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

**CMAA**  
AUSTRALIA

February 2013  
Vol 119, No 244

# All roads lead to 2013 Conference



## CMAA EXPO SPECIAL

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**THE FEDERAL**  
Government's  
*National Gambling Reform Bill 2012*  
received Royal Assent

in December and is now law. The legislation represents a significant improvement on the original Gillard-Wilkie Agreement that would have required mandatory pre-commitment (MPC) technology on all gaming machines by 2014. The *National Gambling Reform Act 2012* establishes a framework for the introduction of state-linked voluntary pre-commitment (VPC) systems in each state and territory jurisdiction, a \$250 daily withdrawal limit on ATMs in gaming machines venues and electronic warning messages on gaming machines ...



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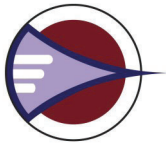
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**CMAA UPDATE**

## ***CMA Magazine* heads 'back to the future'**

**IT'S 'BACK** to the future' for *CMA Magazine* as we present a 'new-look' with a return to the traditional A4 page size. *CMA Magazine* changed from A4 to the smaller paging format three years ago when we joined forces with our printer Wayne Knight at Daily Press Group, graphic artist Su Formica and the talented IT team at Insite Digital to take the magazine into the online world. We reduced the size to make it easier for CMAA members and magazine subscribers to read online. However technology advances make it just as easy to read the edition online as an A4 product and we are returning to a format that offers more space and more reading value for each page. The edition is still available online at [www.cmaa.asn.au](http://www.cmaa.asn.au) and to help your options for dealing with our advertisers, you can click on their ads and be hyperlinked to their websites. It's all part of the service. Don't forget that archives of *CMA Magazine* dating back to November 2005 also are available on the *CMA Magazine* webpage. We haven't made major changes to your *CMA Magazine*, but we hope you enjoy your reading in 2013 and beyond. And don't forget that the **CMAA Facebook** page and **CMAA 'App'** have made quite an impact and impression with our members and the Club Industry. Take a look at the **CMAA Facebook page** - <https://www.facebook.com/#!/pages/Club-Managers-Association-Australia/377357489009341?fref=ts> - and don't forget to 'LIKE' us before you sign off. You can download the CMAA 'App' at <https://itunes.apple.com/us/app/cmaa/id580930176?ls=1&mt=8>. You can access both the Facebook link and App from the icons at the top left of the CMAA home page - [www.cmaa.asn.au](http://www.cmaa.asn.au). ■

- **PETER SHARP, Editor**



## **Expo could be ticket to paradise**

**THE CMAA AGM, Conference & Hospitality Expo - March 12 & 13 - at Darling Harbour** is the first major event on our 2013 Calendar. All CMAA Member and Expo Delegates will be provided with a '**Sponsors Passport**' that offers all members the opportunity to win a Hamilton Island holiday for two - including flights and accommodation. By attending all '**Sponsors Passport**' Expo stands and having your '**Sponsors Passport**' stamped at the Expo stand, everyone will go into the draw to win the Hamilton Island holiday for two, along with an impressive range of other prizes. **Robert Oatley Vineyards**, which recently stepped up from National Bursary Sponsor to Career Development Sponsor, is providing the world-class accommodation on Hamilton Island, while National Bursary Sponsor, **CCM Travel**, is providing the travel component. There's also a **Samsung Galaxy 'Tab2' 10.1** on offer as a Conference Registration incentive. The '**Tab2**' packs a 32-gigabyte multi-media communication and top Internet functionality in the one highly portable personal tablet device. Another of those great prizes is tickets and corporate hospitality to the Sydney round of the **2013 State of Origin** rugby league series and the **NRL Grand Final** at ANZ Stadium. It all starts at the **CMAA's 2013 AGM Conference & Hospitality Expo** next month, so be sure to log on to the CMAA website - [www.cmaa.asn.au](http://www.cmaa.asn.au) - and book your Conference registration or Hospitality Expo Stand. Go to **page 31** for more information. ■





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## NSW Liquor Act improves chance for better behaviour

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

**THE ANNOUNCEMENTS** and issuing of guidelines for changes to the *NSW Liquor Act* to allow refusing entry, patron bans and barring right on Christmas continues the heightened awareness campaign through the media for improved patron behaviour and self-responsibility for an individual's conduct.

Over the years I'm sure many managers, particularly in country towns and in conjunction with publicans and other licensees, formulated their own version of informal multi-venue bans. The multitude of issues, exposure to litigation and anti-discrimination actions which were impediments to prevent the informal processes have now been removed.

It is appropriate that the legislators are now making things happen, instead of hiding behind red tape.

Of course, there remain issues with a club disciplining a member that has caused troubles elsewhere while they may have a good behaviour record at their own club. Clubs will have to make those decisions based on the model that is finally enacted.

What has been reinforced is an issue that the CMAA sought from the legislators many years ago.

There has always been an issue with clubs with club constitutions when it comes to disciplining members and a Board of Directors not acting consistently - for whatever reason - when it came to member discipline.

Originally included in the *Registered Clubs Act* and now Section 77 of the *NSW*

*Liquor Act*, an authorised person may refuse to admit, or may turn out, any person that is intoxicated, violent, quarrelsome or disorderly. More importantly, that person can be refused admission in the future.

Under the new guidelines, Section 77 of the *Liquor Act* will also be used to introduce the new multi-venue strategy.

Clubs and managers should rely on Section 77 of the *Liquor Act* instead of their constitutions when dealing with patrons that fit within the criteria of being intoxicated, violent, quarrelsome or disorderly. Section 77 also covers patrons who smoke, or a patron who uses, or has in his/her possession, a prohibited drug.

What also has been highlighted in the new guidelines is the need for consistency when dealing with patron behaviour.

Advice from a CMAA Member recently detailed his current experience of dealing with a vexatious member who has been dealt with by the club's Board, yet continues to lodge complaints to any organisation - including Government - that deals with clubs.

This situation has now placed the manager in the circumstance of being a respondent to an Apprehended Violence Order before the Local Court.

Our member's concern is clearly that he has had to attend the local Police Station and will have to attend Court to have this matter dealt with appropriately. While having the support of the club's Board of Directors and good

legal advice, it is he who has been subjected to the stress and inconvenience.

All members are urged to make themselves familiar with the banning order guidelines (see **page 44**), particularly the common law rights that non-members enjoy.

It is hoped that through the pro-active education of patrons that there will be less exposure of members and their staff to troublesome members.

**MEMBERS WOULD**, by now, be aware that the CMAA has lost one of the very valuable members of the organisation. Marketing & Sponsorship Manager Shannon Donato has left the CMAA to take a senior role with South Sydney Rabbitohs rugby league club.

Shannon came to the CMAA with a very clear brief to review and restructure the CMAA Sponsor partnerships with the Association.

Shannon leaves the CMAA having completed the short-term objects and restructuring key areas of partnerships and membership for the future.

It became evident soon after he arrived at Sydney Olympic Park that Shannon's services were much sought after by a number of NRL clubs and that the time we had with Shannon would be a valuable experience for the CMAA.

The only consolation in losing Shannon is that he has joined the Rabbitohs.

The Executive - individually and collectively - have expressed to Shannon our appreciation of the professional manner that he attended to his duties while with the CMAA. He leaves with the thanks and best wishes of everyone at the CMAA. ■

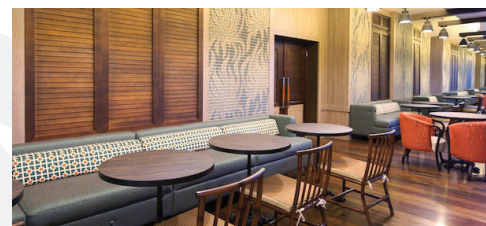
➤ **BILL CLEGG, ACCM**, is the CMAA Federal President, a CMAA Life Member & General Manager at Randwick Labor Club



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# Another year of challenges for managers and industry

The Executive Officer's Desk with RALPH KOBER

**WELCOME BACK** to another year of what is shaping up as one of enormous challenge for all club managers and their clubs. It's a Federal Election year, so it will be interesting as to how the major parties approach the various issues they face. There will, no doubt, be a tussle between the Government and the Club Industry regarding the implementation of some of the changes that the recently passed *National Gambling Reform Bill 2012* (see **page 18**) legislation contained, particularly the limits of ATM withdrawals to \$250 per day from February 2014; introducing the network that will support the state-wide voluntary pre-commitment system; and the pre-commitment system itself.

**THERE ARE** a number of significant events and opportunities on offer this year from the CMDA, including the annual Darling Harbour Conference, AGM and Expo in March, the Mid Year Conference at Jupiters in July and many topical management discipline summits and courses scheduled across the states. Late last year the Association launched its **Facebook** page that will serve as an information channel for these activities, as well as displaying all of the CMAA's Zones photo gallery and events. Further to that initiative, the launch of the **CMAA Mobile Application** to phones and iPads is proving popular with more than 500 CMAA members downloading the free app since December from the iTunes Store for easy referral while away from their computers at work and at home. These media will improve communication to all members from head office and ensure all members have access to the latest developments and news from the Association.

**AGAIN LATE** last year, the Association launched a fantastic **'Member Get Member'** program to help build on the existing membership base to ensure the Association remains vibrant and offsets the loss of many of its senior members looking to retire in the next few years - that number close to 500. An incentive program for existing members to actively recruit potential members will ensure that members will act as ambassadors and be rewarded for their referrals through discounts towards course and conference registration and any other CMDA activity, as well as the new member themselves. Again, information on this initiative is available

on the CMAA **Facebook** page and on line at the CMAA website - **www.cmaa.asn.au**.

**BY THE** time this *CMA Magazine* edition hits your desk, Sponsorship & Marketing Manager Shannon Donato - 'No.9' - will have taken up a role with the South Sydney Rabbitohs Football Club as its General Manager of Community Engagement, responsible for the football club's off-field activities. Shannon says it was simply too good an offer to refuse, after being repeatedly approached over 2012 by a number of NRL clubs to come to work with them. As a former Souths junior and first grade player, Shannon couldn't resist the opportunity and rise in responsibility that the role offers. We all wish Shannon well and hope that the club gets to win its long overdue premiership in 2013! In announcing Shannon's resignation, I also can announce his replacement in the role of Sponsorship & Marketing Manager. Shane Skeen has accepted the position and will commence his new role on February 4. Shane worked with Shannon at Panthers in the club's Sponsorship & Marketing team. Shane is very experienced in member services and comes highly recommended. We wish Shane well and look forward to his work with CMAA members and our CMDA Sponsors.

## Humble Beginnings

### *Genesis & History of the CMAA - 1959 to 2005*

The registered office of the Association was 7 Allan Street, Sylvania - the home of Arthur Justice, Secretary. The small group of Club Managers who formed the Club Managers' Association were driven men - driven by a desire to gain a professional standing for the industry they loved and to build security for themselves and their fellow Managers in their chosen profession.

The most ardently driven of these was Mr Norman Robinson who, in the face of criticism and ongoing rejection from many in the industry, was at the helm of the Association for 14 years. His fervour for being wholly involved in what he believed in remained with him until his retirement.

