



## INSIDE INFORMATION

*'Over the last year there have been numerous applications made to Clubs SA for funding assistance, such as necessary infrastructure and project support. See page 5 for just a few of the lucky recipients of financial support from the Clubs SA/IGC Sponsorship Assistance Program since April 2009'*



# CLUBLINK APRIL 2010

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## WHO'S WHO

### CLUBS SA, LCITF & CLUB SAFE STAFF MEMBERS



**Helen Martin**  
Operations Manager,  
Clubs SA  
General Manager,  
LCITF  
Director,  
Club Safe



**Deb Cartwright**  
Sponsorship  
& Membership  
Manager,  
Clubs SA



**Denis Kildare**  
IR Advisor,  
Clubs SA



**Annie Nixon**  
Office Manager,  
Clubs SA,  
LCITF &  
Club Safe



**Giselle Berriman**  
Officer,  
Club Safe



**Tracey Schumacher**  
Officer,  
Club Safe

### CLUBS SA BOARD MEMBERS



**Cameron Taylor**  
President



**Bill Cochrane**  
Deputy President



**Gregory Saunders**  
Vice President



**Laraine Donaghay**  
Board Member



**Kym Flanagan**  
Board Member



**Steven Grant**  
Board Member



**Graham Nichols**  
Board Member



**Bob Raphael**  
Board Member

## PRESIDENT'S REPORT



It is with great pleasure that Clubs SA recently toured a number of Clubs with the new Office of Liquor and Gambling Commissioner, Mr Paul White. Paul was pleasantly surprised

with the calibre of some of our Clubs in South Australia and in his words commented that *"it provided me with a really good insight into the linkages between Clubs and their respective communities"*.

We were also fortunate to have the Commissioner as our guest speaker at the recent Club Managers Meeting. He provided valuable insight into liquor licensing changes in the near future and beyond (please refer to page 8 article).

A topic of discussion with the Commissioner was that of staff, the importance of good staff, retaining staff, customer service skills and the like. The importance of customer service in Clubs should never be underrated and training staff and volunteers in customer service skills is a valuable asset. If Clubs are to set themselves apart from other licensed premises

offering similar facilities, your customer service must be a priority. Clubs SA encourages all Clubs to focus on customer service and equip staff and volunteers with the necessary training to provide superior customer service to your members and guests. It will make a difference to your bottom line. Happy customers spend more, more often!

**Cameron Taylor**  
**President**  
**Clubs SA**

## OPERATION MANAGER'S REPORT



Our State election is over and the Labour Party have been victorious again, although not without some hiccups along the way. In leading up to the election political issues

affecting our industry went relatively quiet but there's no doubt political activity will increase considerably. Now that MP's portfolios have been finalised, be assured that Clubs SA will be meeting with relevant Ministers to continue our lobbying efforts for the Club Industry.

Challenges Clubs will face in 2010 include: understanding the new Industrial Relations Framework, changes to the Liquor Licensing Act 1997, complying with the new Working Hours Code of Practice, complying with the new Approved Code of Practice for First Aid in the Workplace, the outcomes of the Productivity Commission's Reports into 1) the not-for-profit sector and 2) gambling, just to name a few.

It is unfortunate that the Productivity Commission's Report into the not-for-profit sector has unnecessarily drawn attention to the way Clubs are taxed. This is despite the fact Club tax is barely mentioned in the 400 page report. The Productivity Commission believes that Clubs receive an existing competitive advantage from tax exemptions and suggests that this leads to a potentially unfair advantage. As the report has not made any recommendations with regard to Club tax, it's unclear just how seriously the Federal Government will consider the Productivity Commission's comments. We will need to monitor this issue.

The Productivity Commission's Draft Report into Gambling is also flawed in a number of areas. The Draft Report seems driven by the philosophy that less revenue must equal better outcomes for problem gamblers and so the recommendations seek to reduce the amount people can spend rather than targeting problem gamblers. Clubs Australia on behalf of the Club industry wrote a comprehensive response to the Draft Report. On the 26

February 2010 the Productivity Commission's Final Report was sent to the Australian Government for its consideration and we now await that the release of that Final Report.

