

## Big Year In Full Swing



- 2014 Expo Ready to Roll
- Register at [www.cmaa.asn.au](http://www.cmaa.asn.au)



Just some of the new games from KONAMI.



View the latest game titles, cabinet designs and venue management system from KONAMI at the CMAA Expo.

Konami Australia Pty Ltd. 28 Lord St Botany NSW Australia Tel: 02 9666 3111  
Fax: 02 9700 0311 Email: [reps@konami.com.au](mailto:reps@konami.com.au) [www.konamigaming.com](http://www.konamigaming.com)

**KONAMI**





## Publisher CMAA

**Editor:** Peter Sharp 0412 381 733

### Contributors:

Henri Lach, Katie Cincotta.

### Design:

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

**Advertising:** Judy Rayner

### Advertising Bookings:

(02) 9332 2363 & 9360 6177

Fax (02) 9361 5142

[rayner@bigpond.net.au](mailto:rayner@bigpond.net.au)

### Printing:

Daily Press Group

Phone: (02) 9316 9366

### Correspondence:

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

### Please address all business correspondence to the Federal Secretary

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

### Registered Office

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

### Office Hours

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

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

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



**Bill Clegg ACCM**  
*Federal President*



**Michael O'Sullivan ACCM**  
*Federal Vice President*



**Allan Peter ACCM**  
*Federal Secretary*



**Steve Condren ACCM**  
*Federal Executive Member*



**John Turnbull**  
*Federal Executive Member*



**Luke Walker ACCM**  
*NSW State Executive Member*

# Club Managers' Association Australia

## Office Bearers

### CMAA FEDERAL EXECUTIVE

#### President

WILLIAM CLEGG, ACCM  
Randwick Labor Club

#### Vice President

MICHAEL O'SULLIVAN, ACCM  
Milton Ulladulla Bowling Club

#### Federal Secretary

ALLAN PETER, ACCM

#### Executive Members

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

#### NSW State Executive Member

LUKE WALKER, ACCM  
West Illawarra Leagues Club

### FEDERAL COUNCILLORS

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

Carl Pozzato, ACCM  
Operations Manager  
Ryde-Eastwood Leagues Club

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

Ian Todd, ACCM  
General Manager  
Kingsgrove RSL Club

#### Division C – Nepean Zone

Michael Wiesel  
Secretary Manager  
St Marys RSL Club

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

Stephen Byfield, ACCM  
Chief Executive Officer  
Diggers @ The Entrance

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

Phillip Wheaton, ACCM  
Chief Executive Officer  
Armidale City Bowling Club

#### Division F – Illawarra Shoalhaven Zone and Far South Coast Zone

David Hiscox, ACCM  
General Manager  
Dapto Leagues Club

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

Wayne Moffatt, ACCM  
General Manager  
Pine Rivers Memorial Club

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

Grant Duffy, ACCM  
Secretary Manager  
Numurkah Golf & Bowls Club

### ADMINISTRATION



**Executive Officer**  
Ralph Kober, B.Ed.

**Senior Industrial Relations Advocate**  
Peter Cooper

**Sponsor & Membership Manager**  
Chris Keeble

**Professional Development Manager**  
Geoff Meston

**Training Course Administrators**  
Brad Jones, CCM  
Estelle McDonald-Birch

**CMDA RPL Administrator**  
Jason Thomas

**Accounts Officer**  
Priscilla San Luis

**Sponsor & Membership Coordinator**  
Evonne Bosnich

**Administration Officer**  
Carol Quirke

**Receptionist**  
Julie Conlon

**CMAA Queensland Education Officer**  
Zoe Clegg

#### Life Members

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



mypartnerships

## Club Managers' Development Australia Major Sponsor



## Career Development Sponsors







## Tickety boo

It's great when you have one less thing to worry about. New superannuation changes arrived in January, meaning you need to ensure you're making contributions to a MySuper approved fund if your employees have not chosen their own fund. HOSTPLUS takes the worry out right away, because

our current Balanced Option is already fully approved. That means its simple, low cost features meet the new MySuper rules. So it's all tickety boo. For more information on changes to superannuation visit [hostplus.com.au/mysuper](http://hostplus.com.au/mysuper) or call **1300 HOSTPLUS (1300 467 875)**, 8am–8pm, Monday to Friday.

super + advice + insurance + education + pension + extras



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

HARDWIREAGENCY HOST7738/CMAA/TB

## PAGE ADVERTISER / EDITORIAL

C 1	COVER - GAME ON - 2014
C 2	<b>KONAMI GAMING</b>
1	CMA MAGAZINE IMPRINT & CMAA ADMINISTRATION
2	CMDA CAREER DEVELOPMENT SPONSORS
3	<b>HOSTPLUS</b>
4	<b>TIC TECHNOLOGIES</b> + FEBRUARY EDITION CONTENTS & POINTERS
5	<b>ARISTOCRAT</b>
6	<b>MERIDIAN CONSTRUCTION</b> + PRESIDENT'S PERSPECTIVE w/ BILL CLEGG
7	<b>AINSWORTH GAME TECHNOLOGY</b>
8	<b>CAPITAL DESIGN WORKS</b> + THE EXECUTIVE OFFICER'S DESK w/ RALPH KOBER
9	<b>I G T</b>
10	THE BUSINESS END w/ CHRIS KEEBLE
11	<b>INDEPENDENT GAMING</b>
12	<b>BEPOZ</b> + CMDA SPONSORS UPDATE - TECHBRANDS
13	<b>INTERFACE</b>
14	<b>CONSULATE FINANCE</b> + 2013 ACE AWARDS
15	<b>DC PAYMENTS</b>
16	CMAA - NOTICE TO MEMBERS
17	<b>THOMSONS LAWYERS</b> + INDUSTRY UPDATE
18	<b>MITCHELL BRANDTMANN</b> + NORTHERN EXPOSURE 1
19	<b>LED SIGNS</b> + NORTHERN EXPOSURE 2
20	INDUSTRY UPDATE
21	<b>BULLSEYE SERVICES</b>
22	INDUSTRIAL LANDSCAPE
23	CMAA 2014 CONFERENCE BROCHURE 1
24	CMAA 2014 CONFERENCE BROCHURE 2
25	CMAA 2014 CONFERENCE BROCHURE 3
26	CMAA 2014 CONFERENCE BROCHURE 4
27	<b>NUFURN COMMERCIAL FURNITURE</b> + 2014 CONFERENCE w/ GEOFF MESTON
28	CMDA UPDATE w/ GEOFF MESTON
29	CMAA 2014 CONFERENCE & EXPO
30	CMDA UPDATE w/ JASON THOMAS
31	CMAA 2014 ENTERTAINMENT SUMMIT
32	CMAA 2014 HOSPITALITY EXPO FLOORPLAN
33	CMAA 2014 HOSPITALITY EXPO EXHIBITORS LIST
34	CMDA NATIONAL BURSARY SPONSORS + INDUSTRY UPDATE
35	PROFESSIONAL MANAGEMENT TEAM CHECKLIST
36	2013 CMDA PROFESSIONAL DEVELOPMENT CALENDAR 1
37	2013 CMDA PROFESSIONAL DEVELOPMENT CALENDAR 2
38	CMAA ZONE EDUCATION OFFICERS & BOARD OF MANAGEMENT STUDIES
39	CMDA 2014 NATIONAL BURSARY PROGRAM
40	CMAA 2014 EVENTS CALENDAR & DIARY
41	CMAA 2014 EVENTS CALENDAR & DIARY
42	INDUSTRY UPDATE 1
43	<b>RAYNER SALES &amp; MARKETING</b> + CMDA SPONSORS UPDATE 1 - KONAMI
44	CMDA SPONSORS UPDATE 2 - DAILY PRESS GROUP
45	CMDA SPONSORS UPDATE 3 - IGT + ARISTOCRAT
46	CMDA SPONSORS SERVICES DIRECTORY - 1
47	CMDA SPONSORS SERVICES DIRECTORY - 2
48	CMDA SPONSORS UPDATE 4 - PAYNTER DIXON
C 3	CMAA 2014 EXPO EXHIBITORS BONUS
C 4	<b>BALLY TECHNOLOGIES AUSTRALIA</b>
	INSERTS - IGT + GOPHER GRAPHICS



## Pages 18-19

**THE NEW YEAR** has begun on a bright note for Queensland's licensed clubs, with expectations of further positive action from the **State Government**. In a major move, gaming machines in the State can now accept \$50 and \$100 notes for the first time in 12 years. More good news is forecast for 2014 with changes to the cap on machine numbers, allowing up to 300 for eligible clubs. State Cabinet was due to consider a raft of recommendations from the findings of the expert panel as this issue went to press....



## Page 28

**AT OUR Jupiters conference** last year, **CMAA Professional Development Manager GEOFF MESTON** gave a brief presentation about the changing skilled labour needs of the Australian economy, and the resulting demand pressure for better skills to enhance your attractiveness in the labour market. The hospitality industry has never been more competitive as regulations are loosened to open up new opportunities, while other laws are tightened which hurt traditional revenue streams ...

**tic CMS**  
Flexible Content  
Management Solutions

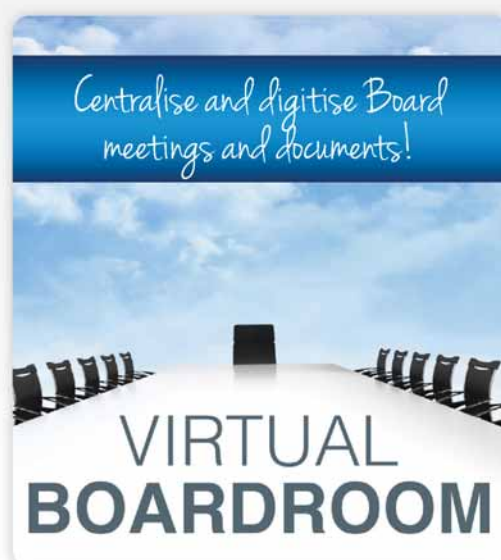
**VIRTUAL BOARDROOM**  
Centralise and digitise  
Board papers/communication

**SMS MARKETING**  
Simple and Secure

**ONLINE MARKETING**  
Target groups with EDMs

**MOBILE SITES & APPS**  
Create a mobile website  
and/or app

**SOCIAL MEDIA**  
Interact with your audience



**tic | technologies.com**  
web • mobile • social media



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



# ARISTOCRAT

it's all in the game™

Come and see Gold Pays™, Quick Fire™ & Jackpot Streak™ on the CMA stand plus a whole host of families including Cash Explosion™, Superman™, Lex Luthor™, Dynamite Cash™, Sky Rider™, More Power™, Players Choice™ and many more...

FOR MORE INFORMATION CONTACT

1800 150 432







## Same sad debate follows same tragic consequences

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

**IT WAS** only a few months ago that this same discussion was attracting widespread media attention over senseless alcohol-fuelled street violence.

Tragically, one more family has to suffer the tragic loss of a loved one and another family is impacted by a murder charged laid against one of theirs.

Commentators continue to argue that alcohol-related violence is out of control and at its worst level at any time. These comments are made as matters of fact, then used to call for further restrictions on the sale of liquor and trading hours.

To a certain level, Police across the country have created rods for their own back by highly publicising anti-alcohol/anti-social operations targeting poor conduct prior to Christmas, then not being able to prevent the most serious and tragic of outcomes and, as any fair-minded person must acknowledge, that a random act of violence can never be prevented – even if there is an officer on every corner. Police acknowledge that it is not a matter of more powers.

The blame is laid at the feet politicians and pressure mounts for legislative action.

Most that have been in the hospitality industry for some time would argue that the current level of violence is not more than in the past. It would also be acknowledged that the violence has moved from in-venue to more public and private locations.

What has increased is the level of

aggression that confronts our staff. It is particularly pleasing that there is now discussion on the testing for a wider range of drugs when violence occurs. There are many people who are confident that mandatory testing will reveal a combination of intoxicants will be responsible – not just alcohol.

Restrictions on violent offenders entering licensed premises need to be supported by higher penalties once intoxicating substances are deemed to be a contributor to violent conduct.

We should all protect the great advantage that the Club Industry has in the current social debate and, clearly, there continues to be reduced incidents on club premises.

Managers should use the available legislation to keep violent and quarrelsome patrons out of their clubs.

Some time ago, the CMAA was instrumental in changes to the then *Registered Clubs Act* to allow for the ongoing refusal of access to a club once a patron was removed for being intoxicated, violent, quarrelsome, or disorderly. This was deemed necessary at the time when Boards did not necessarily support management implementing the Responsible Service of Alcohol requirements by barring members.

The legislation was transferred into the *Liquor Act* at Section 77 and is seen as a powerful tool for managers when implementing strategies against anti-social conduct.



## Notice of Annual General Meeting

The **Annual General Meeting** of the Members of the **Club Managers' Association Australia** will take place at **9am on Monday, March 3, 2014.**

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

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

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

It is a firm belief that managers and clubs should rely on this legislation rather than the processes governed by a club's constitution.

Legislation in other jurisdictions does not provide similar powers to managers. This is an area the CMAA will pursue with the various governments.

It is not an easy task to change culture. The best time to start is now. ■

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



Cooma Ex Services Club

- Master Planning
- Design & Construct
- Construction Management



**MERIDIAN**  
**GUARANTEEING  
OUTSTANDING  
PERFORMANCE**



Griffith Ex Services Club

- Fitout and Refurbishment
- Council Negotiation
- Interior Design



# Wheel WINNER



**CMA**  
AUSTRALIA

Visit us at the 2014 CMAA Conference & Expo  
March 3 & 4, The Dome - Sydney Olympic Park



**HOT NEW  
RELEASES!**

Subject to regulatory approval  
[www.ainsworth.com.au](http://www.ainsworth.com.au)

**AINSWORTH**  
EXPERIENCE COUNTS





By



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



[www.capitaldesignworks.com.au](http://www.capitaldesignworks.com.au)

**(02) 9771 2885**



## There's a positive vibe about what's ahead for our industry

**The Executive Officer's Desk** with RALPH KOBER

**2014 PROMISES** to be a year filled with optimism and confidence, according to the many club managers and suppliers I have spoken to during the past couple of months. I must say that I hope they are on the money!

2013 was a challenging year for all of us – personally and professionally – and I am relieved that the Association has started the year under a full head of steam since the office reopened just after the Christmas break.

A number of significant events and opportunities have been planned and identified which will boost the reach and capability of the Association in meeting the needs of its members.

With regard to the CMAA's annual Conference & Hospitality Expo offering, I am excited to see the trade has been strong in its support with so many long-time supporters and exhibitors again committed to showcasing their products and services at **The Dome at Sydney Olympic Park** on **March 3 & 4**. It's also very pleasing to see so many first-time Expo exhibitors joining them at this premier event.

Geoff Meston and the Board of Management Studies again have formulated a Conference program regarded as one of the best line-ups featured at the Conference for many years.

Keynote speakers **Michael Maguire**, the coach of the **South Sydney Rabbitohs** NRL club, and celebrity chef **Tobie Puttock** will provide insightful and truly valuable presentations in their specialised fields, along with an array of industry experts presenting sessions on **'Internet Gambling'**; **'Emotional Intelligence'**; **'Business Continuity'** and **'HR' issues**.

Registrations are now open, so don't miss out as places are limited. Go to **[www.cmaa.asn.au](http://www.cmaa.asn.au)**

### Note to Diary

The **CMAA's Mid Year Executive Leadership Conference** is scheduled for **June 17 to 19** with a comprehensive program planned encompassing a range of high-level topics that target CEOs and a stream of topic sessions designed for line and duty managers that worked impressively and successfully at the 2013 Conference.

Again, Geoff Meston and the Board will

release a great program in the coming months, so make sure you diarise the dates.

### CMAA Head Office Move

Members are advised that by the time you read this article, the Association's administration office would have relocated one floor down at our existing address – 1 Showground Road, Sydney Olympic Park.

The move to the lower level will see a decrease in the existing floor space leased by the Association and a significant reduction in the rent and utilities currently expended.

Savings as a result of the rationalisation are ear-marked to provide enhanced member services and potentially – if deemed appropriate – asset acquisition and investment for the long-term viability of the Association for future generations.

Training courses will continue to be held in the new premises, while more club venue training is planned where larger class numbers are envisaged.

### CMAA Zone Committee Financial Responsibility

CMAA Committee officers at all levels, including the Federal Executive, Federal Council and the Zones have recently undertaken the mandatory training course pursuant to the *Registered Organisations Act 2012*.

New officers also will be required to complete the training within six months of their appointment to comply with the legislation.

Further to the requirements of the Act, the Association has developed a resource kit to assist zone officers and committees in better understanding and complying with the Act's intention and direction.

Significantly, one of the key inclusions of the resource kit will be the **CMAA Financial Management Policy and Procedures** document which details the manner in which all funds of the Association, including those managed and administered by the Zones are to be handled. The policy will be distributed to all CMAA Committee officers at all levels and be published on the CMAA website – **[www.cmaa.asn.au](http://www.cmaa.asn.au)**. It is essential that members are aware of the responsibility placed upon CMAA Committee officers with respect to the financial management of the Association's funds. ■





# Y'all ready to play?

Dolly™ is an icon in music and is now an icon of gaming, having topped the US performance charts. She's now here in Australia with new game features and three progressive jackpots. Plus there's something special - the Dolly music player, where patrons choose their favourite song.

- New! Random 'Trigger Boost' - 1 scatter symbol triggers free games
- New! 'Dolly Wild Boost' a random feature with vertically expanding WILDS
- Two great games - 'Classic Dolly' and the 'Queen of Country Music Bonus'

Dolly™ - so much more than just a game.

Call IGT to find out more on (02) 8345 3000 or visit [www.igt.com.au](http://www.igt.com.au)





## Back in full swing with so much to work on in 2014

**The Business End** with CHRIS KEEBLE

IN THE January edition of the CMAA's **myCMAA** eNewsletter, I wished everyone a Happy New Year. And, given many people were still away and may have missed it, again, I wish everyone a great 2014.

2013 finished with a hectic scurry with many members actioning the letter sent in late November 2013 to update and enter details for the CMAA's new membership payment system. However, we still have many more to go. So, if you are reading this and have not yet updated your information and elected the payment plan, please do so. As soon as everyone is on the system correctly, systems and procedures can start with a streamlining of operations and better communications. It has been something of a trial, with a few glitches appearing and change is always a challenge. Thanks to Julie Conlon, our office 'admin legend', for her patience and dedicated work to answer and address all inquiries. Thanks also to our members who came across a few challenges. Hopefully, all of the glitches are sorted now. I sincerely appreciate your patience and understanding during this transition time.

Hopefully, you would have also received the new Membership Packs containing your 2014 membership card and other items of information. These Membership Packs will be sent out to those members who have renewed in late January and early February.

### THERE IS much to do in 2014.

There are some exciting events on the horizons, too with **'Women In Leadership'** workshops planned for NSW and Queensland.

Plus, a special one-day forum is being planned for those that work with, or deal with, the entertainment industry. It can certainly present many minefields and we will discuss ways to make it all work for you and your club ... whether that is with functions, events or general club entertainment.

Stay tuned on these two special summits with dates announced soon. We will promote all events via email, on Facebook (**PLEASE** like our page) and by mail.

IT'S ALSO a big welcome to new 2014 Bursary Sponsor **Techbrands**.

**Techbrands by Electus Distribution** is a proudly Australian-owned company since 1980, supplying over 90 **Jaycar** stores and 180 **Jaycar** stockists across Australia and New Zealand. Offering more than 7,500 product lines **Techbrands** concentrates on product categories ranging from audio visual (AV); security and surveillance; solar; sight and sound; commercial lighting; hardcore electronics; I.T. and communications; and every-day tools.

Paul Turner is the National Channel Manager for **Techbrands**, so if you are in the market for this range of products and services, call Paul M: 0400 316 056 to arrange an on-site meeting.



I'M LOOKING forward to meeting even more members at Zone meetings. The calendar of meetings and events is posted on our website – [www.cmaa.asn.au](http://www.cmaa.asn.au) and on pages 40 & 41 of this edition – and constantly being updated. Zone meetings and events really are a great opportunity to network and meet others in your industry and in your zone. There's nothing better than having a chat with like-minded peers. You will be amazed at what you can learn and how many problems have already been across the desks of fellow club executives.

**DON'T FORGET** the CMAA's AGM, Conference & Hospitality Expo on **March 3&4** at The Dome at Sydney Olympic Park. Drop in and take a look at our new offices while you are in the interesting and impressive S.O.P. precinct. Come along to the Expo and say hello ... be in the chance to win a scooter!

### 2013 ACE Awards

The 16th annual **Australian Club Entertainment (ACE) Awards** will be held on Wednesday, March 19, 2014 at The Juniors, Kingsford. The **ACE Awards**, which were founded in 1998, acknowledge the talent and work of variety artists and entertainers in clubs across Australia.

