxland Riverside Park is open daily from sunrise to sunset.

Over the next few issues we will look closer at Sydney Olympic Park's many facilities and attractions, offering tips and hints to enhance your visit, revealing some of the lesser-known areas and, hopefully, detail some opportunities to indulge or entertain yourself on your next visit for a CMDA course, or at the 2014 Conference and Expo.

All of the information provided in these lead-up articles can be found at www.sydneyolympicpark.com.au along with a full schedule of opening hours, tours and access times for specific attractions. ■



- Master Planning
- Design & Construct
- Construction Management



MERIDIAN
GUARANTEEING
OUTSTANDING
PERFORMANCE



- Fitout and Refurbishment
- Council Negotiation
- Interior Design

CMDA Board of Management Studies

CHAIRMAN

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

MEMBERS

Tony Lycakis, ACCM
St George Rowing Club
P: (02) 9567 1489 F: (02) 9567 4857
E: tonyl@stgeorgerowing.com.au

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

Brent Williams, ACCM
Castle Hill RSL Club
P: (02) 8858 4800 F: (02) 8858 4811
E: williamsb@castlehillrsl.com.au

Carolyn Mason
Kedron Wavell Services Club
P: (07) 3359 9122 F: (07) 3359 9828
E: cmason@kedron-wavell.com.au

Shay O'Connor, CCM

CMAA Zone Education Officers

ACT

TBA

NSW

CENTRAL COAST

Daniel Brian
Central Coast Leagues Club
Locked Bag 10 GOSFORD NSW 2250
P: (02) 4325 9888 F: (02) 4325 9810

CITY EASTERN SUBURBS

Graeme Tonks
Bowlers Club Of NSW Ltd
P.O. Box Q568. QVB Post Shop.
SYDNEY NSW 1230
P: (02) 9290 1155 F: (02) 9299 7539

FAR NORTH COAST

Sharon Shankland
Maclean Services Club
36-38 River Street MACLEAN NSW 2463
P: (02) 6645 2946

FAR SOUTH COAST

Tony Casu
Club Narooma
88 Princes Highway NAROOMA 2546
P: (02) 4476 2135 F: (02) 4476 1486

INNER WEST

Paula Coates
Bankstown Sports Club
P.O. Box 213 BANKSTOWN NSW 1885
P: (02) 9722 9888 F: (02) 9722 9840

HUNTER

Phil Tycehurst
Wangi District Workers Club
P.O. Box 156 WANGI WANGI NSW 2267
P: (02) 4975 1451 F: (02) 4975 2699

ILLAWARRA SHOALHAVEN

David Renahan
Collegians RLFC
3A Charlotte Street WOLLONGONG 2500
P: (02) 4229 7711 F: (02) 4229 1523

MANLY NORTHERN SUBURBS

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

MID NORTH COAST

Carl Mower
Club Coffs on West High
61A West High Street
COFFS HARBOUR NSW 2450
P: 02 6652 1477 F: 02 6651 3735

MID STATE

Dean Cafe
Young Services & Citizens Club
Locked Bag 8002 YOUNG NSW 2594
P: (02) 6382 1944 F: (02) 6382 4565

NEPEAN

Joe Bayssari, ACCM
Seven Hills RSL Club
P.O. Box 67 SEVEN HILLS NSW 2147
P: (02) 9622 2800 F: (02) 9621 8121

NORTH WEST STATE

Kellee Anderson
Inverell RSM Club
P.O. Box 258 INVERELL NSW 2360
P: (02) 6722 3066 F: (02) 6722 5480

RIVERINA MURRAY

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

SOUTHERN RIVERINA

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

ST GEORGE CRONULLA SUTHERLAND

Jamie Neil
Club Rivers
32 Littleton Street,
RIVERWOOD NSW 2210
P: (02) 9533 3144 F: (02) 9533 3812

THE GREAT LAKES

Peter Negus
North Haven Bowling & Recreation Club
1 Woodford Road
NORTH HAVEN NSW 2443
P: (02) 6559 9150 F: (02) 6559 7286

QUEENSLAND

BRISBANE

Zoe Clegg
Kedron-Wavell Services Club
P.O. Box 107 CHERMSIDE QLD 4032
P: (07) 3350 0903 F: (07) 3359 9828

GOLD COAST

Bryan Jones, ACCM
Coolangatta Surf Lifesaving
Supporters Club
P.O. Box 826 COOLANGATTA QLD 4225
P: (07) 5536 4648 F: (07) 5536 1322

SUNSHINE COAST

Matthew Rafton
Caboolture Sports Club
Station Road MORAYFIELD QLD 4506
P: (07) 5497 9711 F: (07) 5497 9722

ROCKHAMPTON GLADSTONE

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

BUNDABERG

Michael Hughes
RSL (QLD Branch) Maryborough Club
165 Lennox Street
MARYBOROUGH QLD 4650
P: (07) 4122 2321 F: (07) 4121 2571

VICTORIA

Stephen Hodge, ACCM
Morwell Italian Australian Club
P.O. Box 505
MORWELL VICTORIA 3840
P: (03) 5134 3541 F: (03) 5134 6042



The game is on...
Win comfortably!

Karo
COMFORT AT PLAY

Karo Australia Pty Ltd
Tel: (02) 9980-1431 / Fax: (02) 9980-1473
www.karo.com.au / info@karo.com.au



itunes.apple.com
iphone app
android app

Progress and growth for CMDA and students

AS MANY members will be aware, the CMDA went through some trying times earlier in the year due to an ongoing audit process with ASQA, our federal governing body for all Registered Training Organisations (RTO).

The CMDA was audited again in early June as a standard follow-up procedure – and was successful yet again in its audit findings.

However, as a result of this ongoing process, the CMDA was forced to put on hold a number of initiatives it had planned for 2013.

I can now happily say that since our most recent audit, the CMDA has been moving forward full steam ahead to bring its members the most recent and up-to-date training programs available, and to expand upon the number of training products we have available for you.

At the beginning of July, the CMDA was successful in its registration of our new **BSBWHS401 Implement and Monitor WHS policy** course, with the first of this course successfully delivered on the July 27.

Given the nature of this particular course, it is sure to appeal to many people in the industry whose focus is on safety in the workplace, as well as playing a core role in the new Diploma of Human Resources Management that the CMDA is developing.

Therefore, a number of these courses will be schedule in the near future. Keep a close eye on the CMDA course website – www.cmaa.asn.au – for further details.

The CMDA also applied to have another Diploma of Human Resources Management subject – **BSBHRM501B Manage Human Resource Services** – added to its scope on August 26. At the time of compiling this article, we are still waiting to hear the result of this submission.

In the meantime, we have a further two units from the Diploma of Human Resource Management course in their final stages of development and should be ready for submission to ASQA over the next few weeks.

As for our Hospitality units, the CMDA submitted a proposal to ASQA on August 19 to upgrade 12 out of 19 units, while removing two pre-requisite units from our **Analyse and report on gaming machine data** course.

What this means for our 'gap' course is the removal of the need to undertake RPL against the two pre-requisite units,



allowing the CMDA to focus its time and energy on the topic at hand – an impressive move by the Industry Skills Council (those responsible for writing the Training Package used by the CMDA) and a huge relief for everyone involved.

The remaining subjects from our Hospitality range of courses require further attention before submission, with the intention to submit this before the end of this year.

All in all, after some delays and hiccups in the later stages of 2012 and early 2013, the CMDA now is primed for a clear run home in 2013 and is in great a position to bring in 2014 with the most up-to-date, compliant and expanded range of courses that will be of great benefit to CMAA members, club managers and their clubs. ■

► **JASON THOMAS** is the CMAA's Recognition of Prior Learning (RPL) Administrator & Assessor.

For inquiries or more information in this field, contact Jason at the CMAA on P: 02 – 9746 4199 or E: jason@cmma.asn.au

How's business? Bepoz knows.

See the bigger picture from every transaction with Bepoz, Australia's premier point of sale system for the hospitality industry.

Know who's buying what when and gain invaluable insights that will help you **run your business to maximum efficiency**.



To see how Bepoz can help transform your business, call 02 9556 3566 or visit Bepoz.com.au