There is no doubt that this year brings more change, more compliance and perhaps even uncertainty with the outcomes of the Productivity Commission's Reports. But when all is said and done, perhaps our biggest challenge is winning the hearts and minds of people in South Australia to visit our Clubs, support our Clubs and assist in improving the perception of Clubs to the wider community and political leaders. Clubs SA will continue to fight for our industry by lobbying members of parliament and relative industry organisations and we encourage all Clubs in South Australia to do the same.

**Helen Martin**  
**Operations Manager,**  
**Clubs SA**

# MEMBERSHIP & SPONSORSHIP REPORT



In comparison to 2009, 2010 is shaping up to be the year of change for the Licensed Club Industry of South Australia. With the arrival of the new Liquor and Gambling

Commissioner, Mr Paul White, who brings a strong focus on Responsible Service of Alcohol and Liquor Licensing compliance, along with the introduction of a new industrial relations framework and Codes of Practice, 2010 will be a busy year for the Clubs SA office assisting member Clubs reach sufficient compliance levels.

Clubs SA would already like to welcome 3 new Clubs to its membership for this year;

- Latvian Co-Op Inc
- SA Sea Rescue Squadron
- Yankaila Golf Club

With growing membership numbers Clubs SA Board Representatives have increased opportunities to lobby to key decision makers in government.

Sponsorship has also seen a number of changes in the early stages of 2010. Sadly we farewelled some long time supporters of the Association;

- CGS Group
- Biniris

Clubs SA would like to thank these organisations for their support over the years and we hope to one day form a new partnership again.

There are also 2 new companies Clubs SA would like to introduce into the Corporate Sponsorship family of Clubs SA for 2010;

-  Kraft Australia with its respected and much loved products such as Vegemite, Philadelphia Cream Cheese, Kraft Cheese, Dressings, Mayonnaises, and Toblerone. With such brands under the Kraft banner it is not surprising Chefs and cooks across the country can't live without Kraft.

For further information on the great range of products available through Kraft Australia contact Sascha Brideoake on 0428 869 562 or email: sbrideoake@kraftasia.com

-  Shuffle Master 'Star Games'.

It has been a long time coming but Clubs SA is pleased to announce the arrival of a new gaming machine manufacturer to its shores. Shuffle Master 'Star Games'

have spent many months preparing their machines for distribution in South Australia, receiving all relevant compliance accreditation and are now ready to enter the market place.

Housed within the attractive, ergonomically designed eStar cabinet, their EGM's utilize cutting-edge hardware and software design and offer:

- Modular design for easy access
- More features and line / bet configurations on a single set of EPROMS
- A rainbow palette of over 65,000 colours that produces visually stunning graphics
- Superior animation of up to 60 frames per second
- Stereo sound and capability for full 3D graphic presentation
- Full flexibility across multiple jurisdictions
- Modular board approach that allows for future upgrades and other enhancements

For further information on these new machines and games contact State Manager Craig Allardice from Shuffle Master 'Star Games' on 0408 997 131.

## FREE ASTHMA EMERGENCY TRAINING FOR CLUBS SA MEMBERS



Has your Club Committee ever stopped to think how you would handle an asthma emergency should it happen in or around your Club?

The Asthma Foundation of South Australia, with the support of Clubs SA as a Program Partner, will begin a series of free training sessions for members of Clubs SA as of June 2010. This series will be conducted in 15 different regions around the state throughout 2010.