The Awards recognise excellence in entertainment within nominated categories for the 2013 calendar year. The first round of voting for the **ACE Awards** closed on **December 13**. The second round of voting is open from **January 13 to February 14, 2014**. Anyone interested in participating in the voting process should register an interest at [www.aceawards.com.au/CONTACT.php](http://www.aceawards.com.au/CONTACT.php) Clubs also are encouraged to enter the *Venue Award for Excellence & Commitment to Entertainment* category which is sponsored by **ClubsNSW**. This award seeks to recognise clubs that provide a balanced and relevant program of events of a high standard and shows a commitment to providing these events on a regular basis. A limited number of sponsorship packages are still available. If your club is interested in sponsoring one of the **ACE Awards** categories, contact me P: **02 - 9746 4199** or E: [chris@cmma.asn.au](mailto:chris@cmma.asn.au) or contact **ClubsNSW Community Partnerships Executive Maria Peña** P: **02 - 9268 3010** or E: [mpena@clubsnsw.com.au](mailto:mpena@clubsnsw.com.au). All clubs are encouraged to attend the awards and celebrate the best entertainers in the Club Industry. Tickets for this prestigious industry event are available from February 1, 2014 and there will be more information about making a booking. Go to <http://www.aceawards.com.au/> ■

➤ **CHRIS KEEBLE** is the CMAA's **Sponsor & Membership Manager**.  
To contact Chris ...  
B: **02 - 9746 4199**;  
M: **0418 970 963**;  
E: [chris@cmma.asn.au](mailto:chris@cmma.asn.au)  
W: [www.cmaa.asn.au](http://www.cmaa.asn.au)







## Voyager ADVANTAGES

Tournament Play | VPC | Exciting New Games

12 Months Game Support | Game Driven Links

Flexi-LINK Patented Technology on Voyager Products

### THE THREE STARS



### THE STOCKMAN Returns



### TRIPLE DRAGONS



### LEGENDS OF ARABIA RETURNS™



To find out more about Voyager contact:

**INDEPENDENT GAMING PTY LTD**

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

E [sales@independentgaming.com.au](mailto:sales@independentgaming.com.au) | [www.independentgaming.com.au](http://www.independentgaming.com.au)



## TECHBRANDS adds some spark to CMDA Bursary sponsor 'family'

**TECHBRANDS by Electus Distribution** is a proudly Australian owned company since 1980, supplying more than 90 **Jaycar** company stores and 180 **Jaycar** stockists across Australia and New Zealand.

**Techbrands** offers more than 7,500 product lines concentrating on product categories that range from audio visual, security and surveillance, solar, sight and sound, commercial lighting, hardcore electronics, I.T. and communications and every-day tools.

The customer list has grown over the years as has the product range. **Techbrands** is a major supplier of quality products to commercial customers in the telecommunications, education, manufacturing, R&D and retail industries.

The 20,000-square-metre Rydalmere distribution centre in Sydney's inner west is the hub of the **Techbrands** national distribution network with a 99.5% of inventory demand. Quality product and ability to supply are **Techbrands** strongest qualities.

**Techbrands** has signed on as a **CMDA National Bursary Sponsor** starting in January, 2014.

**Techbrands** offers a stable supply of a wide range of electronic components and equipment as well as electronic gifts and gadgets.

**Techbrands** offers 24-hour delivery on orders filled from its \$10 million inventory.

**Techbrands** will identify begin introducing this product range – such as small, portable P.A. systems, microphones

and other club needs in the electronics arena – to the Club Industry.

**Paul Turner** is the **Government, Education & Corporate Channel Manager** for **Techbrands** by **Electus Distribution** and will be the main contact for clubs dealing with **Techbrands**.

The **Techbrands** head office is located at 320 Victoria Road, Rydalmere in Sydney.

**Electus Distribution** is the old 'new kid on the block'.

**Techbrands** offers 30-day accounts and accept major credit cards (Mastercard, Visa & AMEX), cheques, direct deposits and cash for pick-ups.

"If you use electronic components and equipment in your business, we are going to become good friends," Paul Turner said when he caught up with CMAA Executive Officer Ralph Kober and Sponsor & Membership Manager Chris Keeble.

Some of the diverse product range includes electronic components, test equipment, power supplies, lighting, surveillance equipment, enclosures and much more. Most products have three price quantity breaks so you can save when buying in larger quantities.

You need to be a registered **Electus** customer to be able to view the online wholesale prices, or to use the order builder. If you are not logged in, you will only see Recommended Retail Pricing (RRP).

Orders can be placed by phone, fax, email or via the **Techbrands** website – **www.techbrands.com**.

**Techbrands** delivers overnight with Australian Air Express and for bulky items, or to regional destinations it is Star Track Express. Clients also can choose to collect, or send your own carrier, to pick up an order.

**Techbrands** trades around the clock via the website, with the Australian Call Centre operating from 8am to 5:30pm. ■



■ *Government, Education & Corporate Channel Manager for Techbrands*  
**PAUL TURNER.**



► For more information on the **Techbrands** range of products and services, contact Paul Turner, the dedicated National Channel Manager on  
M: **0400 316 056** to arrange an onsite meeting, or E: **pturner@techbrands.com**.  
To contact **TECHBRANDS** by **Electus Distribution** direct,  
P: **1300 738 555**;  
F: **1300 738 500**; or go to  
W: **www.techbrands.com**

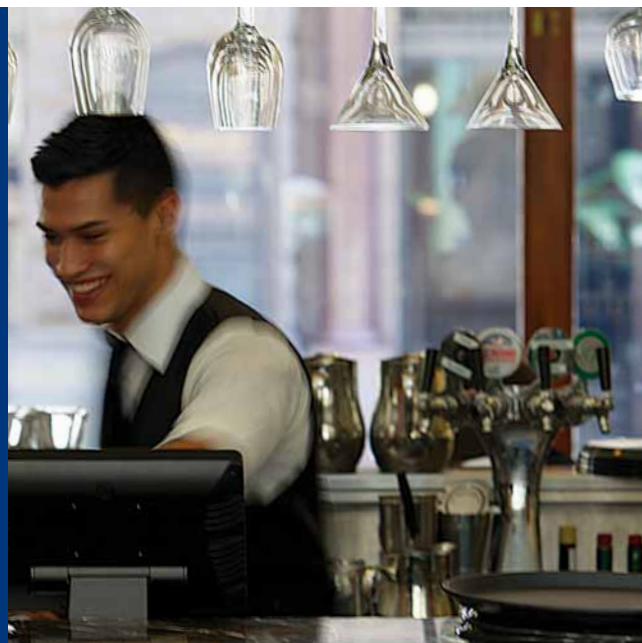
## How's business? Bepoz knows.

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

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



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





**Interface**<sup>®</sup>  
*Hospitality*

## Discover **Interface**<sup>®</sup> *Hospitality*

FLEXIBILITY. STYLE. PERFORMANCE.

**Introducing a new standard in Hospitality flooring.** Our modular carpet offers total design flexibility to create spaces that inspire, with unmatched performance to admire.

**Discover more at:**

CMAA Hospitality Expo | The Dome, Sydney Olympic Park | 3 – 4 March 2014

[www.interfacehospitality.com](http://www.interfacehospitality.com) | +612 4624 0275



+612 4624 0275 | Contact Us | [www.interfacehospitality.com](http://www.interfacehospitality.com)

**Interface**<sup>®</sup> *Hospitality*



## It will be a 'A Night of Diamonds'

THE 16TH annual Australian Club Entertainment (ACE) Awards presentation dinner – 'A Night of Diamonds' – will be held at The Juniors, Kingsford on Wednesday, March 19, with tickets available from February 3.

Acknowledging the hard work, dedication and talent from the

Australian club entertainment industry in 2013, this will again be a spectacular event and occasion – not to be missed.

The **Club Managers' Association Australia (CMAA)** is proud to present and help support the **ACE Awards** and the Australian club entertainment industry.

**The Juniors**, under the direction of producer **Brad Stanford**, has excelled in delivering a top-shelf event in the past two years and the 2014 version is set to exceed expectations.

It promises to be a night to see an incredible showcase of talent and to catch up with many industry colleagues.

The entertainment program will include an array of industry entertainers ... some headline performers, and some the audience will see for the first time.

Second round voting for the **2013 ACE Awards** started on **January 20** and will close **February 19**.

To participate in the voting, register your interest at [www.aceawards.com.au](http://www.aceawards.com.au) under the contacts section. The list of awards categories also is available.

The **ACE Awards Committee, CMAA, ClubsNSW** and senior partner **Lion** are

looking forward to another exciting event to acknowledge the contribution and high standard of Australian entertainers.

For more information on the **ACE** awards, go to the **ACE Awards** website - [www.aceawards.com.au](http://www.aceawards.com.au)

For tickets to the 2013 awards presentation dinner, P: **02 – 9349 7555**, or purchase tickets on line at **The Juniors, Kingsford** website – [www.thejuniors.com.au](http://www.thejuniors.com.au)

The **ACE Awards Committee** will complete the seating allocations closer to the event.

Like us – **ACE Awards** – on **Facebook** at <https://www.facebook.com/aceawardsaustralia?ref=hl>

For more information, or media details, contact **CMAA Sponsor & Membership Manager Chris Keeble** P: **02 – 9746 4199**, or E: [chris@cmaa.asn.au](mailto:chris@cmaa.asn.au) ■



# "THINK OUTSIDE THE BOX"

## FOR SOLUTIONS TO YOUR CLUBS FINANCING NEEDS



Think Consulate Finance. Because maximizing your clubs financial capabilities should be about individual solutions that address specific needs... now and for the future.

So, whether it's finance for gaming equipment or a club refurbishment, our experienced personnel can package a competitively priced alternative. When thinking rental finance, asset purchase or bill facility, Consulate Finance has the innovative solutions.



THE CLUB INDUSTRY FINANCE SPECIALISTS  
[WWW.CONSLATEFINANCE.COM.AU](http://WWW.CONSLATEFINANCE.COM.AU)

Contact Graeme Latta P 0408 600 640 E [glatta@consulatefinance.com.au](mailto:glatta@consulatefinance.com.au)



DCCard

# Your simple cash solution



- ▶ Integrated cash and ATM solution
- ▶ Increase spend in your venue
- ▶ Easy to use, easy to get cash
- ▶ Safe and secure for venue operators
- ▶ Earn more revenue from a DC Card

#### ATM sales enquiries

Call our national sales team  
on 1300 305 600 or email  
[sales@dcpayments.com.au](mailto:sales@dcpayments.com.au)  
[dcpayments.com.au](http://dcpayments.com.au)

# Notice to Members

Pursuant to **Clause 126(1)(b)** of the *Fair Work (Registered Organisation) Regulation 2009*, the **Club Managers' Association Australia** gives notice that it intends to lodge with **Fair Work Commission** a Notice setting out our particulars of the alterations to the **registered rules of the Association 20/12/2006 (Rules)**.

Current **Rule 24** to be replaced with a new Rule 24 and **Rule 25 (V111)** to have the words "**Member for 12 months**" following the words **members eligible to vote must be a ...**

Attached are the **Rule 24** and **Rule 25**, which is also posted on the **CMAA website – [www.cmaa.asn.au](http://www.cmaa.asn.au)**

## 24 - ELECTION OF OFFICES

- (a) Commencing in 2007 and thereafter triennially an election shall be held for the purpose of electing the following Offices:
  - (i) Executive members (5);
  - (ii) Federal Councillors
- (b) When an election is to be held, either for triennial elections, the Federal Executive shall;
  - i. determine an election timetable; and or casual vacancies;
  - ii. appoint a Returning Officer, who shall not be the holder of any office, or an employee of the Association or any of its Zone, Sections or Divisions.
- (c) The role of the Returning Officer shall be to fulfil the following duties in accordance with the election timetable determined by the Federal Executive;
  - i. Call for nominations for the Offices by publication of notice or advertisement;
    1. in the Association's Journal
    2. by email to each member of the Association; or
    3. on the Association's website; or
    4. by any other method which the Federal Executive reasonably determines that all Association members are likely to have access to; or
    5. by any combination of two or more of the methods set out above, such notice or advertisement to specify the dates, times, places and postal address for the receipt of nominations for the Offices by the Returning Officer;
  - ii. receive nominations in accordance with the election timetable, or if the election is to be held in full a casual vacancy, the directions of the Federal Executive;
  - iii. determine whether nominations are valid or defective and where a nomination is defective (except a nomination that is defective because the person is not qualified to hold the office to which the nomination relates) the Returning Officer shall communicate that fact to the potential candidate, advise him/her of its defect and allow him/her such period of time the Returning Officer considers appropriate to cure, if possible, the defect; provided that, if after the closing date of nominations a candidate submits a nomination which is intended to cure a prior defect and is still defective whether on the original defect or some other the Returning Officer shall not include that candidate's name among the names of the candidates for office;
  - iv. at the close of nominations, advise candidates of the number of nominations received for each position and the period of time they have to withdraw their nominations;
  - v. where nominations are received that there are vacancies, have ballot papers printed in sufficient quantities to enable the Returning Officer to supply a ballot paper for each member eligible to vote in the election;
  - vi. cause voting papers to be sent to all members of the Association who are on the roll of members eligible to vote, provided members shall only be sent voting papers for the election of the Executive members and the election of a Federal Councillor from the Division to which they are attached. For the purpose of determining the members of the Association who are on the roll of members eligible to vote, the roll of members is to be closed on such date as determined by the Federal Executive except that such date shall not be earlier than thirty (30) days, and not later than seven (7) days, before the day on which nominations for election open;
  - vii. conduct the election which shall be conducted by postal, ballot, meaning a ballot for the purposes of which a ballot paper, declaration envelope and prepaid envelope (which must conform with any requirement of the Fair Work (Registered Organisations) Act 2009) are sent by pre-paid post to each

person entitled to vote and facilities are to be provided for the return of the ballot paper by the voter without expense to him/her;

- viii. Take receipt of each returned vote, and place the ballot papers in a sealed ballot box, except for any ballot paper received after 5:00pm on the closing date of the ballot;
  - ix. Inform the scrutineers, nominated by the candidates, when the ballot box is to be opened;
  - x. Open the sealed box only after the close of the vote and then in the presence of scrutineers, if any, who choose to be present, and witnesses present with the approval of the Returning Officer;
  - xi. Upon the opening of ballot box in the presence of scrutineers, if any, count the votes or cause the votes to be counted under his/her control and by persons nominated by him/her and in the Returning Officer's presence; and
  - xii. Give the scrutineers, if any, every reasonable opportunity to see the votes being counted.
- (d) i. In the event of equality of vote cast in an election the Returning Officer may request the candidates to draw lots; if any or all decline the Returning Officer shall himself/herself draw for them.
  - ii. Once a candidate has been elected to a higher listed position on a ballot paper for the Returning Officer shall no longer consider him/her a candidate for the following positions ; and shall delete him/her when counting the ballot
  - iii. The preference of positions for voting on the ballot papers shall be;
    1. Executive members (5)
    2. Federal Councillor
- (e) The Returning Officer shall at the end of the counting of votes declare that the candidate receiving the highest number of votes elected if the Office to be filled has only one (1) vacancy and in the case where more than one (1) vacancy exists for an Office he/she shall declare elected the candidates receiving the highest number of votes until all said offices have been filled.
  - (f) After the close of counting the Returning Officer shall count all votes cast and convey them to a recognised place of safekeeping where they shall then be kept by him/her for a period of twelve (12) months.

## 25 - CONDUCT OF THE ELECTION

- (i) The Returning Officer shall conduct the election as a secret postal vote.
- (ii) The voting papers shall be printed so that the Office for which a candidate is offering himself/herself for election shall be clearly specified.
- (iii) Ballot papers shall be printed as follows:
- (iv) The member will be asked to indicate the persons for whom he is voting by making a cross in the box alongside the name or when there is more than one candidate to be elected to an Office the names of the candidates of his choice.
- (v) A member shall not vote for more candidates for each office than the number of candidates required to fill each Office.
- (vi) A member shall not fill the voting paper sent to another member.
- (vii) Voting papers shall be returned to the Returning Officer by post.
- (viii) When an election is to be held the Federal Secretary shall cause to be prepared under his direction a roll of all members eligible to vote for that office and the vote should be open to inspection by any financial member of the Association. The roll of voters shall close twenty-eight (28) days prior to the opening day of nominations. To be eligible to be included on the roll of members eligible to vote, a member must be financial member for 12 months on the first Wednesday of December in the year preceding the year of the triennial election.

## 25A - TRANSITIONAL RULE

- (a) Upon the certification of Rule 23 by the Fair Work Commission and prior to the next scheduled election for Federal Councillors the Federal Secretary shall:
  - (i) prepare membership lists allocating members to the relevant Divisions; and
  - (ii) provide such membership lists in updated form to the Returning Officer at the time required by the Returning Officer for the next scheduled election for Federal Councillors;
- (b) For the purposes of Rule 26 - Qualifications and Nominations for Candidates to Offices, a member who has been allocated to a new Division pursuant to this Rule shall be deemed to be attached to the new Division and entitled to nominate and to be nominated as a candidate for the office of Federal Councillor at the next scheduled election for Federal Councillors. ■



# Mandatory jail terms for drunken killings

**FATAL 'ONE-PUNCH'** assaults where drug or alcohol use is a factor will attract a mandatory minimum eight-year jail sentence under new laws announced by the NSW Government.

The *Sydney Morning Herald* newspaper reported that following the deaths of teenagers Daniel Christie and Thomas Kelly, and increasing community concern over alcohol-fuelled violence, Premier Barry O'Farrell announced the proposed new laws on January 21 as part of a broader policy response.

A mandatory minimum penalty of eight years in jail and a maximum sentence of 25 years will apply to one-punch assaults resulting in death where drugs or alcohol were found to be a factor. No mandatory minimum sentence will apply for fatal one-punch assaults that do not involve drugs or alcohol.

However, under laws flagged last year by Attorney-General Greg Smith and modeled on West Australian legislation, a

maximum sentence of 20 years will apply.

This is lower than the 25-year maximum sentence for manslaughter, but the proposed law will make it easier to secure a lengthy prison sentence than a murder conviction, where the Crown must prove the attacker knew the punch would be fatal.

The NSW Government embraced the idea of one-punch laws last year after 19-year-old Kieran Loveridge was found guilty of fatally punching 18-year-old Thomas Kelly in Kings Cross in 2012 and sentenced to a maximum of six years jail.

The sentence was met with outrage in sections of the community and followed the decision of the NSW Director of Public Prosecutions to charge Loveridge with manslaughter, instead of murder after he offered to plead guilty to the lesser charge.

Loveridge was jailed in November with a four-year non-parole period.

Demands for the Government to reconsider mandatory minimum sentences strengthened after the fatal assault on Mr Christie on New Year's Eve.

The proposed new laws also appear to reflect calls by Mr Kelly's parents, Ralph and Kathy Kelly, for drugs and alcohol to



be an aggravating factor in sentencing of those convicted of violent assaults.

The proposed laws also appear to represent a significant defeat for the Attorney-General, who in November publicly derided mandatory minimum sentencing as an "expensive and ineffective crime-fighting tool".

At the time, there was speculation the laws were being considered for gun crime after the shooting of a 13-year-old girl in a dispute allegedly involving the Brothers 4 Life gang.

The Australian Lawyers Alliance and other prominent legal figures have criticised mandatory minimum sentences, warning they have no impact on recidivism rates.

The Government also is expected to announce measures to achieve better liquor licensing, such as risk-based fees for venues and more policing. ■

ThomsonsLawyers

Proud supporter of  
Club Management  
Development Australia



## The clubs, gaming & leisure legal specialists



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

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

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

For a confidential discussion please contact:

**Brett Boon** P: 02 8248 5832 M: 0414 808 265 E: [bboon@thomsonslawyers.com.au](mailto:bboon@thomsonslawyers.com.au)

**Tony Rein** P: 02 8248 3438 M: 0400 566 405 E: [trein@thomsonslawyers.com.au](mailto:trein@thomsonslawyers.com.au)

[www.thomsonslawyers.com.au](http://www.thomsonslawyers.com.au)

Sydney Melbourne Brisbane Adelaide



## Newman Government has industry's interests at heart

By HENRI LACH

**THE NEW YEAR** has begun on a bright note for Queensland's licensed clubs, with expectations of further positive action from the State Government.

In a major move, gaming machines in the State can now accept \$50 and \$100 notes for the first time in 12 years.

Lifting of the ban on the big notes just before Christmas is seen as an indication of Campbell Newman's Liberal National Party (LNP) Government's positive attitude towards clubs.

Machines in Queensland had been limited to \$5, \$10 and \$20 notes since 2001.

Allowing the higher denomination notes was among recommendations by a government-appointed expert panel that earlier in 2013 reviewed the state's gambling laws and policies.

A \$100 limit on any one transaction will continue to apply, however.

More good news is forecast for 2014 with changes to the cap on machine numbers, allowing up to 300 for eligible clubs.

The current limit in Queensland is 280 machines.

The changes will include tax relief for smaller clubs.

Extended trading hours are also in the pipeline.

State Cabinet was due to consider a raft of recommendations from the findings of the expert panel as this issue went to press.

CMAA Federal Executive Member and Gold Coast Zone President Steve Condren, who is the General Manager of the Southport Surf Club, is very supportive of the Government's policies.

"They been absolutely fantastic in

getting rid of red tape. I've got to take my hat off to them," he said.

"The Government has been very helpful and friendly to the industry. I can't believe how good they've been.

"They have been outstanding. They've made the hard decisions, but they are the right decisions. They are decisions made on common sense.

"By lifting the ban on \$50 and \$100 notes the Government has recognised that we are capable of dealing with the issue of problem gamblers."

The Attorney General Jarrod Bleijie, whose portfolio includes gaming, has come in for a special mention.

"He is a man who knows what the industry is about. He is a breath of fresh air," Mr Condren said.

Sunshine Coast CMAA Zone President Kelvin Patch, Secretary-Manager of the Caboolture Sports Club, is equally supportive of the Attorney General.

