

2021 Annual Report

CLUBS SA

100th Annual Report for Licensed Clubs' Association of South Australian Inc. (trading as Clubs SA)

incorporating

27th Annual Report for Licensed Club Industry Training Foundation of SA Inc.
(trading as Complete Hospitality Training Skills)

The logo for Clubs SA, featuring the text "CLUBS SA" in white, bold, uppercase letters inside a dark blue diamond shape, which is itself centered within a larger, light grey diamond shape.

**CLUBS
SA**

[CLUBS SA 2020-21 FINANCIAL STATEMENT >>](#)

[CHTS 2020-21 FINANCIAL STATEMENT >>](#)

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Governance & Management

CLUBS SA

BOARD

Cameron Taylor, Chair, Para Hills Community Club
John Kernahan, Deputy Chair, SA Amateur Footy League
Greg Saunders, Parafield Gardens Community Club
Shane Barton-Ancliffe, Murray Bridge Club
Kym Flanagan, Northgate Community & Sports Club
Peter Hill, South Adelaide Footballers Club

STAFF

Mike Penfold, CEO
Christine Carter, Manager, Membership
Denis Kildare, Manager, Workplace Relations
Deb Reynolds, Manager, Sponsorship and Events Manager
Cathy James, Office Coordinator

BOARD MEETING ATTENDANCE

Ten (10) Board Meetings were held in the year ended 30 June 2021.

NAME	ATTENDED
Cameron Taylor	10
John Kernahan	8
Greg Saunders	4
Kym Flanagan	7
Shane Barton-Ancliffe	9
Peter Hill	7

DIRECTORS STATUS

NAME	ELECTED	TERM REMAINING
Cameron Taylor	2019	1 Year
John Kernahan	2019	1 Year
Greg Saunders	2019	Completed
Kym Flanagan	2019	2 Years
Shane Barton-Ancliffe	2019	Completed
Peter Hill	2019	Annual Appointment



Governance & Management

COMPLETE HOSPITALITY TRAINING SKILLS

BOARD

Cameron Taylor, Chair, Appointed by Clubs SA

John Kernahan, Deputy Chair, Appointed by Clubs SA

Michael Penfold, CEO Clubs SA, ex-officio

Peter Hill, Appointed by Clubs SA

STAFF

Dee Slade, Manager, Business Development & Training

Marilyn Sumner, Finance and Administrative Officer

Maryanne Squire, Administration Officer

CLUB SAFE

STAFF

Giselle Berriman, Club Safe Officer

Tracey Cochrane, Club Safe Officer

CLUBS SA LIFE MEMBERS

M. Beck (Deceased)

J. Yard

B. Barkla (Deceased)

B. Raphael

B. Cochrane

C. Taylor

H. Martin





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NOTICE

Notice is hereby given that:

The 100th Annual General Meeting of the Licensed Clubs' Association of South Australia Inc. (trading as Clubs SA)

incorporating

The 27th Annual Report for Licensed Club Industry Training Foundation of SA Inc. (trading as Complete Hospitality Training Skills)

Will be held on:

Tuesday 23 November 2021 at 2pm

At:

Remotely via 'Zoom

Delegates may sign in from 1:50pm

AGM AGENDA

1. WELCOME
2. APOLOGIES
3. DISCLOSURE OF INTEREST DECLARATION
4. CONFIRMATION OF MINUTES OF THE 2019 ANNUAL GENERAL MEETING
5. BUSINESS ARISING FROM MINUTES
6. CHAIR'S REPORT
7. CEO'S REPORT
8. FINANCE REPORTS
9. DECLARATION OF BOARD ELECTION
10. APPOINTMENT OF AUDITOR
11. SPECIAL BUSINESS
12. CURRENT DEVELOPMENTS AND OUTLOOK
13. CLOSING REMARKS AND CLOSURE

2020 Annual General Meeting Minutes



Licensed Clubs Association Inc

Held remotely via Zoom
Date | Tuesday 23 November 2020
Time | 2pm

PRESENT IN ATTENDANCE

C TAYLOR	Para Hills Community Club; Life Member - Chair, Clubs SA
J KERNAHAN	SA Amateur Footy League, Deputy Chair, Clubs SA
G SAUNDERS	Parafield Gardens Community Club, Clubs SA Board Member
K FLANAGAN	Northgate Community & Sports Club, Clubs SA Board Member
S BARTON-ANCLIFFE	Murray Bridge Club, Clubs SA Board Member
P HILL	South Adelaide Footballers Club, Clubs SA Board Member (Appointment)

VOTING DELEGATES

DI JOBST	Cadell Club
LARAINÉ DONAGHEY	Aussie Inn
KELLY YOUNG	Greyhound Racing SA
JANICE DONNELL	Semaphore Bowling Club
VERITY HALL	Somerton Surf Life Saving Club
ROBERT CHADWICK	Sporting Car Club of SA

NON-VOTING DELEGATES/OBSERVERS

M PENFOLD	Clubs SA
C CARTER	Clubs SA
D KILDARE	Clubs SA
C JAMES	Clubs SA
D SLADE	Complete Hospitality Training Skills
T COCHRANE	Club Safe
P NORMAN	Observer