The Sports & Recreation Asthma Emergency Training program has been developed specifically for Clubs who cater for forms of sport and recreation. Did you know over 50% of asthma attacks are brought on by physical exercise? With this fact in mind it is essential that all Club officials and staff become trained in how to deal with these asthma emergencies. The topics covered in the one hour training course are:

- Signs and symptoms of asthma
- Identifying asthma triggers
- Assessing the severity of an asthma attack
- How to manage an Asthma Emergency
- Using an Asthma Emergency Kit

Thanks to its partnership with Clubs SA, the Asthma Foundation of South Australia is offering these courses free of charge to Clubs SA members. Clubs may send as many representatives to the training sessions as they

deem necessary for no charge. The dates for the 2010 series of training sessions are listed below. For further information on this training or the above listed sessions please contact Ben Arthur from Asthma SA on (08) 8238 9300.

DAY	DATE	TIME	REGION/AREA
Monday	31 May	6:00pm	Riverland (Renmark)
Wednesday	2 June	6:00pm	Murray Bridge
Tuesday	8 June	6:00pm	Northern Metro
Thursday	10 June	6:00pm	Adelaide Metro
Monday	21 June	12:00pm	Port Pirie
Monday	21 June	6:00pm	Port Augusta
Tuesday	22 June	6:00pm	Whyalla
Wednesday	23 June	6:00pm	Port Lincoln
Thursday	24 June	6:00pm	Ceduna
Tuesday	29 June	6:00pm	Southern Metro
Wednesday	30 June	6:00pm	Barossa
Monday	5 July	6:00pm	Millicent
Tuesday	6 July	6:00pm	Mount Gambier
Tuesday	13 July	6:00pm	Fleurieu Peninsula (Victor Harbor)
Thursday	15 July	6:00pm	Yorke Peninsula (Edithburgh)
Wednesday	1 September	6:00pm	Port Augusta
Tuesday	7 September	6:00pm	Northern Metro
Thursday	9 September	6:00pm	Southern Metro
Monday	13 September	6:00pm	Fleurieu Peninsula (Yankaila)
Wednesday	15 September	6:00pm	Adelaide Metro
Tuesday	21 September	6:00pm	Riverland (Berri)
Thursday	23 September	6:00pm	Yorke Peninsula (Maitland)



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# INDUSTRIAL RELATIONS UPDATE



## Modern Award and Enterprise Agreement

Over the last six months Clubs SA staff have visited a large number of member Clubs and discussed the introduction of the new Federal Modern Award covering Licensed Clubs, (Registered and Licensed Clubs Award 2010) and/or the Enterprise Bargaining Agreement (EBA) and explained the fundamental differences between these two industrial instruments. A number of clubs have signed up to the EBA and we would expect that process to speed up during forthcoming weeks.

## Employment Contracts

This matter has recently been reviewed by Denis Kildare and contract templates have been updated in line with the requirements of the Fair Work Act 2009. Please refer to the Members section of Clubs SA's website for these template documents. Over the next few months there will be dialogue between Clubs SA and all member Clubs to ensure that there is consistency of application in this critically important employment area.

## Working Hours –Approved Code of Practice

An Approved Code of Practice for Working Hours (the Code) has recently been approved

by the Minister for Industrial Relations and comes into operation on the 1st July 2010.

The Code has been developed in recognition of the significant risk that excessive working hours, in particular fatigue, may pose to the health, safety and welfare of South Australian workers and their families. A copy of this Code is available on Clubs SA's website in the Members section and how to comply with the Code will be discussed at Clubs SA's Regional Meetings.

For any queries relating to the above topics please contact Clubs SA's Industrial Relations Advisor, Denis Kildare.

# HOSTPLUS AND ME BANK JOIN FORCES TO LAUNCH MAJOR RETAIL INITIATIVE

In an industry first, HOSTPLUS and ME BANK will open a co-branded full service branch outlet on the Gold Coast in 2010 to provide the Gold Coast community with low cost, award-winning financial services in a face to face environment.

The retail outlet will enable HOSTPLUS to better educate its members; provide value-added services; and support their broader financial needs by providing superannuation, investment, retirement planning and banking services at a more intimate community level.

"This is an important initiative because for many people superannuation is seen as a complex product and until now, our participating employers and members have not had a face to face environment in which to interact with their fund," said David Elia, HOSTPLUS' Chief Executive Officer.