BEPOZ
RETAIL SOLUTIONS

Program	Dates	Location	Price Type	Amount	Duration
Clubs+ Social Media Marketing Summit	03/10/2013 – 04/10/2013	Cliftons – Sydney Level 13, 60 Margaret Street.	Standard	\$695.00 +GST	8.30 – 5.00
It is no longer 'if' a club, hotel or restaurant takes part, but how well they do it. 'Its Time'... to take up the social media challenge ... keep up with members, and get ahead of the competition.			# Buy 2 get one free	Until 31 st August	8.30 – 5.00
General Management Summit -Toowoomba	09/10/2013 – 10/10/2013	Toowoomba City Golf Club	Standard	\$450+ GST	9.00 – 5.00
This 2-day event is open to senior managers of all states, covering Cashless Gaming, Finance, Strategy, F&B Trends, Contracts & H.R., Marketing & Database Leverage. To Register and view the full list of content and array of speakers. Click Here!!			Non-Member	\$490+ GST	9.00 – 5.00
SITXHRM001A Coach Others in Job Skills	14/10/2013 –15/10/2013	CMDA – Sydney Olympic Park	Member	\$330.00	9.30 – 5.00
In the workplace, each person needs certain skills and abilities to perform their job acceptably. In cases where these skills fall below an acceptable standard, 'coaching' is often used to bridge the gap. Learn the best practice techniques now.			Non Member	\$365.00	9.30 – 5.00
SITXGLC001A Develop & Update Legal Knowledge Required for Business Compliance	21/10/2013 – 20/11/2013	CMDA – Sydney Olympic Park	Member	\$880.00	9.30 – 5.00
This 6-day course is outstanding value, covering Insurance, Negligence, Licensing, I.R., Taxation, Statutory Requirements, Discrimination & Equal Employment. Delivered by a solicitor working within our Club Industry. This could save your club big dollars!			Non Member	\$970.00	9.30 – 5.00
Duty Manager Development Program	21/10/2013 & 13/11/2013	CMDA – Sydney Olympic Park	Member	\$1560.00 +GST	9.30 – 5.00
			Non Member	\$1690.00 +GST	9.30 – 5.00
SITXHRM003A Roster Staff	21/10/2013 – 22/10/2013	CMDA – Sydney Olympic Park	Member	\$330.00	9.30 – 5.00
Recently redesigned to be delivered over 2 days. This course now includes an in-depth, half-day coverage of the current Award and how it applies to your staff scheduling.			Non Member	\$365.00	9.30 – 5.00
NSW OLGR Mandatory Management Training	23/10/2013 – 24/10/2013	Coffs Harbour	Member	\$320.00 +GST	9.00 – 5.00
NSW OLGR Secretary / Manager Training. Two full days of face-to-face training by the CMDA – currently, the only OLGR-approved provider. For full details of eligibility Click Here . This course is the only OLGR-approved version.			Non Member	\$380.00 + GST	9.00 – 5.00
SITHFAB009A RSA	28/10/2013	CMDA – Sydney Olympic Park	Member	\$135.00	9.30 – 5.00
Don't forget, if you completed your course between 2007 & 2008 your certificate will expire on June 30, 2014. Don't be caught out as being non-compliant.			Non Member	\$140.00	9.30 – 5.00
SITHGAM006A RCG	29/10/2013	CMDA – Sydney Olympic Park	Member	\$95.00	9.30 – 5.00
Remember, if your course was in 2007 or 2008 , you have until June 30, 2014 to renew your certification.			Non Member	\$100.00	9.30 – 5.00
NSW OLGR Mandatory Management Training	30/10/2013 – 31/10/2013	Ingleburn RSL Club	Member	\$320.00 +GST	9.00 – 5.00
NSW OLGR Secretary / Manager Training. Two full days of face-to-face training by the CMDA – currently, the only OLGR-approved provider. For full details of eligibility Click Here . This course is the only OLGR-approved version.			Non Member	\$380.00 + GST	9.00 – 5.00
NSW OLGR Mandatory Management Training	06/11/2013 – 07/11/2013	Orange Ex-Services Club	Member	\$320.00 +GST	9.00 – 5.00
NSW OLGR Secretary / Manager Training. Two full days of face-to-face training by the CMDA – currently, the only OLGR-approved provider. For full details of eligibility Click Here . This course is the only OLGR-approved version.			Non Member	\$380.00 + GST	9.00 – 5.00
BSBWHS401A Implement & Monitor WHS Policies, Procedures & Programs to meet Legislative Requirements.	11/11/2013 12/11/2013 13/11/2013 09/12/2013 – 2hr Webinar	Club Coffs – Coffs Harbour	Member	\$600.00	9.30 – 5.00
This course describes the performance outcomes, skills & knowledge required to implement & monitor the organisation's work health & safety (WHS) policies, procedures & programs in the relevant work area in order to meet legislation. Part of the Diploma of Human Resources.			Non Member	\$660.00	9.30 – 5.00
SITXMPR005A Develop & Manage Marketing Strategies	12/11/2013 – 04/12/2013	CMDA – Sydney Olympic Park	Member	\$880.00	9.30 – 5.00
Marketing is an essential part of business, the best products will fail if customers don't know you exist, or are not convinced to give it a try. In this unit you will learn how to ... Collect & Analyse information on internal & external business environments; Develop Marketing Strategies; Prepare A Marketing Plan; Conduct Ongoing Evaluation.			Non Member	\$970.00	9.30 – 5.00

Leadership Behaviour & The Impact on Company Culture	12/11/2013 – 13/11/2013	CMDA – Sydney Olympic Park	Member	\$480.00 +GST	9.30 – 5.00
This course is part of the Duty Manager Development Program but is also a stand-alone course for those who are not able to attend the Duty Manager Program. This course is the un-accredited version of Lead & Manage People.			Non Member	\$580.00 +GST	9.30 – 5.00
SITXHRM006A Monitor Staff Performance	19/11/2013 – 20/11/2013	CMDA – Sydney Olympic Park	Member	\$550.00	9.30 – 5.00
Businesses that run effective performance management systems enjoy improved communication between management and staff, greater staff retention, increased productivity, motivation and team work. Don't be left behind by your competitors.			Non Member	\$605.00	9.30 – 5
SITXFIN007A Manage Physical Assets	25/11/2013 – 27/11/2013	CMDA – Sydney Olympic Park	Member	\$440.00	9.30 – 5.00
A must for those in the finance area of their clubs, learn how to classify assets, what depreciation methods are best for different assets. How do these techniques effect your bottom line reporting? Three ways well invested.			Non Member	\$485.00	9.30 – 5.00
SITXCOM003A Deal with Conflict Situations	25/11/2013 – 26/11/2013	CMDA – Sydney Olympic Park	Member	\$330.00	9.30 – 5.00
The ability to appropriately handle conflict is one of the most important skills you can offer your establishment. In this unit you will learn how to Identify, Resolve & Evaluate conflict situations. Poorly handled conflict = loss of customers.			Non Member	\$365.00	9.30 – 5.00
NSW OLGR Mandatory Management Training	27/11/2013 – 28/11/2013	CMDA – Sydney Olympic Park	Member	\$320.00 +GST	9.00 – 5.00
NSW OLGR Secretary / Manager Training. Two full days of face-to-face training by the CMDA – currently, the only OLGR-approved provider. For full details of eligibility Click Here . This course is the only OLGR-approved version.			Non Member	\$380.00 + GST	9.00 – 5.00
Go to our website for more information and to register.					



Big Events Diary Dates

2013-14

October							November							December								
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa		
			1	2	3	4	5					1	2			1	2	3	4	5	6	7
6	7	8	9	10	11	12		3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
13	14	15	16	17	18	19		10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
20	21	22	23	24	25	26		17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
27	28	29	30	31				24	25	26	27	28	29	30								

January							February							March						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	3	4					1							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28		23	24	25	26	27	28	29
														30	31					

April							May							June						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5			1	2	3			1	2	3	4	5	6	7
6	7	8	9	10	11	12		4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19		11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26		18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30					25	26	27	28	29	30	31	29	30				

July							August							September						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5						1	2		1	2	3	4	5	6
6	7	8	9	10	11	12		3	4	5	6	7	8	9	7	8	9	10	11	12
13	14	15	16	17	18	19	10	11	12	13	14	15	16	17	14	15	16	17	18	19
20	21	22	23	24	25	26	17	18	19	20	21	22	23	24	21	22	23	24	25	26
27	28	29	30	31			24	25	26	27	28	29	30	28	29	30				
							31													



Upcoming Summits

General Management Summit – October 9 & 10
Toowoomba City Golf Club

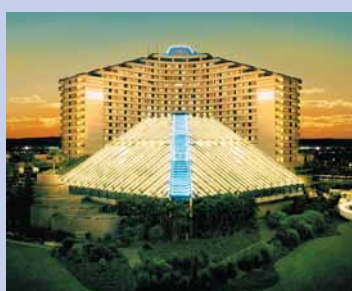
Finance Summit – November
Revesby Workers Club & Cambelltown Catholic Club



March 3 & 4

CMAA 2014 AGM, Conference & Hospitality Expo

The Dome
Sydney Olympic Park
The Club Industry's premier
hospitality expo at a new venue.



June 24 to 26 Jupiters 2014

CMAA Mid-Year Conference

Don't miss out on the Club Industry's most respected education and professional development event in 2014.

A new face and more changes for CMAA administration line-up

THERE IS a new face at the CMAA's administration offices at Sydney Olympic Park.

With the departure of Events Administrator Tegan Cain in early July, and the arrival of new Sponsor & Membership Manager Chris Keeble in mid-June, Executive Officer Ralph Kober decided to restructure the department, creating new roles for existing staff.

- Evonne Bosnich switched from Administration Officer to support Chris Keeble as Sponsor & Membership Co-ordinator
- Carol Quirk replaced Evonne, moving from the reception desk to Administration Officer.

That meant a new person to replace Carol as the CMAA's Receptionist and Julie Conlon is that new face in the office at Sydney Olympic Park.

Julie comes to the CMAA with an impressive resume in administration in an interesting range of roles and locations.

A mother of three adult-age sons all living in Queensland, Julie supports the Broncos in the NRL premiership and has worked and travelled around Australia and overseas with her husband during his career.

Some of Julie's more interesting roles have included ... Personal Assistant to the Football Manager of the Western Reds Rugby League franchise in Perth in 1997; Administrative Assistant at the South Sydney Rabbitohs Rugby League Club in 2007; owner/operator of a contract cleaning business on the Gold Coast in 2009.

Although Sydney is now her home, Julie was born in Brisbane and has lived on the Gold Coast.

Two months into her new role, Julie says she is very happy living in Sydney, that she found the CMAA – and the CMAA found her. "The time has gone so quickly. I love working here and we have a great team," Julie said with a smile. ■



■ CMAA Receptionist JULIE CONLON.

New Club Furniture Exceptional Quality, Service & Value



Est. 1996 and Specialising in...

- Banquet Chairs and Tables
- Stainless Steel Furniture
- Bistro Chairs and Tables
- Custom Outdoor Furniture
- Gaming and Bar Stools
- Lounge Areas

nufurn 
Commercial Furniture Solutions

Call ☎ 1800 650 019
www.nufurn.com.au

Tourism dumped from new Govt Ministry

AUSTRALIA'S NEW Government will be without a dedicated Tourism Minister for the first time in more than 40 years with Prime Minister Tony Abbott's new Cabinet, announced on September 16. Andrew Robb has been appointed the Minister for Trade and Investment, where responsibility for Tourism Australia falls, while domestic tourism will be under the control of Ian Macfarlane in his Industry Ministry portfolio.

However, neither will carry the Tourism Minister title held by Labor predecessors Gary Gray and Martin Ferguson. Former Shadow Tourism Minister Bob Baldwin has been appointed the Parliamentary Secretary to the Minister for Industry and will assist Mr Macfarlane with domestic tourism.

In his time as shadow minister, Mr Baldwin was vocal in backing the tourism industry and pushed through a number of Coalition policies to benefit the industry.