On handing over the reins of the Presidency to Mr Lesley Evennett in 1974, he said: "We must be a strong



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national organisation and then we can bargain with employer organisations. I am filled with pleasure and pride that our organisation is now firmly established on a national basis. Our conditions are not what I'd like them to be, but they have improved."

Mr Robinson recalled that many people in the profession - as white-collar workers - were afraid of the words 'trade union'. A moulder by trade, he had been connected with trades unions for 50 years and had been President of one of the most militant unions, the Tally Clerks' Union, for seven years.

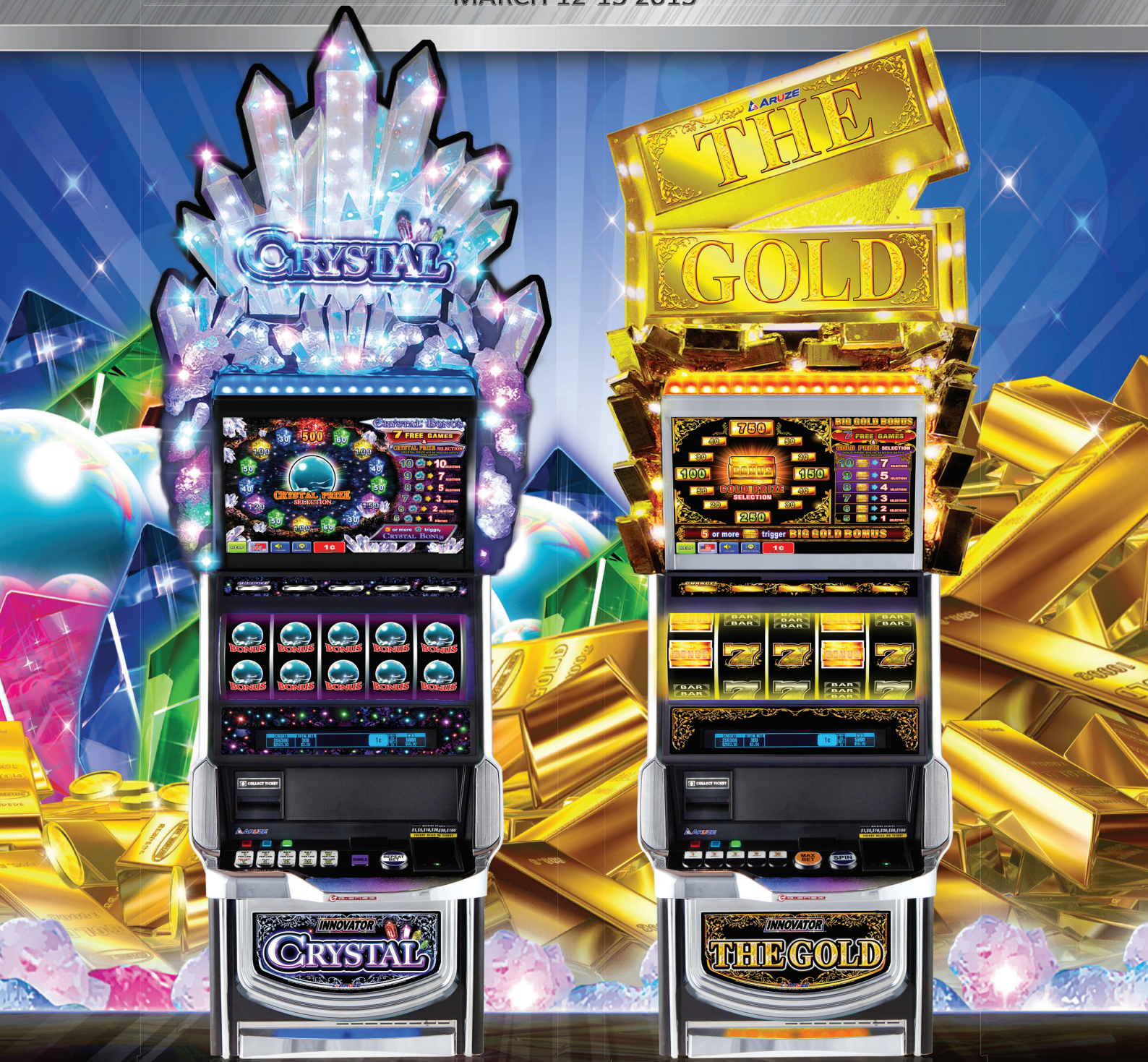
"When we formed the CMAA," he said, "bank clerks weren't properly organised and only recently we heard of them taking the unprecedented step of going on strike. Unionism can be accepted by every man who works for a livelihood. When this Association formed, there were men on committees who were casting envious eyes on Managers' positions. That is one of the reasons why we organised. Only through the efforts of 'Snowy' Justice as Honorary Secretary was this organisation able to get on its feet financially. Our finance came from the journal, which 'Snowy' edited, and we all acted as advertising salesmen." ■

**THE 2012 CMAA Annual Report** will, for the first time in 2013, be published in an online version only. The Annual Report will be posted on the CMAA website - **www.cmaa.asn.au** - by the 3rd week of February 2013.

Anyone with a question relating to the Association's accounts, should submit that inquiry in writing to the Executive Officer, Ralph Kober at **ralph@cmma.asn.au** by March 1, 2013.



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## CMAA UPDATE



# It's farewell from me, but the show goes on

**The Business End** with SHANNON DONATO

**I WRITE** this month's article to let you know that Friday, January 18, was my last day at the Club Managers' Association.

I felt my magazine article was the best forum to let everyone in the 'CMAA Family' know at the same time.

Just before Christmas I was offered a General Manager role at the South Sydney Rabbitohs overseeing their community programs. Being a South Sydney man for life, this was an offer to good to refuse. (Although, I should admit I also still have a soft spot for the Panthers and Sharks, too). I have loved every minute of working with the CMAA and this was a very difficult decision for me – especially considering the great people I have had the opportunity to work with and meet at the CMAA.

Executive Officer Ralph Kober, the rest of the CMAA management team and Federal Executive are, by far, the best employers I have ever had the pleasure of working with and for. I have learnt an enormous amount from their professionalism, skill and supportive approach to the workplace, which I will take with me in my future career. I have, in the past 18 months, seen the CMAA move forward in leaps and bounds. Financially, the Association is in its strongest position in years. Revenue and profits are up; costs are down; and, equally important, we have a much stronger membership and sponsorship program than ever before. All of which is a testament to the expertise, commitment and passion of our senior management and the Federal Executive. I have worked hard to play my role in the successful (on-going) evolution of the Association and I will watch (and support) with keen interest the CMAA's progress. I am certain my successor, will continue to offer you the same level of support that I have worked to provide during my tenure and trust that they – and the CMAA – can rely on your continued support along with the Association generous and impressive stable of supporters. I greatly appreciate the friendships I have made within the CMAA Family, particularly our many members and sponsors. I leave the CMAA with great new friends, experiences and memories and plan to stay in contact with as many of you as possible. Thank you again for your support and friendship over the last 18 months - Sincerely, Shannon

## 2012 ACE Awards

**ONE OF** the roles and new experiences that I have enjoyed since joining the CMAA was as a member of the **Australian Club Entertainment (ACE) Awards Committee**. It certainly wasn't something that was on my 'radar' when I arrived at Sydney Olympic Park but became a labour of love, working with Bill Clegg and the ACE Committee to present the annual awards dinner at The Juniors in March last year. As the song says ... 'oh, what a night!' ... the showroom was packed to bursting, the show was brilliant. And, it's on again next month ... the 15th annual **ACE Awards** dinner, at The Juniors @ Kingsford on **Wednesday, March 20**. It's **THE** highlight event for talented and hard-working entertainers and acknowledges their contribution to the Club Industry. Following the sell-out entertainment spectacular when the awards dinner moved to The Juniors last year, the club's management and events organising team – led by CEO Geoff Knight and Marketing & Entertainment Manager Brad Stanford – are again working overtime to match the experience and occasion in 2013. When legendary entertainment host and newscaster Brian Henderson appeared to present The Delltones with the **ACE Lifetime Achievement Award** last year, the event attracted headlines across the Sydney social media. Major sponsors of the **2012 ACE Awards** again are the CMAA and ClubsNSW. Second round voting for the 2012 categories opened on January 7 and closes on February 15 at [www.aceawards.com.au](http://www.aceawards.com.au). The first round of online voting closed on December 14. The **ACE Awards Committee**, chaired by CMAA Federal President Bill Clegg, has added two significant categories to the 2012 Awards ...

- **ClubsNSW Venue Award for Excellence & Commitment to Entertainment.**
- **Touring International Artist Award.**

Tickets to the gala presentation event went on sale on February 1, with the online booking link and direct phone contact available at the ACE Awards website – [www.aceawards.com.au](http://www.aceawards.com.au)

For information on the **2012 ACE Awards**, contact **Maria Pena** at ClubsNSW P: **02 - 9268 3010**; E: [mpena@clubsnsw.com.au](mailto:mpena@clubsnsw.com.au) ■



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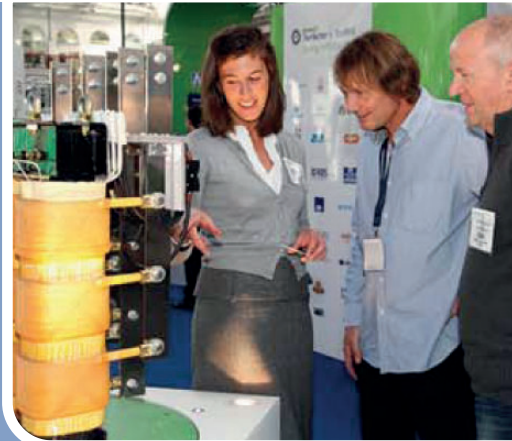
The agreement means improved operational efficiency and extends the existing agreement for the exclusive use of **powerPerfector's** Voltage Power Optimisation technology in Australia and New Zealand.

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"Given the heritage we have built up over that time, rebranding is not a decision we've taken lightly. However, we have no doubt that aligning with **powerPerfector**, the world's leading provider of voltage optimisation equipment, will mean an improved service for new and existing clients."

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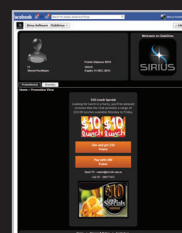
### SIRIUS Member Kiosk App

Self Service Kiosk application integrating venue promotions and digital marketing.



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for a free cost and workflow analysis, to get a quote on a product or simply for any print related advice.

**FOR MORE THAN 30 years BBC Digital** has been providing printers, copiers, scanners and fax machines. The strategy has been - and continues - to be proactive, rather than reactive. **BBC Digital** offers complete workflow solutions covering the three key areas of document control ...

- **BBC Digital** carries the latest hardware and consumables in printers, copiers, scanners, and fax machines;
- **BBC Digital**-managed print solutions can optimise devices, workflow, and maintenance to control cost;
- **BBC Digital** business automation and management provides software solutions to capture data directly into business systems.