"The partnership is groundbreaking," he continued, "and it positions HOSTPLUS as the only industry super fund to offer face to face services in a retail setting of this nature.

ME Bank's Acting CEO, Nick Vamvakas, also applauds the initiative. "ME Bank has been specifically created to provide everyday Australians with innovative, low cost banking services. This venture with HOSTPLUS will provide our members with additional financial services, in a welcoming and professional environment," he said.

"We foresee a local community of people learning about financial matters, talking about financial matters and making sound financial decisions," Vamvakas concluded.

Independent research commissioned by HOSTPLUS complements the joint decision to launch the outlet, showing that face to face personal contact provides the highest level of service and is the preferred method of communication for people with long-term investments.

The research also suggests that members prefer to use a multi-channel approach to managing their finances. For HOSTPLUS, and ME Bank, their call centres, online facilities and now full service branch outlets will help facilitate that.

"HOSTPLUS took the important step of bringing its call centre in-house, as part of a strong commitment to innovation and quality customer service. The co-branded outlet with ME Bank is a natural extension of this," said Elia.

HOSTPLUS' partnership with ME Bank also supports the fund's ongoing investment in the Gold Coast and its commitment to the city's hospitality, tourism, recreation, and sport industries along with the broader community.

It additionally offers HOSTPLUS and ME Bank the opportunity to increase its member base, ultimately delivering more long-term value by achieving greater economies of scale.

"The decision to establish a shared outlet with ME Bank is testament to the collaboration between the two organisations. It is also testament to HOSTPLUS' commitment to innovation and delivering value and benefits to our members," Elia concluded.



# CLUBS SA SUPPORTS GRASS ROOTS CLUBS AND THE COMMUNITY

Each month Clubs SA and the Independent Gaming Corporation (IGC) review submissions for funding from a range of not-for-profit organisations such as Clubs and charities.

This funding is provided by the IGC which is funded entirely by hotel and club gaming venues through a weekly monitoring fee which is approved by the Treasurer of South Australia annually. Clubs SA is charged with administering these grants through a submission process including vetting by the Clubs SA Board. A contribution of \$670,000 per annum is distributed to various charities, community service groups and Clubs.

Over the last year there have been numerous applications made to Clubs SA for funding assistance, such as necessary infrastructure and project support. Here are just a few of the lucky recipients of financial support from the Clubs SA/IGC Sponsorship Assistance Program since April 2009;



## INMAN VALLEY TENNIS CLUB

Inman Valley Tennis Club was established in March 1904 to provide the community of Inman Valley, Myponga and Yankalilla with tennis facilities. Although surviving a slight recess during World War II the Club celebrated its centenary in 2004 with record members.

Recently the Inman Valley Tennis Club was awarded \$18,000 to undertake resurfacing of its courts, to provide better facilities for its members and guests. The project has now been completed and players are enjoying the new Truflex surface underfoot.

## YANKALILLA HOCKEY CLUB

Since 1973 Yankalilla Hockey Club have been providing their area an alternative sport within a safe and secure environment. Having previously been housed in the Yankalilla Area School and Wirrina Cove, the Club has set its roots down within the Yankalilla Memorial Sporting Grounds.

Yankalilla Hockey Club were successful in receiving \$11,400 to provide a free standing shelter for players, parents and guests. This shelter will provide relief from the cold winds of Autumn and Winter when their season starts off in mid April this year.

## LACEPEDE BAY SAILING CLUB

Lacapede Bay Sailing Club is a country sailing club catering for 'off the beach' sailing of dinghy and small catamaran sailors.

Lacapede Bay Sailing Club proposed to provide a project titled 'Sailing for the Disabled' wherein disabled members of the community of all ages would be involved in the sport of sailing.

The sailing Club were previously successful in applying for a grant through the Office of Sport and Recreation for \$15,000 to support this project and were seeking through the Sponsorship Assistance Program the shortfall of \$3,954. This application was successful and the project was empowered to go ahead to further benefit the community and Club.