PROXIES

C. Taylor, Para Hills Community Club, proxy vote for:

MARILYN POULTON	North Haven Surf Life Saving Club
RON WOOD	Millicent Squash Club Inc
PETER KIERNAN	Padthaway Football & Cricket Club
RHONDA BURLEIGH	Beachport Bowling Club
ROCCO BUETI	Italo Australian Club – Mount Gambier
DARREL HAYES	Monash Club
PHIL SMYTH	Adelaide Bowling Club
ROBBIE STANDALOFT	Royal SA Yacht Squadron
JOEL ECKERMANN	Mypolonga Combined Sports Club
BRENTON STRAIN	Northgate Community & Sports Club
MARY CLARKE	Port Lincoln Yacht Club Inc
PETER THOMPSON	Mawson Lakes Golf Club
RUSSELL MOORE	Glenelg Lacrosse Airport Community Club
IAN BAILEY	Clearview Bowling Club
EMMA ROSS	The Glenelg Club
ADAM HAYS	The Cruising Yacht Club of SA
PRESTON STEWART	Central District Football Club
ROS OMRLEC	Berri Bowling Club
RAYMOND ROOTSEY	Christies Sailing Club
DESMOND TRUSSELL	Tea Tree Gully Sportsman’s Club
DR IAN HARMSTORF	SA German Association
KATE GRANDEY	Golden Grove Football & Sporting Club
GERRY LOOTS	Willunga Sports & Social Club
ANDREW GAY	Royal Adelaide Golf Club
SUE BROWNRIGG	Port Lincoln Racing Club Incorporated
HARRY TER BOGT	Renmark Bowling Club Inc
DEREK MEADOWS	RSL Semaphore & Port Adelaide Sub Branch
MARTIN SOUTHERN	Victor Harbor Golf Club Inc
WILLIAM BREMNER	Mount Gambier Bowls Club Inc
BILL SPEIRS	Robe Golf Club
SHARON PARTINGTON	Goodwood Saints Football Club
DON PRIDER	RSL Salisbury Sub-Branch
HELEN SCARBOROUGH	RSL McLaren Vale Sub-Branch
DAVID LEISTER	Plympton High Old Scholars & Camden Sports & Social Club

2020 Annual General Meeting Minutes



1. WELCOME

The Clubs SA Chair, C Taylor, opened the meeting at 3:33pm. He welcomed all to the 99th Annual General Meeting of the Licensed Clubs Association of SA Inc. Cameron advised that this was the first occasion that the Association had held the AGM “virtually”. 36 proxies had been received and those, in addition to the attendees, meant that a quorum had been reached and the meeting could formally proceed.

2. APOLOGIES

The following apology was noted:-
Craig Virgo, Marion Sports & Community Club

3. DISCLOSURE OF INTEREST

C Taylor declared that as Chair of the Clubs SA Board, he would normally declare an annual honorarium of \$10,000, however to assist the Association with its finances during the COVID-19 pandemic, Cameron requested his honorarium be reduced by 25% to \$7500. No other Declarations were made.

4. CONFIRMATION OF MINUTES OF THE 2019 ANNUAL GENERAL MEETING

It was resolved that the Minutes of the Annual General Meeting held at Club West Lakes, 21 Edwin Street, WEST LAKES SHORE, on Wednesday 27th November 2019 be confirmed as a true and correct record.

Moved: Greg Saunders – Parafield Gardens Community Club

Seconded: Shane Barton-Ancliffe – Murray Bridge Club

Carried

5. BUSINESS ARISING FROM MINUTES

Nil

6. CHAIR'S REPORT

C Taylor provided an overview of Clubs SA performance and achievements during the year as contained in the Annual Report, then resolved that the President's Report be received and adopted.

Moved: Lorraine Donaghey – Aussie Inn

Seconded: Kym Flanagan – Northgate Sports & Community Club

Carried

2020 Annual General Meeting Minutes



7. CEO'S REPORT

The Papers were taken as read, with C Taylor resolving that the Chief Executive Officer, Membership, Sponsorship & Events, Workplace Relations and Complete Hospitality Training Skills reports as presented in the Annual Report be accepted and adopted.

Moved: Shane Barton-Ancliffe - Murray Bridge Club

Seconded: Greg Saunders – Parafield Gardens Community Club

Carried

8. FINANCE REPORT

P Hill provided a summary of the 2019/20 financial performance of both Clubs SA and Complete Hospitality Training Skills, confirming both were in sound financial position and were in a much stronger position than this time last year.

C Taylor resolved that the Financial Statements as presented by Clubs SA in the Annual Report for 2019/20 be accepted.

Moved: Greg Saunders – Parafield Gardens Community Club

Seconded: Lorraine Donaghey – Aussie inn

Carried

9. DECLARATION OF BOARD ELECTION

In accordance with the transition provisions in the Constitution, one position on the Board became vacant, to be filled at the 2020 Annual General Meeting.

In accordance with the Constitution, nominations were called on 23 September 2020 and closed on 27 October 2020.

There was one nomination to fill the vacant position. Accordingly, C Taylor declared, Kym Flanagan, nominated by Northgate Community & Sports Club, elected to the position of Director for a term of three years, ending at the Annual General Meeting of 2023.

Moved: Greg Saunders – Parafield Gardens Community Club

Seconded: Lorraine Donaghey - Aussie Inn

Carried

10. APPOINTMENT OF AUDITOR

MGI Assurance (SA) Pty Ltd Chartered Accountants has been the Associations' Auditors for many years and it is recommended that they be retained as the LCA's and LCTIF's Auditors.

Resolved that MGI Assurance Pty Ltd be retained as the LCA's and LCTIF's Auditors.