The leading industry associations have had a mixed reaction to the news.

Tourism Accommodation Australia would not comment on the Cabinet announcement, while the Accommodation Association of Australia said it was too soon to discuss the new positions. "Until the Ministers are sworn in and administrative arrangements are place, it is too premature to make public comment about the announcement of the new federal ministry," Accommodation Association of Australia's CEO, Richard Munro said.

The Australian Tourism Export Council (ATEC) slammed the decision not have a Tourism Minister. ATEC Managing Director Felicia Mariani said the tourism industry "must be recognised for its \$A28 billion contribution to the national economy". "This is the first time in more than 40 years that Australia has not had a tourism Minister and our members, and the industry more broadly, are concerned by this significant omission," she said.

The Tourism & Transport Forum (TTF) welcomed the new cabinet with open arms, saying it was ... "excited about the potential benefits that arise from aligning international tourism with foreign affairs and trade". TTF Chief Executive Ken Morrison said aligning international tourism with foreign affairs and trade "makes good sense". "TTF is pleased to see Tourism Australia positioned under the umbrella of foreign affairs and trade," he added. ■



■ JOHN CAMPBELL



■ COLIN MURPHY



■ LYNDON BROOME

ACCM the realisation of a lifetime of work and dedication

THE CMAA has invested a lot of time and resources in reviewing and updating the status, relevance and pathway of the Active Certified Club Manager (ACCM) Award for CMAA Members.

While the ACCM has become a preferred criteria for many clubs advertising to fill a senior management role, the Award also has again become a significant goal for CMAA Members.

In 2011, 12 Members achieved their ACCM Award, while that number grew to 19 in 2012, with more managers achieving this status in 2013.

Six CMAA Members have received their ACCM Awards in recent months ...

- **John Campbell** – Assistant Secretary Manager at Gunnedah Services & Bowling Club;
- **Colin Murphy** – Gaming Manager at Wallsend Diggers Club;
- **Lyndon Broome** – Secretary Manager at Kedron-Wavell Services Club;
- **Gerard Keane** – Duty Manager at Barham & District Services Club;

- **Tracey Evans** – Marketing & Promotions Manager at Nerang RSL & Memorial Club;

- **Robert Aldous** – Secretary Manager at Club Kurrawa.

CMAA Division E Federal Councillor Phil Wheaton, ACCM, presented John Campbell with his ACCM at the North West State Zone Meeting at Glen Innes Services Club in May.

Barham & District Services Club CEO Paul Biddlestone presented Gerard Keane with his ACCM Award.

Lyndon Broome received his ACCM from CMAA Executive Officer Ralph Kober at the Brisbane Zone Meeting on August 29, while Ralph also presented Colin Murphy with his ACCM Award at the Hunter Zone Meeting at Club Lemon Tree on August 28.

Rob Aldous and Tracey Evans received their ACCM Awards at the CMAA Gold Coast Zone Meeting, Workshops and Lunch at Burleigh Bears Club. Steve Condren, the CMAA Federal Executive Member and Gold Coast Zone President, made the official presentations to Tracey and Rob over lunch with members, CMDA sponsors and guests.

With applications now open for the 2014 CMDA National Bursary program – more than \$100,000 in education, professional development and conference attendance opportunities available – the CMAA is offering six

bursaries of \$5,000 each to assist Association Members to achieve their ACCM.

The ACCM Award is made up of three components ...

- Education
- Experience
- Participation in ongoing CMAA and other approved industry activities.

The latter two components are driven by a points accrual system.

The CMAA formulated a concept that would address the varying sources of education and training that were eminent in the Club Industry, but also demand a minimum set of formal education criteria upon which to base a number of optional pathways to ACCM.

The mandatory set of accredited courses provides coverage of five critical baseline skills required for all managers as they progress through their careers in clubs ...

- Legal
- Financial
- People
- Marketing
- Gaming.

These criteria can be satisfied from a variety of qualifications of equivalent content and academic level or higher. The CMDA can deliver these five accredited courses for those who wish to attend formal vocational training. ■



■ GERARD KEANE



■ TRACEY EVANS



■ ROB ALDOUS

Brisbane Meeting, Workshop, Barbecue & Barefoot Bowls

WHEN WE say there was a good roll-up for the CMAA Brisbane Zone Meeting, Workshops, Barbecue Lunch at Club Pine Rivers on August 29, it carries a few meanings. There was an impressive number of Members for the Zone Meeting at 10.15am where Zone President John Limbrick invited CMAA Executive Officer Ralph Kober to present the Head Office Report and fielded questions from the floor. Numbers further increased for the first of two business and professional development workshops, with Mark Cannon, the National Sales Manager for CMDA National Bursary Sponsor company Total ATM, taking managers and directors through the challenging future of legislation for ATMs for clubs and hotels with the Coalition's likely success in the then-upcoming Federal Elections. The Coalition has forecast handing back most of the compliance and legislation back to the states and territories and Mark underlined the importance of managers and clubs fully understanding the terms of their ATM contracts. In Workshop 2, Amy Conroy, who has worked in executive gaming roles with Balmain Tigers, Panthers Group and City Tattersalls Club, investigated strategic business planning, general club management and gaming operations. Following the workshops, host club manager Wayne Moffat, the Zone Vice President and CMAA Division G Federal Councillor, welcomed CMDA Sponsor representatives – including Nathan and Kim Koina from Queensland Major Sponsor, Mailezy – and industry associates to join Members for a barbecue lunch on the Deck before many guests slipped out of their shoes and socks for an afternoon of relaxation and a roll-up of barefoot bowls. Brisbane Zone's next events will be a Combined Zones Race Day with Sunshine Coast Zone at Corbould Park, Caloundra, on Saturday, October 12; followed by the Christmas Lunch celebrations at Easts Leagues Club on Friday, November 15; and the annual Sponsors Cocktail Party at the Story Bridge Hotel on Tuesday, December 3. ■



Hunter Meeting & Lunch

IT'S A big day in the life of any CMAA member to achieve the Active Certified Club Manager (Award), but it's more special when you receive it in front of your professional colleagues at a Zone Meeting. That was the scenario for Colin Murphy, the Gaming Manager at Wallsend Diggers Club, when he received his ACCM Award from CMAA Executive Officer Ralph Kober at the Hunter Zone Meeting and Lunch at Club Lemon Tree on August 28. Colin accepted his award during the Zone Meeting where he acknowledged the support of the CMAA, the Zone and his club during his studies and his colleagues acknowledged Colin's impressive and dedicated path to the achievement. Zone President Paul Cousins welcomed Members when Ralph and CMAA Sponsor and Membership Manager Chris Keeble combined to deliver the Head Office Report. Jon Shevket, from CMDA National Major Sponsor HOSTPLUS spoke to Members about the consequences of the new regulations surrounding employer responsibilities to staff and the opportunities through HOSTPLUS to simplify the process. Following the Meeting, Members joined guests and representatives from many other CMDA Career Development and National Bursary Program sponsor companies for a delicious lunch in sight of the bay at picturesque Lemon Tree Passage. Hunter Zone's next event will be the Christmas Lunch at Stockton Bowling Club on November 29. ■

Central Coast AGM, Workshops & Brunch

CMAA CENTRAL Coast Zone conducted its Annual General Meeting at Club Wyong (Wyong RSL Club) on Friday, September 9. CMAA Membership & Sponsor Manager Chris Keeble and *CMA Magazine* Editor Peter Sharp presented the Head Office Report and conducted the election of office bearers for 2013-2014. The new Zone Committee is ...

- President: Jason Willis – Club Wyong;
- Vice President: Tony Thomas – Club Tuggerah
- Secretary: Lisa Caswell – The Bay Sports Club
- Treasurer: Michael Kowaliw – Diggers @ The Entrance
- Education Officer: Daniel Brian – Central Coast Leagues Club
- Publicity Officer: Maureen Horne – Gosford RSL Club.

There was a presentation on the latest superannuation legislation by Jon Shevket from CMDA National Sponsor **HOSTPLUS** and workshops presented by Danielle Rayner from Gobsmacked Loyalty, a CMDA National Bursary Sponsor and by Daniel Saade from Micropower, a CMDA Career

Development Sponsor. Some of the more fortunate managers were able to move on to the Wyong Race Club as guests of Carlton United Breweries, a CMDA Career Development Sponsor, for the annual Wyong Gold Cup race meeting. Central Coast Zone's next event is the Christmas Lunch at Breakers Country Club at Terrigal on Wednesday, November 22. ■



North West State Meeting & Dinner

NORTH WEST State Zone welcomed a new member to its August Zone Meeting at Quirindi RSL Club. Host club manager Margaret McGrath, also the Zone Secretary-Treasurer welcomed Zone President Tim Palmer, Committee members and 22 members for the Meeting on August 7. In opening the Meeting, Tim welcomed CMAA Executive Officer Ralph Kober and new Member, Wayne Patch from Tamworth Bowling Club. Ralph presented the Head Office Report and discussed many of the issues facing the Association and the Club Industry, including the CMAA's

focus on membership relevance and recruitment. The previous night, at the combined CMAA-ClubsNSW dinner with more than 80 guests, the Zone raised more than \$23,000 at its annual auction for education and professional development. Many of the Association's CMDA Career Development and National Bursary Program sponsor companies were represented at the dinner or having donated to the auction. North West State Zone's next event will be the Meeting and Dinner at Wests Diggers in Tamworth on December 3 and 4. ■



■ The CMAA North West State Zone Committee (from left) Paul Gordon, Tim Palmer, Kellee Anderson, and Margaret McGrath with new Member Wayne Patch, from Tamworth Bowling Club (second from right).