## MODBURY SOCCER CLUB

The Modbury Soccer Club caters for players aged 5 years and older, committed to the development of soccer skills, encouraging good sportsmanship, physical fitness, positive team play and the enjoyment of the game according to FIFA rules.

In seeking to establish new teams within growth areas of the region, the Club is giving more children the opportunity to participate in sport at an affordable cost, therefore providing a valuable service to the local community.

The Modbury Soccer Club was successfully granted \$12,740 to provide new equipment and uniforms for its junior players.



**For further information on the types of grants available to your Club contact Clubs SA on (08) 8376 2699 or visit our website at [www.clubssa.com.au](http://www.clubssa.com.au)**



## OPERATION FLINDERS

Operation Flinders Foundation is a South Australian based charitable organisation that runs a world leading wilderness adventure program for young offenders and young people at risk. The program takes participants between the age of 14 and 18 years on an eight day exercise in the far northern Flinders Ranges, providing an opportunity for its participants to break away from their past and grow as valued members of the community.

Operation Flinders Foundation was awarded \$30,000 through the Sponsorship Assistance Program to further provide these very necessary opportunities to young people at risk. Clubs SA was proud to also provide the opportunity for one Operation Flinders participant the opportunity to walk the Kokoda Track through its annual individual sponsorship, the 2009 recipient being James Wagner.

Through his involvement in Operation Flinders, and his experience walking the Kokoda Track, James has become a fine young leader with unquestionable potential. A fantastic turnaround from the child at risk he once was.

# LICENSED CLUB INDUSTRY TRAINING FOUNDATION (LCITF)

The Training Foundation provides training to employees and managers of the hospitality industry, and to participants seeking to obtain employment in the hospitality industry.

The LCITF delivers accredited training courses in: Provide Responsible Service of Alcohol, Process Financial Transactions, Attend Gaming Machines and Provide Responsible Gambling Services. The LCITF also delivers Liquor Licensing Laws courses and as per the Gaming Codes of Practice, in conjunction with Club Safe, also provides training in Advanced Responsible Gambling - Identification and Intervention Techniques.

The courses for 2010 are structured as follows:

- **Responsible Service of Alcohol** – 9.30am to 1.30pm
- **Liquor Licensing Laws** – 2.30pm to 5.00pm
- **Attend Gaming Machines & Process Financial Trans.** – 9.30 am to 4.30pm (2 days)
- **Responsible Gambling** – 9.30am to 1.30pm
- **Advanced Responsible Gambling** – approx 2 - 3 hours

All training courses are scheduled once a month except for Advanced Responsible Gambling which is scheduled on demand. Please ring the Clubs SA office on Ph: 8376 2699 for 2010 course times, dates, location and prices. Members of Clubs SA receive discounted training.

## CLUBS SA IS CALLING FOR NOMINATIONS TO WALK THE KOKODA TRAIL

It's the opportunity of a lifetime, an all expenses paid trip to walk the entire 155km wartime trail that is the Kokoda Track.

Clubs SA is offering three people between the ages of 16 and 22 the opportunity to walk the Kokoda Track, all expenses paid, as part of the Kokoda Youth Leadership Challenge, a program now in its 6th year. The program has already paid for more than 130 young people to complete the walk. The walk will be undertaken over 10 dates between 27 September – 8 October 2010.

The chance to walk the entire wartime track is much more than a lesson in Australian military history. The change the participants undergo in ten days is remarkable. They return with a sense of purpose, a determination to make a positive contribution in their community and a realization of just how fortunate their lives are. The group will be commanded by two trek leaders with a dozen local guides providing support to ensure the trip is intense but incident free.

The successful candidates will first have to pass a medical test and then undergo three months of training to ensure they have the fitness and strength to complete the track while carrying a 25kg backpack.