**BBC Digital** uses experience and technology partners to help assess a business situation, makes suggestions on how to use current devices and offers more-efficient and cost-effective equipment, if needed. Whether its **BBC Digital's** tools to drive productivity or cut costs, **BBC Digital** can save businesses time and money.

Exclusive to valued customers, **BBC Digital** offers a true in-house method of acquiring office automation technology. This is not re-badged, or an underwritten third-party offering, but a close-knit arrangement with the business that services hardware and solutions and is the company that provides the print management/rental agreements.

**BBC Digital** is the most flexible offering on the market, considering changing needs and business uniqueness because not all businesses are the same. Whether it's acquiring ex-rental equipment or new, it makes no difference to **BBC Digital**. Print management/rental agreements are flexible, easy and as simple as **BBC Digital**.

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*eConsumables* helps provide business with better stock management. With *eConsumables*, devices automatically notify **BBC Digital** when you are running low, allowing the correct toner to be sent. This means MFDs are always ready to be utilised.

*eMonitoring* is a dedicated web portal that enables status checks of devices and manages them online at anytime. With this easy-to-use portal checks also can be made on areas such as meter reading history, fault reports and consumables levels all from a business workstation.

### We Take 'Green' Seriously

**BBC Digital** can help in three ways ...

*1 - A more efficient business uses less ...* Making businesses more efficient in paper use, toner use and printer life is one way of helping the environment. **BBC Digital's** Workflow Analysis is guaranteed to find savings in a business - savings earned through the more-economical use of resources. And that's good for everybody. Other initiatives include document management and statistics capture systems, reducing the need for additional paper files.

*2 - Refurbishing & recycling ...* Demonstration machines and ex-rentals can live again. Many printers can be refurbished and upgraded to the latest software and firmware, with considerable savings for business. **BBC Digital** also works closely with 'Close the Loop' to recycle toner cartridges etc.

*3. Supporting our suppliers green initiatives ...* Among the initiatives **BBC Digital** supports are ...

- **Canon** has several programs that **BBC Digital** supports, including Byteback (a takeback scheme for IT equipment), laser cartridges recycling through Canon's 'Cartridges 4 Planet Ark', effective stewardship of all end-of-life batteries through Canon's Australian Battery Recycling Initiative that uses recovery mechanisms capable of maximising the value from re-use of finite resources and no batteries to landfill.
- **Lanier's** Green Partnership Concept, which aims to reduce environmental impact by producing and selling products with a low environmental impact. Through 'green procurement' Lanier attempts to procure raw materials from suppliers that have sound Environmental Management Systems, and use materials that have a lower environmental impact. Lanier's partnership includes a 'take back' of used printers which are then recycled. ■



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# National Gambling Reform Bill to enforce VPC technology by 2014

**THE FEDERAL** Government's *National Gambling Reform Bill 2012* received Royal Assent on December 12, 2012 and is now law. The legislation represents a significant improvement on the original Gillard-Wilkie Agreement that would have required mandatory pre-commitment (MPC) technology on all gaming machines by 2014. The *National Gambling Reform Act 2012* establishes a framework for the introduction of state-linked voluntary pre-commitment (VPC) systems in each state and territory jurisdiction, a \$250 daily withdrawal limit on ATMs in gaming machines venues and electronic warning messages on gaming machines. The *Act* only provides an overarching framework for the introduction of these measures as the majority of the specific compliance requirements will be detailed in regulations yet to be formulated. The consultation process and drafting of the regulations will start this month.

Notwithstanding the lack of detailed regulations, the impact on clubs includes ...

## Voluntary Pre-Commitment

- All gaming machines within a particular state or territory are required to be part of a state-wide pre-commitment system by December 31, 2018, with extended deadlines for small venues (see compliance deadlines below);
- The pre-commitment system must provide a facility for players to register for a card and set limits on their gaming machine expenditure;
- Registration for the pre-commitment system is voluntary for players. Players will be able to choose whether they want to set pre-commitment limits on their expenditure;
- Players will be able to play a gaming machine using cash without the need to register for a pre-commitment card or set expenditure limits;
- When a player reaches his/her pre-commitment limit, the system must prevent further play while his/her card remains inserted in the gaming machine. However, there is nothing to prevent the player from removing his/her card and continuing to play the gaming machine;
- The State Government will have the responsibility for approving the state-linked pre-commitment system that links all of the club, hotel and casino venues in this State;
- There are no penalties for clubs if an approved state-linked pre-commitment system does not exist.

## Dynamic Warning Messages

- All gaming machines are required to provide dynamic warning messages by December 31, 2018 with extended deadlines for small venues (see compliance deadlines below);
- A trial of dynamic warning messages is scheduled to take place in Queensland starting in April 2013. The trial result will be used to inform the development of the regulations that will specify the form, frequency, content and positioning of the warning messages.

## Gaming Machine Compliance

- To be compliant with the legislation a gaming machine must

be capable of interfacing with the state-linked pre-commitment system and delivering dynamic warning messages;

- The legislation does not mandate the replacement of existing gaming machines. The forthcoming regulations will provide specific details of what is required to make gaming machines pre-commitment capable;
- It is highly likely that compliance can be achieved, either directly via gaming machine upgrades, or indirectly via in-venue gaming system upgrades;
- Most clubs with existing in-venue systems would prefer to achieve compliance via system upgrades. Small clubs that cannot afford to install or maintain a system would prefer to be able to achieve compliance via upgrades to their gaming machines;
- The Club Industry will advocate for regulations that provide clubs with the flexibility to choose the technological solution that is most cost-effective according to their specific needs. The full extent that existing in-venue systems and gaming machines can be upgraded to make them compliant with the legislation will not be fully understood until after the regulations have been drafted in 2013. The Club Industry has started discussions with the Commonwealth and State governments and with gaming machine manufacturers and systems suppliers that must sell only compliant product by the end of 2014 to provide more information on the standard of compliance so clubs can plan future equipment and technology purchases. At this early stage, it is recommended that clubs discuss compliance options with their equipment and technology providers to identify their options and potentially the most cost-effective solutions for them.

## Gaming Machine Compliance Deadlines

- All new machines/technology for sale or import into Australia must be pre-commitment compliant by December 31, 2014;
- Venues with 21 or more machines - all machines must be compliant by December 31, 2018;
- Venues with 11 to 20 machines - all machines must be compliant by December 31, 2022;
- Venues with 10 or fewer machines - will need to ensure all new machines installed on or after December 31, 2022 are compliant;
- If a venue reduces the number of gaming machines operating at the premises to between 11 and 20 - the December 31, 2022 compliance deadline applies;
- If a venue reduces the number of gaming machines operating at the premises to 10 or less - only new machines installed on, or after, December 31, 2022 need to be compliant. However, the reduction in the number of machines must occur before December 31, 2022.

## ATM Withdrawal Limits

- The legislation requires that all ATMs located in gaming machine venues (except casinos) must have a \$250 daily withdrawal limit by February 1, 2014;
- EFTPOS cash withdrawals are not subject to the \$250 daily withdrawal limit;
- The *Act* allows for clubs to apply to the regulator for exemptions to the ATM withdrawal limits where the limits will cause unreasonable inconvenience to members of the community where the premises are located;
- ClubsNSW already has written to the NSW Government seeking discussions on the exemptions and will provide further advice on the exemption application process;
- Clubs are advised that the legislation contains an anti-avoidance provision that allows the Regulator to capture ATMs that are located outside the premises with the intention to avoid the withdrawal limit. ■

► **Industry says timetable 'unfair' - page 20.**

The legislation does not mandate the replacement of existing gaming machines. The forthcoming regulations will provide specific details of what is required to make gaming machines pre-commitment capable;



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### Industry says new pokies timetable unfair

**THE FEDERAL** Government's 2016 deadline for introducing voluntary pre-commitment (VPC) technology on poker machines does not provide sufficient time for venues to comply.

Clubs Australia argues that under the terms of legislation introduced into Parliament on November 1, all 198,000 poker machines in Australia must include technology that offers the gambler the option of pre-setting a limit that if reached, locks them out for a period of 24 hours.

Clubs Australia said that while it is broadly supportive of VPC technology, the law means that in 2016 many clubs will be forced to spend millions of dollars replacing machines that they had not budgeted to replace for many years to come.

Clubs Australia Executive Director Anthony Ball said a fairer method would be to require all new poker machines be equipped with voluntary pre-commitment, but to allow all remaining machines to be phased out of their natural life cycle. "The Productivity Commission, in its support for voluntary

pre-commitment, proposed a timeline of six years," Mr Ball added. "While this is itself too short for many clubs, it would be a sufficient time for the majority of clubs to fast track the replacement of their poker machines."

ClubsACT warned that the long delay in finalising the Gillard Government's gambling package puts the territory's proposed trial of mandatory pre-commitment (MPC) technology in doubt, with a federal election coming next year.

In deciding whether it should sign-off on the pilot scheme, ClubsACT Chief Executive Officer Jeff House said his organisation was mindful that it could be swiftly axed by a new Coalition government.

But Gaming Technologies Association (GTA) CEO Ross Ferrar said that in any case, the ACT field trial had no chance of starting in February 2013 because the ACT has no centralised monitoring system and there are no field trial specifications. "It will take at least a year from when specifications are agreed, for the first redeveloped game to be approved and available," he added.

Mr Ferrar said the measures contained in the legislation put forward by Labor would not assist problem gamblers. "A problem gambler who can afford to spend \$5, but spends \$10, is still a problem gambler," he added. ■

**- National Gambling Reform Bill 2012 is now law – page 18.**

### \$48 million for gambling counselling services

**THE OFFICE** of Liquor, Gaming and Racing (OLGR) is assessing applications for tenders – worth more than \$48 million – for organisations to provide high-quality, free counselling and support services for NSW problem gamblers and their families. NSW has 46 problem gambling counselling and support services operating at more than 200 locations across the state, funded through the Responsible Gambling Fund, with funding agreements due to expire on June 30, 2013. NSW Hospitality Minister George Souris a total of \$48.112 million would be allocated across the state from the NSW Responsible Gambling Fund to support new contracts for problem gambling counselling and support services from July 2013 through to June 30, 2017. Services to be funded include mainstream problem gambling counselling services, problem gambling legal services, training services for problem gambling counsellors, as well as \$2.741 million for the management and delivery of a state-wide Multicultural Problem Gambling Service. ■

### More world-class speakers at Conference

**SCOTT PAPE** - *'The Barefoot Investor'* - and Dr Louise Mahler will be the Keynote Speakers at the CMAA's annual Conference & Hospitality Expo at Darling Harbour next month. *'The Fork In The Road'* is the Conference theme with Scott and Louise tackling this essential business philosophy that follows on from last year's *'2020 VISION'* theme. **March 12 & 13** are the dates for the Club Industry's best Conference & Hospitality Expo. Delegates and exhibitor companies can simply go online to book and pay for their places at the event. Most of the organisations forging ahead in business – many of them CMDA Career Development and National Bursary Program sponsors – already have booked their places at Darling Harbour. The CMAA has enhanced its online booking facility to assist Delegates and companies in identifying, booking and paying for their space and place at the 2013 Hospitality Expo. It's a 'one-stop shop' online service at [www.cmaa.asn.au](http://www.cmaa.asn.au) ■



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**RESTAURANTS HAVE** been warned to take any criticism on social media seriously - however trivial - or face a barrage of negative feedback that could impact their businesses. Marketing communication expert Dr Kim Lehman, from the University of Tasmania, urged businesses to be wary of how they deal with customer feedback on social media sites, warning that online word of mouth could be damaging to their reputation.