QUANTITY SURVEYORS AND CONTRACT ADMINISTRATORS

**Specialising in
Licensed Clubs**

**Contractual Advice
Finance Drawdowns**

Estimating and Cost Planning
Tax Depreciation Schedules

Bills of Quantities . Contract Administration



MitchellBrandtman

5D Quantity Surveyors & Construction Expert Opinion

Sydney: (02) 9525 8000

Brisbane: (07) 3327 5000

www.mitbrand.com



Nepean Meeting, Workshop & Lunch

ATTENDANCE WAS down across the board for the CMAA Nepean Zone Quarterly Meeting, Workshop and Lunch at St Marys Band Club on Thursday, September 19. Zone President John Turnbull, also a member of the CMAA Federal Executive, welcomed 40 members, including CMAA Division C Federal Councillor Michael Wiesel, for the Meeting where CMAA Executive Officer Ralph Kober and CMAA Sponsor & Membership Manager Chris Keeble combined to present the Head Office Report. Before the Meeting, Commercial Managers Mark Swindell and Austen Bamford from EP&T Global, a CMDA National Bursary Sponsor company, presented a workshop, attended by 24 guests. Established in 1993, EP&T Global has a long and distinguished track record of delivering pioneering energy management and environmental solutions in Australia. Following the workshop and Meeting, Members joined other CMDA sponsors and industry representatives for lunch. Nepean Zone's next event will be the Christmas Lunch at Mounties on Friday, December 12. ■

Gold Coast Meeting, Workshops & Lunch

CMAA GOLD Coast Zone hosted its quarterly meeting at Burleigh Bears Club on Tuesday, September 10. Steve Condren, the Gold Coast Zone President and CMAA Federal Executive Member, welcomed 27 Members, including four managers attending their first Zone Meeting ...

- Rebecca Finnegan, from North Burleigh Surf Club;
- Ken Finlay, from North Burleigh Surf Club;
- Michael Ryan, from Lions@Springwood
- Chris Philp, from Nobbys Beach Surf Club

CMA Magazine Editor Peter Sharp presented the CMAA Head Office Report, while Mark Cannon, from CMDA National Bursary Sponsor company Total ATM spoke to members about the implications of the Federal Election for the ATM industry and for clubs. Business and marketing expert Dave Staughton – 'The Business Improvement Guy' – also presented a business development workshop following the meeting and backed up with an entertaining presentation during lunch. Steve Condren presented Active Certified Club Manager (ACCM) Awards to Club Kurrawa CEO Rob Aldous and Nerang RSL Club Marketing & Promotions Manager Tracey Evans in front of 80 managers, industry trade representatives and guests during lunch. Gold Coast Zone's next event will be the Christmas Meeting & Lunch at Club Helensvale on December 6. ■





Victoria Business Briefing, Zone Update & Lunch

CMAA VICTORIA Zone conducted a Business Briefing and Zone Update networking event for Members, CMDA Sponsor company representatives and industry associates at The Brewhouse in Abbotsford on Friday, August 23. It was a 10am gathering for 10.30 start with CMAA Executive Officer Ralph Kober and CMAA Federal Secretary Allan Peter, ACCM, providing a CMAA Head Office Report and an assessment of the Club



Industry in Victoria. Ralph and Allan discussed the outcomes of the CMAA Federal Executive and CMAA Federal Council's tri-annual Strategic Planning Session at Jupiters in early July along with the role of the CMAA's new Membership & Sponsor Manager Chris Keeble in relation to strategies to grow CMAA membership and member participation in Victoria. The session also focused on Club Industry issues specific to Victoria. CMAA Industry Professional Development Manager Geoff Meston contributed to the busy agenda with an hour-long workshop – **'Business Strategy In Turbulent Times'**. Following the reports and the workshop, CMDA Sponsors and industry



associates joined Zone Members for a light lunch and drinks. Victoria Zone's next event will be another Business Briefing and Christmas Lunch at The Brewhouse on November 28. Don't forget to visit the Victoria Zone's Facebook page and like us at: <https://www.facebook.com/CmaaVictoriaZone> ■

Great Lakes Zone Meeting, Workshops & Lunch at Port

THE STAR of the show became the main scratching for the CMAA Great Lakes Zone Meeting, Workshop and Lunch at Port City Bowling Club in late August. Len Ainsworth, the living legend of the gaming industry in Australia, now 90 years old, has, as they say ... forgotten more about poker machines than most people know. Mr Ainsworth, the founder and Executive Chairman of Ainsworth Game



Technology was to be the Keynote Speaker for the day, but had a fall, suffering a minor injury, the previous day. Zone Secretary Damian Clements informed everyone possible by email but there was great disappointment that Mr Ainsworth was unavailable. The day moved on with a 30-minute presentation from CMAA Industry Professional Development Manager Geoff Meston who spoke about CMDA Career Development and the new format for the Certified Club Manager (CCM) Award. Zone President Larry Collins welcomed Members and special guests to the Meeting where Geoff also presented the Head Office Report. Following the Meeting, CMDA National Bursary Sponsor company Treasury Wine Estates gave a 'Market Insights' presentation along with a well-received wine tasting. CMDA Sponsor company representatives and industry trade then joined members for lunch and an Asian banquet. Great Lakes Zone's next event will be a Zone Meeting and Christmas Lunch at Hawks Nest Golf Club on Wednesday, December 4. ■



BOTTLECYCLER

glass management

PARTICIPATE IN OUR FREE TRIAL PROGRAM

Reduce your carbon footprint by simply changing the way you manage your glass.

Participate in the free trials and not only will your business benefit but so will the environment.

Over 500 venues are now using Bottlecyclers & benefiting from:

- 50% reduction in bottle handling labour
- 80% saving of space
- Reduced noise issues
- Improved OH&S Management



To find out how you can take advantage of the free trials, call

1300 306 039

OR visit:

www.bottlecyclers.com

St George Cronulla Sutherland Zone Meeting & Golf Day

SEPTEMBER WAS a busy month for Ian Todd and the CMAA St George Cronulla Sutherland Zone Committee. First, there was a Zone Meeting and Lunch at Engadine RSL Club on September 3, followed by the annual Zone Golf Day at Kogarah Golf Club on September 17. Jon Shevket, from CMAA National Major Sponsor **HOSTPLUS** kicked off the Zone Meeting workshops, informing Members about the latest developments in the world of superannuation and how **HOSTPLUS** now is able to simplify the collection and distribution of employee superannuation contributions – see story on **p45**. Mark Cannon, the National Sales Manager for CMDA National Bursary Sponsor company Total ATM, followed Jon with another important session dealing with the intricacies of ATM contracts, terms, conditions and rebates. The ATM space is a potential ‘minefield’ for managers and clubs and Mark’s information at Zone workshops around Australia has grabbed the attention of the industry. Following the workshops, Ian Todd, the Zone President and CMAA Division B Federal Councillor, welcomed members and invited CMAA Executive Officer Ralph Kober and CMAA Sponsor & Membership Manager Chris Keeble to present the Head Office Report. The golf gods were not smiling when a massive storm swept across Sydney on the eve of the annual golf day later in the month. The overnight wild weather and heavy rain left all but the most passionate golfers in bed, but 19 teams of 76 golfing ‘tragedies’ enjoyed a first-class day of golf and friendship. Winners of the 4-person Ambrose event were the Independent Gaming team of Paul, Luke, Keith and Paul with a score of 527/8 by three shots from the Kingsgrove RSL Club team on 557/8, while the Aristocrat team picked up the scratch trophy with a score of 66. Drinks Sponsors for the day included *Coca-Cola*, Tooheys, CUB, Global Coffee Solutions and Schweppes, while Hole Sponsors included Ainsworth, Aristocrat, Banktech, *Coca-Cola*, CUB, Independent Gaming, Kingsgrove RSL Club, MaxGaming, Meridian Constructions, Moorebank Sports Club, Scent Washrooms, SHFL entertainment, St George Motor Boat Club, Tradies, Earlwood Bardwell Park RSL Club, Global Coffee Solutions, Good Guys Rockdale, Orion Art, Schweppes, St George Rowing Club and Tooheys. ■



- 1: Jason, Mitch, Peter and Blake from Tradies.
- 2: Mark, Adrian, Cec and Damien from St George Motor Boat Club.
- 3: Graeme, Allan, Simon and Michael from Carlton United Breweries.
- 4: The Winners ... the Independent Gaming team of Paul, Luke, Keith and Paul with Ian Todd (right).
- 5: Abbey Cadell refills the drinks cart after breaking down on the 9th hole.



Far South Coast Zone Meeting & Dinner

CMAA FAR South Coast Zone conducted a high-profile Meeting of members at the Ulladulla Ex-Services Club on September 11. CMAA Federal Vice President Michael O'Sullivan, a Zone Member, was able to walk up 'the hill' from his Milton Ulladulla Bowling Club. CMAA Executive Officer Ralph Kober collected CMAA Division F – Illawarra Shoalhaven Zone and Far South Coast Zone – Federal Councillor David Hiscox, also the Illawarra Shoalhaven Zone President and CEO at Dapto Leagues Club on his drive south from Sydney for the Dinner and Meeting. More than 80 guests attended the combined CMAA and ClubsNSW Dinner, which is always the perfect social occasion bringing together all supporters of the Club Industry in the region. The Zone Executive – President Daryl Bozecevic, Secretary-Treasurer Graham Wise and Education Officer Tony Casu – presented their reports before Ralph delivered the Head Office Report with comments from Michael and David. The Far South Coast Zone's next event will be a Zone Meeting and Christmas Dinner at the Mittagong RSL Club on December 3 and 4. ■



Rayner

SALES & MARKETING
PTY LIMITED

Let us help you to book
and arrange your
advertisement in
Club Management in
Australia magazine:

Call Judy or Sue at **Rayner** Sales & Marketing Pty Ltd

Ph: 02 9360 6177 Email: rayner@bigpond.net.au

Check out our website: www.raynersalesmarketing.com.au

Anger from clubs after merging of task force

THE HEAD of ClubsACT says the territory's clubs and hotels were kept in the dark about changes to an alcohol crime force that patrolled the city's licensed venues.

ClubsACT CEO Jeff House lashed out at "an increasingly arrogant and isolationist approach" from ACT Policing after *Fairfax Media* revealed that police chiefs had quietly merged the Alcohol Task Force with the city's Beat Police to fill a dangerous shortfall in staff.