A previous Clubs SA participant on the Trek, SA resident Skye George, said while Kokoda was one of the more difficult physical challenges she has undertaken, it was also one of the greatest experiences of her life. "I now view the past 21 years of my life in 2 sections; how I was before I walked Kokoda and how I am after Kokoda. I know how fortunate I was to be given this opportunity and am determined to use the experience to help others," she said.

Clubs SA is now calling for young people who not only want a challenge, but who are willing to put in several months physical training to ensure they are physically fit enough to complete the Kokoda Track.

The Kokoda experience is as much about understanding the sacrifices soldiers made almost 70 years ago as it is about conquering the physical challenge. At the completion of the ten day trek, the group will visit the Bomana War Cemetery. The cemetery contains 3,819 Commonwealth burials from WWII, 702 of them still unidentified.

Please visit [www.clubssa.com.au](http://www.clubssa.com.au) or email [admin@clubssa.com.au](mailto:admin@clubssa.com.au) for a copy of the application form.

Applications close **midday 16th June 2010.**

## NEW FIRST AID CODE OF PRACTICE

By 10 December 2010 all Clubs must comply with and understand the new "Approved Code of Practice for First Aid in the Workplace". A Code of Practice (COP) is not legislation, however Clubs must fall in line with its provisions and maintain an equal or higher standard of safety as specified in the Code. Any decision by a Club to do outside of what the Code prescribes must be willing to stand by their decision in a court of law, as a Code of Practice can be used to support prosecution.

A copy of this COP is available from the Safework SA website along with several other helpful tools on how to understand and comply. Visit [www.safework.sa.gov.au](http://www.safework.sa.gov.au) for further information.

The first clear definition in the COP is that of First Aid Kits. There are new minimum requirements for ALL businesses in terms of content for a basic F.A.K. Along with this, a Club must consider whether there is a requirement for any or all of the following on top of their basic kit;

- Burn Injury Module (kitchens/urns etc)
- Outdoor Module (gardeners/coaches etc)
- Remote Module

Clubs should refer to the COP to determine which of the above would be required in their venue along with Material Safety Data Sheets, Deluge Facilities and Signage.

Under the new Code there is a requirement for Clubs to have a certain amount of 'Designated First Aiders' (DFA) within their venue. In determining the amount required for your venue you must consult the Code to:

- Determine if Club is classified as 'remote'
- Determine if the Club would be 'high' or 'low' risk
- Identify maximum number of employees or 'other persons' on the premises at any one time
- Refer to Code of Practice Tables for required DFA's and suggested training levels

Once this is determined take steps to have suitable people trained by an 'Registered Training Organisation' which is Nationally Accredited. A list of these specific providers is available through both Clubs SA and Safework SA.

It is important to note that the COP clearly defines your requirements of the above dot points. Clubs should consult the COP rather than make an assumption as to whether 'remote' or 'low risk'.

Other items identified in the COP are the requirement for specific policies and procedures, especially relating to First Aid. Please note that some of these requirements may already have been addressed in your Club's OH&S Manual.

# CLUBSAFE REPORT



## AIA REPORTING

If you have any questions or concerns in regards to any AIA requirements or any other matter please contact your Club Safe Officer.

Remember we are available any time.



A reminder to Clubs to be vigilant in updating your Responsible Gambling Folder, in particular the staff registers and certificates for all badged gaming staff.

These documents will be sighted by Inspectors from the Office Of Liquor and Gambling, when they are conducting Audits of your Licensed premises. It is also important to make sure that all required signage under the legislation is in a prominent position, unobstructed and able to be read by patrons and that all three in one stickers on your gaming machines are readable at all times.

## CONFIDENTIALITY

It has been brought to our attention that an unauthorised person or persons have been entering Gaming venues and requesting to see gaming venue barring photos. Please be very careful when complying with these requests that the persons requesting are an authorised person and have appropriate identification.

It is considered a breach of confidentiality to display these photos to anyone without proper authority. Authorised persons to view the photos are an Office of Liquor and Gaming Commissioner or inspector with appropriate identification, an authorised Police Commissioner or Officer with appropriate identification and your Club Safe representative.