"We are fortunate to have someone in charge who listens to the industry's needs," he said.

"The Government's red tape reduction policy has abolished a lot of tedious stuff, like some of the mandatory forms we had to sign.

"It's to be hoped that there'll be further moves to help us increase revenue. Allowing for earlier opening would be a help."

Brisbane CMAA Zone President John Limbrick, CEO of the Greenbank RSL Club, as always, is a little more circumspect in his attitude to the Government.

"I think we need to go through a fairly prolonged period of repair after the legacy of both the previous Federal and State governments," he said.

"Everything points in the right direction, but there's still a way to go. It's about mutual respect. There's got to be a period of reconciliation.

"I'm not unhappy with the attitude of the current State Government. The early signs are very positive.

"The lifting of a ban on \$50 and \$100 bills was a nice little Christmas gift. The experts tell me there could be a increase of between three and five percent in revenue.

"But I'm a little impatient. We are told ►

### QUANTITY SURVEYORS CONTRACT ADMINISTRATORS

#### Specialising in Licensed Clubs

Contractual Advice  
Finance Drawdowns  
Project Superintendent Services



**Mitchell Brandtman**

5D Quantity Surveyors & Construction Expert Opinion

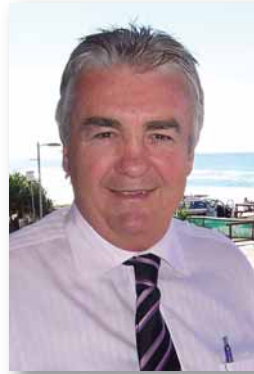
**1800 808 289**

Australia Wide

**www.mitbrand.com**

Allowing the higher denomination notes was among recommendations by a government-appointed expert panel that earlier in 2013 reviewed the state's gambling laws and policies. A \$100 limit on any one transaction will continue to apply, however.





- changes are coming, but we're yet to see them.

"I think we've won the battle, but I don't think the war is ever going to go away."

For his part, Attorney General Jarrod Bleijie has pledged to continue his and his government's positive attitude to community clubs.

In an exclusive statement to *Club Management in Australia*, the Minister said, with deference to his Premier: "It is pleasing to be able to report that the Newman Government has continued to deliver on its promise to slash burdensome red tape in the tourism industry which crucially includes the

The Government's red tape reduction policy has abolished a lot of tedious stuff, like some of the mandatory forms we had to sign.

community club sector. We have cut 44 pieces of tape thus far. These initiatives will also give a much needed boost to tourism, a priority for the Newman Government.

"We will continue to work closely with club community groups in 2014 and I personally look forward to a strong collaboration throughout the year." ■

- ABOVE, FROM LEFT TO RIGHT:  
Queensland Premier Campbell Newman  
Queensland Attorney General Jarrod Bleijie  
CMAA Federal Executive Member Steve Condren  
Brisbane CMAA Zone President John Limbrick  
Sunshine Coast CMAA Zone President Kelvin Patch



**LED  
SIGNS**  
Experience | Expertise | Versatility

**Intelligent Signage**

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

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

## Service Delivery Strategy: A tangible structure to deliver great service

**CUSTOMER SERVICE** allows us to differentiate our business. Club managers understand how great customer service can increase revenue, while a poor customer experience can be costly.

Despite knowing the need for great service, many businesses fail to identify the first crucial step is to build a '**Service Delivery Strategy**'. This will allow club managers to build tangible outcomes and measurements around the intangible nature of customer service. As measurements improve, the club will know that their service also is improving.

Like any strategy, a **Service Delivery Strategy** must ...

- Be planned, not ad hoc;
- Be tied to specific outcomes and measureable;
- Create accountability;
- Provide sustainable benefits;
- Provide a high return on investment;
- Be achieved within a budget.

Any tactic that supports the **Service Delivery Strategy** must have an on-going benefit to the business – not just a thin veneer that deteriorates quickly. The Club must be able to build intelligence and action plans around ...

- '**WHY**' a customer chooses one business over another;
- '**WHAT**' actions our direct-service staff undertake to deliver upon the customer's 'WHY';
- '**HOW**' managers support direct-service staff.

The cost to build and implement a **Service Delivery Strategy** is an investment with a calculable return on investment (ROI). The ability to build structure around offering great service will capture costs and revenues to provide an accurate ROI. ■

### Customer Service v Service Delivery

The traditional notion of **Customer Service** focuses on the single point of contact between the customer and the employee. **Service Delivery** examines all of the factors that affect the customer's decision to patronise your business.



### Expense or Investment?

On average, clubs spend almost 10% of revenue on advertising, entertainment, marketing, promotions and employee development with the sole purpose of growing revenue. A smart **Service Delivery Strategy** can be built, implemented and captured within this budget. This means clubs can build a profitable and sustainable **Service Delivery Strategy** at nil, or little, additional costs.

### Dapto Leagues Club

**Dapto Leagues Club** is a recent example of a club that built a tangible structure around customer service.

In consultation with service delivery specialist **Bulls Eye**, the club developed a '**Service Blueprint**' that identified exactly '**WHY**' a member chooses to visit the club.

It also maps all of the contact points within the service delivery process to know where service failures can occur.

The **Service Blueprint** was complimented with a gap analysis tool to score the members experience at the club.

**Dapto Leagues Club** had been successful in creating a tangible service delivery structure that was accountable, easily communicated to staff and linked to profitability.

Dapto Leagues Club CEO David Hiscox said the club knew that great service would drive the business forward.

"Bulls Eye creates a tangible structure that binds together a range of customer service tactics," Mr Hiscox added.

"The **Service Blueprint** program allowed us to identify what members really want in a service package and gave us a tool to measure changes in customer satisfaction."



■ Dapto Leagues Club CEO David Hiscox with Community and Promotions Manager Bronwyn Newman and Bulls Eye CEO Brett Jones (right).



# **FACT: EVERY CLUB MEMBER YOU LOSE COSTS YOU AN AVERAGE OF \$1000 PA.**

*"The staff alignment program that BullsEye developed really got our staff thinking about what drives great service. BullsEye has helped us to achieve some great trading results with profits that have not been enjoyed in years."*

**David English – CEO Halekulani Bowling Club**

*"The programs developed by BullsEye really gave me a better understanding of which customers were walking away from the business. The reconnecting lost members program provided a great ROI and impacted positively on our profit."*

**Richard Hogg – CEO Yarrawonga Mulwala Golf Club Resort**

*"We knew that great service would drive our business forward. BullsEye creates a tangible structure that binds together a range of customer service tactics. The Service Blueprinting program allowed us to identify what members really want in a service package and gave us a tool to measure changes in customer satisfaction."*

**David Hiscox – CEO Dapto Rugby Leagues Club**



**BullsEye has successfully implemented customer retention tactics, ALL WITHIN EXISTING BUDGETS!**

**CALL US NOW OR VISIT OUR WEBSITE TO DISCOVER HOW BULLSEYE WILL HELP YOU GROW YOUR PROFITABILITY!**

**PROFITABILITY**

**& SUSTAINABILITY**

**FOR YOUR BUSINESS**

**☎ 1800 122 076**

**@ yes@bullseyeservices.com.au**

**🌐 www.bullseyeservices.com.au**



**BullsEye**  
Customer Retention Tactics

## FWC's Facebook dismissal decision survives challenge

IN A previous article, we reported on a number of social media matters dealt with by the Fair Work Commission. One, in particular, dealt with a long-serving employee who posted comments on his Facebook page. This interesting saga had its finale on December 13 when the employer took the FWC (Full Bench) to the Federal Court. This followed the first decision of Commissioner Roberts in December 2011 when he ordered reinstatement with lost wages. This decision was appealed to the FWC Full Bench and they upheld the original decision.

The Federal Court Full Court resoundingly rejected Linfox's challenge to a FWC Full Bench ruling in favour of a driver who was sacked for posting derogatory and offensive comments about his managers on Facebook.

"None of the submissions relied upon by Senior Counsel on behalf of Linfox in this Court exposes anything other than a challenge to the factual merits of the decisions made by both the Commissioner [Michael Roberts] and the Full Bench," the Full Court said. "Such challenges fall well short of establishing jurisdictional error" by the Full Bench, comprising Senior Deputy Presidents Justice Alan Boulton and Anne Harrison and Commissioner Barbara Deegan, it found.

The judges continued that Linfox's difficulty in identifying a submission made before the Full Bench that "had not been entertained and resolved by the Full Bench, let alone the difficulty in identifying matters now relied upon as having been raised in the Notice of Appeal, exposes the absence of jurisdictional error". "With respect to Senior Counsel, the present hearing revealed little other than a valiant attempt to recast a failed factual outing before the Commissioner as jurisdictional error on the part of the Full Bench," it stated.

Linfox argued that while the FWC Full Bench found that Commissioner Roberts made no appealable error in his 2011 decision, that such error existed "as a matter of jurisdictional fact" in both his decision and orders and the court had to determine whether the Full Bench's opinion "had been properly formed".

But the judges disagreed, saying their task "is to review the decision of the Full Bench for jurisdictional error" ... not to "review the Commissioner's decision with a view to determining for itself whether a jurisdictional fact exists. Nor was that the task of the Full Bench".

The judges went on to reject Linfox's other appeal grounds, including inconsistent evidence by the driver, who was represented by the TWU; his credibility; his previous apology for causing religious offence; and the union's "differential treatment" position.

### Driver's reasons may soon be redundant: Full Bench

While the Full Bench upheld Commissioner Roberts' finding, it warned that social media and pub conversations were not the same and that some of the factors in the driver's favour would hold less weight in future.

The Full Bench said the "somewhat special circumstances of the present matter, and having regard in particular to the nature of the comments made, the limited understanding of the employee as to the privacy of Facebook communications and the employee's long and satisfactory employment record, the Commissioner decided that the dismissal was harsh, unjust or unreasonable and ordered reinstatement and payment of lost wages".

The Full Bench said that posting derogatory, offensive and discriminatory statements, or comments about managers, or

other employees on Facebook "might" provide a valid reason for termination of employment.

"In each case, the inquiry will be as to the nature of the comments and statements made and the width of their publication. Comments made directly to managers and other employees and given wide circulation in the workplace will be treated more seriously than if such comments are shared privately by a few workmates in a social setting," it said. "In ordinary discourse there is much discussion about what happens in our work lives and the people involved. In this regard we are mindful of the need not to impose unrealistic standards of behaviour and discourse about such matters or to ignore the realities of workplaces."

And, while Commissioner Roberts described the driver's online conversations as having the "flavour" of a pub or cafe conversation, the Full Bench said it didn't agree "altogether" with this characterisation.

"The fact that the conversations were conducted in electronic form and on Facebook gave the comments a different characteristic and a potentially wider circulation than a pub discussion. Even if the comments were only accessible by the 170 Facebook 'friends' of the [driver], this was a wide audience and one which included employees of the company," it stated. "Further, the nature of Facebook [and other such electronic communication on the internet] means that the comments might easily be forwarded on to others, widening the audience for their publication. Unlike conversations in a pub or cafe, the Facebook conversations leave a permanent written record of statements and comments made by the participants, which can be read at any time into the future until they are taken down by the page owner. Employees should therefore exercise considerable care in using social networking sites in making comments or conducting conversations about their managers and fellow employees."

### Dismissal still harsh because of age, ignorance

The Full Bench continued that, in the driver's case, even if his Facebook posts provided a valid reason for his dismissal, it would have been harsh, unjust or unreasonable because of ...

- his long period of satisfactory employment at Linfox, his age and job prospects;
- the circumstances of the publication of the offensive comments – particularly his belief that his Facebook page was on maximum privacy settings and that the comments could be viewed only by himself and his Facebook friends and were never intended to be communicated to his managers;
- the conduct complained about occurred outside the workplace and outside work hours;
- some of the statements complained about on the Facebook page were not made by the driver and he didn't know he could delete his Facebook friends' postings;
- Linfox didn't take action against other employees who took part in the conversations;
- Commissioner Roberts's finding that the driver was "fully aware of the comments on his Facebook page were foolish" and that he regretted the "entire situation".

The driver worked for Linfox from April 1989 until his May 2011 sacking for serious misconduct.

In its letter terminating his employment, Linfox said he had made comments about one manager that were "racially derogatory", while comments about a female manager amounted to sexual harassment (that manager found the comments on the driver's publicly-accessible Facebook page).

For more information on this matter, go to ...

**Linfox Australia Pty Ltd v Fair Work Commission [2013] FCAFC 157 (13 December 2013) ■**



# CMAA 2014 AGM, Conference & Hospitality Expo



**Management  
Dynamics  
2014**

The Dome, Sydney Olympic Park, March 3 & 4, 2014

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



### 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 2014 Annual General Meeting, Conference, and Hospitality Trade Expo, held for the first time at Sydney's iconic Olympic Park. We are excited to be delivering this event at the spectacular Dome building, and I am sure you will find our Tradeshow very fresh, sensorially stimulating, and inclusive in 2014. Your participation at this year's conference and expo is greatly appreciated. Thanks to our wonderful trade exhibitors who again will provide an outstanding array of innovative and exciting products and services for management to review.

**Bill Clegg, ACCM – CMAA Federal President**

## Conference & Expo Overview

### Conference Investment

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

**\$300pp** (GST Incl) for CMAA Members and Affiliates;

**\$330pp** (GST Incl) for all other Managers, employees, and Directors of Clubs, Hotels, Casinos, Restaurants and Caterers.

### 2014 CMAA Members' Annual General Meeting

9:00am - 10:15am Monday, March 3 in the Sommerville Room, Level 1 of The Dome.

Includes CMAA 21 Year & 30 Year Member Service Awards.

### Conference Sessions

Conference sessions on both days will commence in the Sommerville Room, Level 1 of The Dome. Participants will be given directions to separate rooms for the streams on Day two.

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

### CMAA Hospitality Tradeshow open

**10am – 4pm, March 3 & 4**

Ground Floor at The Dome, Sydney Olympic Park

### 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 2014 National Bursary Program Lunch

12:45pm - 2:15pm on Monday, March 3 in The Hub, Ground Floor at the Dome.

### CMAA Exhibitors and Delegates Cocktail Party

4:00pm - 6:00pm on Monday, March 3 in the open air outside The Dome.

The Cocktail Party will feature presentations for

- CMAA Hall of Fame Award • Peter Cameron Award.

## Day 1 – Monday, March 3, 2014

### 9 – 10.15am: Day One – Monday, March 3

#### 2014 CMAA Members' Annual General Meeting

Sommerville Room, Level 1 of The Dome

Includes CMAA 21 Year & 30 Year Member Service Awards.

### 10.15am: Morning Tea

Mezzanine Level overlooking The Dome Tradeshow

### 10am: CMAA Hospitality Tradeshow Opens

Ground Floor, The Dome at Sydney Olympic Park

### 10.30 – 11.30am: Conference Begins

Sommerville Room, Level 1 of The Dome

#### Staying competitive on a tough playing field

**Michael Maguire** – *Souths Rabbitohs First grade NRL coach*

Professional sporting teams operate in an environment of dynamic innovation; tough media scrutiny; psychological and physical stresses; and pressures to perform – sounds a bit like the club industry and our own competitive environment. Michael Maguire is seen as one of the new breed of National Rugby League coaches. After arriving at the Rabbitohs from the English super league in 2011, Michael has rapidly instigated change at many levels at the club to transform “the pride of the League” into a genuine premiership force. Michael will speak of his coaching journey so far and also provide some insights into changing team culture and a setting a winning strategy.

### 11.35 – 12.30pm

#### Top performers – Five ways to spot an Emotionally Intelligent (EQ) Leader”

**Paul Lyons** – *Organisational Psychologist. M.A. B.Sc. Dip.Ed. M.A.Ps.S*

According to a 1995 Time Magazine article, IQ gets you hired, but EQ gets you promoted. Ninety percent of the difference between star performers and average performers can be attributed to EQ (Daniel Goleman 1995). Without question, successful leaders must possess business acumen along with industry knowledge and organizational insight; but the quality that separates the most successful leaders from their peers is emotional intelligence—the ability to understand, manage and respond effectively to one's own emotions and the emotions of others. In today's workplace, it has become a highly important factor for success, influencing productivity, efficiency and team collaboration.

Paul is a registered psychologist in N.S.W., a member of the Australian Psychological Society as well as being a member of the Australian Institute of Training and Development.

### Conference Day One finishes

**Don't forget to attend the Tradeshow!**

### 12.45 – 2.15pm

#### CMDA 2014 National Bursary Program Lunch

The Hub, Ground Floor at the Dome

### 4 – 6pm

#### CMAA Exhibitors and Delegates Cocktail Party

In the open air outside The Dome

All accredited trade exhibitors, conference and Expo delegates are welcome to mingle, network and relax with some entertainment. There will be short presentations to acknowledge the achievement and recognition of the Peter Cameron Award and Hall of Fame Presentations.



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



*\* Speakers may change due to unforeseen*



## Day 2 – Tuesday, March 4, 2014

9 – 10am: Day Two – Tuesday, March 4

### Competitive Differentiation Strategy:

#### Food is the new powerbroker

**Tobie Puttock** – Top Chef and media personality

Television has changed Australia's attitude to eating, and eating out. Diners are more sophisticated, more knowledgeable, and have a far greater choice of restaurants and food options at which to spend their money than ever before. Gaming may still be king but spectacular food quality and choice is what will differentiate a venue from its competitors in the eyes of the modern culinary consumer.

In 2003 Tobie became Head Chef of the Jamie Oliver's first 'Fifteen' Restaurant, a venture that teaches under-privileged young people how to become Chefs. Tobie seized the opportunity and was instrumental in helping 'Fifteen' - London achieve its status as 'Tatler's-Restaurant of the Year' in 2003. You've seen him with Jamie Oliver in the Channel 10 hit series 'Jamie's Kitchen – Australia' in 2006; Lifestyle FOOD TV series 'Tobie and Matt - Europe and Asia' in 2008; and his Guest Judge role with Channel 7's "My Kitchen Rules". The last 7 years has seen Tobie become one of Australia's most well known and loved celebrity chefs.

10.05 – 10.45am

### iStrategies: internet and mobile gaming, a legal perspective

**Tony Rein** – Partner, Gaming & Leisure at Thomsons Lawyers

The online gaming environment is the big unknown in our industry's future, Tony will provide his insights into the current laws and what they possibly mean for clubs.

Tony is a corporate and commercial partner with well over 20 years experience in the gaming and leisure industry. He has advised on virtually every gaming and wagering law and acted in almost all of the major projects and transactions in the Australian industry. His expertise covers all sectors in the industry including; race wagering, sports betting, online and mobile gaming, lotteries, keno, gaming machines, casinos, hotels, racing, sports, amusement devices, social gaming and licensing. Tony has been ranked in the top band (Band 1) in Chambers Asia Pacific for Gaming and Gambling each year it has been published and has attracted high praise:

- Tony is "the one for gaming and wagering matters" (Chambers Asia – Pacific 2012)
- "He is a household name across the industry in Australia" (Chambers Asia-Pacific 2013)
- "With a reputation of being a "gaming and wagering guru nationally" (Chambers Asia-Pacific 2013)
- "Tony is very commercial, strategic and approachable. I find his advice particularly helpful because I get the best from him both legally and strategically" (Chambers Asia – Pacific 2012).

10.45 – 11am: Morning Tea

Mezzanine Level overlooking The Dome Tradeshow

### While you are in town ...

Why not stay on an extra couple of days and attend the (NSW) Mandatory Management training course  
**"Board Governance, The Company Secretary, and the General Manager"**.

Held on Wednesday 5 and Thursday 6 at CMAA offices (or Club close by);

**9.30am – 4pm both days.**

Cost: \$320 + GST Members;  
\$380 + GST Non Members

11 – 12.30pm

### Senior management Stream

#### Expert Panel: Business Continuity Plans (BCP)

*You get a late night phone call notifying you that your venue has been completely destroyed by fire. **Question One:** where do you go to work tomorrow???* Do you know?

Fires, flood, cyclones, earthquakes, burglaries, cyber attack; catastrophic systems failure; death or injury of key personnel: a business continuity plan promotes corporate resilience in the face of potential "game-over" scenarios. A robust plan will lead a company successfully through the steps required to recover or continue operations.

- **The BCP Consultant:** Peter Smith, Managing Director, Ulong Risk Management
- **The Insurance Expert:** Andrew Miller, Senior Insurance Advisor, Scott & Broad Insurance Brokers
- **The Business Recovery and Financial Expert:** Atle Crowe-Maxwell, Partner, BDO Australia
- **The IT Systems Whiz:** Jason Drew, MD, Secom Technology
- **The Club CEO who's just completed and tested a BCP:** Cameron Provost, CEO, Orange Ex-Services' Club

11 – 12.30pm

### Management Education Stream

#### Key issues in two areas of Human Resources Management

##### Develop and manage performance-management processes.

Traditional performance management programs may quickly become organisation wallpaper. They can end up existing in the background with little or no expectations for impact. Yet despite their often poor popularity, the concept of performance (at an individual and organizational level) is critical to business success. It can't just be ignored. (www.forbes.com, Sylvia Vorhauser-Smith Marc Effron, Miriam Ort Harvard Business Press, 18/05/2010)

##### Manage mediation processes ... can your club afford disputes?

Effective conflict management is regarded as a core capability for both HR professionals and line managers. Significant issues such as stress, harassment, bullying and discrimination etc can all spell legal issues whether it be workers compensation, Fair Work laws or a breach of other legislation. Modern businesses ignore workplace disputes at their peril, and should address them as and when they occur.

