



IN PERSON

EVENT


MAJOR SPONSOR



2026 CMAA

Queensland Management Summit

 **Tuesday 10th February, 2026**

 **8:30am to 4:00pm**

 **CLUB HELENSVALE, HELENSVALE**

ACCM Points

CMAA Members & Affiliates attending will earn:

20 ACCM POINTS

towards the National Bursary Eligibility & ACCM application criteria.

This summit promises a full day of valuable insights and practical strategies for club leaders. From expert panel discussions, IR and regulatory updates, the program is packed with sessions designed to address the most pressing challenges facing QLD club managers.

The 2026 CMAA QLD Management Summit offers a distinct gaming, food and beverage focus and is a must-attend for any manager looking to build a stronger, more resilient and compliant club operation.



Club Managers' Association Australia

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmassn.au

Timetable

Tuesday, 10th February

8am Registration

8:30am - 9:15am CMAA SEQ Zone AGM

9:15am - 4pm Summit Sessions

Speakers may change prior to the event date

Members

\$520 + GST

Affiliates

\$380 + GST

Non-Members

\$720 + GST

Register at www.cmaa.asn.au/events

Members, have your Membership number ready to enter when registering, as well as any Affiliates you are registering.

Contact cmma@cmma.asn.au if you would like to sign up a supervisor or team leader as an Affiliate prior to registering them for the summit.

The SEQ Zone Committee are pleased to announce that attendance at the 2026 AGM and the QLD Management Summit will put QLD CMAA members in the running to be awarded one of four spots available on the CMAA 'Taste of Tasmania Food & Wine Tour being held in October 2026'.

Additional qualifying criteria applies – further details to be announced at the Zone AGM.



Summit

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8am - 8:30am	REGISTRATION
8:30m - 9:15am (45 mins)	CMAA MEMBERS MEETING + HOSTPLUS PRESENTATION
SESSION 1 9:15am - 10:15am (60 mins)	AML/CTF PROGRAMS, THE NEW LAWS AND CHANGES PRESENTED BY: LIGHTHOUSE SAFETY AND COMPLIANCE Presented by Lighthouse Safety and Compliance, learn how QLD Clubs can be ready for the key changes for existing reporting entities, that will take effect on 31 March 2026. Understanding how the updated laws emphasize a risk-based approach with clearer requirements for initial and ongoing Customer Due Diligence (CDD), compliance for Suspicious Matter Reports (SMRs) and Threshold Transaction Reports (TTRs) that require the inclusion of expanded details that Club Management must be aware of. This session will help your club with up-to-date information that assists when reviewing current AML/CTF processes.
10:15am - 10:30am (15 mins)	MORNING TEA
SESSION 2 10:30am - 11:15am (45 mins)	AUSTRAC: NATIONAL REGULATORY OPERATIONS PRESENTED BY: AUSTRAC Compliance is critical in all gaming venues, not only to meet regulatory obligations but to protect the venue from significant liability. Following recent high-profile club breaches and subsequent investigations, the club sector is in the AUSTRAC spotlight. Learn from senior AUSTRAC officers how strong compliance reduces risk, safeguards reputation, and ensures staff are equipped to identify and respond to suspicious activity accordingly.
SESSION 3 11:15am - 12:15pm (60 mins)	IR & WORKPLACE RELATIONS UPDATE PRESENTED BY: SHANNEN GOLDTHORPE, WORKPLACE ADVISOR-CMAA This session provides a practical snapshot of key industrial relations developments impacting registered clubs. It will touch on the upcoming review of the National Employment Standards, increased attention on psychosocial hazards including recent Safe Work Australia activity in clubs focused on culture and bullying. The segment will also cover common issues to watch for in employment agreements and high-level clarification points under the Registered and Licensed Clubs Award, such as exemption rates.

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12:15pm - 1pm (45 mins)	LUNCH
SESSION 4 1pm - 2:15pm (75 mins)	<p>QLD GAMING MANAGEMENT PANEL FACILITATED BY: PHIL WHOLSEN—WHOLSEN CONSULTING</p> <p>A feature of every Management Summit is the gaming management forum. Facilitated by Phil Wohlsen, the expert panel consisting of prominent QLD Club Managers will address many of the issues facing gaming managers in QLD. Challenging topics around the state of play of gaming in QLD, what is on the horizon from 2026 and beyond, future proof gaming room design, connection with the gaming customer and growing player loyalty.</p> <p>The panel will also include senior representatives from the QLD Gaming Industry:</p> <p>MICHAEL MARTIN: QLD MANAGER—KONAMI NICK BAINBRIDGE: QLD MANAGER—ARISTOCRAT PETER WALFORD: GENERAL MANAGER—ODYSSEY GAMING TREVOR ROSS: HEAD OF VENUE SERVICES—MAX GAMING</p>
SESSION 5 2:15pm - 3:15pm (60 mins)	<p>MENU POWER PRESENTED BY: MATT DAGG, PROFESSIONAL DEVELOPMENT MANAGER—CMAA</p> <p>The Club's menu is the most important piece of marketing collateral you can put in front of your customer. The menu tells a story about the Club, it creates interest, showcases culinary talent, promotes sales, builds reputation and it encourages repeat visitation...or not! Get it wrong and the mistakes will be costly.</p> <p>In this session you will learn about ideal menu size and the language that sells, how menu design and layout are a part of menu psychology. Managers will see how menu engineering drives profit, how menu marketing can work with or against you and how menus form a basic contract of law between the club and the customer.</p>
SESSION 6 3:15pm - 4pm (45 mins)	<p>BEVERAGE INSIGHTS PRESENTED BY: ASAHI GROUP BEVERAGES</p> <p>Presented by Asahi Group Beverages, this session aims to shine a light on the beverage segments making bar sales in QLD. Customer behaviours, drink trends, marketing and profiting from beverage sales will be discussed in detail, with information to suit all club operations.</p>
4pm	SUMMIT CLOSE