Moved: S Barton-Ancliffe – Murray Bridge Club

Seconded: Greg Saunders – Parafield Gardens Community Club

Carried

2020 Annual General Meeting Minutes

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11. SPECIAL BUSINESS

C Taylor announced that as Clubs are doing it extremely tough this year, Clubs SA will be providing its current financial members with a once off reduction of 50% on their 2021 Clubs SA Membership, trusting that this goes in some way to acknowledging Member Club loyalty to Clubs SA and their importance to the Association.

12. CURRENT DEVELOPMENTS AND OUTLOOK

C Taylor advised that 2021 would continue to be particularly challenging for Clubs and Clubs SA, however Clubs SA will be up to this challenge. The Association looked forward to continuing to provide the best possible service to its Members and Partners and to advocate on behalf of its Members to obtain the best possible conditions and outcomes.

13. CLOSING REMARKS AND CLOSURE

The Chairman declared the meeting closed at 3:48pm.



Chairman's Report

Disappointingly but not surprisingly COVID-19 continues to dominate the headlines. While the community continues to accept and adjust to the ongoing and ever-changing restrictions, it is clear that there is still some time to go before we return to any sense of normality. As the General Manager of a licensed Club, I'm acutely aware of the difference even the smallest restriction makes to running a successful business. In fact it can be the difference between survival and closure. I raise this for two reasons, firstly to highlight that Clubs SA understands better than most the importance of the licensed Club industry in South Australia and secondly it is this knowledge that we take with us when meeting with SA Health, SA Police and other Authorities to discuss anything COVID-19 related.

I can say with confidence that Clubs SA's advocacy on behalf of the licensed Club industry in this regard has contributed significantly to Clubs having some of the most lenient COVID-19 restrictions in the land during 2020 and into the first half of 2021. Of course, these conditions can always be improved and we will continue throughout the year and into 2022 to ensure that your interests remain at the forefront.

Thankfully Clubs SA remains in a strong position, not only financially but just as importantly reputationally and as a result we are regularly called upon by the Authorities to represent the licensed Club industry interests as they know that we provide frank and fearless feedback in a balanced and fair manner.

With this in mind, Clubs SA has again worked tirelessly with the State Government over the past year to ensure the best possible outcomes for licensed Clubs in regards to matters relating to gambling, liquor licensing, lotteries and trade promotions and associations, all of which have or are undertaking significant reform. I am mindful that the foundations created now will set the tone for how easily and cost effectively, or otherwise, Clubs will be able to operate in the coming decades, so it is vital that we get it right! With South Australian licensed Clubs presently enjoying the most relaxed operating conditions at the cheapest cost in the Country, Clubs SA intends to keep it that way!

Finally, I would like to thank the Clubs SA team for their tireless work over yet another year and just as importantly our Members and Sponsors for sticking with us through these tough times when we have needed you most. I wish you all a much less eventful and far more relaxing 2022.



CEO's Report



While COVID-19 continues to cast its shadow over the State, the Country and the World in general, it wasn't all doom and gloom for the South Australian licensed Club industry over the past year.

Throughout the 2021 financial year, the COVID restrictions continued to stifle Club operations, however despite this, Clubs SA has received many positive reports from its Members regarding better than expected trade, attendance and participation.

This can be attributed to the community "spending local" and what better place to do this than at a local Club, where there is always a sense of belonging and a willingness to look out for each other.

Clubs SA continues to assist its Members through the pandemic by regularly meeting with Authorities, including SA Health and SA Police, to achieve the most lenient restrictions possible and we relay those restrictions to our Members in the easiest, quickest and simplest manner.

This messaging has proven extremely popular, with Clubs SA needing to place the information in the Members only section of the Clubs SA website much to the disappointment of non members!

Legislative reform also continues to dominate, with this year even busier than the last.

The largest gambling reform in over 25 years came to fruition on 3 December 2020, with relatively little fanfare and incident, a second liquor licensing reform is almost complete, and the largest associations, lotteries and trade promotion reforms in decades are now underway.

As always Clubs SA will be strongly advocating on our Members' behalf to ensure the best and most cost effective outcomes. Clubs SA itself has gone from strength to strength both financially and reputationally and I would sincerely like to thank our Members, our Partners and the Clubs SA Board for their ongoing support throughout these tough times.

Finally, none of this happens without the efforts of the Clubs SA team who have once again gone "above and beyond" to provide professional, personal, timely and accurate information to our Members and Partners.

A huge thank you to them all.

With the COVID-19 vaccination program now well underway, the new freedoms this will provide heading into the New Year augers well for our Clubs, our Partners and the Community in general and I wish you all the very best and look forward to working with you in 2022.

COVID-19 Update

Clubs SA continues to represent licensed clubs at all stakeholder meetings with SA Health, SAPol, Government and the media in regards to COVID-19 restrictions on Clubs. There is no doubt that this advocacy has assisted in Clubs receiving the most lenient possible restrictions during the 2020-21 financial year, as the Authorities have been left in no doubt of the importance of Clubs' roles and contributions in their communities during these tough times and how these restrictions can dramatically affect Clubs' operations and in turn their people. Clubs SA will continue advocating strongly on Clubs' behalf moving into 2022 in this regard.

At the time of writing, over 983 emails, telephone calls, social media queries, etc. relating to the pandemic were responded to and a Member-Only COVID-19 information hub on the Clubs SA website was created, devoted to the latest COVID information as it related to Members.