Conference finishes



# WIN

## ONE OF 3 SCOOTERS

At the 2014 CMAA March Expo *The Road to the Dome*



### myscoot

#### Conditions of entry/How to enter:

Simply pick up your CMAA special exhibitor checklist card from the entry registration area at The Dome.

Visit each CMAA Sponsor and Exhibitor listed and ask them to stamp your card.

Once all Sponsor logos are stamped, you are set for a chance to win a myscoot.

#### Don't forget to fill in the missing letters!

Fill in your details and place in barrel at centre of The Dome. Look for the centrally located scooter display.

You could win a ready to roll, drive away 125cc sexy scooter!!

- You must be present to win.
- Entry must be fully completed to be eligible to win.
- If not claimed on first draw, another name will be drawn until a winner comes forward.
- Each drawn name has 5 minutes to make their way to the Host and display to claim their prize.
- Staff of the CMAA and CMAA cannot enter.
- If a CMAA Member wins, an extra \$250 worth of Scooter Accessories will be added. Accessories to be purchased from 'Torino Motorcycles, Stanmore'.

Everyone loves a Scooter ... whether it's for you, or your kids.

They are fun, practical and a whole new way of getting around.

A Scooter will be drawn each day in the centre of The Dome at 2pm on March 3 & 4, 2014 - at the CMAA Hospitality Expo, 'The Road to the Dome' at Sydney Olympic Park.

Plus our Conference Delegates go into the draw to win a Scooter, too! Drawn March 4, at 4pm at the centre of The Dome.

You must be present to win. And, if you are a CMAA Member, there is a bonus \$250 worth of accessories to be added!

\* Accessories on images not included.

02 9746 4199 myassociation • [www.cmaa.asn.au](http://www.cmaa.asn.au)



## 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 and Affiliates
- 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.

## While you are in town ...

Why not stay on an extra couple of days and attend the (NSW) Mandatory Management training course **"Board Governance, The Company Secretary, and the General Manager"**.

Held on Wednesday 5 and Thursday 6 at CMAA offices (or Club close by);

**9.30am – 4pm both days.**

Cost: \$320 + GST Members;  
\$380 + GST Non Members

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





# Management Dynamics 2014: Our Conference at The Dome.

**BEFORE EVERY** CMAA conference, I sit down with our CMDA Board of Management Studies and talk about topical issues in the industry and also how best to design a program that will appeal to, and be valued by, as wide an audience of our Members as possible. Like the Australian economy over the past decade, the Club Industry at present seems to be somewhat 'two-speed' – some clubs are recording results off the charts, while others are struggling. So, we felt it was important to look at a cross section of MAJOR issues and questions that every manager faces on a day to day basis. We have ...

**1 – Competing To Win.** An inside look into the world of professional rugby league with **Michael Maguire**, head coach of the South Sydney Rabbitohs, to give us an appreciation of the detail and discipline required to 'win' in a hot competition;

**2 – How can I get the best out of my people? Am I a good leader? Would they jump into the fire after me?** **Paul Lyons** will give insight into what the famed 'Emotional Intelligence' (E.Q.) is all about – and what it means for you, and those people you manage. For those of you wanting to know what the 'Q' stands for ... we learn that your Intelligence Quotient (I.Q.) is generally what gets you the job; and your Emotion Quotient (E.Q.) often dictates how you will succeed as you work your way up the management ladder relying on those reporting to you to perform their roles and functions to help you succeed.

**3 – Food ... Glorious Food!** What do I need to do to beat these little restaurants and bars cropping up everywhere so I can attract the new generation of members? As restaurant customers in Australia, we have access to the best of the world's cuisines and we are learning to try out new food and

methods with increasing enthusiasm. In turn, many of us expect our restaurant outlets to change with the times and get a little more daring ... otherwise, we might take our money and hunger elsewhere. **Tobie Puttock** from **Jamie Oliver's** TV show is a highly successful restaurateur and chef in his own right, and he will give us insights into the power of TV to change our customers' wants and expectations; what it takes to make your food operation competitive; and how to better market your food to attract more customers.

**4 – Internet Gambling ... Who knows what's going on?** While we know online gambling is illegal on Australian soil, we also know that plenty of options are available to gambling using offshore services. **Tony Rein**, from Thomsons Lawyers, is an acknowledged expert in gaming and wagering law and he has advised on virtually every gaming and wagering law and acted in almost all of the major projects and transactions in the Australian industry. Tony will give a new perspective into what the online landscape may hold for us in the future, and this is about as important as it gets. Online gambling products and services in 'clubland' will affect strategy, club size, design and space utilisation, technology know how and skills, marketing ... the whole shebang.

**5 – Business Continuity Plans ... What do I do if something bad happens?** Well it's pretty important that you do know, because you might be held accountable for the outcomes if an adverse event occurs under your watch and it does not get handled effectively and efficiently. This panel will look at the concept, the liabilities, the roles, and the planning required to keep your venue operating or to keep downtime to a minimum. We've also got **Cameron Provost**, the CEO at Orange Ex-Services

Club to share his recent BCP project experience and what was involved.

## **6 – Can my club afford to pay the price of badly handled conflict?**

There's not only a financial factor involved in conflict, but often there is also a cultural, morale, and performance effect that can have devastating ramifications on business operations. So, if you say you can 'afford to pay the price of conflict', just remember that all those 'non-financial' effects mentioned above all impact the customer experience and therefore revenue, or they impact efficient use of resources which may increase expenses ... so, they are ALL financial costs in the long run. These short presentations outline the critical outcomes in two units sourced from the **Diploma of Human Resources Management**, and they will emphasise the management skills needed to minimise the chance of performance and conflict issues hurting your club's operations and bottom line.

I hope to see you at the Conference and we are sure you will get great value from attending. Don't forget (if you are from NSW) that we have scheduled a mandatory **Board Governance, The Company Secretary, and the General Manager** course – on **March 5&6** – the two days following the Conference. ■



**Est. 1996 and Specialising in...**

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

**nufurn**   
Commercial Furniture Solutions

**Call ☎ 1800 650 019**  
**www.nufurn.com.au**

# Beef up your skills to meet the needs of employers competing in the new economy

**AT OUR** Jupiters conference last year, I gave a brief presentation about the changing skilled labour needs of the Australian economy, and the resulting demand pressure for better skills to enhance your attractiveness in the labour market.

The hospitality industry has never been more competitive as regulations are loosened to open up new opportunities, while other laws are tightened which hurt traditional revenue streams.

Managers need the capabilities to question the status quo if it is no longer effective, adapt, be flexible, be environmentally (commercial environment, that is) aware, and be able and willing to learn quickly.

If we are to make the most of the opportunities created by changes in Asian societies and economies, technological change and the greening of the Australian economy, we need to have the skills for the jobs of the future.

Jobs to be created, which do not exist now and existing jobs will require new skills.

Australian businesses are turning in increasing numbers to qualified workers to expand their businesses.

A skilled workforce enables them to compete on quality and move higher up the value chain, to develop innovative products and services, diversify operations, and embrace the latest technological and business process innovations.

They recognise that skills are fundamental to lift productivity and compete in a tough market.

The opportunities to work in many fields these days without qualifications and skills in new technologies are shrinking.

Despite traditional job titles, the technical demands and skill requirements of many jobs have changed dramatically.

In the medium and longer term, competitive pressures – as employers navigate a complex mix of supply costs and market opportunities – will mean that all employees will be subjected to the demands of new systems and technologies.

The need to combine new operational skills with communication, teamwork and decision-making skills will intensify.

The flexibility and resilience to change jobs, apply skills in different contexts and go on learning will be essential.

**The need to innovate and improve productivity will be felt in all parts of our economy ...** pushing businesses to invest in new systems, equipment and processes.

This will be as true for the café on the corner if the cost of importing coffee is higher or the local delivery contractor if the cost of petrol stays high, as it will be for the high-end niche manufacturer or the multi-national company.

**And none of these businesses will survive if they do not invest in skills.**

As the economy changes, new opportunities will open up, requiring us to re-skill existing workers as they move from sectors in decline to those experiencing growth or as we diversify into different sectors to chase new revenue streams.

Along with specialist skills, these workers will need strong basic skills and an ability to quickly adapt and pick up new skills, to make the most of new opportunities.

**Skills and educational achievement levels have direct links to participation and income for individuals and, by extension, national productivity and output – or GDP.**

In 2011, some 86% of people with a non-school qualification were in the labour force, compared to only 69% of those without one.

**It's estimated that in the five years to 2015, Australia will need an additional 3.8 million skilled workers with post-school qualifications, including higher education and VET, to meet the needs of the growing economy.**

By contrast, the supply of skills is projected to be 2.7 million, leaving a 1.1 million shortfall. This includes replacing the significant number of retiring baby boomers as our population ages.

In relation to VET qualifications, the projected demand for skills is 2.1 million in the five years to 2015, with a projected supply of 1.6 million – leaving a shortfall of 500,000 VET qualifications across the economy.

**High-quality business outputs, high skill levels, underpinned by strong basic skills and flexibility will be the key to making the most of the advantages offered by the new Australian economy.**

High participation, high productivity, high quality, and high value ... the keys to economic prosperity.

This article is reproduced from the Department of the Prime Minister and Cabinet website

[http://www.dpmc.gov.au/publications/skills\\_for\\_all\\_australians/chapter2\\_the\\_australian\\_economy\\_of\\_the\\_future.html](http://www.dpmc.gov.au/publications/skills_for_all_australians/chapter2_the_australian_economy_of_the_future.html) ■



■ Managers need the capabilities to question the status quo.



# The road to the Dome

## CMAA Hospitality Expo 2013

The Dome, Sydney Olympic Park

March 3 & 4, 2014

# LAST STANDS AVAILABLE BOOK NOW

Please call the Rayner Sales & Marketing Team – Judy, Sue, Jacqui

E: **02 - 9360 6177** or **02 - 9332 2363**

or E: **rayner@bigpond.net.au**



## CMDA course assessments ... 'why am I doing 'homework'?

**RECENTLY, WE** received some feedback questioning the necessity for students to complete after-course assessment tasks to obtain a Statement of Attainment ... and why was it important for the students to complete this work if they had already finished their time in class?

This feedback is valuable to CMDA Continuous Improvement practices and, as such, we appreciate all students taking their time to let us know what bothers them ... or, what they like, too.

In response to these queries, we have decided to dedicate this month's article to explaining why there is a need for work-based assessment tasks, and how, as the employer, you can assist and be part of this learning process.

As many of you may be aware, CMDA has undertaken a significant review of its courses over the past 12 months – in particular, the way in which we assess the student's outcomes.

This has been motivated predominately by our federal governing bodies and the need for this RTO to remain compliant in delivering nationally recognised courses.

For those of you unsure, or unaware, of the changes, CMDA has implemented a new system whereby – with the exception of RSA and RCG – all of our accredited courses require the completion of detailed assessment tasks, or 'home work'.

To assist our students in completing these tasks, each course is allocated eight weeks for the completion and submission of these assessment tasks before any final results are generated and certificates issued.

Our reasoning behind making these changes to our course are numerous.

Here are some of the more important factors surrounding these changes ...

- **First ...** that old chestnut of compliance. We, as an RTO, must ensure that we obtain sufficient evidence from our students before we can grade them as competent. It is a fundamental rule of evidence collection. And, given the delivery model of short courses over only a few days at most, this is the most efficient, reliable and effective method of evidence collection. Given that the design of our courses, with the delivery of the theory content spread over relatively short periods of time, it is difficult for CMDA to obtain sufficient evidence from our students to pass them as

'competent' without impacting either the length of our courses, or the content and substance of the theory content required to be addressed.

- **Second ...** it reinforces the teaching undertaken during the course in a way that allows the students to contextualise their learning directly back to their place of employment. How often do you hear that students undertake some form of training only to come back to the workplace and not know how to implement their learning into their daily work activities because they were never given the opportunity to blend the two together? Furthermore, this method allows the employer to assist and have a hands-on approach to the learning and development of their staff. By allowing their staff further time in the workplace to complete their 'home work', it provides the employer with the perfect opportunity to ensure that they receive the best return on their investment. By taking part in this process, you can observe the teachings in a practical setting, while directing the assessment tasks to have a practical and measureable impact upon the club.
- **Third ...** although each one of our courses utilises a variety of assessment methods during the course, it is often the work-based assessment tasks that are the only forms of assessment that clearly represent the required skills set out by the units of competency. Using this method, we are able to get a greater understanding as a training organisation of the level of competency obtained by the student after their studies are completed, giving greater support to our claim of competency of the students.

In the end, CMDA understands that these changes may come as a shock to those who have undertaken courses with us in the past. And we know that some time in the workplace may be necessary for the students to complete the work load. But, in the end I'm sure you will agree, the changes to all of our courses have not been made lightly and have only improved and strengthened the value of our courses to the hospitality industry.

Should anyone find that they are struggling to complete their assigned work-based assessment tasks, they are encouraged to contact **CMDA Training Course Administrator Estelle McDonald-Birch** on 02 - 9746 4199, or E: [estelle@cmaa.asn.au](mailto:estelle@cmaa.asn.au) to discuss possible extensions. ■

- **JASON THOMAS** is the **CMAA's Recognition of Prior Learning (RPL) Administrator & Assessor**. For inquiries or more information in this field, contact Jason at the CMAA on P: 02 - 9746 4199 or E: [jason@cmaa.asn.au](mailto:jason@cmaa.asn.au)

## Qld Govt not keen on earlier opening option

**CLUBS AND HOTELS** hoping to trade earlier are unlikely to have their wish granted as part of the Queensland Government's liquor licensing overhaul.

*The Courier Mail* newspaper reported that Premier Campbell Newman said that while he did not favour earlier closing times in a bid to reduce alcohol and drug-fuelled violence, Cabinet also did not welcome calls for hotels and clubs to trade before 10am. "We have had submissions from the alcohol industry who would like to free up trading hours by expansion earlier into the day," Mr Newman said.

"I think it's fair to say that's not something the Government would look very favourably on."

It comes after *The Sunday Mail* newspaper revealed Mr Newman was backing a plan to crack down on people misbehaving in the state's entertainment precincts, rather than restrict drinking hours. Mr Newman has called for input from 18 to 25-year-olds before Cabinet makes its final decision.

Clubs Queensland CEO Doug Flockhart, a member of the Liquor Licensing Review expert panel which made recommendations to Cabinet including the winding back of trading hours to 3am, said it was ultimately up to

the Government to decide which way to go. "Frankly anything that reduces alcohol-related violence is a good thing," Mr Flockhart said. "We've always called for a balanced approach to whatever the way forward is. I think the stronger penalties for individuals is probably a good thing. It makes people accountable for their own actions. I don't think that alone is the silver bullet."

Mr Flockhart said he would also like to see a "ramping up of responsible service of alcohol" so that venue owners were also made to take responsibility, not just their staff. "I don't think that the front-line staff in Drink Safe precincts or other high-volume establishments often get the support from management," he added. ■



# entertainment

## IN YOUR CLUB, EVENTS AND FUNCTIONS

*Due diligence, feasibility, measurements and separating the red smarties*

Understanding what type of entertainment can work for your club, your members and your *unknown* audience.

This one-day forum will explore via industry specialists and representatives ways to identify what can and can't work.

- Looking at your members and also your catchment area on what can work.
- Identifying something special and unique for your club.
- Making it work with clever and inexpensive marketing strategies and planning systems.
- Reporting and analysing, the boring bit, which will get everyone on the same page.
- How to deal with everyone from the artist, the manager, the agent, the publicist. Who are they and what do they do.
- Deals, regulations and licences. Who needs what and what do you need.

- Stage 1: From the planning stages, booking deals, doing deals and talking the language of many. Your pre-event checklist.
- Stage 2: The marketing strategy, the operation, delivery and the expectations. Your lead time action list.
- Stage 3: The analysis, reports and decisions. Your post-event report.

COME ALONG TO THIS, DARE WE SAY,  
"ENTERTAINING" ONE DAY SUMMIT ON  
THE WORLD OF ENTERTAINMENT..

*A series of presentations on all above topics plus a  
Q & A forum with representatives from all parts of  
the entertainment world.*



Date: Tuesday, May 27, 2014 – 9.30am to 4pm approx.

Venue: 99 on York

Includes: Buffet lunch and non-alcoholic beverages. Plus 1-hour post-event networking with drinks.

Cost: Members: \$280, Non-Members: \$320

99 ON  
YORK

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

myrepresentation

mynetworks

mycareerpath



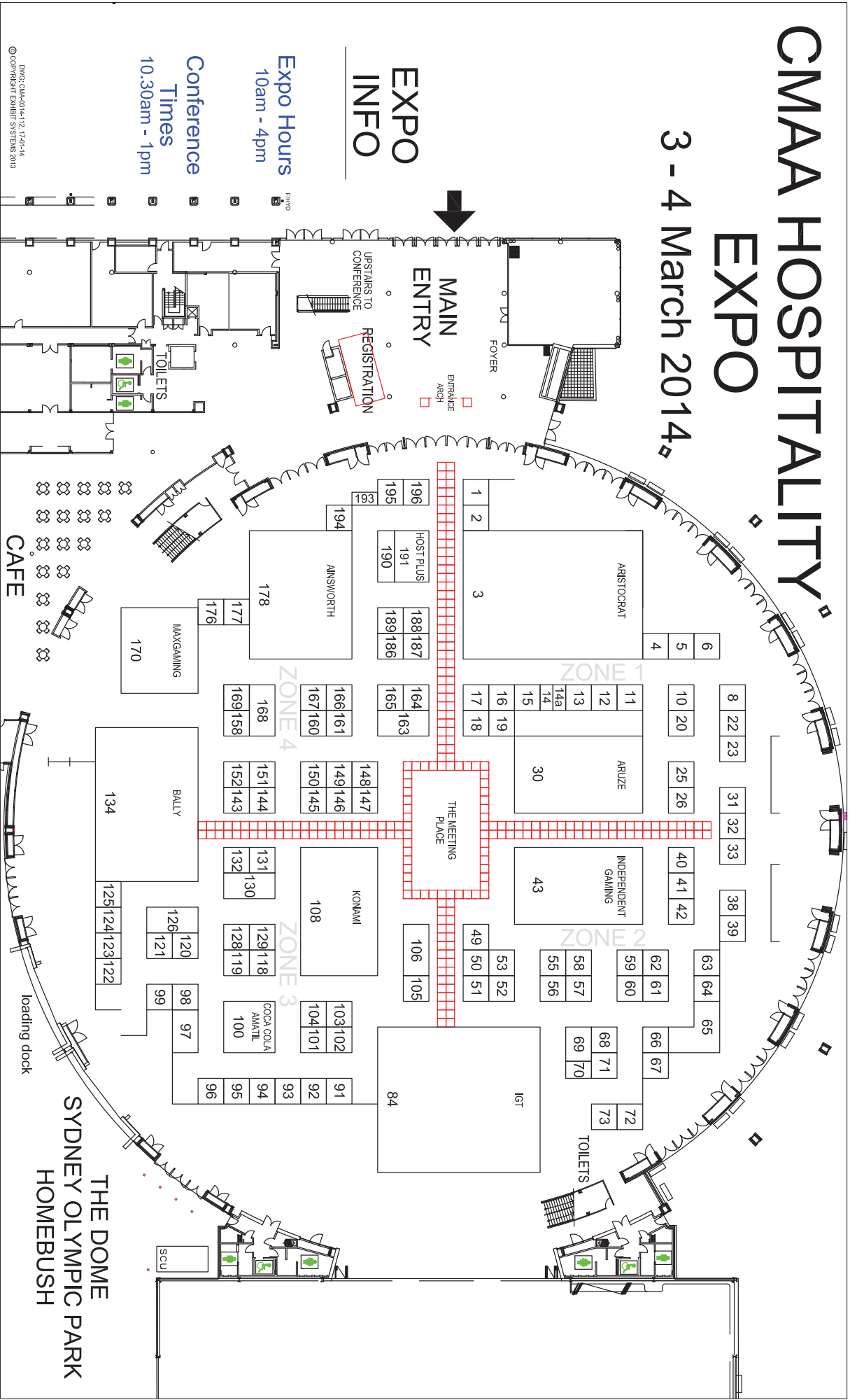
CMDA MAJOR  
SPONSOR



CONFERENCE  
SPONSOR



PROUDLY PRESENTED  
BY CMAA





## CMAA HOSPITALITY EXPO 2014

March 3 &amp; 4 at The Dome, Sydney Olympic Park

Stand	COMPANY	Stand	COMPANY	Stand	COMPANY
169	24-7media	147	COMMUNITY FIRST CREDIT UNION	148	Paynter Dixon
190	Abacus Cash Systems	166	DAILY PRESS GROUP	16	PERNOD-RICARD AUSTRALIA
178	AINSWORTH GAME TECHNOLOGY	145	DC Payments	49	Plantscaping Solutions
62	Allpride Signs & Marketing	4	Essential Brands Group	160	POWERPERFECTOR AUSTRALIA
3	ARISTOCRAT	143	Futurelogic Australia	42	Professional Advantage
30	ARUZE	102	Gasser Chair Company	15	RaffleTV Digital Signage
164	Australian Interior Landscapes	1	Global Coffee Solutions	101	Rapid Clean / Royal Touch
134	BALLY TECHNOLOGIES AUSTRALIA	168	Global Gaming	10	Rewards Club Australia
103	Banktech	68	Goodson Imports	17	Rhinoplay
195	Barringtons	53	Gopher Graphics	55	Ricmar Commercial Furniture
58	BBC Digital	118	Hospitality X	11	ROBERT OATLEY VINEYARDS
167	Bepoz Retail Solutions	191	HOSTPLUS	187	ROHRIG HOSPITALITY
70	Bingo Australia	60	Hypertech Security	18	RUSSELL CORPORATE ADVISORY
129	Bishop Collins Chartered Accountants	84	IGT	20	Sanyo Data Systems
151	Bite Size Coffee Treats	43	INDEPENDENT GAMING	69	Secom Technology
119	biz4mobi Apps	91	Infosign	134	SHFL entertainment
105	Blufi Boomerang / Playcom	128	Integrated Governance	106	Simtech Gaming Products
12	Boden	126	Interface Hospitality	163	Solar PV Commercial
104	Bracton Industries (NSW)	98	Jensen Data Systems	56	Sprintquip
57	Bromic / Supagas	189	Kappalyn Security	26	Sunblest Cleaning Services
59	Caffe Moda / Essential Coffee Services	131	Karo Australia	50	Tabcorp
165	Capital Design Works	108	KONAMI	146	Techbrands
150	Cardfix	144	Long Range Systems	186	Technoprom
130	Cashpoint	170	MAXGAMING	52	Thorn Equipment Finance
14	CCM Travel	13	Mega Fortris Australia	196	tic technologies.com
120	Cellar Control	152	MEI	149	TJS Services Group
2	Charlie's Cookies	188	MICROPOWER	158	Tricorp Gaming & Paladin Bases
40	ClockOn Australia	51	Network Refurbishments & Construction		
100	Coca-Cola AMATIL	19	Next Payments ATM		
		161	Nufurn		
		132	Orion Art		