We ask you to be diligent in asking for identification of anybody requesting to see classified material in your Clubs.

If you have any queries or concerns about this matter, please feel free to contact your Club Safe Officer.

## TRAINING

Responsible Gambling training DVD – A jointly funded Responsible Gambling Early Identification and Intervention Training DVD by Club Safe and Gaming Care has now been finalized. This Training DVD will serve as a very important tool to assist gaming staff with identification and intervention within the venue. The purpose of this DVD is for staff to learn the kind of approach that may be adopted in these very difficult situations. The DVD presents a few scenarios that may unfold in a gaming venue, followed by ways of dealing with patrons and what one might say to the person who may be showing signs of gambling concerns. We hope the DVD will give gaming staff the confidence to successfully intervene and guide the patron to a positive outcome for all.

We will be incorporating this new Identification and Intervention training DVD into workshops, so if your Club requires any training in a specific topic or simply a refresher for staff, contact your Club Safe Officer to arrange a suitable time.

Club Safe Officer – Giselle Berriman  
0448 273 322

Club Safe Officer – Tracey Schumacher  
0448 273 344

# GLOBAL GAMING INDUSTRIES/ MAXETAG REWARDS



Global Gaming Industries Pty Ltd (GGI) is a privately owned Gaming Machine and Gaming Systems manufacturer with some 25 years experience in the Gaming Industry.

GGI have a wide range of product to offer the gaming industry including the monitoring and cashless system which is in use in some 1000 venues in Australia and New Zealand.

Over the past 14 months GGI has been working to acquire full ownership of the Maxetag Rewards/Loyalty products.

This process is now complete and GGI has assumed sole ownership of the product line and branding.

The Maxetag products complete a comprehensive suite of programs and systems offered to the Gaming Industry by GGI.

The Maxetag products have been tested by an independent Approved Testing Facility to meet

the stringent requirements of the Australian Regulations for Gaming Product certification and are now offered in South Australia.

The **Maxetag Rewards System** is a whole of venue promotional solution for your gaming player and retail customers which integrates seamlessly to most POS systems.

**Back of House Reporting** keeps a close eye on customers how they interact with promotions and offers a wide range of reporting functionality

Global Eye is Gaming Machine Reporting system which gives you instant reports on Gaming operations (15 minute meter updates)

**Global Eye** and Back of House are on-line systems so you can access instant data any place where you have an internet connection.

If you don't wish to be involved with generating your own reports GGI offer an on line service

where we generate reports for you and email or SMS them on demand or at a fixed interval.

**Group Loyalty** the Maxetag suite of products can be configured to allow a group of venues to operate as a single entity under their own branding – One TAG – Your Brand.

In South Australia Maxetag products are integrated to new IGC gaming machine monitoring system and it is our intention to provide a full upgrade of all existing SA systems to the new standard.

We have completed the metropolitan area roll-out and will be tackling all country venues in the near future.

This is a bright new start for the Maxetag product and Global Gaming Industries affirms our commitment to this suite of products and the on-going development of new and exciting innovations.



## CLUB ONE LARGE GRANTS

**\$5,000 GRANTS AVAILABLE**

Clubs SA is calling for submissions for the "Club One Large Grants Program". The maximum amount that can be applied for under this program is \$5,000. The conditions are that:

1. The grant is a one off
2. Grants should address the capacity for projects to support grass roots activities, particularly junior and non elite sports & recreation
3. Grants will support programs, proposals and Clubs that are members of Clubs SA
4. Organisations that operate gaming machines are not eligible to apply

5. Organisations that apply to Clubs SA for a grant will not be able to apply to Sports SA's grants program.
6. There is a proforma application form that must be completed. This application form can be requested from the Clubs SA office on 8376 2699 or accessed from Clubs SA's website at [www.clubssa.com.au](http://www.clubssa.com.au)

Clubs SA will assess each application on its own merit and advise applicants in writing of the outcome. The Grants Program is designed to assist non-profit organisations with projects / initiatives / needs etc which will benefit the communities they serve.