The warning comes after Geilston Bay's Gilby's Restaurant was slammed on Facebook with customer complaints,

which related mainly to the restaurant's placement of water pitchers. Gilby's Restaurant owner Robert Bernardis said the complaints had been blown out of proportion and he didn't think the online criticism would affect his business.

"To be honest, we have a really good strong, regular client base and I honestly didn't recognise anybody [posting on Facebook]," he said. However, Dr Lehman warned that the power of social media could be damaging, particularly when criticism wasn't responded to appropriately.

Gilby's came under heavy fire from Facebook critics after it told one person to "get a life" in response to a post about service at the restaurant. Dr Lehman said any business was likely to lose customers with such comments.

"The bottom line, regardless of technology, is that they've handled a legitimate customer complaint really badly," he said. "On top of that, they haven't realised how social media can magnify problems. It will affect, I think, their business in respect to those market segments that interact with Facebook." When the Facebook backlash increased, Gilby's Restaurant attempted to explain its water policy, posting a 12-point explanation of why water was only

placed on tables where guests were drinking alcohol, citing concerns about the cost of water, glasses, dishwashing, staff wages, maintenance, plumbing and electricity.

"Though the cost per glass is negligible - water is not free - we pay Southern Water just like everyone else," the restaurant posted. "Some customers are abusing the provision of water. They believe that as long as they have a glass of water in front of them they can then while away the hours making conversation all the time topping up the glass of water. "The current record is 5½ hours and three-hour stays are a weekly event."

Dr Lehman said the trick to dealing with criticism was to not become overly defensive and to simply take any feedback about service with a positive attitude. "They're basic mistakes in understanding the psychology of their customers," he said. "They [Gilby's] offered way too much information [and] they got defensive." To clarify the position on water provisions, Mr Bernardis said the restaurant had a jug of water on the counter that customers could help themselves to, but still believed the cost of providing tap water was a concern for all businesses. ■

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**Our team (L to R):** Brett Boon, Partner, Sherif Mouakkassa, Senior Associate, Vivienne Young, Senior Associate, David Brand, Special Counsel & Phillip Wade, Special Counsel.





# The Fork in the Road

## GETTING TO 2020

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

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

*Sydney Convention & Exhibition Centre - Darling Harbour*

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# The Fork in the Road

## GETTING TO 2020

## Conference Program



LOUISE MAHLER



SCOTT PAPE

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

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

- 8:00am** Conference Registrations - Registration Desk  
Ground Floor, Sydney Convention & Exhibition Centre
- 8:30am** Doors Open for **CMAA Annual General Meeting** - Hall 6  
CMAA Members **only**
- 9:00am** **CMAA Annual General Meeting**  
Welcome - Conference Sponsor, **Aristocrat**  
ACCM, 21-Year & 30-Year Service Awards
- 10:15am** **Morning Tea** - Foyer  
**CMAA Hospitality Trade Expo Opens** - Ground Floor, Hall 5  
Sydney Convention & Exhibition Centre
- 10:30am - 11:30am** Hall 6  
**Dr Louise Mahler**  
***Putting On Your Game Face - Entering New Frontiers***  
Choice! Choices! A fork in the road is a metaphor for a deciding moment in life or in business when a major choice of options is required, but we limit those choices by following old well-worn paths. In the end, it isn't a fork at all. It's just a halt and then a retreading of the same old track of behaviour, outcomes and baggage. So get ready for the new journey! This fork is a great time to build your preparedness. Ready yourself to face challenges and emotional situations in new ways. There are different ways to skin a cat and they involve well-researched processes, body language, movements and sounds. Handling resistance and barriers to change should not be a crisis. It is a game and can be enormously rewarding. You may even walk away smiling with a song in your heart.
- 11:30am - 12:15pm** **Approaching The Fork - The Year Ahead.**  
**HOSTPLUS - Scott Pape - 'The Barefoot Investor'**  
SCOTT PAPE is a former investment advisor with one of Melbourne's leading finance firms EL&C Baillieu, a media commentator, author and hosted his own radio show. Scott's book, *The Barefoot Investor*, is a best-seller in Australia. He is fast achieving status as the most popular financial advisor in Australia, built on speaking his mind and, in his own words, "keeping it real".
- 12:30pm** **CMDA 2013 National Bursary Program Lunch** - Hall 6
- 4:00pm** **Hospitality Expo Closes**
- 4:00pm - 6:00pm** **Exhibitors & Delegates Cocktail Party** - Hall 6  
All accredited trade exhibitors, Conference and Expo delegates are welcome to mingle, network and relax in a convivial atmosphere post Day 1 of the Conference. There will be short presentations to acknowledge the achievement and recognition of the Peter Cameron Award and Hall of Fame presentations.







## President's Message

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

**Bill Clegg, ACCM**  
CMAA Federal President



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

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

## Day 2: Wednesday, March 13, 2013

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



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



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



## Conference & Expo Overview

### Conference Investment

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

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

### Hospitality Expo Visitor Policy

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

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

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

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

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

### Conference Sessions

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

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

### 2013 CMAA Members' Annual General Meeting

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

Includes CMAA 21 Year & 30 Year Member Service Awards.

### ACCM Activity Points

CMAA members receive 10 activity points for attending and signing the register at the AGM.

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

### CMDA 2013 National Bursary Program Lunch

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

### CMAA Cocktail Party

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

The Cocktail Party will feature presentations for  
• CMAA Hall of Fame Award • Peter Cameron Award





**THE CMAA'S 2013 Hospitality Expo** at the Sydney Convention & Exhibition Centre, Darling Harbour already has attracted more than 92 companies to the Club Industry's premier trade show. Expo Business Coordinator Judy Rayner said business response to the Expo – on March 12 & 13 - had been impressive and positive with the latest products and services on show. For more information on the **CMAA 2013 Hospitality Expo**, or to book a stand, contact **Judy Rayner** at **Rayner Sales & Marketing** P: 02 – 9332 2363 or 02 – 9360 6177; F: 02 – 9361 5142; E: [rayner@bigpond.net.au](mailto:rayner@bigpond.net.au) ■

Stand	COMPANY	Stand	COMPANY
118	3DCI	96	Hostplus
51	Abacus Cash Systems Pty Ltd	83	IGT
117	Advance Design	103	Independent Gaming
2	Ainsworth Game Technology	123	Infosign
65	Allpride Signs & Marketing	86	Instore Vision
22	Aristocrat	88	InteractCard
76	Aruze	61	Jensen Data Systems
66	Australian Interior Landscapes	5	Kappalyn Technology Solutions
115	Bally Australia	119	Karo
10	Barringtons	36	Konami
11	BDO	62	LRS (Long Range Systems)
104	BEPOZ Retail Solutions	1	Maxgaming
77	Bite Size Coffee Treats	85	McWilliams Wines Pty Ltd
49	biz4mobi Apps	25	MEI
95	Blufi/Boomerang Paging	34	Methodical Services Pty Ltd
81	Boden Projects Pty Ltd	12	Micropower
106	Capital Design Works	87	Multistream Media
70	Cardfix	74	Nufurn Commercial Furniture
64	Cashpoint ATM	55	Orion Art
89	CAV Audio Visual Security	67B	Paladin Bases
81B	CCM TRAVEL	19	Paynter Dixon Constructions
63	Circle Solutions	16	Pernod-Ricard Australia
73	Clock On Australia	84	Plantscaping Solutions
4	Club and Hotel Joinery	52	Premier Hospitality/Bevcon
126	Club Managers Association	92	Presidential Card
75	Community First Credit Union	6	Rhinoplay
18	Customers ATM	48	Ricmar
72	Daily Press Pty Ltd	82A	Robert Oatley Vineyards
93	E P & T Global	23	Rohrig Hospitality
24	Eastern Commercial Lawyers	82	Russell Corporate Advisory
46	EBET	110	Sebel Furniture
35	Exact Energy Australia	57	SHFL entertainment
13	EZE ATM	78	Silver Chef Limited
71	Gasser Chair Company Inc.	79A	Smart Exposure
17	Global Coffee Solutions	13A	SolarFund Commercial
33	Global Gaming Industries Pty Ltd	50	Southern Cross University
7	Go Green	26	Sprintquip
68	Gold Crest Security	35A	Starwell International
3	Golden Games Pty Ltd	69	Sunblest Cleaning Services
9	Gopher Graphics	27	Technoprom
91	Grace	116	TJS Services/FM Solutions
81A	GSL - Gobsmaeked Loyalty Solutions	67A	Tricorp Gaming
20	H & L Australia	59	Whitecliffe Imports
		80	Wymac Gaming Solutions
		131	ZigZag Apparel Pty Ltd

## It's not too late to sign on for 2013 Conference

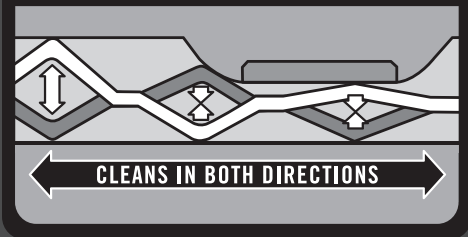
**DON'T FORGET** to pencil in to your diary the CMAA's first major event of the year – the **CMAA's 2013 AGM, Conference & Hospitality Expo** on **March 12 & 13** at **Darling Harbour**. An excellent, high-level management program has been constructed by the **CMAA's Industry Professional Development Manager Geoff Meston** and the **Board of Management Studies**. The CMAA again has heavily subsidised the Conference registration fee so that all levels of club managers can afford to attend. Remember that Activity Points apply to attending the AGM, Conference & Expo, so encourage your team to be there. If you are a manager out of the Sydney metropolitan area, ask your CMAA Zone Committee to help you and your colleagues to attend the Conference and Expo by organising coaches to transport you to and from the event. Many of the Zones have significant education funds, so subsidised travel – and possibly registration – could be an option. ■