## Clubs say no to violence

ST GEORGE and Sutherland Shire clubs met at a summit at Kingsgrove RSL Club on January 14 to discuss a new anti-violence campaign launched by ClubsNSW and the NSW Ambulance Service. ClubsNSW representatives met with 64 clubs in the area to discuss the *'More Than a Uniform'* campaign, which reinforces the message that violence against a paramedic is never acceptable. Official figures showed 134 paramedics were assaulted or abused on the job in 2013. As part of the campaign, NSW clubs will display posters and show internal TV advertisements to drive home the message. Kingsgrove RSL Club Chief Executive Officer Ian Todd – also the CMAA St George Cronulla Sutherland Zone President and CMAA Division B Federal Councillor – said that while clubs in the area had a strong zero-tolerance policy when it came to any form of negative behaviour, they were always looking at ways to further reduce the instances of bad behaviour. "Clubs are calling on younger members of the community to make a commitment that anti-social behaviour is never okay," Mr Todd said. "If you see something that doesn't look right, let a staff member know, or if it's a friend, try and get them home safely before they do something they will regret. It's like a community club watch. If we all work together, we can make our community safe from violence." ■



■ IAN TODD

## Resources assist AUSTRAC reports

A GUIDE to help small gaming venues meet anti-money laundering obligations has been released by the Australian Transaction Reports and Analysis Centre (AUSTRAC). The guide has been specifically developed to assist clubs that operate 16 to 100 electronic gaming machines (EGMs). For clubs with more than 100 EGMs, the guide provides a starting point for the anti-money laundering (AML) program. Larger venues may need additional materials to reflect the increased risk. The AUSTRAC Guide provides examples of suspicious customer behaviour in gambling venues and outlines a step-by-step process to ...

- identify the risk in the venue;
- develop a plan for managing the risk;
- establish good record keeping and reporting.

The AUSTRAC Guide can be downloaded at <http://www.austrac.gov.au/guides.html> and further support is available from the AUSTRAC Help Desk P: 1300 021 037 or E: [help\\_desk@austrac.gov.au](mailto:help_desk@austrac.gov.au) Clubs that have compliance reporting obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* are reminded that reports are due by March 31, 2014. A club will have these obligations if it has 16 or more electronic gaming machines entitlements, or if it is part of a group that is collectively licensed to have 16 or more EGM entitlements. ■

## CMDA 2013 National Bursary Program Sponsors

Support the companies that support YOUR Association



■ GEOFFREY HOLLAND



■ GUS LICO

## Gus takes over from Geoffrey at Dubbo RSL Club

**TWO HIGH-PROFILE** CMMA members are in the spotlight for different, but with the same venue in common.

Geoffrey Holland, who has held various positions on the Mid State Zone Committee during his distinguished career, has retired as General Manager of the Dubbo RSL Club.

Mr Holland, who took over at the beginning of 1998 when the club celebrated its 50th anniversary, served 16 years as the senior executive at the club, overseeing major change at one of the most successful clubs in NSW outside the Sydney Basin area.

The other major 'player' in this scenario is Gus Lico, the CMMA Riverina Murray Zone President and General Manager at Griffith Ex-Services Club who has taken over from Mr Holland.

Like Mr Holland, Mr Lico has had a successful and impressive career building both the size of the club and its connection to the community in Griffith. "I know some of the managers in the Mid State Zone through attending CMMA conferences and other events and I'm looking forward to saying hello in person at the Zone AGM here at Dubbo in early February," Mr Lico added.

Mr Holland said leaving the club was not an easy decision but he was grateful for the experiences and opportunities afforded to him and his family during his time at the club. "The decision to leave was taken over a period of time, but I've had a wonderful experience seeing the development of the club over the years and the engagement of staff," he said. "I felt like it was time to explore new opportunities in my life. I have no immediate intentions of seeking employment and will stay in Dubbo with a view of relocating to Canberra."

During his tenure, Mr Holland said the club's footprint and equity has doubled. "It's been a strong journey," he said.

He said the club had a multi-million dollar strategic plan for the future and had already acquired property surrounding the club. "The club is looking at what best opportunities to build long-term sustainability for the club and developing those land holdings," he said.

Dubbo RSL Memorial Club has networked within the community with 180 staff, about 22,000 club members and other community groups connected to the club.

Mr Holland said the opportunity was to develop that further and reap the benefits of a continuing organisation within the community that worked for the community. ■





# Attention Club Presidents

## Your Professional Management Team Checklist

### Are your Managers at the top of their game?

- ☐ Do you have the best Management Team?
- ☐ Are they well informed, across the myriad of Legislations, Acts, Governance?
- ☐ Are you protecting your club by having professional Club Managers, looking after your responsibilities and interest?

### Ensure:

- ☒ Best Practice
- ☒ High Standard of Professionalism
- ☒ Corp Governance and all Industry regulations are compliant and your club is protected.
- ☒ Opportunity for your Managers to develop, network and support the Board and club on all Industry matters and club decisions.
- ☒ Ensure protection of your Club by having the best, well informed and up to industry standard Club Managers.

**Consider joining your Managers in the CMAA - Club Managers Association Australia and CMDA - Club Managers Development Australia**

The CMAA and the CMDA look to support all club managers with advice, professional development opportunities, networking with peers plus industry relevant news.

**“Your Club, your Staff and you the Directors will benefit with best practice strategies to ensure your club has the highest standard of management practice.”**

**Membership is only  
\$550 per year per member**

**Fully  
tax  
deductible**

### How to join your Managers:

- 1) List Managers names and their contact details on club letterhead along with Club contact. Email list to [cmaa@cmaa.asn.au](mailto:cmaa@cmaa.asn.au).
- 2) A CMAA Head Office representative will contact the club contact person nominated to arrange each manager to be set up in the system.

*Investing in your Managers is value for money and makes professional sense.*

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

*my*representation

*my*networks

*my*careerpath

**‘Corporate Governance’ course now available for Company Secretaries, Club Managers and all Board Directors.**

Program Name	Dates	Location	Price Type	Amount	Duration
<b>BSBWHS401A Implement &amp; Monitor WHS Policies, Procedures &amp; Programs to meet Legislative Requirements.</b>	25 Feb 2014 26 Feb 2014 27 Feb 2014 + 2HRWebinar in week 5	CMDA - Sydney Olympic Park*	Member	\$550.00	9.30 - 5
This course describes the performance outcomes, skills & knowledge required to implement & monitor the organisation's work health & safety (WHS) policies, procedures & programs in the relevant work area in order to meet legislation. Part of the Diploma of HR			Non Member	\$605.00	9.30 - 5
<b>SITXMG401 Monitor Work Operations</b>	03/02/2014 -04/02/2014	CMDA - Sydney Olympic Park	Member	\$330.00	9.30 - 5
When things go wrong, the first person people turn to for assistance is their Manager/Supervisor. They expect them to have the analytical and problem-solving skills needed to step up, take control and decide how to fix the situation.			Non Member	\$365.00	9.30 - 5
<b>Supervisor BootCamp</b>	03/02/2014 -25/02/2014	CMDA - Sydney Olympic Park	Member	\$759.00	9.30 - 5
BootCamp is a must for supervisors and those wanting to break into the supervision role. This 4 day course contains 2 accredited units SITXMG401 – Monitor Work Operations & SITXHRM301 – Coach others in Job Skills as well as the un-accredited Plan & Establish Systems & Procedures. Great value for money!			Non Member	\$972.00	9.30 - 5
<b>SITHGAM301 Analyse &amp; Report on Gaming Data</b>	04/02/2014 - 05/02/2014	Ryde Eastwood Leagues	Member	\$480.00	7.30 - 5
Learn the concepts & formulas behind your gaming cash flow analysis, link reconciliations; performance reports. This course also covers your gaming compliance requirements. It's practical & hands-on. RCG is the only pre-requisite subject which must be addressed to complete this unit, & we'll help you with that as well. See our website for details.			Non Member	\$580.00	7.30 - 5
<b>SITXHRM401 Roster Staff</b>	10/02/2014 – 11/02/2014	CMDA - Sydney Olympic Park	Member	\$330.00	9.30 - 5
Recently redesigned to be delivered over 2 days. This course now includes an in- depth half day coverage of the current Award and how it applies to your staff scheduling.			Non Member	\$365.00	9.30 - 5
<b>Duty Manager Development Program</b>	10/02/2014 – 19/03/2014	CMDA - Sydney Olympic Park	Member	\$1560.00 +GST	9.30 - 5
			Non Member	\$1690.00 +GST	9.30 - 5
<b>BSBHRM513A Manage Workforce Planning.</b>	17/02/2014 18/02/2014 19/02/2014 17/03/2014 - 2HR Webinar	CMDA - Sydney Olympic Park	Member	\$660.00	9.30 - 5
This course describes the skills & knowledge required to plan workforce strategies to achieve organisational goals, succession plans and labour market alignment. Ideal for HR Managers or staff with a role in policy and planning for workforce contingencies.			Non Member	\$726.00	9.30 - 5
<b>SITXMG401 Monitor Work Operations</b>	17/02/2014 -18/02/2014	Orange Ex Services Club	Member	\$330.00	9.30 - 5
When things go wrong, the first person people turn to for assistance is their Manager/Supervisor. They expect them to have the analytical and problem-solving skills needed to step up, take control and decide how to fix the situation.			Non Member	\$365.00	9.30 - 5
<b>Supervisor BootCamp</b>	17/02/2014 -18/03/2014	Orange Ex Services Club	Member	\$759.00	9.30 - 5
BootCamp is a must for supervisors and those wanting to break into the supervision role. This 4 day course contains 2 accredited units SITXMG401 – Monitor Work Operations & SITXHRM301 – Coach others in Job Skills as well as the un-accredited Plan & Establish Systems & Procedures. Great value for money!			Non Member	\$972.00	9.30 - 5
<b>Custom designed course: Managing your people</b>	19/02/2014	Cairns RSL QLD	Member	\$308.00	9.30 - 5
From our Foundations in Hospitality Skills Management series. The quintessential and underlying dynamic skill set successful managers at every level must possess to deliver top – down customer critical quality operational standards.			Non member	\$330.00	9.30 – 5
<b>SITHFAB201 RSA</b>	24/02/2014	CMDA - Sydney Olympic Park	Member	\$135.00	9.30 - 5
Don't forget, if you completed your course between 2007 & 2008 your certificate expires on the 30 <sup>th</sup> June 2014 –Don't be caught non-compliant!			Non Member	\$140.00	9.30 - 5
<b>SITXHRM301 Coach Others in Job Skills</b>	24/02/2014 - 25/02/2014	CMDA - Sydney Olympic Park	Member	\$330.00	9.30 - 5
In the workplace, each person needs certain skills and abilities to perform their job acceptably. In cases where these skills fall below an acceptable standard, 'coaching' is often used to bridge the gap. Learn the best practice techniques now!			Non Member	\$365.00	9.30 - 5
<b>SITHGAM201 RCG</b>	25/02/2014	CMDA - Sydney Olympic Park	Member	\$95.00	9.30 - 5
Don't forget, if you completed your course between 2007 & 2008 your certificate expires on the 30 <sup>th</sup> June 2014 –Don't be caught non-compliant!			Non Member	\$100.00	9.30 - 5
<b>NSW OLGR Mandatory Management Training</b>	05/03/2014 -06/03/2014	CMDA - Sydney Olympic Park	Member	\$320.00 +GST	9.00-5



Program Name	Dates	Location	Price Type	Amount	Duration
NSW OLGR Secretary/manager training "Board Governance, The Company Secretary & the General Manager" - 2 full days face to face training by CMDA, currently the only OLGR approved provider.			Non Member	\$380.00 + GST	9.00-5
<b>SITXCOM401 Manage Conflict</b>	10/03/2014 - 11/03/2014	CMDA - Sydney Olympic Park	Member	\$330.00	9.30 - 5
The ability to appropriately handle conflict is one of the most important skills you can offer your establishment. In this unit you will learn how to Identify, Resolve and Evaluate conflict Situations. Poorly handled conflict = loss of customers.			Non Member	\$365.00	9.30 - 5
<b>BSBHRM501B Manage Human Resources Services.</b>	10/03/2014 11/03/2014 12/03/2014 09/04/2014 - 2HR Webinar	CMDA - Sydney Olympic Park	Member	\$660.00	9.30 - 5
This course describes the performance outcomes, skills & knowledge required to plan, oversee & deliver HR services. This unit includes business ethics and is targeted at HR Managers with broad experience & responsibility for HR practices across an organisation.			Non Member	\$726.00	9.30 - 5
<b>SITXHRM301 Coach Others in Job Skills</b>	17/03/2014 - 18/03/2014	Orange Ex Services Club	Member	\$330.00	9.30 - 5
In the workplace, each person needs certain skills and abilities to perform their job acceptably. In cases where these skills fall below an acceptable standard, 'coaching' is often used to bridge the gap. Learn the best practice techniques now!			Non Member	\$365.00	9.30 - 5
<b>Leadership Behaviour &amp; their Impact on Company Culture</b>	18/03/2014 -19/03/2014	CMDA - Sydney Olympic Park	Member	\$480.00 +GST	9.30 - 5
This course is part of the Duty Manager Development Program but is also a stand alone course for those who are not able to attend the Duty Manager Program as a whole. This course is the un-accredited version of Lead & Manage People.			Non Member	\$580.00 +GST	9.30 - 5
<b>SITXHRM503 Monitor Staff Performance</b>	18/03/2014 - 19/03/2014	CMDA - Sydney Olympic Park	Member	\$550.00	9.30 - 5
Businesses that run effective performance management systems enjoy improved communication between management and staff, greater staff retention, increased productivity, motivation and team work. Don't be left behind by your competitors.			Non Member	\$605.00	9.30 - 5
<b>SITXFIN501 Prepare &amp; Monitor Budgets</b>	24/03/2014 -15/04/2014	CMDA - Sydney Olympic Park	Member	\$330.00	9.30-5
Budgets are common & important management tools, helping to achieve club goals by setting targets to be achieved in specific timeframes, allowing evaluation of your performance against those targets & make adjustments for the future.			Non Member	\$365.00	9.30-5
<b>SITHFAB201 RSA</b>	31/03/2014	CMDA - Sydney Olympic Park	Member	\$135.00	9.30 - 5
Don't forget, if you completed your course between 2007 & 2008 your certificate expires on the 30 <sup>th</sup> June 2014 –Don't be caught non-compliant!			Non Member	\$140.00	9.30 - 5
<b>SITHGAM201 RCG</b>	01/04/2014	CMDA - Sydney Olympic Park	Member	\$95.00	9.30 - 5
Don't forget, if you completed your course between 2007 & 2008 your certificate expires on the 30 <sup>th</sup> June 2014 –Don't be caught non-compliant!			Non Member	\$100.00	9.30 - 5
<b>Managing Workplace Relations</b>	01/04/2014 - 02/04/2014	CMDA - Sydney Olympic Park	Member	\$330.00 +GST	9.30 - 5
This is a 2 day course - Don't let poor industrial relations policy or lack of knowledge cost your organisation in time and money. Learn the key principals in avoiding the industrial relations minefield. This is a Non-accredited unit.			Non Member	\$365.00 +GST	9.30-5
<b>SITXMPR502 Develop &amp; Implement Marketing Strategies</b>	08/04/2014 - 30/04/2014	CMDA - Sydney Olympic Park	Member	\$880.00	9.30 - 5
Marketing is an essential part of business, the best products will fail if customers don't know you exist or aren't convinced to give it a try. In this unit you will learn how to: Collect and analyse information on internal & external business environments, Develop marketing strategies, Prepare a marketing plan & Conduct ongoing evaluation.			Non Member	\$970.00	9.30 - 5
<b>BSBHRM512A Develop &amp; Manage Performance Management Processes.</b>	15/04/2014 16/04/2014 17/04/2014 12/05/2014 - 2HR Webinar	CMDA - Sydney Olympic Park	Member	\$660.00	9.30 - 5
This course describes the performance outcomes, skills & knowledge required to design, implement and oversee performance-management processes. This includes specific intervention associated with under-performance, misconduct & approaches to address performance gaps.			Non Member	\$726.00	9.30 - 5
<b>RSA</b>	28/04/2014	CMDA - Sydney Olympic Park	Member	\$135.00	9.30 - 5
Don't forget, if you completed your course between 2007 & 2008 your certificate expires on the 30 <sup>th</sup> June 2014 –Don't be caught non-compliant!			Non Member	\$140.00	9.30 - 5
<b>RCG</b>	29/04/2014	CMDA - Sydney Olympic Park	Member	\$95.00	9.30 - 5
Don't forget, if you completed your course between 2007 & 2008 your certificate expires on the 30 <sup>th</sup> June 2014 –Don't be caught non-compliant!			Non Member	\$100.00	9.30 - 5
Go to our website at <a href="http://www.cmaa.asn.au">www.cmaa.asn.au</a> (Courses and registration) for more information and to register.					
Please note: we are moving office in February. All Courses will be delivered at clubs very close to Sydney Olympic Park and we will give all registrants plenty of prior notice of the location					

## CMDA Board of Management Studies

### CHAIRMAN

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

### MEMBERS

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

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

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

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

## Changes to ATM

*The National Gambling Reform Act*, introduced by the Coalition Government into Federal Parliament in December, passed the House of Representatives, but did not pass the Senate in time for the summer recess.

The amendments will repeal the position and functions of the National Gambling Regulator, including provisions relating to the automatic teller machine (ATM) withdrawal limit. The date to introduce the ATM limit is February 1, 2014.

The legislation will not be amended before February 1 and it is not known when it will be passed.

The Opposition Labor Party has advised that it will support the substance of the Government's changes to the gambling legislation. The reasons the legislation stalled in the Senate are unrelated to the gambling sections of the bill.

Kevin Andrews, the Minister for Social Services, issued a letter to Clubs Australia noting that it is the Government's intention to remove the ATM withdrawal limit from the legislation and, as such, the Department of Social Services should refrain from taking enforcement action against clubs until that occurs.

Clubs Australia also is in discussions with the Minister regarding a blanket exemption from the Department of Social Services to the ATM withdrawal limits for all clubs. ■

## CMAA Zone Education Officers

### ACT

TBA

### NSW

#### CENTRAL COAST

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

#### CITY EASTERN SUBURBS

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

#### FAR NORTH COAST

Mary Anne McCulloch  
Cabarita Beach Sports Club  
Cabarita Rd BOGANGAR NSW 2488  
P: (02) 6676 1135

#### FAR SOUTH COAST

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

#### INNER WEST

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

#### HUNTER

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

#### ILLAWARRA SHOALHAVEN

Bronwyn Newman  
Dapto Leagues Club  
P.O. Box 15 DAPTO NSW 2530  
P: (02) 4261 8853 F: (02) 4261 8853

#### MANLY NORTHERN SUBURBS

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

#### MID NORTH COAST

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

#### MID STATE

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

#### NEPEAN

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

### NORTH WEST STATE

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

### RIVERINA MURRAY

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

### SOUTHERN RIVERINA

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

### ST GEORGE CRONULLA SUTHERLAND

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

### THE GREAT LAKES

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

### QUEENSLAND

#### BRISBANE

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

#### GOLD COAST

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

#### SUNSHINE COAST

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

#### ROCKHAMPTON GLADSTONE

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

#### BUNDABERG

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

### VICTORIA

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



itunes.apple.com  
iphone app  
android app



The CMAA last month announced the names of the 27 CMAA members who were successful in their application for on the bursaries offered in the **2014 CMDA National Bursary Program**. **Janelle Barraud** and **Colin Murphy** are on their way to Las Vegas main Bursary – the IGT-sponsored **Peter Clareborough Memorial Bursary** – to attend the **2013 Global Gaming Congress** as part of **G2E**. More than \$100,000 in education and professional development bursary opportunities are offered through the **CMDA National Bursary Program**. The full list of winners and sponsor companies ...