Incorporated Associations – Governance

“No Action Position” to Continue Allowing Club Virtual Meetings and Electronic Voting

Following extensive consultation, Consumer and Business Services agreed to extend the amnesty allowing licensed Clubs to continue to hold “virtual meetings” for their Club committee meetings, including their AGMs, until the end of the 2021 calendar year, should this not be currently provided for in a Club’s constitution.

Clubs SA Updated Constitution

In April 2021, Clubs SA formally amended its Constitution to provide for:-

- authorisation for Clubs SA to conduct meetings “virtually” and elections online;
- modifications to the text relating to meetings and elections; and
- a provision which enables a Member to appoint a temporary delegate

Liquor Licensing Benefits for Clubs

Following extensive consultation and negotiation with State Government during the year, the following benefits were achieved for licensed Clubs;

- 231 licensed community and sporting Clubs with adjacent licensed sporting grounds were allocated liquor licence capacities of 1 201+. This increase in numbers not only removes any risk of these licensed Clubs exceeding their capacity, but also removes the obligation for these Clubs to obtain one off Short Term liquor licences for larger events, including finals. The successful negotiations included the waiving of the \$643 application fee; and
- Clubs that share a venue and have a liquor licence condition that only allows each Club to operate the bar for a part of the year, can now have this condition removed, providing a “register” is kept identifying which Club is operating the bar at any one time. This amendment comes at no cost, a saving of \$643; and
- the waiving of the \$643 application fee (for Clubs only) was successfully negotiated for any request relating to an increase in trading hours, providing the hours don't exceed 2am.





Liquor Licensing Further Reform

The Liquor and Gambling Commissioner has advised that the Liquor and Gambling Act 1997 and subordinate legislation will again be opened to allow for a number of amendments to be made. Clubs SA is representing the licensed Club industry and is advocating for the following benefits to its Members:-

- The COVID “major emergency” Direction declared by the SAPol Commissioner triggered an approval allowing licensed Clubs to sell takeaway liquor to their members and limited takeaway liquor with a meal to the general public. Clubs SA has sought for this approval, in the form of an ongoing condition on a Club licence, to remain following the removal of the Direction; and
- The Liquor Act be amended to allow for an automatic trading extension on Anzac Day (5am opening) in the same way that the Act currently provides for a 2am extension on New Year’s Eve.

Gambling Update

Approval for Further Gaming Tax Relief

On behalf of our Member gaming Clubs, Clubs SA successfully sought deferral of the gaming tax payment (March through September 2020), due to be paid on 7 October 2020.

On 25 September 2020, the Treasurer advised that:-

- Gaming tax for September was payable in full on 7 October 2020 via direct debit
- Gaming tax for March, June (2 days), July and August would be payable in eight (8) equal instalments over 8 months, with the last payment to be made in June 2021
 - Any manual payments to CBS in relation to the March, June (2 days), July and August 2020 gaming tax liability will be deducted. If the outstanding tax amount has been paid in full, no further action was required
 - Clubs were advised of their outstanding balance for the March to August gaming tax by mid-October 2020
- From November, in addition to the regular gaming tax payment, Clubs will be debited the first instalment of the deferred gaming tax. No interest or fines will be applied on the deferred gaming tax

Pilot Venue BNA/TITO Trial

The BNA/TITO trial in the “pilot” gaming venues, which included five Clubs, proceeded without major incident on 8 February 2021. The trial continued until 18 February 2021, at which time all venues with enabled BNAs and TITO (and facial recognition systems if necessary) could “go live” from 19 February 2021.

Facial Recognition Systems for Gaming Venues

The State Government’s gambling reform dictated that from 3 December 2020, any gaming venue with 30 or more gaming entitlements and BNA and/or TITO enabled machines, irrespective of the number, would require facial recognition. Many venues had already installed their facial recognition systems prior to this date and while they couldn’t operate their BNAs or TITO enabled machines until 19 February 2021, many FR systems were live and operating.

BNA Lock Exemption

Following an approach from Clubs SA on 10 February 2021, the Liquor and Commissioner advised that due to the COVID pandemic and in turn a supply shortage of BNA locks for the securing of banknote acceptor components in BNA enabled gaming machines, gaming venues could proceed without the BNA component locks from 19 February 2021. This exemption formally expired on 7 June 2021.

As at 30 June 2021, 6681 gaming machines had BNA/TITO capability in 327 venues. IGC continues to process submissions from venues wishing to upgrade their gaming machines.

Gambling Update

Advertising and Responsible Gambling Codes of Practice

Consumer and Business Services sought Clubs SA's input on the new Gambling Codes of Practice. These Codes aim to ensure that gambling activities in South Australia are conducted in a manner that is consistent with community expectation and that gambling operations are socially responsible and conducted in a manner that minimises the harm caused by gambling. The Codes, now adopted, are "sector specific" in that a separate set of Codes apply for gaming, wagering, lotteries and the Casino.

Gambling Advisory Committee

On 7 June 2021, the inaugural Gambling Advisory Committee meeting was held at Consumer and Business Services at which Clubs SA was asked to represent the licensed Club industry. Eight stakeholders, ranging from gaming and wagering industry representatives to gambling help service providers and the concerned sector attended the meeting at which the Committee's Terms of Reference were clarified. This Committee will determine future responsible gambling initiatives including advertising, signage and gaming machine "sights and sounds". Former QC Tim Anderson chairs the Committee.