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- ✓ Empower Floor Staff

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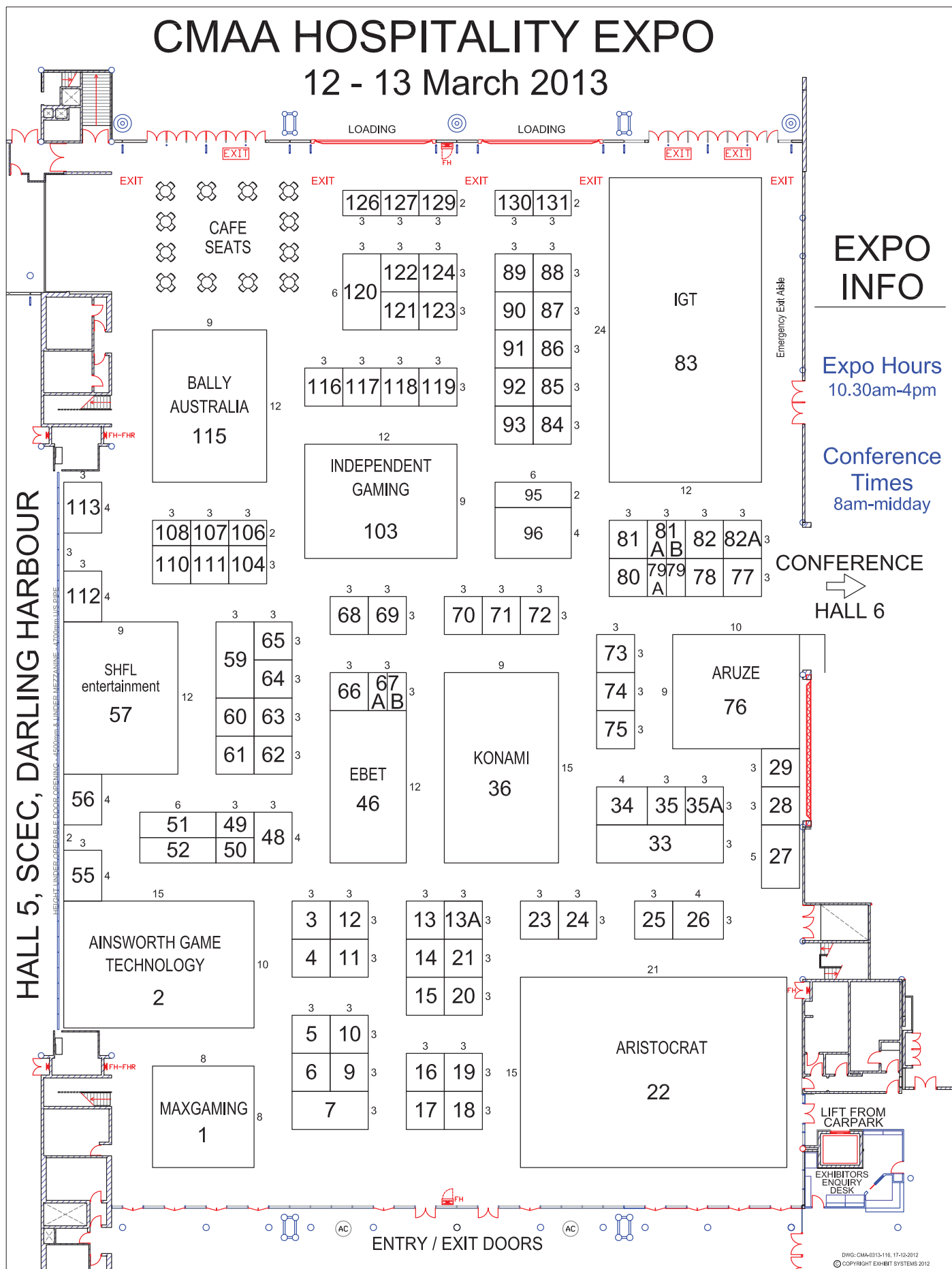
**Click:** Enquiry and complete details



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 Email: rayner@bigpond.net.au Fax: (02) 9361 5142





# CMAA Hospitality Expo 2013

*Sydney Convention & Exhibition Centre - Darling Harbour*

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

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**The Fork in the Road**  
GETTING TO 2020

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**WELCOME TO 2013.** It's a new year filled with opportunity, progress and change.

It's also a chance for us all to start fresh and reflect on the past year's successes and failures.

And it's a chance to put your best foot forward as we set off towards the CMAA's annual Hospitality Expo and Conference with its **'Fork In The Road'** theme.

To get things started, I want to take a different approach to this month's article.

Instead of simply telling you about a range events and professional development opportunities happening in the early half of 2013, such as ...

- the new **SIT12 Training Package** that the National Skills Standards Council (NSSC) endorsed on December 5, 2012;
- and, how, over the coming months, the CMDA will take part in workshops run by Service Skills Australia (the Industry Skills Council responsible for developing this training Package) to ensure we have a full grasp this new product;
- or, reminding you of the upcoming CMAA Annual Conference, AGM and Hospitality Expo at Darling Harbour next month (March 12-13);
- or, how our list of courses - currently promoted through our website - [www.cmaa.asn.au](http://www.cmaa.asn.au) - will increase now that the holiday season is behind us ...

I would like to do something that no doubt we all preach, but so often forget to practice.

To start 2013, I want to ask you, our readers: **"What would you like to know?"**

Do you have questions regarding qualifications ... vocational education ... or RPL in general?

Is there a particular topic that you want me to write about to help you in taking the next step down **'The Fork In The Road'** on your journey to YOUR **'2020 VISION'** in conjunction with our annual Conference?

Or, would you like me to explain the various hoops that all of our certified trainers and assessors must jump through to meet the new federal legislation requirements to ensure you are getting the best quality training your money can buy?

So, please, if you have any questions regarding these and other topics you want me to discuss during the year, send your requests and questions to [jason@cmma.asn.au](mailto:jason@cmma.asn.au).

I will select a topic from your requests and, hopefully, by the end of the year, answer your questions and resolve your questions or concerns about Vocational Education & Training (VET).

Let's face it, it's good to have all of this important information presented to you each month, but let's ensure what you are reading is what you're really want to know about. ■



# PASSPORT to Paradise

ROBERT OATLEY  
VINEYARDS



It's important in this busy business world to make time to keep pace with the Club Industry's latest products and services.

That's why you will be at the **CMAA 2013 Conference & Hospitality Expo** at **Darling Harbour** on **March 12 & 13**.

*But, when the work is over ... don't you deserve the holiday of a lifetime?*

How about **5 SUPERB DAYS** on **HAMILTON ISLAND** with **airfares included?**

What about **CORPORATE TICKETS** to a **2013 STATE OF ORIGIN RUGBY LEAGUE** game at **ANZ Stadium?**

The CMAA - with CMDA National Bursary Program Sponsors Robert Oatley Vineyards and CCM Travel - are offering CMAA Members who attend the 2013 Expo the chance to enjoy the delights of **Hamilton Island** with flights from **CCM Travel**.

And **EVERYONE** who registers for the Expo could have the best seat in the house for the 2013 **State of Origin** series in Sydney.

*All you have to do to be in the running for these prizes is ...*

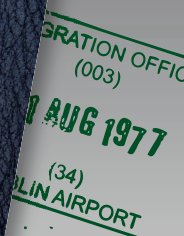
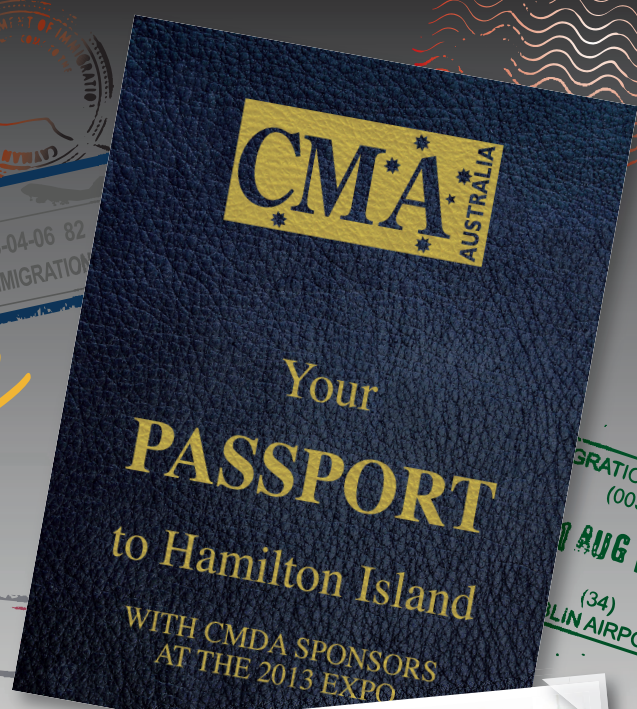
- Collect your '**Sponsors Passport**' at the **Registration Desk** when you complete your **CMAA Expo Registration** on the day
- Visit each of the Expo Stands hosted by **CMDA Career Development** and **CMDA National Bursary Program** sponsor companies listed on the '**Sponsors Passport**'
- Have each of the '**Sponsors Passport**' spots stamped by the participating Sponsor's company representative
- Drop your stamped '**Sponsors Passport**' in the Entry Box at the **CMAA Stand - No.126**

**WINNING IS THAT EASY.**

Anyone who registers for the **CMAA 2013 Conference** also will be in the running to win a Samsung Galaxy 'Tablet2' 10.1 - to be drawn on March 13 after the last conference session

**REGISTER ONLINE** at  
**www.cmaa.asn.au**

- **ONLY CMAA Members** who register for the 2013 **Hospitality Expo** are eligible for the **Hamilton Island 'Passport To Paradise'** prize.
- **EVERYONE** who registers to attend the 2013 **Hospitality Expo** is eligible for the **State of Origin 'Footy Fever'** prize.





## Interesting times continue as Govt commits to timeline

IN THE December edition of the Queensland Report, I outlined the new Queensland gaming tax increase from October 1, 2012. The State Government has stated that it will look to remove the new tax in two years on the basis of freeing up the gaming market, which, in turn, will deliver additional tax as a by-product. Let's wait and see ...

The Queensland Attorney-General, Jarrod Belijie, has indicated he supports concessions for the Club Industry, such as ...

- maximum bet increase to \$10 (similar to NSW);
- machine credit limit increase to potentially \$1,000;
- change in note denominations to accept \$50s and \$100s;
- reintroducing early trading hours before 10am;
- lifting the moratorium on applications



■ **LEFT:** Queensland Attorney-General JARROD BELIJIE

■ **LEFT:** CMAA Queensland Membership Liaison Officer JUSTIN MCGURGAN

for extended trading hours past midnight.

These key points - if approved - may offset some of the tax impost that has been thrust upon the larger clubs in the Queensland Club Industry, including electricity charges as a consequence of the carbon tax, wage impacts as a consequence of the latest wage review, excess water charges, etc.

In parallel, it should be noted that amalgamated clubs also have been unintentionally captured by the introduction of the new tax, i.e. their combined revenue is now, in some cases, impacted by this new threshold. The State Government has been made aware of the issue.

It has been suggested that these proposed technical changes/limits are configurable within the currently approved LMO monitoring systems and any changes to the limits mentioned above could be achieved relatively quickly. However, it should be noted that increasing the maximum bet from \$5 to \$10 would also involve a re-evaluation of games approved for club/hotels, as the games were only evaluated and approved in line with the \$5 maximum bet restriction and did not consider any configuration over the \$5 maximum bet amount. In this case, manufacturers would be required to submit games for re-evaluation.

### Red Tape Reduction

MR BELIJIE also convened a formal 'licensed industry' round table to progress the red tape reduction agenda within the liquor and gaming industries. Since being appointed in March, Minister Bleijie has conducted extensive



Queensland Major Sponsor

one-on-one liaison with a wide range of industry stakeholders aimed at developing a widely acceptable program for sensible regulatory reform and red tape reduction. This meeting was the first formal

opportunity to scope the program, and to refine priorities. A number of these initiatives will provide some relief to Queensland clubs if approved as follows ...