**Peter Clareborough Memorial Gaming Bursary** (2013 Global Gaming Congress in Las Vegas) (sponsored by **IGT**) – **Janelle Barraud**, General Manager at Bribie Island RSL Club, Qld.

**Peter Clareborough Memorial Gaming Bursary** (2013 Global Gaming Congress in Las Vegas) (sponsored by **IGT**) – **Colin Murphy**, Gaming Mgr at Wallsend Diggers Club, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **CCM Travel**) – **Ben Williamson**, Human Resources Manager at Club Central - Menai (ICC Group), NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Creating Synergy**) – **Rick Scott**, General Manager at City Bowls Club, Warrnambool, Victoria.

**Asian Club Management Conference & Expo Bursary** (sponsored by **EP&T Global**) – **Carl Mower**, CEO at Club Coffs on West High, Coffs Harbour, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Global Coffee Solutions**) – **Gordon Laffan**, CEO at Stockton Bowling Club, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Paynter Dixon**) – **Owen Madden**, General Manager at Carnarvon Golf Club, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Independent Gaming**) – **Hans Mendez**, Duty Manager/Gaming at Ryde Eastwood Leagues Club, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Paynter Dixon**) – **Micahel Bolger**, Assistant Manager at 99 On York Bowlers Club, Sydney, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **rawsuga**) – **Phillip Boughton**, CEO at Yamba Bowling Club, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **SHFL entertainment**) – **Gina Skinner**, Marketing Manager at Club Central, Hurstville, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **SECOM Technology**) – **David Hiscox**, CEO at Dapto Leagues Club, NSW.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Russell Corporate Advisory**) – **Carolyn Mason**, Human Resources Manager at Kedron-Wavell Services Club, Qld.

**Asian Club Management Conference & Expo Bursary** (sponsored by **Thorn Business Services**) – **Eric Nguyen**, Duty Manager at Club Marconi, NSW.

**Melbourne Restaurant Study Tour Bursary** (sponsored by **Profitable Hospitality**) – **Darryl Bozicevic**, CEO at Milton Ulladulla Ex-Servos Club, NSW.

**Melbourne Restaurant Study Tour Bursary** (sponsored by **Profitable Hospitality**) – **Mark Gavelin**, Operations Manager at Canley Heights RSL Club, NSW.

**Active Certified Club Manager (ACCM) Award Bursary** (sponsored by **Quattro Design**) – **Mark Kuczera**, Operations Manager at City of Sydney RSL Club, NSW.

**Active Certified Club Manager (ACCM) Award Bursary** (sponsored by **Solar PV Commercial**) – **Naomi Minns**, Human Resources Manager at Club Pine Rivers, Qld.

**Active Certified Club Manager (ACCM) Award Bursary** (sponsored by **Sunblest Cleaning Services**) – **Kerri Ralph**, Duty Manager at Milton Ulladulla Bowling Club, NSW.

**Active Certified Club Manager (ACCM) Award Bursary** (sponsored by **Silver Chef**) – **Matthew Gooden**, F&B Manager at Dapto Leagues Club, NSW.

**Active Certified Club Manager (ACCM) Award Bursary** (sponsored by **Total ATM**) – **David English**, Secretary Manager at Halekulani Bowling Club, NSW.

**Active Certified Club Manager (ACCM) Award Bursary** (sponsored by **SCOTT & BROAD**) – **Nathan Mills**, Gaming Manager at 99 On York Bowlers Club, Sydney, NSW.

**Diploma of Human Resources Management Bursary** (sponsored by **BBC Digital**) – **Matthew Johnston**, Operations Manager at Maitland City Bowls Club, NSW.

**Diploma of Human Resources Management Bursary** (sponsored by **ClockOn Australia**) – **Graeme Tonks**, Duty Manager at 99 On York Bowlers Club, Sydney, NSW.

**Diploma of Human Resources Management Bursary** (sponsored by **Luhrmann Business Consulting**) – **Carl Reiter**, Duty Manager at St George Rowing Club, Wolli Creek, NSW.

**Diploma of Human Resources Management Bursary** (sponsored by **Treasury Wine Estates**) – **Margaret McGrath**, Secretary Manager at Quirindi RSL Club, NSW.

**Diploma of Human Resources Management Bursary** (sponsored by **BBC Digital**) – **Neale Genge**, Secretary Manager at Casino RSM Club, NSW. ■

## 2014 'Big Events' Diary Dates

**CMAA AGM, Conference & Expo** – March 3&4 @ The Dome, Sydney Olympic Park.

**ACE Awards** – March 19 @ The Juniors, Kingsford.

**Asian CMA Conference & FHA Expo** – April 6-8 @ Orchid Country Club, Singapore.

**G2E Asia** – May 20-22 @ The Venetian, Macau.

**CMAA Mid-Year Conference** – June 18-20 @ Jupiters Casino, Gold Coast.

**AGE 2014** – August 12-14 @ Sydney Exhibition Centre @ Glebe Island.

**G2E** – September 30-October 2 @ The Sands Expo & Convention Centre, Las Vegas.

Day	Date	Meeting	Venue	Zone
<b>FEBRUARY</b>				
<b>Tuesday – Sunday</b>	<b>04-08/02/2014</b>		<b>Orlando, Florida</b>	<b>87th World Conference on Club Management</b>
Wednesday	05/02/2014	15:30	Dubbo RSL Club	Mid State Zone AGM & Dinner
Saturday	08/02/2014	11:00	Eagle Farm Race Club	Brisbane Zone AGM & Lunch
Tuesday	11/02/2014	10:30	Coolangatta Surf Club	Gold Coast Zone AGM & Lunch
Tuesday	11/02/2014	10:30	Woolgoolga Diggers Club	Mid North Coast Zone Meeting & Lunch
Thursday	20/02/2014	10:00	Bribie Island Bowls Club	Sunshine Coast Zone AGM, Bowls & Lunch
Friday	21/02/2014	11:00	Warilla Bowls & Recreation Club	Illawarra Shoalhaven Zone Meeting & Lunch
Sunday – Tuesday	23-25/02/2014	09:00	Club Mulwala	Riverina Murray Zone Dinner & AGM
Wednesday	26/02/2014	07:00	Toronto Diggers Club	Hunter Zone Breakfast & Meeting
<b>MARCH</b>				
<b>Sunday</b>	<b>02/03/2014</b>	<b>18:00</b>	<b>The Dome, Sydney Olympic Park</b>	<b>CMAA Federal Executive &amp; Federal Council Meetings</b>
<b>Monday</b>	<b>03/03/2014</b>	<b>09:00</b>	<b>The Dome, Sydney Olympic Park</b>	<b>CMAA Annual Conference &amp; Trade Expo</b>
<b>Monday</b>	<b>03/03/2014</b>	<b>09:00</b>	<b>The Dome, Sydney Olympic Park</b>	<b>CMAA Annual General Meeting</b>
<b>Monday</b>	<b>03/03/2014</b>	<b>16:00</b>	<b>The Dome, Sydney Olympic Park</b>	<b>CMAA Cocktail Party &amp; Hall of Fame Awards</b>
<b>Tuesday</b>	<b>04/03/2014</b>	<b>09:00</b>	<b>The Dome, Sydney Olympic Park</b>	<b>CMAA Annual Conference &amp; Trade Expo</b>
<b>Monday</b>	<b>10/03/2014</b>		<b>CANBERRA DAY – ACT</b>	<b>CANBERRA DAY – ACT</b>
<b>Monday</b>	<b>10/03/2014</b>		<b>LABOUR DAY – VICTORIA</b>	<b>LABOUR DAY – VICTORIA</b>
<b>Monday – Wednesday</b>	<b>10-12/03/2014</b>		<b>Brisbane Convention &amp; Exhibition Centre</b>	<b>Leagues Clubs Australia HGA Expo</b>
Tuesday – Wednesday	11-12/03/2014	09:00	Mollymook Bowling Club	Far South Coast Zone Dinner & Meeting
Tuesday – Wednesday	11-12/03/2014	09:00	Gunnedah Services Club	North West State Zone Dinner & Meeting
Wednesday	12/03/2014	08:00	The Bay Sports Club (Bateau Bay)	Central Coast Zone Breakfast & Meeting
Wednesday	12/03/2014	10:00	Kingscliff Beach Bowls Club	Far North Coast Zone Meeting & Lunch
Wednesday	12/03/2014	10:00	TBA	Bundaberg Zone Meeting
<b>Wednesday – Thurs</b>	<b>12-13/03/2014</b>		<b>Brisbane Convention &amp; Exhibition Centre</b>	<b>HGA Expo</b>
<b>Wednesday</b>	<b>12/03/2014</b>		<b>Brisbane Convention &amp; Exhibition Centre</b>	<b>Clubs Queensland AGM</b>
Monday	17/03/2014	07:00	TBA	Inner West Zone Breakfast Meeting
Tuesday	18/03/2014	11:00	Club Bondi Junction	City & Eastern Suburbs Zone Workshop, Meeting & Lunch
Wednesday	19/03/2014	11:00	Club Old Bar	Great Lakes Zone Meeting & Lunch
<b>Wednesday</b>	<b>19/03/2014</b>	<b>18:30</b>	<b>The Juniors, Kingsford</b>	<b>2013 ACE Awards Dinner</b>
Thursday	20/03/2014	11:30	Mounties	Nepean Zone AGM, Workshop & Lunch
Tuesday	25/03/2014	09:30	Moorebank Sports Club	St George Cronulla Zone Breakfast & Meeting
<b>Thursday</b>	<b>27/03/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
Friday	28/03/2014	07:00	TBA	Manly Northern Suburbs Zone Golf Day
<b>APRIL</b>				
<b>Sunday – Tuesday</b>	<b>06-08/04/2014</b>		<b>Orchid Country Club, Singapore</b>	<b>10th Asian Club Managers' Conference &amp; FHA Expo</b>
<b>Friday</b>	<b>18/04/2014</b>		<b>GOOD FRIDAY – PUBLIC HOLIDAY</b>	<b>GOOD FRIDAY – PUBLIC HOLIDAY</b>
<b>Saturday</b>	<b>19/04/2014</b>		<b>EASTER SATURDAY</b>	<b>EASTER SATURDAY</b>
<b>Sunday</b>	<b>20/04/2014</b>		<b>EASTER SUNDAY</b>	<b>EASTER SUNDAY</b>
<b>Monday</b>	<b>21/04/2014</b>		<b>EASTER MONDAY – PUBLIC HOLIDAY</b>	<b>EASTER MONDAY – PUBLIC HOLIDAY</b>
<b>Thursday</b>	<b>24/04/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>Friday</b>	<b>25/04/2014</b>		<b>ANZAC DAY – PUBLIC HOLIDAY</b>	<b>ANZAC DAY – PUBLIC HOLIDAY</b>
<b>MAY</b>				
<b>Saturday – Tuesday</b>	<b>17-20/05/2014</b>		<b>McCormick Place, Chicago, Illinois</b>	<b>NRA Show &amp; Study Tour</b>
Tuesday	06/05/2014	10:00	TBA	Sunshine Coast Zone Meeting, Workshop & Lunch
Tuesday – Wednesday	06-07/05/2014	09:00	TBA	North West State Zone Dinner & AGM
Thursday	15/05/2014		Safety Beach Golf Club	Mid North Coast Zone Golf Day
Tuesday	TBA		Evans Head Bowling Club	Far North Coast Zone Bowls Day
<b>Tuesday – Thursday</b>	<b>20-22/05/2014</b>		<b>The Venetian, Macao</b>	<b>G2E Asia</b>
Tuesday	27/05/2014		Armidale	North West State Zone Race Day
Wednesday	28/05/2014	11:00	TBA	Hunter Zone AGM & Lunch
Thursday	TBA	11:00	TBA	ACT Zone Meeting & Lunch
<b>Thursday</b>	<b>29/05/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>JUNE</b>				
Tuesday	03/06/2014	11:00	Kingsgrove RSL Club	St George Cronulla Zone Meeting & Lunch
Tuesday – Wednesday	03-04/06/2014	10:00	Narooma Golf Club	Far South Coast Zone Dinner & Meeting
Wednesday	04/06/2014	10:00	Cherry Street Bowling Club, Ballina	Far North Coast Zone Meeting & Lunch
Thursday	05/06/2014	11:30	Kedron Wavell Services Club	Combined Qld Zones Meeting & Qld Bursaries Lunch
<b>Monday</b>	<b>09/06/2014</b>		<b>QUEEN'S BIRTHDAY – PUBLIC HOLIDAY</b>	<b>QUEEN'S BIRTHDAY – PUBLIC HOLIDAY</b>
Tuesday	10/06/2014	10:00	Sawtell Bowling Club	Mid North Coast Zone AGM & Lunch
Thursday	12/06/2014	11:30	Liverpool Catholic Club	Nepean Zone Workshop, Meeting & Lunch
Friday	13/06/2014	11:00	Bomaderry Bowling Club	Illawarra Shoalhaven Zone Meeting & Lunch
<b>Tuesday</b>	<b>17/06/2014</b>	<b>13:00</b>	<b>Jupiters Casino, Gold Coast</b>	<b>CMAA Federal Executive Meeting</b>
<b>Wednesday</b>	<b>18/06/2014</b>	<b>09:00</b>	<b>Jupiters Casino, Gold Coast</b>	<b>CMAA Federal Council Meeting</b>
<b>Wednesday</b>	<b>18/06/2014</b>	<b>13:00</b>	<b>Jupiters Casino, Gold Coast</b>	<b>CMAA Members' General Meeting</b>
<b>Wednesday – Friday</b>	<b>18-20/06/2014</b>	<b>09:00</b>	<b>Jupiters Casino, Gold Coast</b>	<b>CMAA Mid-Year Conference</b>
<b>Saturday</b>	<b>21/06/2014</b>	<b>11:00</b>	<b>Gold Coast Turf Club</b>	<b>Gold Coast Zone &amp; Brisbane Zone Charity Race Day</b>



Day	Date	Meeting	Venue	Zone
<b>JUNE (Continued)</b>				
Wednesday	25/06/2014	07:30	Club Toukley	Central Coast Zone Meeting & Breakfast
<b>Thursday</b>	<b>26/06/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
Friday	27/06/2014	TBA	Randwick Bowling Club	City & Eastern Suburbs Zone Bowls Day & Cocktail Party
<b>JULY</b>				
Thursday	17/07/2014	10:30	TBA	Victoria Zone Meeting & Lunch
Sunday – Tuesday	20-22/07/2014	09:30	Griffith Ex-Services Club	Riverina Murray Zone Dinner & Meeting
Thursday	24/07/2014	11:00	Beach Club Collaroy	Manly Northern Suburbs Zone Mid-Year AGM & Lunch
<b>Thursday</b>	<b>31/07/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>AUGUST</b>				
Tuesday – Wednesday	05-06/08/2014	09:30	Inverell RSM Club	North West State Zone Meeting & Dinner
<b>Wednesday – Friday</b>	<b>13-15/08/2014</b>		<b>Sydney Exhibition Centre @ Glebe Island</b>	<b>Australasian Gaming Expo – AGE2014</b>
<b>Wednesday</b>	<b>13/08/2014</b>		<b>ROYAL QUEENSLAND SHOW DAY – QLD</b>	<b>ROYAL QUEENSLAND SHOW DAY – QLD</b>
Tuesday	26/08/2014	07:00	Richmond Golf Club	Nepean Zone Charity Golf Day
Wednesday	27/08/2014	10:30	TBA	Hunter Zone Meeting & Lunch
Wednesday	27/08/2014	10:00	Queensland Irish Club	Brisbane Zone Workshop, Meeting & Lunch
Thursday	28/08/2014	11:00	Kew Golf Club	Great Lakes Zone Meeting & Lunch
Thursday	28/08/2014	07:30	The Grange Golf Club, Kembla Grange	Illawarra Zone Charity Golf Day
<b>Thursday</b>	<b>28/08/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>SEPTEMBER</b>				
Tuesday	02/09/2014	11:00	St George Masonic Club	St George Cronulla Zone Meeting & Lunch
Tuesday – Wednesday	02-03/09/2014		Batemans Bay Soldiers Club	Far South Coast Zone Conference, Dinner & AGM
Tuesday	09/09/2014	10:00	TBA	Sunshine Coast Zone Meeting, Workshop & Lunch
<b>Monday – Thursday</b>	<b>15-18/09/2014</b>		<b>Crown Convention Centre, Melbourne</b>	<b>RSL &amp; Services Clubs Assn 13th Annual Conference</b>
Tuesday	16/09/2014	11:00	TBA	Gold Coast Zone Workshop, Meeting & Lunch
Tuesday	16/09/2014	07:30	Kogarah Golf Club	St George Cronulla Zone Golf Day
Wednesday	17/09/2014	10:00	Central Coast Leagues Club	Central Coast Zone AGM & Lunch
Thursday	18/09/2014	11:30	Blacktown Workers Club	Nepean Zone Workshop, Meeting & Lunch
Tuesday	23/09/2014	07:00	99 On York	City Eastern Suburbs Zone Breakfast & Meeting
Tuesday – Wednesday	TBA	11:00	Yamba Bowling Club (TBC)	Far North Coast Zone & Mid North Coast Zone Conference
<b>Thursday</b>	<b>25/09/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>Monday</b>	<b>29/09/2014</b>		<b>FAMILY &amp; COMMUNITY DAY – ACT</b>	<b>FAMILY &amp; COMMUNITY DAY – ACT</b>
<b>Tuesday – Thursday</b>	<b>30/09-02/10/14</b>		<b>Sands Expo &amp; Conv Centre, Las Vegas</b>	<b>Global Gaming Expo – G2E</b>
<b>OCTOBER</b>				
<b>Monday</b>	<b>06/10/2014</b>		<b>LABOUR DAY – NSW &amp; QLD –</b>	<b>LABOUR DAY – NSW &amp; QLD – PUBLIC HOLIDAY</b>
<b>Saturday – Tuesday</b>	<b>11-14/10/2014</b>		<b>Gold Coast Convention Centre</b>	<b>ClubsNSW Annual Conference &amp; Trade Expo</b>
Friday	24/10/2014	11:00	Dapto Leagues Club	Illawarra Shoalhaven Zone AGM & Lunch
Sunday	TBA	11:00	TBA	Sunshine Coast Zone Race Day
<b>Thursday</b>	<b>30/10/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>NOVEMBER</b>				
<b>Tuesday</b>	<b>04/11/2014</b>		<b>MELBOURNE CUP DAY – VICTORIA</b>	<b>MELBOURNE CUP DAY – VICTORIA</b>
<b>Friday – Sunday</b>	<b>07-09/11/2014</b>		<b>Sheraton Mirage Resort &amp; Spa, Gold Coast</b>	<b>Leagues Club Australia Annual Conference</b>
Friday	07/11/2014	11:00	TBA	ACT Zone Meeting & Bowls Day
Friday	21/11/2014	11:00	Carina Leagues Club	Brisbane Zone Xmas Lunch
Friday	21/11/2014	11:00	TBA	Central Coast Zone Xmas Lunch
Wednesday	26/11/2014	11:00	Port Panthers	Great Lakes Zone Meeting & Xmas Lunch
Friday	28/11/2014	11:00	TBA	Hunter Zone Meeting & Xmas Lunch
<b>Friday</b>	<b>28/11/2014</b>	<b>09:00</b>	<b>TBA</b>	<b>CMAA Federal Executive Meeting</b>
<b>Friday</b>	<b>28/11/2014</b>	<b>10:30</b>	<b>TBA</b>	<b>CMAA Federal Council Meeting</b>
<b>Friday</b>	<b>28/11/2014</b>	<b>12:30</b>	<b>TBA</b>	<b>CMAA Sponsors' Appreciation Lunch</b>
<b>DECEMBER</b>				
Monday	01/12/2014	12:00	North Beach Bowling Club	Mid North Coast Zone Xmas Lunch
Tuesday	02/12/2014	11:00	TBA	St George/Cronulla Zone Meeting & Xmas Lunch
Tuesday	02/12/2014	18:00	Story Hotel, Brisbane	Brisbane Zone Sponsors Cocktail Party
Tuesday – Wednesday	02 – 03/12/2014	09:00	Moruya Golf Club	Far South Coast Zone Xmas Dinner & Meeting
Tuesday – Wednesday	02-03/12/2014	09:30	TBA	Nth West State Zone Xmas Dinner & Meeting
Thursday	04/12/2014	11:00	The Epping Club	Manly Northern Suburbs Zone Meeting & Xmas Lunch
Friday	05/12/2014	11:00	Club Helensvale	Gold Coast Zone Meeting & Xmas Lunch
Friday	05/12/2014	11:30	TBA	Inner West Zone AGM & Xmas Lunch
Friday	05/12/2014	TBA	TBA	Illawarra Shoalhaven Zone Xmas Lunch
Tuesday	09/12/2014	11:00	Matraville RSL Club	City Eastern Suburbs Zone Xmas Lunch
Thursday	11/12/2014	12:00	Cabra Vale Diggers Club	Nepean Zone Xmas Lunch
Friday	12/12/2014	11:00	TBA	Sunshine Coast Zone Xmas Lunch
<b>Friday</b>	<b>18/12/2014</b>	<b>09:30</b>	<b>Sydney Olympic Park</b>	<b>CMAA Federal Executive Meeting</b>
<b>Thursday</b>	<b>25/12/2014</b>		<b>CHRISTMAS DAY – PUBLIC HOLIDAY</b>	<b>CHRISTMAS DAY – PUBLIC HOLIDAY</b>
<b>Friday</b>	<b>26/12/2014</b>		<b>BOXING DAY – PUBLIC HOLIDAY</b>	<b>BOXING DAY – PUBLIC HOLIDAY</b>

## Sharon's busy life flows steadily along old man river

**THIS MONTH**, in our 'CMAA Manager Profile' series, we get to know Sharon Shankland, the Secretary Manager at Maclean Services club in the CMAA's Far North Coast Zone. This Yamba 'native' is a woman of many roles and responsibilities but loves every moment of her busy life as a wife, mother, Club Industry executive and entrepreneur ...