The *Canberra Times* newspaper reported that Mr House has also attacked the ACT Government for 'slugging' licensees with massive fee increases to pay for the Task Force but then allowing for the amalgamation to occur without notifying the industry.

"It's fair to say we are furious," Mr House said. "It's just an appalling decision. The Government just sees the hospitality sector as a source of revenue."

Fairfax Media reported that police chiefs had 'tolerated' dangerously low staff numbers in the territory's city Beat Police teams, despite written complaints from officers every month for two years.

Police management responded last month by merging the beat teams with the alcohol crime squad, which was established in 2010 under new liquor laws and partly funded by hotels and clubs through higher fees.

The ACT Budget, in June, cut \$15 million over four years from ACT Policing. The Alcohol Task Force was set up to curb alcohol-related violence and funding the squad led the fees for some venues to rise to more than \$10,000 under a risk-based licensing scheme.

"When the community and the industry have a clear and well-established interest in the issue of alcohol-related incidents and police resourcing, it is totally unacceptable for such a decision to be made without consultation or even an announcement," Mr House said.

ACT Policing defended its failure to consult or inform the industry about the merger of the two units. "The merging of the two teams was an operational decision within ACT policing," a representative said. Police said the licensed premises would have the same level of services through the regional targeting team.

"The team will not be restricted solely to the CBD but will routinely patrol licensed premises and entertainment precincts throughout the ACT," she added.

Mike Dawn, the licensee of the Civic Pub and the Uni Pub, said the presence of the Liquor Squad had made Canberra's licensed venues safer. "It was their job to regulate the industry and get out on the beat on the busy nights and actually have a presence in the clubs, targeting alcohol crime and intoxication," he said. "My concern is they've disbanded or amalgamated the team and we're now back to a normal City Beat team."

Opposition Leader Jeremy Hanson said this was "a disgraceful situation worsened by deceitful alterations to crime prevention". "We're calling on the Government to reinstate the Alcohol Crime Taskforce, retain numbers in the City Beat, stop robbing Peter to pay Paul and properly fund our police force," Mr Hanson added. ■

Tabcorp wins play for \$3 billion mobile punt

TABCORP HAS done a better job than rival Tatts Group in stemming the flow of wagering dollars to online-only bookmakers as more punters choose to bet on mobiles than in-store, or from their personal computers.

The *Financial Review* newspaper reported that new research from Macquarie gaming analyst Lachlan Fitt shows the amount bet via mobile devices almost tripled to \$3 billion in 2012-2013, up from \$1.1 billion in the previous year. But the research paints a contrasting picture for the two incumbent operators. Tabcorp is the industry leader in mobile, with its two brands, TAB and Luxbet, accounting for 33% of bets from smartphones and tablets. Tatts has a 5% share of mobile wagering turnover.

Tabcorp chief executive David Attenborough said the company's 100-day digital development cycles, underpinned by a willingness to invest, had helped the company to keep up with the move to online. Tabcorp originally blundered in relaunching its **tab.com.au** website in Flash, which can't be browsed on mobiles, but has since produced a mobile-optimised **tab.mobi** website, as well as iPad and iPhone apps. "But we're never going to stop. You'll see continual upgrades," Mr Attenborough said.

Sportsbet, which is owned by London-listed operator Paddy Power, has the largest share of the online-only operators at 21%. The three brands controlled by British wagering giant William Hill – Sportingbet, Centrebet and **TomWaterhouse.com.au** – account for 22% of mobile bets.

Of the \$26 billion bet across all channels, Tabcorp has 54% of the market, compared to Tatts's 18%. Tabcorp's dominance is a result of its larger retail network across Victoria and NSW. Mobile wagering now accounts for 26.7% of all digital turnover. Mr Fitt expects this to grow to about 70% in the next two to three years. High levels of smartphone ownership and an improved user experience have grown the mobile market, he said. "So far, there is evidence that mobile platforms are growing the pie for wagering, as well as delivering above average yields," Mr Fitt said. "We expect both these factors to be enduring." ■

CCA brings A-Team to 'alcohol strategy'

COCA-COLA AMATIL (CCA) has unveiled an 'alcohol strategy' ahead of its return to the beer and cider market in mid-December. The plan to "leverage [its] complete portfolio to win customers" aims to target the premium and craft categories, align with national and state sales channels, and successfully leverage brand partners. The initiative will roll out under the direction of the new Australian Executive Team role of Director - Licensed/Alcohol, as part of a leadership structure of alcohol spanning category strategy and general management of national on-premise and off-premise customers. Shane Richard has been appointed to this position. Mr Richardson, the former Managing Director of Campari Australia & New Zealand, which he reportedly "accelerated... into one of the top 10 liquor suppliers in the country". In a CCA memo to account holders, Australian Beverages Managing Director John Murphy wrote: "Shane will assume responsibility for developing the strategic direction and business outcomes for the CCA licensed channel in Australia, to a market leading position across our total premium beverage portfolio." The new structure will retain Paul Gloster as Head of Category & Channel – Beer & Cider; and Mark Filmer as General Manager On-Premise through the National Business Manager portfolio. Also, Alastair Miller has also been appointed to the role of Head of Category & Channel – Spirits & RTD and off-premise strategy. CCA reports that customer management for its Grocery Licensed channel will transition to a new role – GM Off-Premise – to be appointed soon. ■

What does Super Stream mean for your business?

AS A part of the Federal Government's 'Super Stream' reforms, new data standards are being introduced to make processing superannuation payments easier.

The new standard aims to ...

- Reduce the time it takes to process superannuation payments;
- Lower transactions costs;
- Provide employers and employees with a consistent, reliable, electronic method of making payments.

The new standard means employers and superannuation investors will be able to send super contributions to funds in one standard electronic format.

In line with this standard, employers and superannuation investors also will be required to make payments electronically.

The important dates are ...

- If you have 20 or more employees, you should start using the new data and e-commerce standard from July 1, 2014.
- If you have 19 or fewer employees, you should start using the standard from July 1, 2015.

The good news is that HOSTPLUS – the CMDA's Major National Sponsor – already has invested time and resources working on these facilities and processes for employers and their employees.

The HOSTPLUS employer contribution tool is 'Super Stream' compliant and if you're a HOSTPLUS employer, you can choose from the following contribution options ...

- **Clearing house facility** – HOSTPLUS clearing house will streamline your employee super contribution payments, easing the burden of paying many different super funds. Provided you're eligible to use our **clearing house facility**, you can make all your non-HOSTPLUS contributions in just one payment, free of charge.
- **File upload facility** – allows you to upload a file from your payroll system and automatically load all of your contribution details.
- **Manual entry** – if you do not have a compatible payroll system, or prefer the control of entering the details onto the site yourself, HOSTPLUS offers you the ability to manually enter your contribution details directly online. ■



How can HOSTPLUS help?

► Contact HOSTPLUS on 1300 HOSTPLUS (1300 467 857) for more information on eligibility and how to register for the tool which best suits your business.



- The Maroubra Seals Club, in Sydney, recently introduced energy efficiency technologies into the club from **powerPerfactor Australia** that are aimed at reducing the cost of energy at the source.



► **powerPerfactor Australia** is a CMDA Career Development Sponsor company. For more information on the range of powerPerfactor products and services, contact **Director of Sales Bill Sawtell M: 0415 550 021; Sales Executive Emil Novak M: 0413 662 730; powerPerfactor direct on 1300 864 824** or go to the website – www.powerperfactor.com.au

Maroubra Seals enjoying the savings with powerPerfactor

THE MAROUBRA SEALS club in Sydney is perhaps one of the nation's best-known community institutions. The club opened 49 years ago and has grown in size and importance to the inner south-eastern suburbs of Sydney. With more than 10,000 members and 40 employees, the club is a major business organisation. The club building includes a number of restaurants and cafes. There are conference facilities, gym with a heated indoor pool and a number of entertainment and conference areas.

Like any significant business, the Maroubra Seals Club requires a constant and reliable source of electrical power. Increasing energy costs have been a burden on every business and home in the nation, and the pain of increases will most likely continue. Over the past five years there has been an increase of almost 90% in the cost of electricity in much of Australia. The management of the Maroubra Seals Club recently introduced energy efficiency technologies into the club that are aimed at reducing the cost of energy at the source.

In April 2012, the club installed equipment supplied by **powerPerfactor Australia** to bring the incoming voltage

from the grid (415/240v) to the level required by the electrical equipment on site (380/220v).

The results have been immediately obvious to the club's financial managers with savings that were projected to be in the order of 10%.

Maroubra Seals Club General Manager Peter Reid is delighted with every aspect of the **powerPerfactor** installation and operation of the equipment. "Basically, now that it is in, we have forgotten it's there," Mr Reid said. "It's quiet, clean and maintenance free. It is really the perfect technology ... install and forget. But the savings are certainly there. The savings will keep adding up over the next five decades."

Over the next few months, after a period of clear operation, the absolute savings in energy, costs and CO2 will be calculated. However, at this stage, the savings are in line with projections that the **powerPerfactor Australia** team had predicted, based on the initial energy audit. **powerPerfactor** equipment is now an established technology in many businesses in Europe and starting to gain popularity in Australia in organisations wanting to control both the amount and quality of their incoming electrical energy.