*The Government will remove the renewal requirement for a club and hotel gaming machine licenses. Existing renewal processes serve only to update Government records and a validly made renewal application cannot be refused under existing registration. The removal of the renewal requirement will also align the term of the gaming machine licence with the term of the pre-requisite liquor licence, which remains in effect until it is cancelled, transferred or surrendered.*

*Clubs and hotel licensees will no longer be required to report on the make-up of their board within seven days of a change. Instead, club and hotel licensees will make one annual submission in which they advise of current board members and any appointments or retirements that occurred in the preceding year.*

*Gaming machine venues will be permitted to install cashless ticket-in ticket-out (TITO) technology for gaming machines, again to assist in competition with other jurisdictions and for operational efficiencies in the reduction of cash handling duties.*

You can contact me at  
M: 0417 632 311 or  
E: [justin@cmaa.asn.au](mailto:justin@cmaa.asn.au) ■

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THE 2012 CMAA Annual Report will, for the first time in 2013, be published in an online version only. The Annual Report will be posted on the CMAA website – [www.cmaa.asn.au](http://www.cmaa.asn.au) – by the 3rd week of February 2013.

Anyone with a question relating to the Association's accounts, should submit that inquiry in writing to the Executive Officer, Ralph Kober at [ralph@cmaa.asn.au](mailto:ralph@cmaa.asn.au) by March 1, 2013.



## Gaming-related licences upgrade

**THE NSW OLGR** will upgrade its systems and processes used for gaming-related licensing early in 2013. The current database has been retired and all records moved to the Government Licensing Service where other liquor and gaming licensing records are held. There are about 29 gaming machine manufacturers, four testing facilities, 354 gaming machine sellers and 1,004 service technicians currently licensed in NSW. The OLGR is expecting a smooth transition to the new system and in the initial phase impacts on current and new licensees will be minimal. Further system enhancements will be made over time, resulting in changes to the way in which payments can be made and identification cards for technicians are issued.

To prepare for the new environment and ensure that licensing data is as up to date as possible, the OLGR has issued a survey to all gaming-related licensees requesting that they update key information about their gaming-related licences. Most dealers, testing facilities, sellers and service technicians already have responded. If a club holding a gaming-related licence has not received, or not responded, to this survey, go to [www.olgr.nsw.gov.au](http://www.olgr.nsw.gov.au) and click on the 'Gaming Machine Licence Survey' button. ■

## Solar best chance to reduce energy costs

**IN SUMMER** many clubs are hit with bigger than ever power bills due to the cooling requirements to keep members comfortable. This highlights the strain ever-increasing electricity bills are placing on clubs finances. What can be done? Change light bulbs to LEDs, look at power-saving devices ... these all make sense, but there is no other financially viable option available to make electricity, other than solar power. Installing a system on a venue's roof not only creates electricity to avoid buying as much, but helps reduce cooling costs by providing a shaded roof and reduces the heat transmission from the sun's rays on the roof. There are still rebates available as up-front subsidies from the Federal Government, but these are under review. These subsidies equate to more than \$60,000 for a larger-size solar system. The Government's panel of consultants has completed the RET review with the recommendations expected to be announced soon. The matters that affect the club-sized system



marketplace are that up-front rebates (STCs) should be reduced to only apply to systems up to 10kw in size rather than the current 100kw. Systems over 10kw would have an up-front rebate of only about 33% of the current level and be able to claim additional subsidies in years 6 and 11 of operating the system. If both options are implemented, it means reducing the up-front rebate on a 100kw system by more than \$40,000. This means the net costs of a system like this would increase by a similar amount. Canberra is likely to announce what recommendations it will implement during February and, as with all past changes to these solar subsidy schemes, will probably be an immediate change with no notice period. So, if a club is looking at solar, it's recommended to act soon to ensure the maximum government subsidy – and the best net price for the system. With this pending significant subsidy loss, now is the time to go solar and take control of the future energy costs. ■

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

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

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

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

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



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



# Big Events Diary Dates

# 2013

## The Fork in the Road Conference Series



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

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

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

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

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

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

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

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



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

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



### AGE Darling Harbour August 13 - 15

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



### Future Leaders Summits

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

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



### Clubs+: Summits with Ken Burgin

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



## Parliamentary Friends of Clubs dinner

**THE CLUBS** Australia Parliamentary Friends of Clubs Dinner will take place on March 13 in the Great Hall of Parliament House, Canberra. The dinner will be an informal and entertaining celebration of the important work by clubs across Australia. This event will be an excellent opportunity to meet with Federal Government representatives in an election year in a relaxed and friendly atmosphere. Clubs Australia also will facilitate a comprehensive government relations and media strategy workshop on the same day for club Presidents, CEOs and senior managers. Clubs Australia will issue official invitations to the dinner in early 2013 with additional details about the strategy workshop. Clubs are encouraged to book travel and accommodation well in advance as the event is scheduled during a Parliamentary sitting week, which means accommodation may be limited.

Clubs planning to stay at The Realm Hotel in Canberra ([www.hotelrealm.com.au](http://www.hotelrealm.com.au)) can secure corporate rates by mentioning 'ClubsACT' when booking. ■

**EVERY NEW** Year, many people assess their lives and make resolutions for changing their personal habits and setting new goals. Some typical resolutions include ...

- **Health:** Eat well, lose weight, drink less alcohol, stop smoking;
- **Fitness:** Exercise more & get fitter;
- **Financial:** Pay off credit cards, save/invest money ... less debt;
- **Relationships:** be more loving & romantic ... less angry & hurtful;
- **Travel:** More holidays & overseas trips ... less couch potato;
- **Environment:** Cleaner, neater, tidier ... less mess = less stress;
- **Life:** More effort on hobbies & interests ... less work!

If you really want to make personal change and alter your old habits for the long term, here are a few proven life-changing ideas to make the going easier ...

Two life-changing books I strongly recommend, include '*Switch - Making Change When Change Is Hard*', by Chip & Dan Heath; and '*The Power Of Less*', by Leo Babauta.

Here's five great tips based on the Heaths' book ...

- 1. Start Small** – Don't be too ambitious. When change is hard, aim low. Many smaller, next-step 'micro-goals' make achievement easier. Leave yourself room to overachieve ... that feeling of 'nailing it' is what will keep you hooked.
- 2. Focus On Your Successes** – Find and celebrate any movement, personal bests or small wins. Watch for bright spots (avoid focus on the failures and mistakes).
- 3. Change In Small Simple Steps** – Make simple 'tweaks' in your environment. If you're trying to increase your savings, pay



## How To Implement Personal Change

with cash and leave your cards at home. If you're trying to diet, carry around a bag of apple slices. If you're exercising in the mornings, lay out your clothes the night before. This stuff sounds insignificant, but it will make a big difference.

**4. Rely On Planning, Not Willpower** – Your resolution calls for a new way of behaving. And that's a challenge because *you've been practising the old way of behaving for a long time*. The 'old' way is familiar and comfortable. So, you can't just bet on willpower or good intentions to ensure your success. Use your planning skills. Take action now. Get yourself on the hook for something!

**5. Commit Yourself To Others** – Get a 'commitment buddy' and publicise your goals and resolutions widely. Peer pressure works, so use it on yourself. Tell everybody you know what your resolution is. They'll remind you constantly - and you won't want to disappoint them. Just knowing that they know will make you more likely to succeed. ■

## DO YOU WANT TO STREAMLINE YOUR MEMBERSHIP PROCESS?

The Grace Digital Club Membership Application platform enables new club members to register their personal details, take their own photo and add their signature — all in one seamless process.

- Reduce your processing costs by up to 90%
- Improve the accuracy of your data
- Reduce your carbon footprint

COME AND VISIT US ON STAND 91 AT THIS YEAR'S CMAA HOSPITALITY EXPO AT DARLING HARBOUR SYDNEY 12-13 MARCH FOR A DEMONSTRATION

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**GRACE**  
INFORMATION MANAGEMENT



7th - 10 March 2013

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

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

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

### What our guests have to say:

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

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

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

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

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

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

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

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

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

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

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



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

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





## Phillip Island RSL Club pips the penguins for big award



By KATIE CINCOTTA

**THERE WAS** some stiff competition from big tourism operators such as the penguin parade, Rhyll Trout Farm, Wonthaggi's big clubs and the Maze 'n Things, but Phillip Island RSL Club took out the 2012 Bass Coast Business Award for good reason.

An annual \$6.5 million turnover showcases the business acumen of this proud performer headed by George Szeilti, but it's the detail here that is part of their success.

New Marketing Manager Maxine Sando shows me around the club, which spent several million dollars a few years ago to create a 21st century offering for Cowes, proud of the small but critical changes they've made over the last six months,

which define this progressive sub branch as one of the top grossing RSL clubs in Victoria.

In response to member research, the club installed six-seater dining booths in the bistro, providing more privacy and intimacy for diners, divider screens to zone off the TAB section as separate from the Member's Lounge, a 14-seater family table next to the children's games room and safer flooring for kitchen staff.

"We just tried to improve on the overall experience for people," Maxine says. "When people used to queue up to order meals, it felt like people were peering down onto you, so we put in the high screen dining booths that fit six and you can put in a high chair at the end."

Clever fundraising - such as selling tickets to the Russian circus operating

alongside the club this summer - raised close to \$4,000 for the RSL, which funnels 50% of its profits back into the community in the form of welfare vehicle transport to medical appointments and free breakfasts to more than 200 primary school children each week.

With around 100 staff working over the peak holiday season, Maxine says the club has made a point of hiring local staff, setting up a formal arrangement with secondary colleges in the region to give young employees hi-tech hospitality experience, including the use of two-way head sets, computerised ordering and biotech fingerprint scanner - Time Target - for clocking on and off.

To keep membership from flat-lining, the club set an ambitious goal of increasing members from 3,000 to 4,500 by 2015, reducing its member fees from \$40 to \$30, and \$25 for an affiliate, working closely with its sister golf club to offer package deals.

In creating its business and marketing plan, the savvy team also assessed census figures; Maxine noticed the huge proportion of sole dwellers now on the island - with private dwellings swelling from 3,464 in 2006 to 10,571 in 2011 - which has inspired social initiatives like their Islander's Day Club, Men's Shed and complimentary meals to isolated elderly members.

Having moved from a local council role in Frankston, Maxine says seeing the dedication and community focus of the Club Industry in action has been a real eye-opener.

"There are people who come here every day, people who live alone and come in for lunch every day because it feels safe. I never realised how much difference there was between a club and a pub," she added. ■







### Set in the world-class facilities of The Epping Club ... Sydney's 5 Star Club!

Are you ready to make a big improvement to your Club Events, Weddings and Corporate Functions business?

Each year this Clubs+ Summit is a sellout and the 2013 Clubs+ Events Management & Marketing Summit will offer even more value with exciting NEW content. The program has been developed from the excellent feedback we have received from more than 100 participants in previous events - you will learn step-by-step solutions to many of your most important questions..