**Name:** Sharon Shankland.

**Title:** Secretary Manager.

**Club:** Maclean Services Club, Maclean. NSW.

**How long in clubs:** 16 years.

**Where do you live & how long have you been there:** Yamba, since 1986.

**What brought you to Maclean:** I was asked to apply for a position in the office at the club, for a woman going on maternity leave. Obviously, I impressed them as I worked my way up to now be the Secretary Manager.

**The advantages of living & working in this region:** I am really blessed because this area is absolute heaven on earth. I have a young family and I make sure that I make the most of living here. The people are wonderful and we get a lot of visitors who are equally impressed with the area. It is truly a pleasure to have a great job in a great area.

**The disadvantages of living & working in this region:** Being stuck inside working when the beach is calling.

**Other clubs where you have worked:** Yamba Bowling Club.

**Jobs outside the Club Industry:** I also design and import leather goods. Also, at a young age, I worked at the Pacific Hotel in Yamba, the Yamba Fish Market, Yamba Shores Tavern and the 'famous' Yamba YHA Backpackers Resort.

**What do you do for relaxation:** Spend time with the family ... beach, travel, reading and let's not forget I am a mother, so 'domestic goddess', as well. Unfortunately, there's little time for anything else.

**What would you like to be doing if you were not in clubs:** Probably concentrate more on my design/import business and spend more time with my family.

**What did you do for Christmas & New Year:** Enjoyed time with my family and friends, beached and slept, mostly ... a very relaxing time.

**The best piece of advice you ever received:** I don't know if anyone actually gave me this advice, but I believe that each and every one of us should take responsibility for ourselves. I instill in my children that you should never blame others for your lot in life ... you make your choices and you must live by them. Too many people today seem to want to blame others.



■ Sharon Shankland has the spectacular Maclean River as the backdrop for her 'office' at the Maclean Services Club.

**The biggest challenge for the Club Industry:** Times they are a changing. The younger generation wants cafés and alfresco and wine bars etc. Our challenge is to diversify enough to attract young members and guests, otherwise in 20 years clubs might not exist. I know this probably doesn't apply to some of the big clubs, but for the small clubs in small towns, we really need to think outside the square.

**The biggest challenge for club managers:** Legislation ... all the rules and regulations and political climates are always a challenge ... it comes with the territory. But truly, Human Resources is my biggest challenge. Finding and keeping great staff is everyone's headache.

**What are you reading:** *'The Book Thief'*. Otherwise, I do *'7 Little Words'* on the iPad ... love it!

**Sports played now & growing up:** Tennis when I was growing up, but now I don't have time for sport. I try to work out when I can and get to the beach.

**The most influential person in your life & why:** My mentor, who was the previous Secretary Manager here, Mark Bannerman had enormous faith in me and always pushed me to better myself. Also, my mother, my sister and my awesome husband.

**Do you ... Facebook / Twitter / LinkedIn:** I don't 'tweet' and I am on LinkedIn. I Facebook rarely, but find 'FB' causes more damage than it does good. I have a 12-year-old daughter and the world of FB can be very unkind.

**Favourite food / beer / wine:** My husband is a professional fisherman, so fresh crumbed red emperor and mango salad does it for me. Not a beer girl and allergic to wine, but love a good Black Russian, Cruiser black, (raspberry) and Kopparberg cider (strawberry & lime).

- Thanks Sharon ... and thanks for a great day at the club for the Far North Coast Zone Zonre Meeting and Christmas Lunch in December. ■



## Big plans for City Tatts

**THE 100-YEAR-OLD** City Tattersalls Club in Pitt Street, Sydney, has appointed Mirvac Group to develop the air space above the existing club that would include a new 100-room hotel, more than 200 apartments, restaurants and a new club.

The plan involves modifying three heritage-listed buildings and construction of a 48-level tower. The

façades of the buildings would be retained. The club would utilise the first seven floors with the four-star quality hotel occupying levels eight to 13 with the remaining floors for apartments.

The seventh floor would also have a fine-dining terraced restaurant.

Member approval is needed for the redevelopment proposal and they will have a chance to vote on the plans in July, according to the club's Board Chairman Patrick Campion. ■



## Echo installs Konami management system at Jupiters and Treasury

**KONAMI AUSTRALIA** completed the simultaneous installation of its gaming enterprise management system at two of **Echo Entertainment Group's** premier Queensland venues – **Jupiters Hotel & Casino** and **Treasury Casino & Hotel**.

Jay Bertsch, Senior Manager, Business Development at **KONAMI Australia** said that with the installation of **KONAMI's** system at the Jupiters and Treasury casinos in Queensland, Echo Entertainment has enhanced its ability to manage its portfolio of properties and created value for its customers that extends beyond each individual venue. "Echo Entertainment also operates The Star in NSW and has been a leader in the Australian gaming industry for years," Mr Bertsch added. "We are excited to extend our partnership to help Echo enhance what are already world-class customer experiences at their Jupiters and Treasury venues."

The Jupiters Hotel & Casino has been operating on the Gold Coast in Queensland for more than 25 years. The venue, which hosts the **CMAA Mid-Year Conference**, is home to seven restaurants, eight bars, nearly 600 rooms including suites, a variety of live entertainment, one of the largest convention centres in Australia, and a state-of-the art gaming floor with more than 1,500 machines and 90 table games.

The Treasury Casino & Hotel has been operating in the heart of Brisbane for almost 20 years. This historical venue provides six restaurants, five bars, 128 lavishly appointed rooms,

and a three-story gaming experience in one of Australia's grandest heritage buildings. The Treasury offers more than 1,400 machines and 100 tables.

Echo Entertainment Group's Chief Information Officer Kel Telford said Echo's two Queensland venues have been in business for almost 50 years combined. "We are thrilled to now have **KONAMI's** management system because it provides us with a powerful set of tools to help us bring our customers the best entertainment experience possible," he added. "Installation of **KONAMI's** system has allowed us to provide our customers with a new diverse set of gaming machines enhanced by the offering of TITO functionality. Installing **KONAMI's** system at Jupiters and Treasury enables Echo to launch gaming machines across multiple protocols, truly enhancing the experience of the player and providing machines that no one in Queensland has seen before."

**KONAMI Australia** was established in 1996 and has built a reputation as a leading designer and manufacturer of gaming machines in a global market, providing a constantly innovative product range. ■

# KONAMI

► For more information about **KONAMI Australia**, go to [www.konamiaustralia.com.au](http://www.konamiaustralia.com.au)

## Exhibitor space selling fast for AGE2014

**GAMING TECHNOLOGIES ASSOCIATION (GTA)** has announced that 115 exhibitors already have taken stands for the 25th annual Australasian Gaming Expo (AGE) on August 12 to 14 at Sydney Exhibition Centre @ Glebe Island. The GTA Board of Directors toured Sydney Exhibition Centre @ Glebe Island in December and was very happy with the new facility. Absolute water frontage on three sides to Sydney Harbour and spectacular views of the Anzac Bridge and the Sydney Harbour Bridge will ensure visitors are impressed. And, the building itself is an imposing structure. Previously used as the British media centre at the London Olympics, its size and permanence are impressive. The 2014 Gaming Expo will occupy a larger space than previous years, covering three halls at the new venue over the next three years while facilities are redeveloped at Darling Harbour. Exhibitors have followed up their requests to keep the Gaming Expo as close as possible to Sydney's CBD by taking larger and more space. Fully serviced exhibition facilities, including a range of pop-up bars and restaurants will be provided for the Australasian Gaming Expo. Complimentary ferry services will operate from Darling Harbour and complimentary shuttle buses will operate from Central Station during the event. Further information about the venue is available at <http://sydneyexhibitioncentre.com.au> and further information about the event including an exhibition floor plan is available at [www.austgamingexpo.com](http://www.austgamingexpo.com). The Gaming Technologies Association's members include Ainsworth Game Technology, Aristocrat Technologies, Aruze Gaming Australia, Bally Technologies, IGT (Australia), Konami Gaming Australia – all CMDA Career Development sponsor companies – and WMS Gaming Australia. ■

# Rayner

SALES & MARKETING  
PTY LIMITED

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

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

Ph: 02 9360 6177 Email: [rayner@bigpond.net.au](mailto:rayner@bigpond.net.au)

Check out our website: [www.raynersalesmarketing.com.au](http://www.raynersalesmarketing.com.au)



## Daily Press putting Oomph into digital design frontier



■ WAYNE KNIGHT

**WAYNE KNIGHT** and the team at Daily Press Group have been printing *CMA Magazine* for more than seven years and Wayne has supported the **CMAA** as a **CMDA Career Development Sponsor** from day one.

If it can be printed, **Daily Press Group** does it ... from a business card to building-sized signage, **DPG** will work to provide creative, cost-effective solutions as part of its services package.

Today, more than ever before, businesses must maximise impact and efficiency and ensure strong return on any marketing investment.

"At **Daily Press Group**, we do everything any great print company does ... we just do it more creatively, with better service and better prices," Wayne says. "We can manage any job successfully from concept to installation."

As communication has moved through so many forms of media – particularly in this exciting recent period of digital and cyber media – printing, like so many businesses, cannot afford to fall back on traditional formats to survive.

"That doesn't mean that there isn't a place for printed media – quite the contrary – but a complimentary combination of print, web and digital media is delivering impressive results for many of our clients," Wayne added. "We maintain a very strong print base for our business, but we have successfully evolved into a commercial and digital print company, a design studio, signage company and mail house ... we have to be all things to all clients."

Apart from moving successfully into modern media, Wayne also has moved Daily Press to new premises at **Unit 1, 809 Botany Road at Roseberry** in Sydney. "We

haven't moved far geographically from our old premises at Botany, but we have moved our focus on to high-quality design and I have hired some of the best creative designers in the business," Wayne added.

**Daily Press** is producing first-class printing in the downstairs area, with **Indy Design** expanding and offering new creative work in the modern upstairs office area.

Combining all forms of media, Wayne's clients include some of the biggest names in the Club Industry ... **Cabra Vale Diggers Club**, **Parramatta Leagues Club**, **norths Group**, **Coffs Ex-Services Group**, **St Marys Leagues Club**, **City Tattersalls Club**, **Mingara** and the **Australian Turf Club** and **ANZ Stadium**. Corporate clients include **Westfield**, **Stockland**, **Coles**, **Fitness First**, **Qantas** and **ANZ Stadium**.

"I'm very happy with how the business is going and we have worked hard to ensure our clients are getting the best possible, advice, service and products," Wayne added.

**DPG** also is doing impressive work with digital media and their 'apps' (applications) are a feature of the marketing for most of their major clients. "We are partnering **Oomph**, a company and digital designer doing remarkable things with the apps we are delivering to clubs and corporate clients," Wayne said. "I believe this works best in combination with good print and social media, but our apps are doing great things for our clients ... I'm particularly proud of what we have done for **Coles** with their food."

**Daily Press** will be on **Stand 166** at the **CMAA's 2014 Hospitality Expo** at **The Dome** on **March 3&4** at **Sydney Olympic Park** and Wayne has packaged a special offer for clubs to kick off 2014.

From \$500 a month, **Daily Press** will become the art studio for any club, offering unlimited access for the design of annual reports, ads, posters, printed signage, member mail-outs and renewals. "It's a great opportunity for clubs to make **Daily Press** their one-stop shop for all aspects of marketing and promotions collateral," Wayne said. "This option takes the pain out of an important component of every club's marketing strategy. I have first-class designers who I'm confident will add a new dimension to the marketing and media for clubs who sign on with us. I will also introduce our new club clients to our apps as a value-added option in their contracts."

Wayne also is offering an iPad 'Mini' to new clients who sign up with **Daily Press** during the 2014 CMAA Expo.

The **CMAA** is working with Wayne and the **Indy** design team to develop a new app to inform, promote and market the **CMAA's Mid-Year Conference** at **Jupiters** in **mid-June**. ■



**DAILYPRESS**  
GROUP

► For more information on the range of **Daily Press Group** products and services, go to the website  
W: [www.dailypress.com.au](http://www.dailypress.com.au)  
P: 02 - 9007 7500 or  
E: [info@dailypress.com.au](mailto:info@dailypress.com.au)



## Dolly's set to boot scoot across The Dome at the Expo

THE CMAA's 2014 Hospitality Expo will be boot scootin' with the release of everyone's favourite country music queen – *Dolly*. This iconic singer and the iconic game topped the U.S. performance charts and is the headliner for IGT's suite of more than 30 games plus expanding systems offering that will be on show at **The Dome** at Sydney Olympic Park on March 3 & 4.

*Dolly* has three progressive jackpots and a range of new game play features including the 'Trigger Boost' where one scatter symbol triggers free games and the 'Dolly Wild Boost' a random feature with vertically expanding WILDS. Plus, there is also an extra special feature – the 'Dolly music player' – where patrons can choose classic *Dolly* hits while enjoying the game.

Nigel Turner, IGT's head of marketing said the CMAA Hospitality Expo is always a fantastic forum to kick start the year and showcase IGT's latest products. "With *Dolly*, we're building on our tradition of including a strong brand with a lot of promotion potential for venues," Mr Turner added. "*Dolly* enjoyed strong performance overseas and by adding some new features targeted at our local players this game will deliver as it's in the sweet spot for the majority of venues' players."

Looking at other games, IGT's popular 720-way Multiway, which was a key feature of classic performers '*Siberian Storm*' and '*Sumatran Storm*' – has been combined with an IGT classic gaming theme, '*Get Egged*'. From the recognisable feature music to the crazy chickens, this game is fun and introduces new players to frequent re-triggers and enhanced wilds.

IGT's Split Symbol games such as '*Wild Princess 2*' enjoyed strong success over the Past year. Now, this concept is taken one step further with '*Midnight Eclipse 2*'. It has triple Split Symbols for up to 15-of-a-kind wins with a new sticky wild feature.

IGT's multi-game strategy continues apace with the third *Multistar* in the past few months – '*Multistar Jewel of Arabia*'. This has our top-selling original '*Jewel of Arabia*' game and an enhanced 'Deluxe' version which includes a new random trigger boost, as featured in *Dolly*.

IGT's Advantage Club System is growing strongly in NSW. The system includes state-of-the-art technology that enables venues to enable real-time floor monitoring via any mobile device with a browser, including iPhones, iPads, androids and tablets. In addition to the games and systems on show, IGT also will preview a few new game concepts that will hit gaming floors by mid-2014 and offering IGT unique hospitality at the stand. ■



## 2014 Expo will showcase Aristocrat's best and brightest

ARISTOCRAT IS committed to creating the world's best gaming experience – every day. After all, that is the company motto. Aristocrat recognises that is no mean



feat in an industry that continues to deliver a diverse range of highly innovative and top-performing games. The key to this is an increased focus on the ever-changing and dynamic gaming landscape. AGE 2013 demonstrated the progress Aristocrat has made and this success is attributed to ...

- An improved understanding of the changing market dynamics;
- A deeper understanding of changing player preferences and operator requirements;
- Leveraging the best game design talent in the industry;
- Delivering new and innovative game-play mechanics;
- Improved operator configurability, including lines, bet structures, denominations, Jackpots and RTPs.

In 2013, Aristocrat – a CMDA Career Development Sponsor and sponsor of the CMAA's annual Conference in March and the Mid-Year Executive Leadership Conference in June 2014 – celebrated its 60<sup>th</sup> anniversary and, in honour of such a milestone, it released '*Players Choice Diamond Edition*', which embodied much of the above. It had to be special. With six games, including the proven favourites and a new addition in '*Buffalo*', five-player selectable denominations, three progressive jackpots, a unique symbol-driven second screen jackpot feature and a more-competitive spread of RTPs, that goal was achieved.

This game has proven a massive success across the state, where the performance has been solid as a rock. Driven by strong average bets, high occupancy levels and unprecedented game choice in a single box, '*Diamond Edition*' really is the Player's Choice. Reinforcing this is an install base which recently surpassed 1,000 units and continues to perform up to double the floor average.

As 2014 unfolds, Aristocrat continues to unveil more of its ever-expanding games portfolio and demonstrates heightened levels of game performance across key player segments. At the CMAA Expo – on March 3 & 4 at **The Dome, Sydney Olympic Park** – Aristocrat will showcase more than 70 machines across six key player segments and highlight the breadth, depth, innovation and 'player focus' on which Aristocrat prides itself.

The line-up includes the highly anticipated launch of '*5 Dragons Gold*' that builds on Aristocrat's 'core' strengths and an expanding library of '*Players Choice*' multi-games, including '*Players Choice Platinum*'. Aristocrat also will showcase a range of stand-alone progressive (SAP) jackpots, including '*Quick Fire*', '*Jackpot Streak*', '*Gold Pays*' and '*Superman*'. With proven performance in the Queensland market, High Roller Gaming's '*Hybrid Jackpot*' will make its NSW debut, providing the added benefit of configurability as a link '*Cash Explosion*', or a four-level SAP, '*Dynamite Cash*' with a library of six game titles. Topping it all off will be the launch of Aristocrat's 'E-Series' portfolio. Developed by Aristocrat's Gimmie Games studio, the '*Sky Rider*' series will provide a player 'experience like no other'.

Aristocrat is located at **Stand 3** at the CMAA Expo, so drop by to see what all the excitement is about. ■

# mypartnerships

## ATMS

### ■ Total ATM

VIC – Tom Trainor  
E: [tom@totalinc.com.au](mailto:tom@totalinc.com.au)  
W: [www.totalinc.com.au](http://www.totalinc.com.au)

## BEVERAGES

### ■ Coca-Cola Amatil

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

### ■ Carlton & United Brewers

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

### ■ Global Coffee Solutions

**Lee Fitzgerald**, Sales Manager  
M: 0422 446 020; B: 1300 552 883  
E: [Lee.Fitzgerald@globalcoffee.com.au](mailto:Lee.Fitzgerald@globalcoffee.com.au)  
W: [www.globalcoffee.com.au](http://www.globalcoffee.com.au)

### ■ Lion Nathan

**Lion** is a leading beverage and food company with a portfolio that includes many of Australia and New Zealand's favourite brands such as Tooheys, Dairy Farmers, XXXX, PURA, Hahn, Berri, Speight's, King Island Dairy, Boag's, Yoplait, Wither Hills and COON. Our products accompany life's sociable moments, whether it's a family meal or good times at the pub with mates. Dairy, juice, soy and the responsible enjoyment of alcohol beverages are all part of a healthy lifestyle for many people, and when enjoyed in moderation, our combined portfolio of food and drink brands can benefit wellbeing.  
**Doug May**, Director Trade Relations  
B: 02 - 8120 4637  
E: [doug.may@lionco.com](mailto:doug.may@lionco.com)  
W: [www.lionco.com](http://www.lionco.com)

### ■ Pernod Ricard

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

### ■ Robert Oatley Vineyards

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

### ■ Treasury Wine Estates

**TWE** is a unique global wine company with a leading international portfolio of new world wines and a history stretching from the establishment of Australia's Penfolds in the mid-1840s to the 1876 founding of Beringer Vineyards.  
**Kim Lightfoot**, Account Manager  
M: 0407 255 081; B: 02 - 9741 1866  
E: [Kim.Lightfoot@tweglobal.com](mailto:Kim.Lightfoot@tweglobal.com)  
W: [www.treasurywineestates.com](http://www.treasurywineestates.com)

## CONSTRUCTION, DESIGN, FACILITIES & EQUIPMENT

### ■ EP&T Global

**Mark Swindell**, Commercial Manager  
M: 0424 888 083; B: 02 - 8422 6060  
E: [mark.s@eptglobal.com](mailto:mark.s@eptglobal.com)  
W: [www.eptglobal.com](http://www.eptglobal.com)

### ■ Paynter Dixon Hospitality

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

### ■ powerPerfector

**powerPerfector Australia** market leaders in Voltage Power Optimisation (VPO) technology. Specifically designed to reduce energy (kWh) consumption top line savings between 8% - 12%. Providing a turn-key solution, Pay As You Save (PAYS), 15-year VPO warranty & performance guarantee.  
**Emil Novak**, Sales Executive  
M: 0413 662 730; B: 1300 864 824  
E: [enovak@powerperfector.com.au](mailto:enovak@powerperfector.com.au)  
W: [www.powerperfector.com.au](http://www.powerperfector.com.au)

### ■ Quattro - Interior Design & Architecture

**Peter Hosking**, Architectural Director  
B: 02 9091 0190 E: [peter@quattrodesign.com.au](mailto:peter@quattrodesign.com.au)  
**Kylie Grimwood**, Interior Design Director  
B: 02 9699 9881 E: [kylie@quattrois.com.au](mailto:kylie@quattrois.com.au)  
W: [www.quattrointeriorsstudio.com.au](http://www.quattrointeriorsstudio.com.au)