The most notable installations are at organisations such as the Tower of London, many council buildings, Brisbane International Airport and several hundred sites for one of Australia's major retailers. ■

mypartnerships

ATMS

■ Total ATM

Mark Cannon, National Sales Manager
M: 0488 041 327
E: mark@totalinc.com.au
W: www.totalinc.com.au

BEVERAGES

■ Coca-Cola Amatil

Founded in 1886, **Coca-Cola** is the world's leading manufacturer, marketer, and distributor of non-alcoholic beverage concentrates and syrups, used to produce nearly 400 beverage brands.
Darren Pressley, Group Business Manager - Licensed Clubs
M: 0407 052 526; B: 02 - 9630 4076
E: darren.pressley@ccamatil.com
W: www.cccamatil.com

■ Carlton & United Brewers

CUB is a premium, global, multi-beverage company delivering a total portfolio of beer, wine, spirits, cider and non-alcohol beverages.
Allan Brassil, National Trade Relations Manager
M: 0418 490 744; B: 02 - 9217 1418
E: allan.Brassil@cub.com.au
W: www.cub.com.au

■ Global Coffee Solutions

Lee Fitzgerald, Sales Manager
M: 0422 446 020; B: 1300 552 883
E: Lee.Fitzgerald@globalcoffee.com.au
W: www.globalcoffee.com.au

■ Lion Nathan

Tooheys forms part of **Lion Nathan**, a premium alcoholic beverages company that produces, markets and distributes approximately 900 million litres of Australia and New Zealand's most-appreciated beer brands annually, together with some of Australasia's leading wine and spirit brands.
Doug May, Director Trade Relations
B: 02 - 8120 4637
E: doug.may@lionco.com
W: www.lionco.com

■ Pernod Ricard

Pernod Ricard is the world's No.2 company in wine and spirits, with its brand portfolio covering all market segments and a presence in 70 countries world-wide.
Peter Sullivan, Account Manager
B: 02 - 8874 8222
E: peter.sullivan@pernord-ricard.com
W: www.pernod-ricard-australia.com

■ Robert Oatley Vineyards

The **Robert Oatley** range of wines are produced from family-owned vineyards across the Mudgee region and grapes grown in vineyards at Margaret River and Pemberton in WA.
Campbell MacLeod, National Sales Manager
M: 0429 927 628; B: (02) 9433 3255
E: cmacleod@robertoatley.com.au
W: [www.robertootley.com.au](http://www.robertoatley.com.au)

■ Treasury Wine Estates

TWE is a unique global wine company with a leading international portfolio of new world wines and a history stretching from the establishment of Australia's Penfolds in the mid-1840s to the 1876 founding of Beringer Vineyards.
John Lawson, State Sales Manager NSW
M: 0414 661 838; B: 02 - 9741 1866
E: john.lawson@tweglobal.com
W: www.treasurywineestates.com

CLEANING

■ Sunblest Cleaning Services

Sam Koura, Managing Director
M: 0418 240 850; B: 02 - 8095 6650
E: sam@sunblest.com.au
W: www.sunblest.com.au

CONSTRUCTION, DESIGN & FACILITIES

■ EP&T Global

Mark Swindell, Commercial Manager
M: 0424 888 083; B: 02 - 8422 6060
E: mark.s@eptglobal.com
W: www.eptglobal.com

■ Paynter Dixon Hospitality

A trademark for design and construction excellence since 1914, **Paynter Dixon** is dedicated to answering the building requirements of its clients with innovative, high-quality and cost-effective solutions.
Lindsay Verdon, Head of Hospitality & Entertainment Venues
M: 0417 428 526; B: 02 - 9797 511
E: lindsay.verdon@paynterdixon.com.au
W: www.paynterdixon.com.au

■ powerPerfector

powerPerfector is the market leader in Australia and globally with more than 180,000 Voltage Power Optimisation (VPO) technology units installed to date, providing a turn-key solution, 15-year VPO warranty and savings backed by a performance guarantee.
Emil Novak, Sales Executive
M: 0413 662 730; B: 1300 864 824
E: enovak@powerperfector.com.au
W: www.powerperfector.com.au

■ Quattro

Kylie Grimwood, Director
M: 0418 956 208; B: 02 - 9699 9881
E: kylie@quattrois.com.au
W: www.quattrointeriorsstudio.com.au

■ Rohrig

One of Australia's leading hospitality construction, refurbishment and fit-out specialists, **Rohrig Hospitality** takes pride in its innovative services that offer the greatest possible value and quality, backed by the resources of the **Rohrig Group**.
David Vokes, National Business Development Manager
M: 0417 758 956; B: 07 - 3257 4411
E: davidv@rohrig.com.au
W: www.rohrig.com.au

■ SolarPV

Daniel Chapman, Operations Manager
M: 0488 554 424; B: 1300 25 35 45
E: daniel@solarpv.net.au
W: www.solarpv.net.au

FINANCIAL & STRATEGIC MANAGEMENT

■ BDO

BDO's team of leading professionals offers an unparalleled combination of thinking, depth and industry experience, coupled with our client-centric approach this ensures a personal and tailored approach to each club's business needs.
Atle Crowe-Maxwell, Partner
M: 0410 602 276; B: 02 - 9251 4100
E: atle@bdo.com.au
W: www.bdo.com.au

■ Community First Credit Union

Community First is the largest community-based credit union, operating across Sydney and the Central Coast with \$700 million in assets under management, 70,000 members and 13 stores.
Marrianna Kinsey, Alliance Development Manager
M: 0409 811 484; B: 02 - 9735 1651
E: mkinsey@communityfirst.com.au
W: www.communityfirst.com.au

■ Creating Synergy

Ron McLean, Director
B: 07 - 5536 6049
E: ronmclean@creatingsynergy.com
W: www.creating synergy.com

■ Eastern Commercial Lawyers

Tony Johnston & **John Murray** are founding partners of Eastern Commercial Lawyers, recognised as a leading law firm in the Club Industry, providing legal services to clubs of all sizes around Australia.
Tony Johnston, Partner
M: 0414 253 181; B: 02 - 8243 1707
E: tony.johnston@eclawyers.com.au
W: www.eclawyers.com.au

■ HOSTPLUS

The CMDA's **Major Sponsor**, **HOSTPLUS** is the industry superannuation fund for the hospitality, tourism, recreation and sport industries and is passionate about providing its members and employers with the best possible products and services. **HOSTPLUS** is one of Australia's largest super funds, with one million members, 80,000 employers and more than \$10 billion in funds under management.
Chris McManamon, State Manager
M: 0417 538 821; B: 02 - 8202 8700
E: cmcmanamon@mail.hostplus.com.au
W: www.hostplus.com.au
Jon Shevket, Manager New Business
M: 0410 609 743; B: 02 - 9893 1822
E: jshevket@mail.hostplus.com.au
W: www.hostplus.com.au

■ Luhrmann Business Consulting

Lori Luhrmann, Senior Consultant
M: 0424 639 639
E: lori@luhrmann.com.au
W: www.luhrmann.com.au

■ PGD Financial Services

Harry Mantzouratos, Financial Planner
M: 0412 495 979; B: 02 - 9299 5099
E: enquire@pgdfs.com
W: www.pgdfs.com

■ Russell Corporate Advisory

Russell Corporate Advisory is a financial consultancy firm that provides the expertise, information and analytical framework for sound decision making
Greg Russell, Director
M: 0405 100 463; B: 02 - 9957 6700
E: greg.russell@russellcorporate.com.au
W: www.russellcorporate.com.au

■ Thomsons Lawyers

Thomsons Lawyers are expert providers of legal services to the Club Industry, working with more than 60 major clubs and industry associations across Australia, with offices in Sydney, Brisbane, Melbourne and Adelaide.
Brett Boon, Partner
M: 0414 808 265; B: 02 - 8248 5832
E: bboon@thomsonslawyers.com.au
W: www.thomsonslawyers.com.au

■ Thorn Equipment Finance

Antoine Laval, General Manager
M: 040 4811 343; B: 1800 623 611
E: antoine.laval@thorn.com.au
W: thornequipmentfinance.com.au

FOOD

■ Profitable Hospitality

Ken Burgin, CEO
M: 0414 660 550; B: 1800 001 353
E: kburgin@profitablehospitality.com
W: www.ProfitableHospitality.com

GAMING

■ Ainsworth Game Technology

Ainsworth prides itself on its leading animation and programming expertise and creative thinking to deliver innovative and superior gaming solutions to the gaming industry.
Peter Black, National Sales Manager
M: 0427 465 645; B: 02 - 9739 8000
E: peter.black@ainsworth.com.au
W: www.ainsworth.com.au

■ Aristocrat

Aristocrat is a leading global provider of gaming solutions - world-class software, systems and hardware that consistently out-perform the competition.
David Ronson, Sales & Marketing Director
M: 0417 691 487; B: 02 - 9013 6630
E: David.Ronson@ali.com.au
W: www.aristocratgaming.com

GAMING

■ ARUZE Gaming Australia

Aruze Corporation is the global leader in gaming entertainment with specialised technologies and vast experience emanating from the company's high profile and exceptional performance in the Japanese Pachinko/Pachislot industry.

Ian Thomson, Managing Director

B: 02 - 8332 6000

E: ithomson@aruzegaming.com.au

W: www.aruzegaming.com

■ Bally Technologies Australia

With a history dating back to 1932, Las Vegas-based **Bally Technologies Australia** designs, manufactures, operates, and distributes advanced gaming devices, systems, and technology solutions worldwide.

Ron Jeffrey, Managing Director

M: 0488 420 096 B: 02 - 8920 8977

E: rjeffrey@ballytech.com

W: www.ballytech.com/australia/

■ eBET

As a leading Australian gaming systems company that develops and markets a range of networked solutions for gaming machines, **eBET** is all about delivering unique products to the NSW clubs market.

Nicole Thomas, Marketing Manager

M: 0438 528 066; B: 02 - 8817 4700

M: nthomas@ebetgroup.com

W: www.ebetgroup.com

■ IGT

IGT is sharply focussed on customer business through professional sales, marketing and customer service personnel as well as an experienced and dedicated Service Plus team.

Andrew Neagle, Sales Director, ANZ

M: +61-417 469 969; B: 02 - 8345 3000

E: andrew.neagle@igt.com

W: www.igt.com.au

■ Independent Gaming

For the past 23 years, **Independent Gaming** - a 100% Australian-owned company - has evolved into a leading gaming solutions provider and manufacturer with more than 100 staff.

Lawrence Sheppard, Managing Director

M: 0411 501 333; B: 02 - 8858 1000

E: ls@independentgaming.com.au

W: www.independentgaming.com.au

■ Konami Gaming

Konami's Gaming and Systems segment manufactures, distributes, and services gaming machines and casino management systems, providing gaming machines with outstanding reliability, technological innovation, and entertainment value.