Hear first-hand from a great line-up of guest speakers, industry experts and smart function managers working in clubs large and small. Inspiring Presentations, Masterclasses, Interactive Sessions, and Networking with colleagues. Prepare for big improvements in menus, marketing, staff training, planning, event design, weddings, entertainment, corporate connections and smart selling.

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## Mailezy expands in Qld market

**2013 IS** shaping up to be a big year for **Mailezy**. After becoming the inaugural CMDA Queensland Major Sponsor in 2012, **Mailezy** recently recommitted to the Major Sponsorship again for 2013. "Business is a two-way street and we have had a long-standing association with clubs throughout Queensland, so re-signing as the state's Major Sponsor we have affirmed our support of this fabulous industry," **Mailezy** Managing Director Nathan Koina said.

**Mailezy**, as the name suggests, started as a mailhouse to accommodate the Club Industry. Having worked many years in club marketing and gaming roles, owners Kim and Nathan Koina are the real deal when it comes to being the club 'specialists'. "We are aware of club requirements," Nathan said. "Short turn-arounds are required and effective marketing products are now more than ever needed to help clubs attract the increasingly elusive disposable income of members and non-members alike."

In recent years, **Mailezy** has expanded

into general printing for clubs, but it's in 2013 where they plan to embed themselves as the multi-channel marketing supplier of choice for Queensland clubs. **Mailezy** has added key products to its core business ...

- Variable Image Printing (VIP) allows **Mailezy** to personalise all member correspondence. It's great for clubs with established, or entering into, tiered loyalty programs as **Mailezy** can tailor each brochure or flyer to the preferences of the member.
- **Mailezy** has expanded into SMS and email blasts for clubs wanting to deal with one business to make the increasingly complicated marketing world easy again.

**Mailezy** also has expanded its product range to the Queensland market as well as increasing key personnel with the recent addition of Key Account Manager Kim Limbrick. Kim is well-known and respected within the CMAA fraternity north of the border. For the past 10 years, Kim has worked with a leading gaming sign manufacturer working with clubs, casinos and hotels. Kim has developed business relationships and long-term friendships with Club Industry key stakeholders. Kim said she was excited to have the opportunity to



■ **Mailezy's**  
Key  
Account  
Manager  
KIM  
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further expand on her career as Key Account Manager with **Mailezy**. "I'm looking forward to further developing my existing client base along with creating new opportunities," Kim said. "Nathan and Kim [Koina] are passionate, progressive and willing to invest in a positive outcome for hospitality in general. **Mailezy's** potential is unlimited and our goals will benefit the industry."

CMAA Sponsorship & Marketing Manager Shannon Donato said it was great to have **Mailezy** on board for 2013 as the Queensland Major Sponsor. ■

## IGT provides impressive Advantage

**IGT IS** becoming the fastest-growing systems provider in Australia for its **IGT's Advantage Club** system with more than 15 venues buying it - to replace their existing systems - in the past six months. **IGT's Advantage Club** system now has more than 250 venues using it throughout Australia, with the majority in NSW and Victoria. Recent new customers include Howlong Golf Club, Murray Downs Golf Club & Resort, Guilford Leagues Club, Wests Ashfield, Hexham Bowls Club and Yamba Bowls Club. Another new club, Merimbula RSL Club, which has 122 machines, is changing to **IGT's** system because of **IGT's** defined forward 'roadmap' for the system which offered certainty, support and ongoing innovations - important for such a large investment in their future. Cameron Louis, **IGT's** Sales Manager (ANZ) - Strategic Systems Solutions, said that with venues becoming more performance driven, they are taking an analytical approach to large investments, especially in something as critical as a gaming system, so they need to ensure

that it meets their needs now and will do so long into the future. "**IGT Advantage Club** provides venues with a comprehensive gaming solution, that not only enables auditing and business reporting requirements to be met easily, it has the tools to strategically manage their game floor, as well enabling personalised and targeted marketing campaigns and loyalty programs," Mr Louis added. "We've been experiencing rapid growth in our systems product as venues see **IGT's** global strength means surety in product development, and our track record for innovation with our tiered loyalty program, **Service Window** and **Xtra Credit**. Additionally, we were the first in Australia with a voluntary pre-commitment module. This means that venues can focus on becoming more efficient and streamlining operations to deliver the highest levels of customer service." ■



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## Notice of Annual General Meeting

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

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

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

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

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

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

## FEDERAL ELECTION NOTICE

**FEDERAL EXECUTIVE MEMBERS (5)**  
**FEDERAL COUNCIL MEMBERS (8)**

One Federal Councillor from each of the following divisions:

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

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

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

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

## NSW STATE ELECTION NOTICE

**EXECUTIVE MEMBERS (5)**

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

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

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

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





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## Warning on irresponsible alcohol promotions

**THE OFFICE** of Liquor, Gaming and Racing (OLGR) has issued a warning about irresponsible alcohol promotions after banning a Kings Cross nightclub from a reckless promotion.

Poata Okeroa, the licensee of Club 21, trading as 'No Vacancy' at Kings Cross, was ordered to cancel a Friday night promotion planned for December 7 that aimed to 'break the Guinness World Record for the most mojito cocktails made in one hour'. Promotion of the event on Facebook promised ... '2000 mojitos waiting to be downed at the start of the night' and told patrons ... 'we'll be waiting at the bar ready to get legless with all of you'.

OLGR issued a warning notice to Mr Okeroa that the 'Mojito Motel' promotion would breach liquor laws by encouraging the misuse and abuse of alcohol and could result in a \$5,500 fine, prompting the licensee to cancel the event. OLGR Director of Compliance Paul Newson said the promotion was blatantly reckless, promoted excessive and rapid drinking and drunkenness, and raised serious questions about the venue's compliance with responsible service of alcohol laws.

"Irresponsible liquor promotions like this significantly increase the risk of intoxication and associated community impacts such as violence, anti-social behaviour and neighbourhood disturbance," Mr Newson said. "Not only was this reckless promotion planned in high risk Kings Cross but on the same day that a raft of new regulations were brought into effect for the precinct. All licensees need to responsibly promote the sale, supply, service and consumption of alcohol or



they are breaking the law. If a venue is identified as causing alcohol-related problems in their community through an irresponsible alcohol promotion then OLGR can issue a written direction ordering them to stop the promotion immediately, or face fines of up to \$5,500. Where it is demonstrated a licensee has deliberately engaged in conduct or activities likely to encourage the misuse or abuse of liquor OLGR will consider seeking additional penalties through court action including possible disqualification of a licensee for a specified period."

Licensees and their staff must comply with strict responsible service of alcohol laws. It is illegal to permit an intoxicated person on licensed premises, permit intoxication to occur on the premises, or supply alcohol to an intoxicated person with a maximum penalty of up to \$11,000 applying. OLGR publishes Liquor Promotion Guidelines which let licensees know what is acceptable and what is unacceptable by going to [http://www.olgr.nsw.gov.au/pdfs/Liquor\\_%20promo\\_guidelines.pdf](http://www.olgr.nsw.gov.au/pdfs/Liquor_%20promo_guidelines.pdf) ■

## Reminder on notifications to club rule changes

**REGISTERED CLUB** secretaries are reminded that any changes to club rules are required to be lodged with the Director General of NSW Trade & Investment, which oversees the NSW OLGR, within one month. Two certified copies of all rules including amendments can be emailed to [compliance.programs@olgr.nsw.gov.au](mailto:compliance.programs@olgr.nsw.gov.au), or posted to: Program Coordinator, Compliance Branch, Office of Liquor, Gaming and Racing, GPO Box 7060, Sydney, NSW 2001. For more information P: 02 - 9995 0837. ■

## Multi-venue barring scheme

**THE OFFICE** of Liquor, Gaming and Racing (OLGR) has released the 'Refusal of Entry & Patron Bans/Barring' guidelines providing advice to licensees on their rights under the *Liquor Act 2007* and common law when refusing entry or removing patrons from the licensed premises.

### Multi-Venue Barring

The guidelines provide specific advice for licensees and liquor accords on how to participate in a 'multi-venue barring' scheme for troublesome patrons. Multi-venue barring requires licensees to work in partnership through a local liquor accord and agree on a system where troublesome patrons are barred from all venues in an area. If, after consideration by the accord, a decision is made to bar

the person, each licensee is able to exercise their common law right to refuse entry for a specified period of time.

Section 77(13) of the *Liquor Act 2007* recognises a licensee's common law right to exclude or evict a person from the licensed premises.

Under common law, patrons have an implied license to enter and remain on a premise which can be revoked at any time by the licensee, provided it is not discriminatory. Multi-venue barring is not usually imposed for a single incident (unless serious) but is the culmination of a series of incidents over a prolonged period of time.

Participation in a multi-venue barring scheme is voluntary and liquor accords can exercise a degree of discretion in choosing how to best manage the scheme. Accords should seek legal advice before implementing a barring system. ■



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## NSW violent venues list falls to lowest ever

**THE LIST** of the most violent venues in NSW - released on November 28 - contained the lowest number of hotels and clubs since the scheme began four years ago.

Four venues on the latest Round 8 list recorded 19 or more assaults in 2011/12 and will have to abide by Level 1 operating restrictions for the next six months. Fourteen other venues recorded between 12 and 18 violent incidents and are subject to Level 2 conditions.

As well as a record low number of Level 1 and Level 2 premises, another 16 licensed venues have now been removed from the list altogether after their assault rates fell below the threshold of 12 incidents in a year, while two other NSW venues were included on the list for the first time.

Only one club - Mounties (Mt Pritchard & District Community Club) - is listed among the Level 1 & Level 2 venues.

The NSW Office of Liquor, Gaming and Racing (OLGR) is working with the 18 venues on the list to encourage licensees to take corrective measures to reduce the number of violent incidents on their premises. The OLGR also will conduct increased compliance activities across these venues to enforce responsible service of alcohol and monitor compliance with licence conditions.

NSW Hospitality Minister George Souris said the latest violent venues list - based on data for the 2011-2012 financial year - confirmed a continuing and pleasing downward trend in the number of venues facing operating restrictions due to excessive levels of alcohol-related violence.

"For the 18 venues named on the latest list the message is clear - you need to lift your game and take urgent corrective action to reduce violence on your premises," Mr Souris added.

"Overall, the results indicate that most licensees are getting the message that they need to operate their premises responsibly and safely or face naming and shaming and tougher operating conditions."

While no Kings Cross venues are on the violent venues list, six Kings Cross venues were just below the Level 2 threshold after recording either 10 or 11 violent incidents, with a further 10 Kings Cross venues recording between

four and seven incidents. This is a total of 16 venues in a concentrated area frequented by a high number of patrons.

All venues on the threshold of Level 2 should consider themselves on the radar, immediately review their alcohol and security management plans and take steps to reduce the risk of alcohol-related violence.

The NSW Government is assessing the violent venues scheme following the lowest number of licensed premises ever listed on the register. The review will determine if conditions and restrictions are effective across a range of venue sizes. The OLGR began its analysis after the start of Round 7 of the violent venues list on June 1, 2012 with its review due to finish in time for the start of Round 9 on June 1, 2013.