### ■ Rohrig

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

### ■ Silverchef

North (NSW, QLD) – **Jodie Terzis**  
M: 0448 899 196; E: [jterzis@silverchef.com.au](mailto:jterzis@silverchef.com.au)  
South (VIC, SA, TAS, NT, WA) – **Dana Walton**  
M: 0448 900 144; E: [dwalton@silverchef.com.au](mailto:dwalton@silverchef.com.au)  
W: [www.silverchef.com.au](http://www.silverchef.com.au)

### ■ SolarPV

**Daniel Chapman**, Operations Manager  
M: 0488 554 424; B: 1300 25 35 45  
E: [daniel@solarpv.net.au](mailto:daniel@solarpv.net.au)  
W: [www.solarpv.net.au](http://www.solarpv.net.au)

## FINANCIAL & STRATEGIC MANAGEMENT

### ■ BDO

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

### ■ Community First Credit Union

**Community First Credit Union** offers a full range of award winning products and services including home loans, personal loans, savings, insurance, credit cards and financial planning as well as clubs and club employees everyday banking throughout Australia.  
**Marianna Kinsey**, Alliance Development Manager  
M: 0409 811 484  
E: [mkinsey@communityfirst.com.au](mailto:mkinsey@communityfirst.com.au)  
W: [www.communityfirst.com.au](http://www.communityfirst.com.au)

### ■ Creating Synergy

**Ron McLean**, Director  
B: 07 - 5536 6049  
E: [ronmclean@creatingsynergy.com](mailto:ronmclean@creatingsynergy.com)  
W: [www.creatingsynergy.com](http://www.creatingsynergy.com)

### ■ Eastern Commercial Lawyers

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

### ■ HOSTPLUS

The CMDA's **Major Sponsor**, **HOSTPLUS** is the industry superannuation fund for the hospitality, tourism, recreation and sport industries and is passionate about providing our members and employers with the best possible products and services. **HOSTPLUS** is one of Australia's largest super funds, with one million members, 80,000 employers and more than \$10 billion in funds under management.  
**Peter Aldini**, Acting State Manager NSW/ACT  
M: 0404 801 277; B: 02 - 8202 8700  
E: [paldini@mail.hostplus.com.au](mailto:paldini@mail.hostplus.com.au)  
**Jon Shevket**, Manager, New Business  
M: 0410 609 743; B: 02 - 9893 1822  
E: [jshevket@mail.hostplus.com.au](mailto:jshevket@mail.hostplus.com.au)  
**Alison Lake**, Manager New Business QLD  
M: 0427 734 452; B: 07 - 5644 2204  
E: [alake@mail.hostplus.com.au](mailto:alake@mail.hostplus.com.au)  
**Joe Mennea**, Senior Manager New Business VIC  
M: 0437 002 930; B: 03 - 8636 7730  
E: [jmennea@mail.hostplus.com.au](mailto:jmennea@mail.hostplus.com.au)  
W: [hostplus.com.au](http://hostplus.com.au)

### ■ Luhrmann Business Consulting

**Lori Luhrmann**, Senior Consultant  
M: 0424 639 639  
E: [lori@luhrmann.com.au](mailto:lori@luhrmann.com.au)  
W: [www.luhrmann.com.au](http://www.luhrmann.com.au)

### ■ Russell Corporate Advisory

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

### ■ Thomsons Lawyers

**Thomsons Lawyers** are expert providers of legal services to the Club Industry, working with more than 60 major clubs and industry associations across Australia, with offices in Sydney, Brisbane, Melbourne and Adelaide.  
**Brett Boon**, Partner  
M: 0414 808 265; B: 02 - 8248 5832  
E: [bboon@thomsonslawyers.com.au](mailto:bboon@thomsonslawyers.com.au)  
QLD: **Chris O'Shea**, Partner B: +61 7 3338 7526-  
E: [coshea@thomsonslawyers.com.au](mailto:coshea@thomsonslawyers.com.au)  
W: [www.thomsonslawyers.com.au](http://www.thomsonslawyers.com.au)

### ■ Thorn Equipment Finance

**Antoine Laval**, General Manager  
M: 040 4811 343; B: 1800 623 611  
E: [antoine.laval@thorn.com.au](mailto:antoine.laval@thorn.com.au)  
W: [thornequipmentfinance.com.au](http://thornequipmentfinance.com.au)

## FOOD

### ■ Profitable Hospitality

**Ken Burgin**, CEO  
M: 0414 660 550; B: 1800 001 353  
E: [kburgin@profitablehospitality.com](mailto:kburgin@profitablehospitality.com)  
W: [www.ProfitableHospitality.com](http://www.ProfitableHospitality.com)



## GAMING

## ■ Ainsworth Game Technology

Ainsworth prides itself on its leading animation and programming expertise and creative thinking to deliver innovative and superior gaming solutions to the gaming industry.

**Don Moseley**, NSW Sales Manager  
M: 0418 606 640; B: 02 - 9739 8000  
E: [don.moseley@ainsworth.com.au](mailto:don.moseley@ainsworth.com.au)  
**Glen Coleman**, QLD South State Manager  
M: 0407 371 155; B: 07 - 3209 6210  
E: [glen.coleman@ainsworth.com.au](mailto:glen.coleman@ainsworth.com.au)  
**Lew Platz**, QLD North State Manager  
M: 0418 522 071; B: 07 - 3209 6210  
E: [lew.platz@ainsworth.com.au](mailto:lew.platz@ainsworth.com.au)  
**Wayne Flood**, VIC State Manager  
M: 0419 551 454  
E: [wayne.flood@ainsworth.com.au](mailto:wayne.flood@ainsworth.com.au)  
W: [www.ainsworth.com.au](http://www.ainsworth.com.au)

## ■ Aristocrat

Aristocrat is a leading global provider of gaming solutions - world-class software, systems and hardware that consistently out-perform the competition.

**David Ronson**, Sales & Marketing Director  
M: 0417 691 487; B: 02 - 9013 6630  
E: [David.Ronson@ali.com.au](mailto:David.Ronson@ali.com.au)  
W: [www.aristocratgaming.com](http://www.aristocratgaming.com)

## ■ ARUZE Gaming Australia

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

**Ian Thomson**, Managing Director  
B: 02 - 8332 6000  
E: [ithomson@aruzegaming.com.au](mailto:ithomson@aruzegaming.com.au)  
W: [www.aruzegaming.com](http://www.aruzegaming.com)

## ■ Bally Technologies Australia

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

**Ron Jeffrey**, Managing Director  
M: 0488 420 096 B: 02 - 8920 8977  
E: [rjeffrey@ballytech.com](mailto:rjeffrey@ballytech.com)  
W: [www.ballytech.com/australia/](http://www.ballytech.com/australia/)

## ■ eBET

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

**Nicole Thomas**, Marketing Manager  
M: 0438 528 066; B: 02 - 8817 4700  
M: [nthomas@ebetgroup.com](mailto:nthomas@ebetgroup.com)  
W: [www.ebetgroup.com](http://www.ebetgroup.com)

## ■ IGT

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

**Andrew Neagle**, Sales Director, ANZ  
M: +61-417 469 969; B: 02 - 8345 3000  
E: [andrew.neagle@igt.com](mailto:andrew.neagle@igt.com)  
NSW/ACT: **Col Bentley**, State Sales Manager  
B: 02 8345 3000  
QLD: **Howard White**, State Sales Manager  
B: 07 3890 5622  
VIC: **Theo Toklis**, State Sale Manager  
B: 03 9281 3400  
W: [www.igt.com.au](http://www.igt.com.au)

## ■ Independent Gaming

For the past 28 years, Independent Gaming - a 100% Australian-owned company - has evolved into a leading gaming solutions provider and manufacturer with more than 100 staff.

**Lawrence Shepherd**, Managing Director  
M: 0411 501 333  
E: [ls@independentgaming.com.au](mailto:ls@independentgaming.com.au)  
W: [www.independentgaming.com.au](http://www.independentgaming.com.au)

## ■ Konami Gaming

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

**Jeremy Alchin**, Marketing Manager  
M: 0409 365 528; B: 07 - 3395 7355  
E: [alchin0129@konamigaming.com](mailto:alchin0129@konamigaming.com)  
W: [www.konami.com.au](http://www.konami.com.au)

## ■ Maxgaming (Tatts Group)

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

**Shanun McCarthy**, Divisional Sales Manager  
M: 0417 766 350; B: 07 - 3435 4482  
E: [shaun.mccarthy@maxgaming.com.au](mailto:shaun.mccarthy@maxgaming.com.au)  
W: [www.maxgaming.com.au](http://www.maxgaming.com.au)

## I.T. &amp; WEB MEDIA

## ■ ClockOn Australia

**Robert Jaen**, Business Development Manager  
M: 0412 262 003; B: 02 - 4344 9443  
E: [rjaen@clockon.com.au](mailto:rjaen@clockon.com.au)  
W: [www.clockon.com.au](http://www.clockon.com.au)

## ■ Micropower

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

**Peter Jefferis**, Director of Sales & Marketing  
M: 0417 785 854; B: 1800 443 654  
E: [peter.jefferis@micropower.com.au](mailto:peter.jefferis@micropower.com.au)  
NSW: **Daniel Saade** M: 0448 130 435  
QLD: **Colin Frew** M: 0407 554 116  
VIC: **Lee Daffy** M: 0448 111 200  
W: [www.micropower.com.au](http://www.micropower.com.au)

## ■ SECOM Technology

**Jason Drew**, Director  
M: 0432 660 225; B: 1300 781 224  
E: [jason.drew@secomtech.com.au](mailto:jason.drew@secomtech.com.au)  
W: [www.secomtech.com.au](http://www.secomtech.com.au)

## ■ Techbrands by Electus Distribution

**Paul Turner**, Government, Education & Corporate Channel Manager  
M: 0400 316 056; B: 1300 738 555  
E: [pturner@techbrands.com](mailto:pturner@techbrands.com)  
W: [www.techbrands.com](http://www.techbrands.com)

## ■ tic technologies.com

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

**Rhonda Bowen**  
P: 02 9764 5240  
E: [Rhonda@tictechnologies.com.au](mailto:Rhonda@tictechnologies.com.au)  
W: [www.tictechnologies.com](http://www.tictechnologies.com)

## INSURANCE

## ■ Scott &amp; Broad

**Mike Burgess**, CEO  
M: 0407 784 722; B: 02 - 9932 6444  
E: [mike@scottbroad.com.au](mailto:mike@scottbroad.com.au)  
W: [www.scottbroad.com.au](http://www.scottbroad.com.au)

## MARKETING &amp; PROMOTIONS

## ■ rawsuga

**Jacqui Matthews**, Managing Director  
M: 0423 772 795; B: 02 - 9659 2100  
E: [jacqui@rawsuga.com.au](mailto:jacqui@rawsuga.com.au)  
W: [www.rawsuga.com.au](http://www.rawsuga.com.au)

## ■ Strategic Rewards

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

**Brett Foster** - CEO  
P: 03 - 8692 6600; M: 0414 210 051  
E: [bfoster@strategicrewards.com.au](mailto:bfoster@strategicrewards.com.au)  
W: [www.strategicrewards.com.au](http://www.strategicrewards.com.au)

## OFFICE EQUIPMENT

## ■ BBC Digital

**Shaun Kroll**, Business Manager  
M: 0430 777 403; B: 02 - 8394 4950  
E: [shaun.kroll@bbcdigital.com.au](mailto:shaun.kroll@bbcdigital.com.au)  
W: [www.bbcdigital.com.au](http://www.bbcdigital.com.au)

## DESIGN, PRINT, SIGNAGE &amp; DIGITAL

## ■ Daily Press Group

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

**Wayne Knight**, Managing Director  
M: 0412 745 780; B: 02 - 9007 7500  
E: [wayne@dailypress.com.au](mailto:wayne@dailypress.com.au)

## SECURITY

## ■ Barringtons

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

**Blayne Webb**, Director  
M: 0404 095 687 B: 02 - 9899 0600  
E: [Blayne@barringtongroup.com.au](mailto:Blayne@barringtongroup.com.au)  
W: [www.barringtongroup.com.au](http://www.barringtongroup.com.au)

## SUPERANNUATION

## ■ HOSTPLUS

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

**Peter Aldini**, Acting State Manager NSW/ACT  
M: 0404 801 277; B: 02 - 8202 8700  
E: [paldini@mail.hostplus.com.au](mailto:paldini@mail.hostplus.com.au)  
**Jon Shevket**, Manager, New Business  
M: 0410 609 743; B: 02 - 9893 1822  
E: [jshevket@mail.hostplus.com.au](mailto:jshevket@mail.hostplus.com.au)  
**Alison Lake**, Manager New Business QLD  
M: 0427 734 452; B: 07 - 5644 2204  
E: [alake@mail.hostplus.com.au](mailto:alake@mail.hostplus.com.au)  
**Joe Mennea**, Senior Manager New Business VIC  
M: 0437 002 930; B: 03 - 8636 7730  
E: [jmennea@mail.hostplus.com.au](mailto:jmennea@mail.hostplus.com.au)  
W: [hostplus.com.au](http://hostplus.com.au)

## TRAVEL

## ■ CCM Travel

**Catherine Mancuso**, CEO  
M: 0418 672 647; B: 02 - 9439 5100  
E: [catherine@ccmtravel.com.au](mailto:catherine@ccmtravel.com.au)  
W: [www.ccmtravel.com.au](http://www.ccmtravel.com.au)



myassociation



myrepresentation

mynetworks

mycareerpath



PROUDLY PRESENTED BY CMAA



## Paynter Dixon builds on *Randwick Club* move into 21st Century

**WHEN THE Randwick Labor Club** first opened its doors in 1963, its mandate was to provide a true local community club for the people. More recently, and with an increasing and diverse population – culturally and politically – the club recognised the need to adapt to this changing demographic.

To aid this evolution and its increasing scope of operations, the club amalgamated with the **Randwick Bowling Club** and **Kensington War Memorial Club** and established an exciting new entity – the **Randwick Club**.

While the amalgamation added diversity, the club still needed to improve its overall amenities to ensure it could continue to attract members and patrons and maintain its economic viability.

With this in mind, the **Randwick Club** approached **Paynter Dixon** and other companies to tender for planned renovations and refurbishments, **Paynter Dixon** was appointed as Construction Manager and immediately the team recognised the inherent challenges of the club's busy location and the imperative to create an environment where materials transport, personnel movements and safety were a key priority.

The **Randwick Club** is in a vehicle and pedestrian heavy precinct so it was clear **Paynter Dixon** needed to proactively

manage all logistics aspects, create temporary work zones, pedestrian controls and even temporary roads across existing bowling greens. As an organisation, **Paynter Dixon** is well versed working projects of this nature. Dove-tailing logistics and safety with overall construction is standard operating procedure.

As part of Stage 1, **Paynter Dixon** undertook the demolition and re-construction of nearly 50% of the existing premises, as well as the refurbishment of elements of the remaining structure. This included patron bathrooms, indoor member areas, indoor and outdoor gaming, lounge seating and new bar and lounge area. Construction began in January 2013 and was completed – as planned – in September 2013.

"Aside from construction, **Paynter Dixon** was outstanding in resolving issues as they arose while keeping the club's operational goals firmly on the agenda," said Bill Clegg, **Randwick Club** General Manager and CMAA Federal President. "**Paynter Dixon's** proactive approach also helped resolve most issues before they became a road block to the project. As important, they provided on-going communication to ensure all stakeholders were up-to-date at any given time."

Given construction management and quality of work on Stage 1, **Paynter Dixon** negotiated the tender for Stages 2 and 3. In addition a Design and Construction (D&C) was submitted for a greenkeepers's facility and outdoor barbecue area which has been completed.

Stage 2 included the refurbishment of the club's main hall as well as existing Chinese restaurant. From fixture updates to new glazed doors, the work has since transformed these areas. The work commenced in September 2013 and was completed in one month.

Stage 3 focused on the refurbishment of the old and out-dated bowling and restaurant bathrooms. As with Stage 2, the works were completed in one month.

"We were of course delighted each stage was completed close to agreed time frames and budgets," Mr Clegg added. "With the challenging construction environment of our Club and that we needed to maintain [as close to normal] operations; time frames [and costs] could easily have blown out. All stages have more than met our expectations and we highly recommend the construction and management skills of **Paynter Dixon**. The transition from plan to completion was better than anticipated and we now have a club that can meet the needs of the Randwick community as we move into 2014 and beyond." ■



*Randwick Bowling Club*

Aside from construction, **Paynter Dixon** was outstanding in resolving issues as they arose while keeping the club's operational goals firmly on the agenda ...







*my* lucky chance

ROBERT OATLEY  
VINEYARDS



# CMAA 2014 HOSPITALITY EXPO

*The Club Industry's Premier Hospitality Expo*

## VIP Bonus

*We think you deserve a special reward after 2 busy days  
doing business at the CMAA 2013 Hospitality Expo ...*

The CMAA – with **Robert Oatley Vineyards** and **CCM Travel** – offers CMAA 2014 Hospitality Expo exhibitors the chance to experience the world-class luxury of **Hamilton Island**.

All companies at the **CMAA 2013 Expo** go into the draw for the **Expo Exhibitor VIP Bonus Package** – drawn at the **CMAA Expo Cocktail Party** on **March 3**.

The Expo Exhibitor VIP Bonus Package includes ...

- Return economy airfares for two
- 5 nights accommodation for Two (2) adults in a Coral Sea View room
- Dinner at Romanos Restaurant valued at \$150
- Daily buffet breakfast for two (2) adults
- A round of golf for two (2) adults on Dent Island
- Use of catamarans, paddle skis, windsurfers and snorkelling equipment; use of the gym, spa, sauna, tennis and squash court hire; unlimited use of scheduled island shuttle service
- VIP transfers return Hamilton Island airport to hotel





# Stars shining brightly

IGT's Multistar® packages are spreading light across gaming floors in NSW – maximising floor space and delivering player favourites to boost revenues and player entertainment.



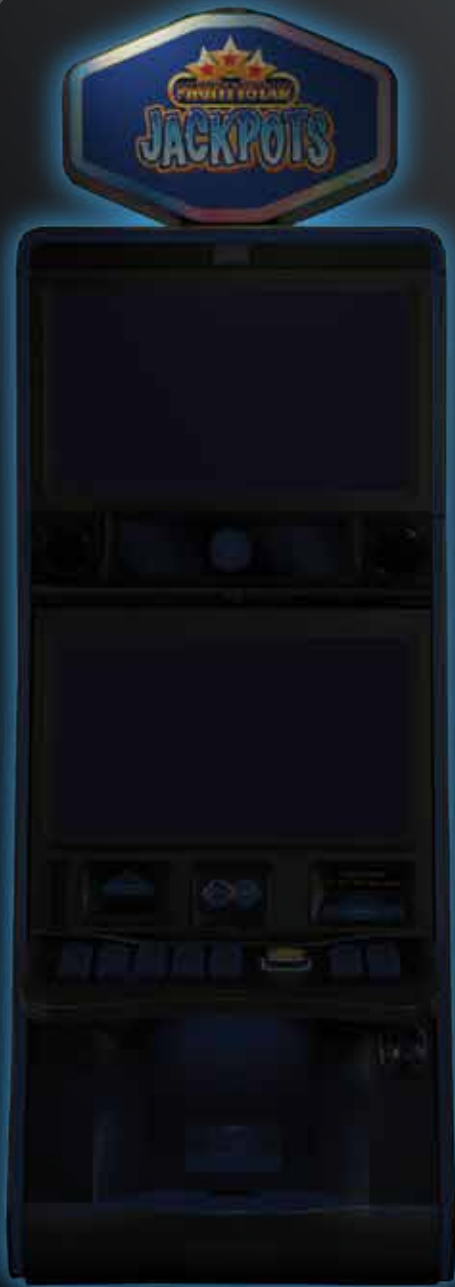
Talk to your IGT representative today about our multi-game strategy and how it can secure revenues for your venue or visit [www.igt.com.au/multistars](http://www.igt.com.au/multistars) to find out more!

igt®



# Mighty bright

**Coming Soon – Ten mighty good reasons to  
invest in your gaming!**



Published October 2013. Subject to change without notice. © 2013 IGT (Australia) Pty. Limited. All trademarks and registered trademarks are owned by IGT (Australia) Pty. Limited or its related entities. Availability is subject to jurisdictional approval. Golden Goddess and Dangerous Beauty trademarks and copyright are owned and/or registered by IGT in Australia, the U.S. and/or other countries and were created by High 5 Games. For more information on High 5 Games (H5G), go to [www.high5games.com](http://www.high5games.com).

# igt<sup>®</sup>



**VISIT US**  
**ON STAND 53**  
**CMAA HOSPITALITY EXPO**  
**3-4 MARCH 2014**

**OR CALL 02 9798 3414**

[gopher.com.au](http://gopher.com.au)





# Connect Your Gaming World

at CMAA EXPO 2014 | Stand 134 | 3-4 March



CONTACT YOUR NSW BALLY ACCOUNT EXECUTIVE TODAY! | P: 02 9773 0299 | [BALLYTECH.COM](http://BALLYTECH.COM)



All products are subject to regulatory approval. ©2014 Bally Technologies. All rights reserved. Images are for illustration purposes only and are subject to change.