Clubs SA calls for submissions for the "Club One Large Grants Program" twice a year. For this round, **applications are due by midday Friday 7th May 2010.**

Submissions can be emailed to Clubs SA on [admin@clubssa.com.au](mailto:admin@clubssa.com.au) or posted to Clubs SA:

Club One Large Grants Program  
Clubs SA  
470 Anzac Highway  
CAMDEN PARK SA 5038

For further information please contact Clubs SA on 8376 2699.



## CLUB ONE SMALL GRANTS

**\$500 GRANTS AVAILABLE**

Club One has a small sponsorship program to provide up to \$500 (more on merit) to Clubs to assist in small projects and activities. The conditions are that:

1. The amount if approved is a one off
2. Clubs and organisations having direct significant income (be it from pokies/ large government grants/ large sponsorships/ professional funding support) would be excluded.

3. Typical allocations would be for first aid equipment, strips for a junior team, minor capital items and so forth. In sum, practical, very useful and much needed.

It is an important objective of the program that it is simple and accessible to applicants. To participate, all that is required is a letter requesting assistance for a specific small project. The letter will need to identify and describe the project, state the costs and give

the time frames. Club One would also like details of the Club and its activities.

Club One will assess the application and will fund on merit. The contact details of Club One are:

Mail: PO BOX 14 Unley BC 5061  
Fax: 8376 2665  
Phone: 0413 449 635  
Email: [michael.keenan@clubone.net.au](mailto:michael.keenan@clubone.net.au)

## CLUB MANAGERS MEETING

On Thursday 25 March Clubs SA hosted its first Managers Meeting for 2010. Held at the Para Hills Community Club this meeting was open to all member Club Managers.

Clubs SA was fortunate enough to secure the new Commissioner of Liquor and Gambling, Mr Paul White as the guest speaker for this event. The Commissioner shared a great deal of his history and experience whilst working on the police force both here and in the Northern Territory. He also brought to the attention of all attendees the need to prepare for change in terms of how he envisages his office will run.

Clubs can expect to see not only the changes from the Liquor Licensing Amendment Bill of 2009, which will come in force in May 2010, but also an over haul of the current Code of Practice and a review of the Act. The Commissioner portrayed a positive outlook in moving forward and made it clear that 'change



is happening' and Clubs should embrace these changes as they occur.

Plans are also underway to ensure the Office of the Liquor and Gambling Commissioner becomes more efficient, focusing on applications/assessment and compliance/ inspections. From a customer's view point the OLGCA restructure is addressing ease of use of its web based operations as well as direct contact.

At the conclusion of the Commissioner's speech Clubs were treated to a fantastic meal from the team at The Para Hills Community Club with wine provided by Fosters Australia.

As a sell out event Clubs SA noted that all attendees, members and sponsors alike, gained a great deal from the day. Plans are now underway for the July/August meeting, we hope to see you there!

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### EDITORIAL

Editorial which is of interest  
to Club Management, Staff  
and Members of Clubs SA is  
welcome.

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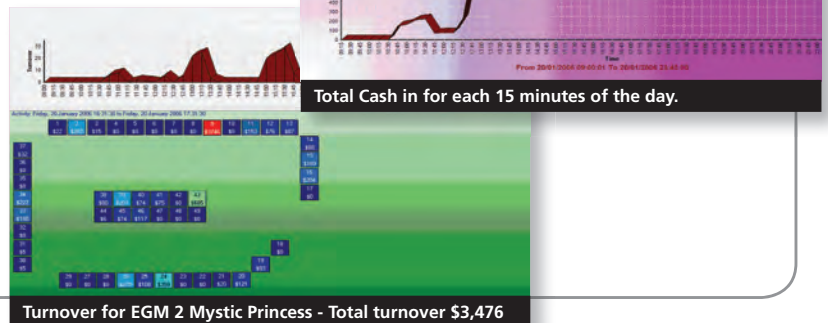
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