Trading of Gaming Machine Entitlements

On 3 September 2020, the Liquor and Gambling Commissioner announced GME Trading round 19/2020. Offers to buy or sell closed on 2 October 2020, with results published on 2 November 2020. With the imminent introduction of BNAs and TITO etc, this Trading Round was one of the most difficult to gauge the "worth" of a GME. 71 entitlements were sold, with 54 offers to purchase successful. A Purchaser price of \$12 997.17 was achieved, with a Vendor price of \$9 747.88.

On 24 June 2021, the Liquor and Gambling Commissioner announced GME Trading Round 21/2021. Offers to purchase or sell gaming machine entitlements were accepted until 23 July 2021 with successful offers to be announced on 23 August 2021.

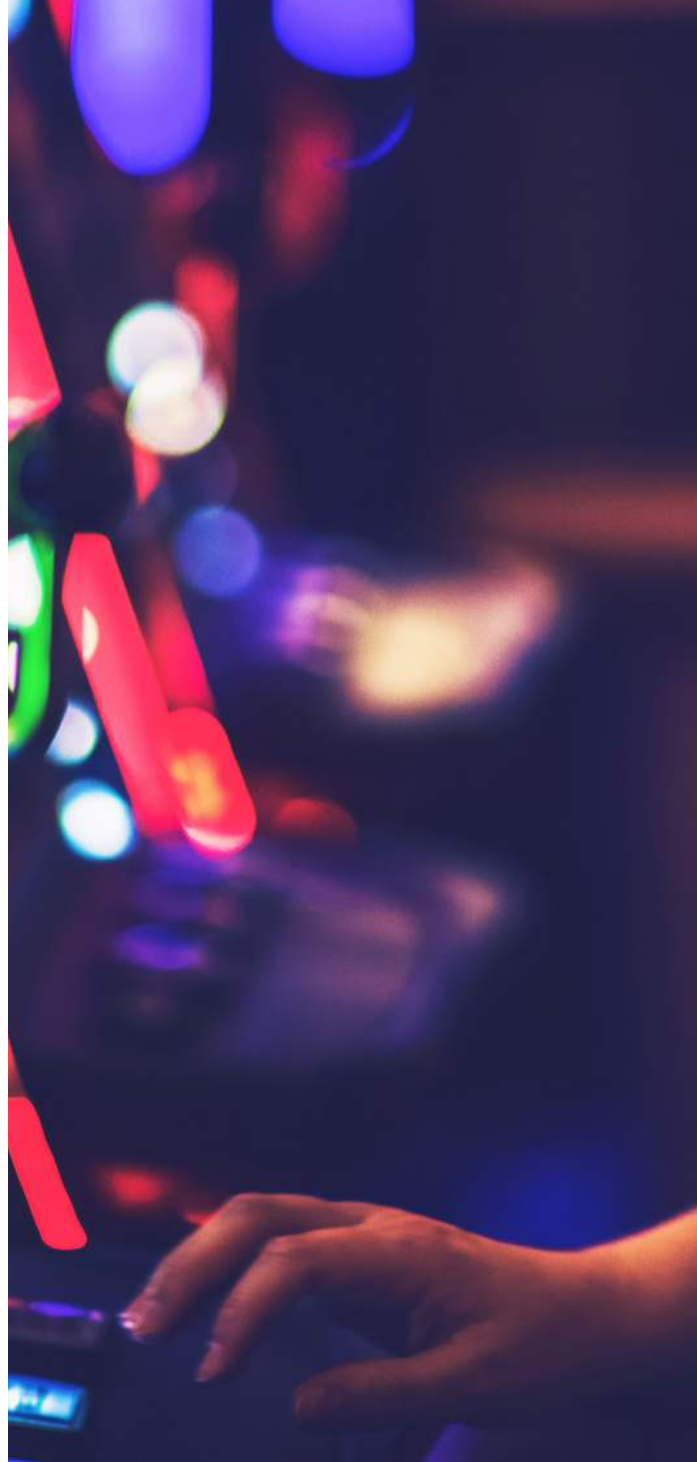
Club Safe

Club Safe is a responsible gambling initiative of Clubs SA and a recognised industry body constituted under the Gaming Machines Act. It was established to support clubs that operate gaming machines, to provide training to club gaming staff in the responsible provision of gambling and to foster a culture of responsible gambling within the licensed club industry.

During the year Clubs SA continued to provide Club Safe with office facilities on the premises, and with staff support.

Support provided by Club Safe to Members included:

- Bulletins and advice on the regulatory changes;
- Training in the use of the Barring and On-line Employee Notification (BOEN) system;
- Procuring and supplying new regulatory and responsible gambling signage material and other in-venue material required by the Codes of Practice;
- Updating Club Safe Responsible Gambling folders and record-keeping systems; and
- Ongoing support and advice to Club managers and staff.



Independent Gaming Corporation (IGC)

Cameron Taylor and John Kernahan again represented Clubs SA on the Board of the Independent Gaming Corporation. Unfortunately due to the COVID-19 pandemic, the Clubs SA / IGC Sponsorship Assistance Program was suspended for the first 11 months of the 2020-21 financial year, with grant applications again being accepted from June 2021.

Public Access Defibrillator Program

As part of a unique partnership with St Johns, Clubs SA and the AHA|SA united to fund a State-wide rollout of defibrillators throughout regional communities. The defibrillators were fitted externally on each venue and clearly labelled to provide for simple and immediate access.

The rollout is now complete, with a total of 113 defibrillators allocated and installed at no cost to regional Club Members which will in turn make a significant contribution to saving lives.