Jeremy Alchin, Marketing Manager

M: 0409 365 528; B: 07 - 3395 7355

E: alchin0129@konamigaming.com

W: www.konami.com.au

■ Maxgaming (Tatts Group)

maxgaming is Australia's largest gaming services operator, providing monitoring and value add services such as wide area linked jackpots in NSW, Queensland, Victoria and the Northern Territory.

Shanun McCarthy, Divisional Sales Manager

M: 0417 766 350; B: 07 - 3435 4482

E: shaun.mccarthy@maxgaming.com.au

W: www.maxgaming.com.au

■ SHFL entertainment

SHFL entertainment electronic gaming machines are developed by the company's Australian subsidiary - **Stargames** - primarily for the Australia, New Zealand and Asian gaming markets.

Sandra Renwick, Marketing Manager

M: 0420 315 461; B: 02 - 9773 0299

E: sandrarenwick@shfl.com

W: www.shfl.com

I.T. & WEB MEDIA

■ ClockOn Australia

Robert Jaen, Business Development Manager

M: 0412 262 003; B: 02 - 4344 9443

E: rjaen@clockon.com.au

W: www.clockon.com.au



myassociation



myrepresentation

mynetworks

mycareerpath



CMDA MAJOR SPONSOR

BARRINGTONS

CMDA SENIOR EDUCATION SPONSOR



PROUDLY PRESENTED BY CMAA

■ Micropower

Micropower is an Australian company making, selling and supporting integrated software solutions for Australian clubs for more than 25 years and servicing more 400 clubs across golf, yacht clubs & marinas, private and social club segments.

Peter Jefferis, Director of Sales & Marketing

M: 0417 785 854; B: 07 - 3123 6904

E: peter.jefferis@micropower.com.au

W: www.micropower.com.au

■ SECOM Technology

Jason Drew, Director

M: 0432 660 225; B: 1300 781 224

E: jason.drew@secomtech.com.au

W: www.secomtech.com.au

■ tic technologies.com

Serious about having a holistic internet solution to work for your business? Contact **tic technologies**. **tic** provides a range of web based solutions to suit you and your budget. **tic's** clients include small, medium and large organisations from a variety of industry types but has a passion for the Club industry! **tic** will be your web partner and provides ongoing support at no charge!

Rhonda Bowen

P: 02 9764 5240

E: Rhonda@tictechnologies.com.au

W: www.tictechnologies.com

INSURANCE

■ Scott & Broad

Mike Burgess, CEO

M: 0407 784 722; B: 02 - 9932 6444

E: mike@scottbroad.com.au

W: www.scottbroad.com.au

MARKETING & PROMOTIONS

■ GSL

Danielle Rayner, Managing Director

B: 02 - 8090 6533

E: danielle@gslsolutions.com.au

W: www.gslsolutions.com.au

■ Mailezy

Mailezy is a leading technological dynamo in the marketing world specifically set up to cut through everyday marketing clutter - graphic design, direct mail, print, email blasts or SMS messages.

Kim Limbrick, Key Account Manager

M: 0428 465 968; B: 07 - 5443 7337

E: sales@mailezy.com.au

W: www.mailezy.com.au

■ rawsuga

Kylie White, Customer Loyalty & Marketing Manager

M: 0416 061 010; B: 02 - 9659 2100

E: kylie@rawsuga.com.au

W: www.rawsuga.com.au

■ Strategic Rewards

Since 1980, **Strategic Rewards** has been providing Australian organisations with access to shopping discounts and lifestyle benefits. Today, more than one million Australian employees, or members, are enjoying their rewards.

Brett Foster - CEO

P: 03 - 8692 6600, M: 0414 210 051

E: bfoster@strategicrewards.com.au

W: www.strategicrewards.com.au

■ Instore Vision

Craig Burnard launched **Instore Vision** in 2007 in response to the growing demand for rich media content for the emerging digital signage industry and web marketing.

Craig Burnard, Managing Director

M: : 0421 960 182

E: craig.burnard@instorevision.com.au

W: www.instorevision.com.au

OFFICE EQUIPMENT

■ BBC Digital

Mitchell Toohey, National Account Manager

M: 0408 426 865; B: 02 - 8394 4950

E: mitchell.toohey@bbcdigital.com.au

W: www.bbcdigital.com.au

PRINT & DESIGN

■ Daily Press Group

Daily Press Group, one of Australia's leading design, print and distribution specialist printers for the Club industry, also prints and delivers the CMAA's **Club Management in Australia** (CMA) magazine to CMAA members and subscribers around Australia.

Wayne Knight, Managing Director

M: 0412 745 780; B: 02 - 9558 8419

E: wayne@dailypress.com.au

W: www.dailypress.com.au

SECURITY

■ Barringtons

Whether clubs are concerned with issues of legislative compliance, staff and patron safety, criminal wrongdoings or personal development, **Barringtons** can provide the best and most-appropriate solutions to the Club Industry.

Blayne Webb, Director

M: 0404 095 687 B: 02 - 9899 0600

E: Blayne@barringtongroup.com.au

W: www.barringtongroup.com.au

SUPERANNUATION

■ HOSTPLUS

The CMDA's **Major Sponsor**, **HOSTPLUS** is the industry superannuation fund for the hospitality, tourism, recreation and sport industries and is passionate about providing our members and employers with the best possible products and services. **HOSTPLUS** is one of Australia's largest super funds, with one million members, 80,000 employers and more than \$10 billion in funds under management.

Chris McManamon, State Manager

M: 0417 538 821; B: 02 - 8202 8700

E: cmcmanamon@mail.hostplus.com.au

W: www.hostplus.com.au

Jon Shevket, Manager New Business

M: 0410 609 743; B: 02 - 9893 1822

E: jshevket@mail.hostplus.com.au

W: www.hostplus.com.au

TRAVEL

■ CCM Travel

Catherine Mancuso, CEO

M: 0418 672 647; B: 02 - 9439 5100

E: catherine@ccmtravel.com.au

W: www.ccmtravel.com.au



Contact Evonne Bosnich - Sponsor & Membership Coordinator
P: 02 - 9746 4199 or E: evonne@cmma.asn.au
to notify of amendments to this Services Directory



Qld clubs lockout to go

QUEENSLAND'S CONTROVERSIAL 3am 'lockout' for hotels and clubs will be scrapped and trading hours wound back under a plan being considered by the Newman Government.

The *Gold Coast Bulletin* newspaper reported that an expert panel assembled by Attorney-General Jarrod Bleijie to help overhaul the state's liquor licensing has recommended the change in a move it says will curb alcohol-fuelled violence.

The panel – made up of police, the clubs and hotels industry and community groups – have recommended that all clubs close at 3am in a compromise between commercial interests and community safety.

The change also would make the 3am lockout, introduced by the Peter Beattie-led Labor Government in 2006, which has made little difference to the rate of drunken assaults.

About 100 Queensland clubs and hotel are licensed to trade past 3am, but customers cannot enter new venues after that time.

The panel also recommends an education program be combined with extra police and public transport to deal with the change, which will result in customers being asked to leave venues at the same time.

Clubs Queensland CEO Doug Flockhart, the panel spokesman, said the panel had also recommended a moratorium on extending trading hours be scrapped.

"The trading hours issue is probably one of the most contentious social issues," Mr Flockhart said. "Currently, there's a moratorium on applications for extended trading hours and that will expire at the end of December this year. If the Government does nothing, it means that the existing

legislation will kick back in, which will allow hospitality operators across the state to be able to extend trading hours again, anything up to 5am."

Mr Flockhart said the panel had strongly debated the recommendation to wind back trading hours to 3am but was chosen as "fair to all and commercially it still allowed operators to have viable businesses".

"We had police sitting with us around that table and others who were very comfortable with 3am [as a closing time]. "There was opinion shared around the table that between 3am and 5am there's a significant amount of lawlessness and assault that actually happens in that time," Mr Flockhart added.

The only exception to the proposed changes would be casinos which have a special licence enabling them to trade 24 hours.

The recommended changes partly mirror the Newcastle model which slashed the rate of alcohol-fuelled assaults by more than one third.

The change in trading hours and the scrapping of the moratorium also means clubs and hotels previously prevented from opening later will have a chance to apply to extend their closing time until 3am.

But Mr Flockhart said it did not mean every licensed venue in Queensland would start trading until 3am. "It's about flexibility and commercial reality comes into it," he said. "Even though you might apply to trade until 2am, that doesn't mean you are going to do that seven days a week because there's just commercially ... more often than not, no market for it."

Queensland Attorney-General Jarrod Bleijie said no decision had been made on the recommendation. "I am considering the report and recommendations," Mr Bleijie added. ■



■ JARROD BLEIJIE

Clubs offering bright future for war veterans

FORMER MEMBERS of the Australian military, including those who have served in Afghanistan, can expect a smoother transition to the civilian workforce with some help from the NSW Club Industry.

Canberra's *Northside Chronicle* newspaper reported that the *Securing Our Veterans' Future* Program – an initiative of ClubsNSW, RSL & Services Clubs and the NSW Government – aims to provide work to veterans who are looking for a new career, wanting to gain further skills, or simply wish to undertake employment while studying or considering their next career move.

ClubsNSW CEO Anthony Ball said the Club Industry had a proud tradition of supporting veterans and their families.

"The next decade will see more young Australian combat veterans in our community than at any time since the end of the Vietnam War," Mr Ball said. "Clubs recognise that our young veterans were leaders overseas, and that

these men and women are ideally placed to become community leaders at home."

Mr Ball said NSW clubs could provide a diverse range of jobs and training for young veterans that were not available in other industries.

"While the not-for-profit Club Industry is leading this initiative, we'd like to see other businesses take up this program as well," he said. "What local clubs see, and what businesses should see, is that the skills and strengths that former defence force personnel have, thanks to their time in the military, can be assets to civilian businesses as well."

Queanbeyan Leagues Club General Manager Jeremy Wyatt noted the high levels of representation of defence personnel in the Queanbeyan and Canberra region. Mr Wyatt said his club intended to support the initiative, as it would benefit the club and the broader community, and would offer a range of potential jobs.

"Anything from chef work through to managerial positions ... once you look at skills people have learned in the defence force, while they might not

specifically be getting certificates, the skills themselves are quite transferrable into most workplaces – not just clubs," he said.