### Level 1 venues ...

- Fanny's of Newcastle
- Ivy, Sydney
- M J Finnigans, Newcastle
- Shore Club Hotel, Manly

### Level 2 venues ...

- King Street Hotel, Newcastle West
- The Oxford, Bathurst
- The Woodport Inn, Erina
- Coogee Bay Hotel
- Platform 3 Entertainment Pty Ltd, Wollongong
- Port Macquarie Hotel
- Town House Motor Inn, Cowra
- Coffs Harbour Hotel
- Royal Hotel, Orange
- Albion Hotel, Parramatta
- Mean Fiddler, Rouse Hill
- Mt Pritchard & District Community Club (Mounties)
- Sphere Nightspot and Lounge Bar, Sutherland
- Woody's Surf Shack, Byron Bay.

Level 2 venues are required to ...

- cease alcohol service 30 minutes before closing;
- not use glass or breakable containers after midnight;
- have alcohol time-outs or the provision of free water and food for 10 minutes every hour after midnight;
- maintain detailed incident registers whenever trading.

Level 1 venues are also subject to these conditions as well as ...

- a 2am lockout;
- an appropriate extra security measure such as additional guards, CCTV, digital video and audio recording devices, or electronic ID scanning;
- no shots, no doubles, no RTDs (ready to drink) over 5% after midnight;
- a limit of four alcoholic drinks per customer per order after midnight. ■

## Tax discussion paper

ON NOVEMBER 2, the Federal Government's Not-For-Profit Sector Tax Concession Working Group released a discussion paper, *'Fairer, Simpler & More Effective Tax Concessions For The Not-For-Profit Sector'*. The Discussion Paper discusses the taxation status of registered clubs with regard to income tax and proposes possible reforms to the principle of mutuality. ClubsNSW has stated that the Discussion Paper is not a Position Paper and the options canvassed are not recommendations. Despite the Discussion Paper's content, there is no intent to alter the provision of mutuality in the taxation status of registered clubs. Federal Treasurer Wayne Swan has previously rejected a similar reform proposed by the Henry Tax Review (2010). ClubsNSW, through Clubs Australia, will provide a submission on behalf of the Club Industry. Responses to the Discussion Paper will inform the preparation of a final report to be delivered to the Federal Government by March 2013. ■



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**Brett Boon**, Partner  
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**Insite Digital Publications**, the publishing arm of Sydney-based digital media company **Insite Organisation**, produces the impressive 'page-turning' technology in the online version of *CMA Magazine*.

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## OFFICE EQUIPMENT

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**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.

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Please contact CMAA Events Administrator TEGAN CAIN –  
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## Mark celebrates 30 years in style

### MARK WALKER

went all out to celebrate the festive season and the 30th



GOLD CREST SECURITY

anniversary of his Gold Crest Security business. Mark invited around 150 of his family, friends, staff, clients and business colleagues to climb aboard the impressive MV Bella Vista for a four-hour floating feast on Sydney Harbour in late November. The guest list was as impressive as it was diverse with friends from across Mark's diverse and impressive life and career. There was, however, a 'gate-crasher' aboard when Prime Minister Julia Gillard interrupted the speeches and presentation ceremony, escorted by now-globally famous security consultant Paea. Ms Gillard (or someone who looked like her) detailed Mark's success with Gold Crest Security, a CMDA Sponsor company, and, after a standing ovation, left the event via water taxi. "It was a lot of fun and I could not think of a better way to celebrate our 30th anniversary," Mark said. ■



- **LEFT:** Gold Crest Security CEO Mark Walker and his wife, Junko.
- **ABOVE:** The Gold Crest Security team - Brad, Joy, Mark, Janice and Grant.



## 2013 Expo in TC's diary

**CMAA MAGAZINE** Editor **Peter Sharp** ran into his former boss, CMAA Life Member **Terry Condon** at the CMAA's Sponsors Appreciation lunch at Drummoyne Sailing Club late last year...

**PS:** Hello TC, it looks like retirement agrees with you?

**TC:** Sure does Sharpee. Might be riding a few kilos above my best weight, but that's what retirement is all about.

**PS:** Do you miss the job?

**TC:** After 37 years in the Club Industry it's hard not to miss it. I probably don't miss the hours and the travel but I miss the people ... not only managers, but the many trade suppliers who had been a big part of my working life.

**PS:** What have you done to make the transition in your life?

**TC:** Helen and I were lucky to be able to go overseas for three months when I retired; did the river cruise from Budapest to Amsterdam; then a month in Ireland and Scotland in a motorhome ... which was something else. Then we did the Canadian Rockies and an Alaskan cruise which was great. Certainly cleared the head.

**PS:** How's your champion hurdler Grizz?

**TC:** When Grizz heard that I was retiring, he decided it was also time for him to go to the paddock. We had a lot of fun with him, winning 10 races and running 23 places in 87 starts. His four wins over the jumps were very exciting.

**PS:** No fillies in the Condon stable now?

**TC:** Yes. We have an interest in a filly, Caesar's Princess trained by Chris Waller. She has won three races, including a Saturday start at Canterbury.

**PS:** I heard you'll be at the CMAA AGM and Expo in March?

**TC:** I wouldn't miss the CMAA AGM, particularly this year being the triennial elections. Also, a good friend and CMDA Sponsor, Mark Walker from Gold Crest Securities, has asked me to do a bit of PR work for him on his Expo stand.

**PS:** Having attended many CMAA Zone Meetings with you, and having been a club manager, you have a passion for security – personal and business.

**TC:** Having been on the wrong end of armed hold-ups and break-and-enter trauma, I have always tried to pass on to club managers that they have a duty of care - not only to themselves and their staff - but their club patrons to ensure that no stone is left unturned where security is concerned. ■

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- Receive ongoing industrial and professional development information through various on-going CMAA communications
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# Application for Membership

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

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

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

Your Private Address: street number and street address

\_\_\_\_\_

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

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

Email \_\_\_\_\_

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

Your Employer's Address: street number and street address

\_\_\_\_\_

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

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

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

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

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

## ☐ Tick if you are a new Member

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

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

### Membership Contributions – Rule 8

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

(Please tick which is applicable)

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

### Please tick & complete your preferred payment option

☐ **Payment Option 1: Credit Card**

Mastercard / Visa (please circle)

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

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

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

**Account Name:** Club Managers Association Australia

Please quote Surname and first initial when processing your EFT payment

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

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

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

### Please return this application form to:

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SYDNEY OLYMPIC PARK NSW 2127

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Resignation from Membership Rule 13 - Notice Required

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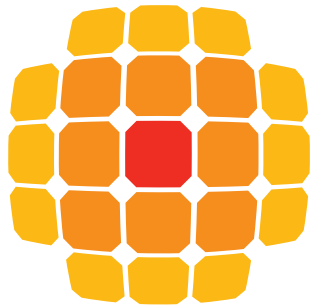
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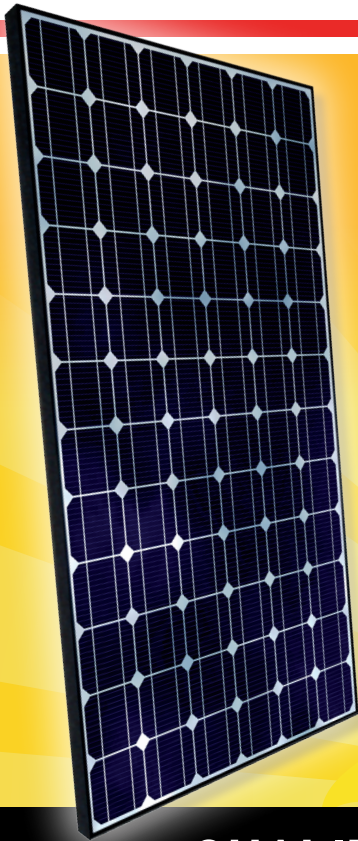
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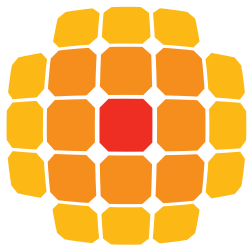
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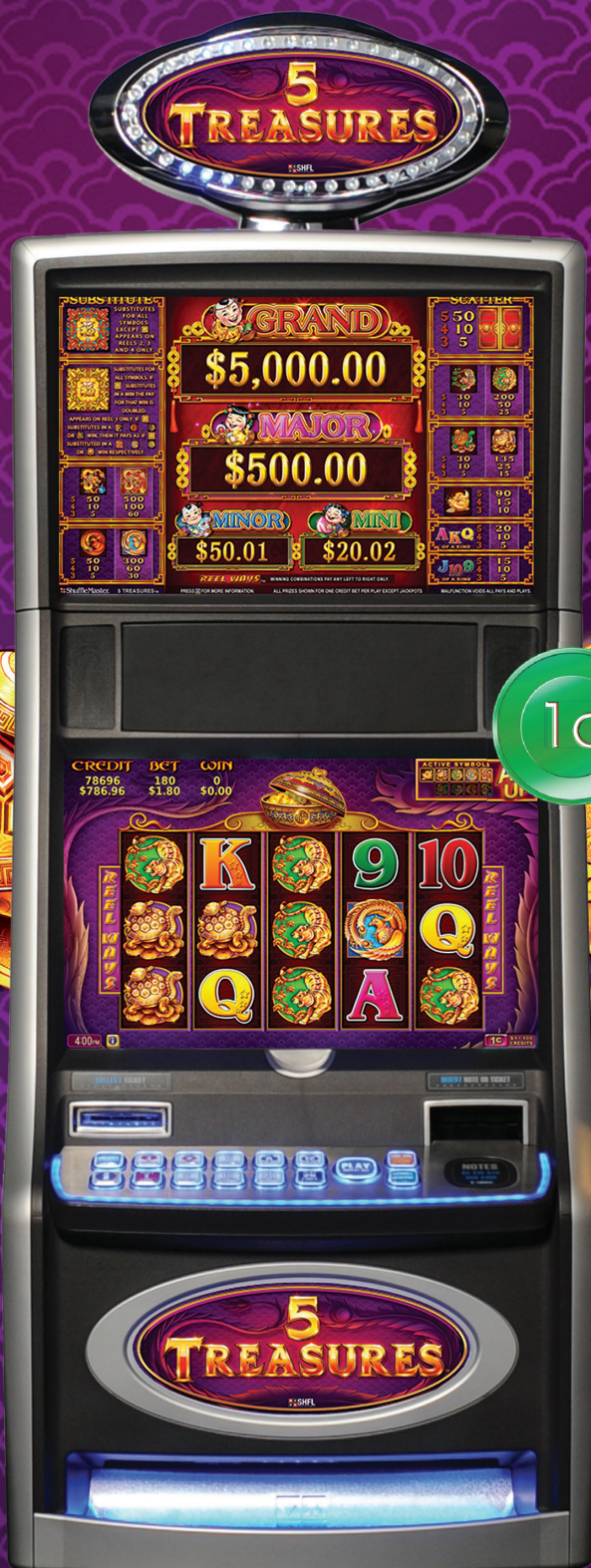
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