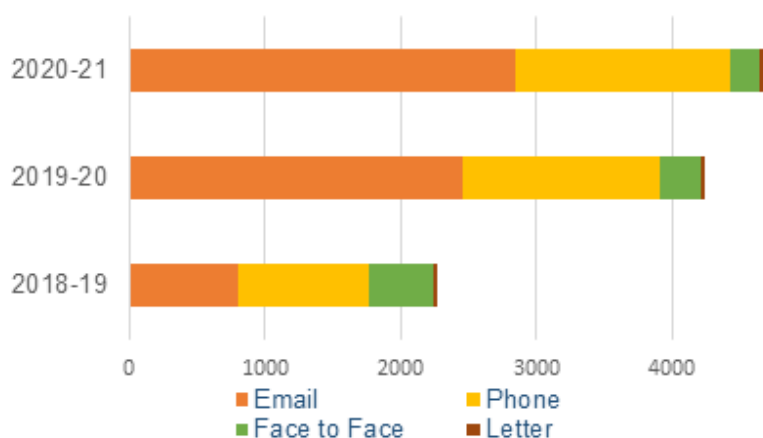
Membership Report

Membership Manager, Christine Carter

MEMBER INTERACTIONS

For the 2020-21 period, Clubs SA managed a 98% retention of members which I believe goes a long way in demonstrating Club satisfaction with the quality of the advice, assistance and resources we provide.

It has been a particularly busy 12 months, with a third year on year increase in the number of times Clubs SA staff has interacted with Members. In fact, this figure has more than doubled compared to two years ago, with 4697 interactions by phone, email, face to face and letter recorded.

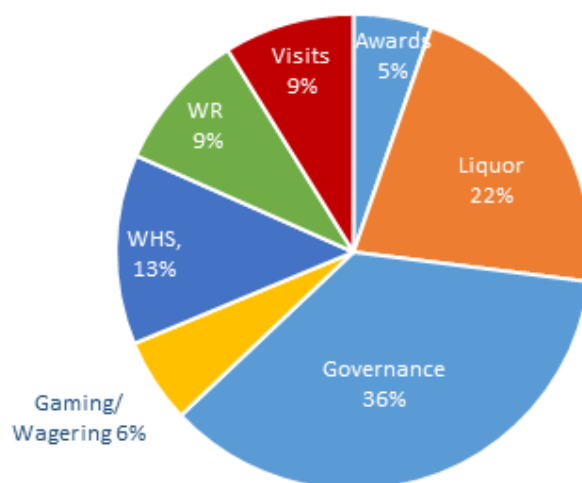


INTERACTIONS BY TOPIC

COVID has featured often in the queries received; in fact around 40% of questions related to how Club operations were affected by the many COVID Emergency Directions enacted. We issued 57 bulletins and resources for COVID during the year and received extensive gratitude for how timely, clear and relevant these have been to Clubs.

Governance accounted for 36% of interactions, with Clubs adjusting to lodging new committee representatives online rather than completing paper forms. Members are able to share the account they hold with Consumer and Business Services with Clubs SA, which allows us to provide an extra level of personalised service. Needless to say, the majority of members have been keen to take up this benefit.

Interactions by Topic



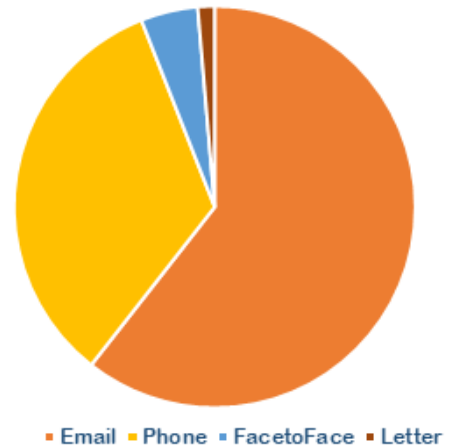
Membership Report

Membership Manager, Christine Carter

CONTACT TYPE

Email and telephone are the most frequently used methods for our members connect to us and the various restrictions imposed over the year has understandably seen the number of face to face encounters lessen.

Member Interactions 2020-21



We know that Clubs will continue to face difficult times and we remain committed to providing guidance and support to our valued Members. I look forward to working with them to ensure we achieve the very best outcomes possible.



Workplace Relations Report

Workplace Relations Manager, Denis Kildare

NATIONAL WAGE CASE 2021

The Fair Work Commission handed down the 2021 wage decision on 16 June, with a 2.5% increase to the National Minimum Wage and base rates of pay in modern awards.

Last year the increases were applied progressively. The Commission has largely decided that this year's increase will apply from the first full pay period on or after 1 July 2021

although the Commission has delayed the increase for some 'at risk' industries including all Clubs with paid employees, (largely the 'tranche 3' industries). These latest award rates will increase on 1 November 2021 for all Registered & Licensed Clubs.

This decision affects all employees who a modern award applies to. If you have award-based employees who are paid above award rates, the 'absorption' principle means that you do not have to increase

above-award payments unless the new award minimum is higher than the employee's current rate, in which case you must pay at least the new minimum.

Clubs who have enterprise agreements in place (including pre-Fair Work Act 2009 documents) will need to ensure that the base rate of pay is at least equal to the new minimum. This requirement only applies to the base rate of pay and does not extend to allowances, penalty rates or loadings.

Clubs SA will ensure that these new pay rates will be sent out to Clubs with paid employees in plenty of time to enable those Clubs to set up their pay systems by 1 November 2021.

