

2023 Annual Report

CLUBS SA

102nd Annual Report for Licensed Clubs' Association of South Australian Inc. (trading as Clubs SA)

incorporating

29th 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 square, which is centered within a larger, light grey diamond shape.

**CLUBS
SA**

[CLUBS SA 2022-23 FINANCIAL STATEMENT >>](#)

[CHTS 2022-23 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 (Resigned)
Peter Hill, South Adelaide Footballers Club
Preston Stewart, Central District Footballers Club

STAFF

Mike Penfold, CEO
Christine Carter, Manager, Membership
Rhys Braybrook, Manager, Workplace Relations & Policy
Deb Reynolds, Manager, Sponsorship and Events
Annie Burgess, Office & Finance Coordinator

BOARD MEETING ATTENDANCE

Ten (10) Board Meetings were held in the year ended 30 June 2023.

NAME	ATTENDED
Cameron Taylor	10
John Kernahan	9
Greg Saunders	7
Kym Flanagan	2
Shane Barton-Ancliffe	10
Peter Hill	7
Preston Stewart	4

DIRECTORS STATUS

NAME	ELECTED	TERM REMAINING
Cameron Taylor	2022	2 years
John Kernahan	2022	2 years
Preston Stewart	2022	2 years
Greg Saunders	2021	1 year
Shane Barton-Ancliffe	2021	1 year
Kym Flanagan	2020	Resigned
Peter Hill	2022	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
Greg Saunders, Appointed by Clubs SA
Preston Stewart, Appointed by Clubs SA
Shane Barton-Ancliffe, Appointed by Clubs SA

STAFF

Dee Slade, Manager, Business Development & Training
Cathy Dean, 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:

The 102nd Annual General Meeting of the Licensed Clubs' Association of South Australia Inc. (trading as Clubs SA)

incorporating

The 29th Annual Report for Licensed Club Industry Training Foundation of SA Inc. (trading as Complete Hospitality Training Skills)

**Will be held on:
Tuesday 28th November 2023 at 3pm**

**At:
Remotely via "Zoom".**

Delegates may dial in from 2:50pm.

AGM AGENDA

1. WELCOME
2. APOLOGIES
3. DISCLOSURE OF INTEREST DECLARATION
4. CONFIRMATION OF MINUTES OF THE 2022 ANNUAL GENERAL MEETING
5. BUSINESS ARISING FROM MINUTES
6. CHAIR'S REPORT
7. CEO'S REPORT
8. FINANCE REPORTS
9. APPOINTMENT OF AUDITOR
10. SPECIAL BUSINESS
11. CURRENT DEVELOPMENTS AND OUTLOOK
12. CLOSING REMARKS AND CLOSURE

2022 Annual General Meeting Minutes



Licensed Clubs Association Inc

Held remotely via Zoom
Date | Tuesday 29 November 2022
Time | 3:03pm

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
P HILL	South Adelaide Footballers Club, Clubs SA Board Member (Appointment)

VOTING DELEGATES

NIL

NON-VOTING DELEGATES/OBSERVERS

M PENFOLD	Clubs SA
C CARTER	Clubs SA
D SLADE	Complete Hospitality Training Skills
A BRASSINGTON	Port Football & Community Sporting Club
A BROWN	RSL Mitcham
C BANKS	Eastern Park Football Club
C NEWBERRY	Goodwood Saints Football Club
D JOBST	Cadell Club
M NURMI	Christies Beach SLSC
M COLBY	Club Holdfast
J ROHACKOVA	Observer