Mr Wyatt said the Queanbeyan Leagues Club already employed several casual employees who also served in the Australian Defence Force, along with a chef who had previously served. "It's a good initiative – we'd be more than willing to have a look at people's resumes and see where we can fit them into club operations," he said.

Member for Monaro John Barilaro welcomed the initiative, saying it would assist ex-Australian Defence Force personnel with moving back into civilian life. "As our troops return from Afghanistan, it is important to show that the community is listening to the needs of veterans and helping them connect with the society they have served," he added.

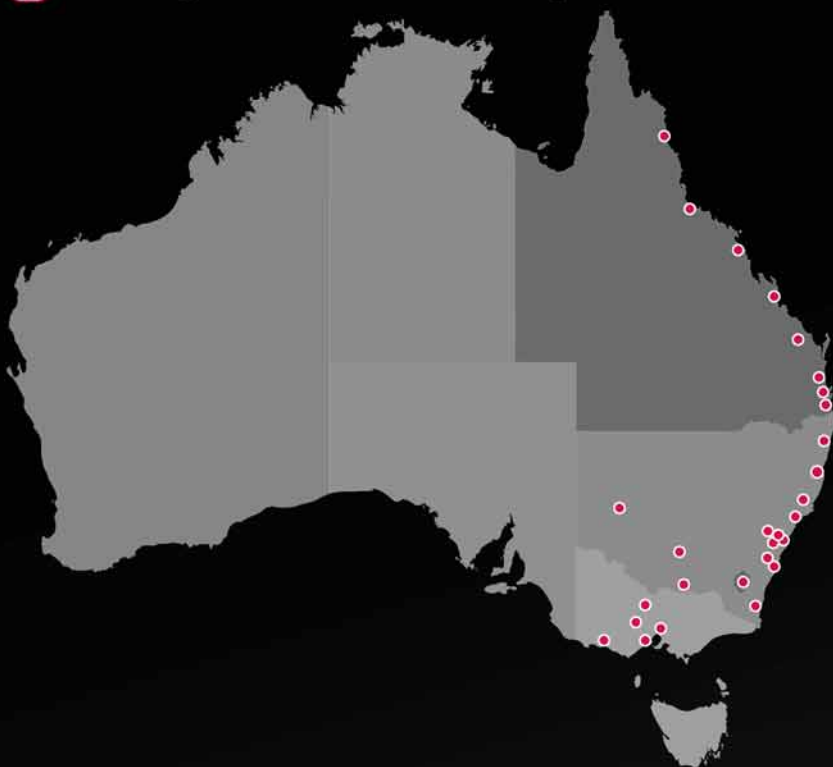
The *Securing Our Veterans' Future* program also is open to spouses of ADF members or contemporary veterans.

For information on how to apply for the program, go to the ClubsNSW website – www.clubsnsw.com.au ■

Armed Robbery Survival Skills

IS YOUR CLUB PREPARED?

- ✓ Our Armed Robbery Survival Skills training program is available Online & Face to Face.
- ✓ Our Face to Face training program is Nationally Recognised.
- ✓ Client specific (customised) Face to Face and Online programs for your club.
- ✓ Unlimited access (24 hours x 7 days) to our online program for your staff for revision purposes.
- ✓ Your enquiries are maintained by our Account Managers.
- ✓ We have trained in excess of 30,000 people in Face to Face programs.
- ✓ Training to be held at a club near you.



For More Information

Please contact Kay Moultrie for more info:

Ph: 0449 913 856

E: enquires@barringtongroup.com.au

BARRINGTONS

WWW.BARRINGTONGROUP.COM.AU



TRAINING LOCATIONS

QLD

- Gold Coast
- Brisbane
- Townsville
- Cairns
- Sunshine Coast
- Bundaburg
- Rockhampton
- Mackay

NSW

- Illawarra
- Far South Coast
- Riverina
- Murray River
- Southern Highlands
- Western NSW
- Far North Coast
- Mid North Coast
- Sydney - South
- Sydney - North
- Sydney - West
- Sydney - Inner West
- Newcastle
- Central Coast

ACT

- Canberra City

VIC

- Melbourne
- Geelong
- Bendigo
- Ballarat
- Warrnambool

Major Sponsors &
training provided in
partnership with CMAA





Tackling the effects of the federal government's ATM limits >

How would it affect your business if your customers had thousands of dollars less per week to spend in your premises?

Around Australia, pubs, clubs and hotels are preparing for the effects of ATM withdrawal limits imposed under the Federal Government's National Gambling Reform Act (2012). Depending on the size of your business, this new legislation could result in a drop in available cash at your premises ranging from tens of thousands to millions of dollars per month, leading to a potential reduction in your customers' spend at your site.

While it should be expected that customers will adjust their behaviour to reduce the impact to themselves, venue owners should also take proactive steps to minimise their potential impact.

Impact to a large business¹

Based on customers' current transaction behaviour, under the new restrictions, a large business could see approximately 1,149 transactions per month declined (because they total more than \$250).

This equates to \$341,488 per month in cash that may no longer be available to be spent in your premises.

What you can do about it

There are three types of alternative cash access solutions available in the market today. Based on research conducted in Victoria after similar legislation was passed², recovery rates are highest for the customer access type of solution. These dedicated POS cash-out systems can deliver a return rate as high as 98% (significantly higher than for over-the-counter or split transaction systems).

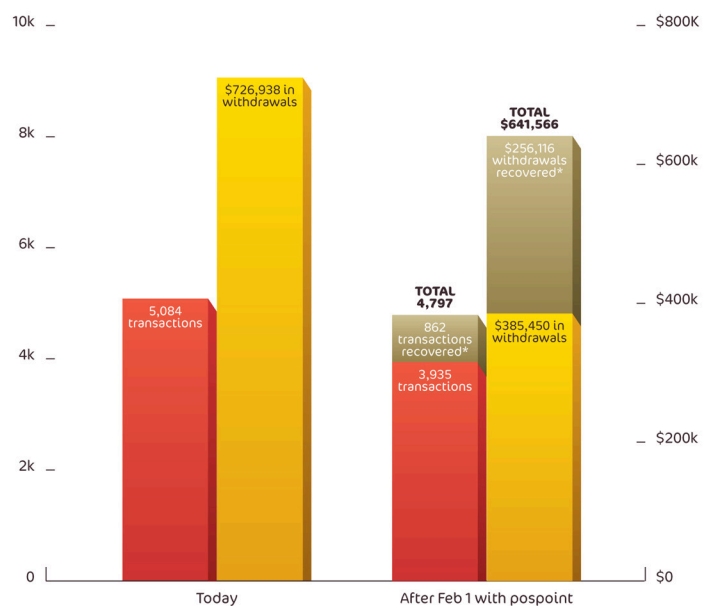
To recover the loss of available cash, a customer access solution with a recovery rate of 75% could deliver \$256,116 per month or \$3,073,392 per year in retained cash availability to the average large business.

Cashcard's solution

Cashcard's dedicated point-of-sale solution enables high cash recovery rates. Using a sleek and streamlined solution, customers can access their cash either over the counter or directly via the dispensers to increase the likelihood of transaction completion.

While the simple user interface allows cashiers or bar staff to dispense cash easily and quickly.

Example scenario (monthly) >



Contact us today to receive a personalised assessment of the impact to your business, or to find out more about how to minimise the impact to your business with our customer cash access solution.

Call > 1300 655 627 Email > sales@cashcard.com.au Visit > cashcard.com.au/pospoint

1. Figures based on Cashcard ATM network data. A large transacting business is defined as a business with approximately 5,000 ATM transactions per month.

2. Figures based on aggregated eCash POSpoint network data from Victorian sites that deployed the POSpoint solution after ATMs were removed from their premises in 2012.

Please note that this analysis is indicative only, and based on historic transaction volumes and cardholder behaviour. We cannot predict any changes in behaviour that may occur following the implementation of this legislation that may impact the actual outcome. As such, this analysis is presented for your information only, and should not be treated as a prediction of future performance.

SNAP FRAME



More colours and sizes online

Product	Size	Price
PSS4	A4	\$13.00
PSS3	A3	\$17.00
PSS2	A2	\$26.00
PSS1	A1	\$34.00
PSS0	A0	\$72.00
PSSH1	Half A1	\$28.00

MENU BOARD



Product	Size (mm)	Price
NBAB3	297 x 420	\$36.00
NBABHA1	297 x 841	\$58.00
NBAB69	600 x 900	\$95.00
NBAS69	600 x 900	\$95.00

COMMERCIAL GARBAGE BINS



Product	Description	Price
BINDS	Stainless Steel Dome Bin 72 Litre	\$155.00
BINDB	Black Dome Bin 72 Litre	\$145.00
BINES	Silver Euro Bin 12 Litre	\$28.00
BINEB	Black Euro Bin 12 Litre	\$28.00

LIGHT BOXES



Product	Size	Price
LBM3	A3	\$180.00
LBM2	A2	\$230.00
LBM1	A1	\$390.00
LBM0	A0	\$650.00
LBMH1	Half A1	\$230.00

Product	Size	Price
LBMB3	A3	\$180.00
LBMB2	A2	\$230.00
LBMB1	A1	\$390.00
LBMB0	A0	\$650.00
LBMBH1	Half A1	\$230.00

CIGARETTE BINS



Product	Description	Price
CIG1	Curved Cigarette Bin	\$95.00
CIG2	Tube Cigarette Bin	\$110.00
CIG2S	Tube Cigarette Bin on Pole	\$130.00



MultiDeluxe

a new standard in multigame machines

MultiDeluxe by SHFL entertainment is setting a new standard for multigame play.

Bringing together the top two performing standalone progressive games - 88 Fortunes and 5 Treasures - as well as the latest game in this phenomenal series, Diamond Eternity. MultiDeluxe is triple the value, not triple the price!

**88
FORTUNES**

**5
TREASURES**

**DIAMOND
ETERNITY**

For more information contact your NSW Account Executive or call (02) 9773 0299

A Better Game...

 **SHFL**
entertainment