CASUAL EMPLOYMENT INFORMATION

The Fair Work Act has been amended to include a new definition of a casual employee.

Specifically, under the Fair Work Act, a person is a casual employee if:

- they are offered a job,
- the offer does not include a firm advance commitment that the work will continue indefinitely with an agreed pattern of work,
- they accept the offer knowing that there is no firm advance commitment and become an employee,

No firm advance commitment:

There are only 4 factors that determine whether a Club's offer doesn't include a firm advance commitment. They are:

- whether the Club can choose to offer the employee hours of work and it's the employee's choice to work or not
- whether the employee will be offered hours of work when the Club needs them to work
- if the employment is described as casual
- if the employee is paid a casual loading (a higher pay rate for being a casual employee), or a specific pay rate for casual employees.

Once someone is employed on a casual basis, they continue to be a casual employee until either:

- they become a permanent employee through:
- casual conversion, or
- being offered and accepting an offer of full-time or part-time employment, or

Cease to be employed by the Club.

Full-time and part-time employees have an advance commitment to ongoing employment. They can expect to work regular hours each week. They are also entitled to paid leave and must give or receive notice to end the employment.

NOTE: Just having a regular pattern of work doesn't mean an employee is permanent (full-time or part-time)

WHAT DO CASUAL EMPLOYEES GET?

Under the National Employment Standards (the NES), casual employees are entitled to:

- access a pathway to become a permanent employee
- 2 days unpaid carer's leave and 2 days unpaid compassionate leave per occasion
- 5 days unpaid family and domestic violence leave (in a 12-month period)
- unpaid community service leave.

Casual employees can request flexible working arrangements and take unpaid parental leave if:

- they have been employed by their Club as a casual employee on a regular and systematic basis over at least 12 months
- they reasonably expect to continue being employed by the Club on a regular and systematic basis.

Under awards and agreements, casual employees are also paid a casual loading (a higher pay rate for being a casual employee), or a specific pay rate for being a casual employee. Casuals don't get paid days off, notice of termination or redundancy pay, even if they work regularly for a long time. In South Australia and some territories, long serving casuals are eligible for long service leave.

CHANGING TO FULL-TIME OR PART-TIME EMPLOYMENT

A casual employee can change to full-time or part-time employment at any time if the Club and employee both agree to it.

Under the NES, casual employees have the right to access a pathway to become a permanent full-time or part-time employee, in some circumstances. This is also known as ‘casual conversion’.

Most awards also have a process for casual conversion. Some enterprise agreements and other registered agreements have similar processes. The Fair Work Commission is reviewing award clauses about casual conversion to make sure they are consistent with the NES and can assist with varying casual conversion clauses in agreements.

IMPORTANT CLUB ISSUES – UNFAIR DISMISSAL CLAIMS

I am pleased to report that the number of Unfair Dismissal Claims I have dealt with in the past year has dropped to seven cases. While one case is one too many, it is satisfying to find that Clubs have been paying closer attention to the day to day management of their staff.

When new employees are given a probation period of 3 or 6 months, it is vitally important to ensure the employees’ progress is well managed throughout that time.

Unfortunately, as promised last year, the Fair Work Commission has not found the time to provide a Commissioner to visit our Clubs with paid employees to provide important advice to Club Management as to the machinations of the Commission in dealing with Unfair Dismissal Claims matters.

WORK HEALTH AND SAFETY

In my role of as Vice Chairman of the Hospitality Work Health and Safety Association Board (SA), it is pleasing to report that overall our Member Clubs are well represented at the various workshops run by the Association and it is fair to say the majority of our Members Clubs are “right up there” when it comes to Work Health and Safety matters.

FAREWELL

This is my final Annual Report as the time has arrived for retirement and I want to say how much I have enjoyed my time with Clubs SA (nearly 12 years). I have met some wonderful people in the Club industry and I have come to appreciate the time and effort that most people put into their Club.

I wish all of our Clubs ongoing success both on and off the field of play.





Sponsorship & Events Report

Sponsorship & Events Manager, Deb Reynolds

CORPORATE PARTNERSHIPS

It is almost impossible these days to reflect on any business component without also reflecting on the impacts of the COVID-19 Pandemic that swept the world in early 2020.

At the height of the Pandemic and part way through lock down, a good proportion of Clubs SA Corporate Partners underwent their annual negotiation process for renewal. Not surprisingly the impacts of Industry shut downs and the restrictions on trade were felt further and wider than the venues themselves and as such many Partners' businesses were not in a position to renew their Partnership at their usual level.

Clubs SA approached this process with an accommodating and understanding view, knowing that decisions were either being made Nationally or Internationally, or as a result of direct impact on local business.

We have managed to navigate this crisis surprisingly well, a testament to the relationships we have built and the commitment to industry from those businesses who choose to Partner with Clubs SA.

EVENTS

Further fallout from COVID-19 meant that the Clubs SA Annual Awards for Excellence was cancelled in 2020. This decision was not taken lightly, and took into account the less trading Clubs experienced during their enforced closure, along with the inability to judge operational elements due to restrictions in place once venues reopened.

Clubs SA still felt it important to acknowledge the work our Members had undertaken for their Communities, particularly prior to the Pandemic, when bush fires impacted many parts of the State. As a result, we introduced the Clubs SA Community Awards in 2020.

The nomination process was simple and allowed Clubs of all size and shape to highlight the work they, and the individuals within their Clubs, undertook to support their Members and the wider Community.

Initially the nominees were to be presented with plaques at the annual Corporate Partners Christmas Cocktail Party, unfortunately following one rescheduling, this event also was cancelled. All recipients received their plaques over the following months leading into the Christmas and New Year break.

In direct contrast to these cancellations, in May 2021 Clubs SA hosted its first ever Hospitality Trade Show. The concept began small but soon grew into one of the largest events Clubs SA has hosted – a direct reflection of the Industry's need for such an event on the local stage.



PUBLICATIONS

Clubs SA's monthly newsletter, Keeping In Touch, continues to grow its readership, with "open" rates far exceeding industry standards.

Continued reviews of the publication's design and functionality ensures both improvements in reader experience and maximum return on investment for Corporate Partner involvement.

Clublink was distributed as always in December. This edition followed the theme of "Inspiration, Innovation and Resilience" telling stories of Clubs serving their Communities throughout one of the toughest years in living Memory. We also featured articles and stories driven by the nominees in the Clubs SA Community Awards. You can view this publication [here](#).

SOCIAL MEDIA

Clubs SA Facebook has experienced wonderful growth over the past 12 months, with an almost 70% increase in followers to 1256. Instagram has also experienced growth with 980 followers.

Our focus to incorporate Social Media into the majority of our activities supports this continued, improved approach.

In early 2021 Clubs SA introduced a monthly 'Win' competition where Clubs SA FB page followers could win a prize provided by a Corporate Partner. Prizes have included cartons of beer, cases of wine, vouchers and prize packs. The engagement on a number of these competitions has been wonderful and has driven growth in page

followers, not just for Clubs SA, but also for the Corporate Partner involved.

Support of our direct communications to Members relating to COVID-19 restrictions has also resulted in positive page engagement, in particular Facebook.

LOOKING FORWARD

For the rest of 2021 and into 2022 we are looking forward to reintroducing the Clubs SA Annual Awards for Excellence, with the highest ever nominations and Clubs involved; working with Partners to better capitalise on their investment and Partnership with us; and to continually assess, analyse and create opportunities to better engage and involve the Clubs, Partners and Industry Stakeholders in our Industry.



Complete Hospitality Training Skills

Business Development & Training Manager, Dee Slade

Complete Hospitality Training Skills (CHTS) is the training partner of Clubs SA. A Registered Training Organisation (RTO), it provides accredited and non-accredited training to industry employees, job seekers, school age students and the broader community. CHTS offers training in Responsible Service of Alcohol, Liquor Licensing Laws for South Australia, Basic and Advanced Gaming, First Aid, Work Health & Safety, Food Hygiene and barista training.

The last third of the financial year was a challenge, with the postponement of 60 training sessions during the peak of COVID-19 commencing from mid-March through to April. All training was suspended from Clubs SA premises, with the staff placed on reduced hours and working from home.

Like many businesses, it became necessary to adjust our operational model in order to maintain a presence in the training environment and also to ensure our product remained accessible. This resulted in the creation of an on-line Responsible Service of Alcohol (RSA) training offering to provide clubs and industry staff with the opportunity to maintain compliance or to simply improve their skills. This was the first time CHTS has offered an on-line training option.

In keeping with the regulatory requirements, CHTS was the first provider approved by Consumer and Business Services to offer RSA training in South Australia: this allowed us to launch our new on-line product with confidence. Between its introduction in May and the end of 30 June, 300 participants took up our on-line offering.

The demand for training within the secondary education sector was not only on-going, but was broadened during the year with CHTS delivering skill clusters and Stage 2 SACE food and hospitality subjects to a larger number of schools and secondary education centres for disadvantaged students. This relatively new program, along with increased training

opportunities through the South Australian Aboriginal Secondary Training Academy (SAASTA) accounted for almost 50% of training income for the 2019-20 financial year.

While COVID-19 had an impact on the business temporarily, it also provided opportunities for CHTS to improve and change, with the added COVID-19 grants through the State Government, our successful applications allowed us to renovate the training room, creating a larger training space and completing a much needed face lift, all of which has been well received by participants.

Funding received for innovation will allow CHTS to incorporate virtual reality technology into training sessions which will immerse the student into 'real life' scenarios. This technology is the first of its kind for the hospitality industry, not only in SA but nationally, and will set us apart from other training providers. The technology is aimed at entry level employees or those looking to transition into the industry, to give them real life exposure to common industry customer interactions. The aim of this technology is to better skill and prepare employees for the industry which will not only arm them with additional knowledge, but also raise the bar in customer service.

In many ways, 2020 has led to growth for CHTS with the emergence of several opportunities that, it is anticipated, will augment well for the future. This, along with the commitment of staff has enabled the momentum to continue and new opportunities to be pursued. The objectives of quality, purpose and continuous improvement have led CHTS to strengthen existing partnerships and build new ones that will secure its place as a recommended Vocational Education and Training (VET) provider.

WORK HEALTH AND SAFETY

Throughout 2019-2020, Clubs SA has continued to assist Members to comply with their Work Health and Safety obligations, not only for paid employees but also for unpaid volunteers. Clubs SA continues to work closely with its Community Partner, St Johns, in this regard.

MEMBERS AND SPONSORS

Sincere thanks are extended to all our Members and Corporate Partners, without whose ongoing support the Association would cease to exist and the club industry would lose a valuable advocate and ally.

STAFFING

Clubs SA is a team of few covering a vast array of tasks and services. I would like to personally acknowledge the Clubs SA & Club Safe teams, and thank them for their dedication and efforts over the past year.

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