PROXIES

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

GREG VOIGT	Playford Patriots Soccer & Community Club (Angle Tavern)
DANIEL LOVERIDGE	Blackwood Golf Club
RAELENE TAYLOR	Bute Bowling Club
PRESTON STEWART	Central District Footballers Club Inc.
GRANT MADDERN	Clayton Bay Boat Club
IAN BAILEY	Clearview Bowling Club
IAN CHAMBERLAIN	Cobdogla & District Club
CHRISTINE WILLIAMS	Eagles Club Inc.
JUSTIN SCRIPPS	Glenelg Football Club
KATE GRANDEY	Golden Grove Football Club
CHRISTINE PIKE	Ingle Farm Sporting Club
JOE RYAN	Kapunda Golf Club
BRUCE WRIGHT	Marion RSL
DARYL CEARNIS	McLaren Vale Bowling Club
JOSE GIL	Modbury Bowling Club
GREG BONE	Moonta Golf Club
EMILEE MOORE	Mosaic Hotel West Lakes – SANFL Inc.
BOB MARTIN	Mount Compass Cricket Club
ROCCO BUETI	Mount Gambier Italo-Australia Club
ROBERT SANDOW	Mount Gambier Community Club
SHANE ALDRIDGE	Murray Bridge Golf Club
JOEL ECKERMANN	Mypolonga Combined Sports Club
CHARLES FINCH	Mount Gambier Naval Association
PETER KIERNAN	Padthaway Football & Cricket Club
CHRISTINE WARREN	Port Clinton Community & Sports Club
TONY CORNS	Prospect-Broadview Bowling Club
CLIFF GIBSON	RSL McLaren Vale & District Sub Branch Inc.
DEREK MEADOWS	Semaphore Port Adelaide RSL
MARLAN JURIESEVIC	Solvenian Club
SAM ABISHARA	The Southern Bar Gaming Bistro
TRACY BALDWIN	Wayback Football and Sporting Club

2022 Annual General Meeting Minutes



1. WELCOME

The Clubs SA Chair, C Taylor, opened the meeting at 3:03pm. He welcomed all to the 101st Annual General Meeting of the Licensed Clubs Association of SA Inc. Cameron advised that this is the third occasion that the Association AGM is to be held "virtually". 31 proxies had been received and those, in addition to the current attendees, meant that a quorum had been achieved and the meeting could formally proceed.

2. APOLOGIES

The following apology was noted:-
Nil

3. DISCLOSURE OF INTEREST

C Taylor declared that as Chair of the Clubs SA Board, he receives an annual honorarium of \$10,000. No other Declarations were made.



4. CONFIRMATION OF MINUTES OF THE 2021 ANNUAL GENERAL MEETING

It was resolved that the Minutes of the Annual General Meeting held virtually, on Tuesday 22nd November 2021 be confirmed as a true and correct record.

Moved: J Kernahan - SA Amateur Footy League

Seconded: G Saunders - Parafield Gardens Community 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 Chair's Report be received and adopted.

Moved: P Hill - South Adelaide Footballers Club

Seconded: J Kernahan - SA Amateur Footy League

Carried

2022 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. C Taylor also formally acknowledged all staff for their outstanding contributions and efforts over the year.

Moved: Greg Saunders – Parafield Gardens Community Club

Seconded: J Kernahan – SA Amateur Footy League

Carried

8. FINANCE REPORT

P Hill advised that both Clubs SA and Complete Hospitality Training Skills were in sound financial position and that the Auditors had provided "clean" auditor's reports for both Associations. C Taylor resolved that the Financial Statements as presented by Clubs SA in the Annual Report for 2021/22 be accepted.

Moved: P Hill – South Adelaide Footballers Club

Seconded: G Saunders – Parafield Gardens Community Club

Carried

9. DECLARATION OF BOARD ELECTION

Returning Officer P Norman advised that:-
*"In accordance with transition provisions in clause 6.1.2 of the Constitution two positions on the Board became vacant, to be filled at the 2022 Annual General Meeting.
In addition, an extraordinary vacancy on the Board arose through the resignation of long-term Director, Kym Flanagan.*

In accordance with the Constitution, nominations were called on 28 September 2022 and closed on 1 November 2022. There were two nominations to fill the ordinary vacancies.

Accordingly, I declare Cameron Taylor, nominated by Para Hills Community Club, and John Kernahan, nominated by SA Footy League, elected unopposed to the position of Director, each for a term of three years, ending at the Annual General Meeting of 2025. There was one nomination to fill the extraordinary vacancy.

Accordingly, I declare Preston Stewart, nominated by Central Districts Football Club, elected unopposed to the position of Director for the term of one year, ending at the Annual General Meeting of 2023."

Moved: P Hill – South Adelaide Footballers Club

Seconded: G Saunders – Parafield Gardens Community Club

Carried

2022 Annual General Meeting Minutes



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.

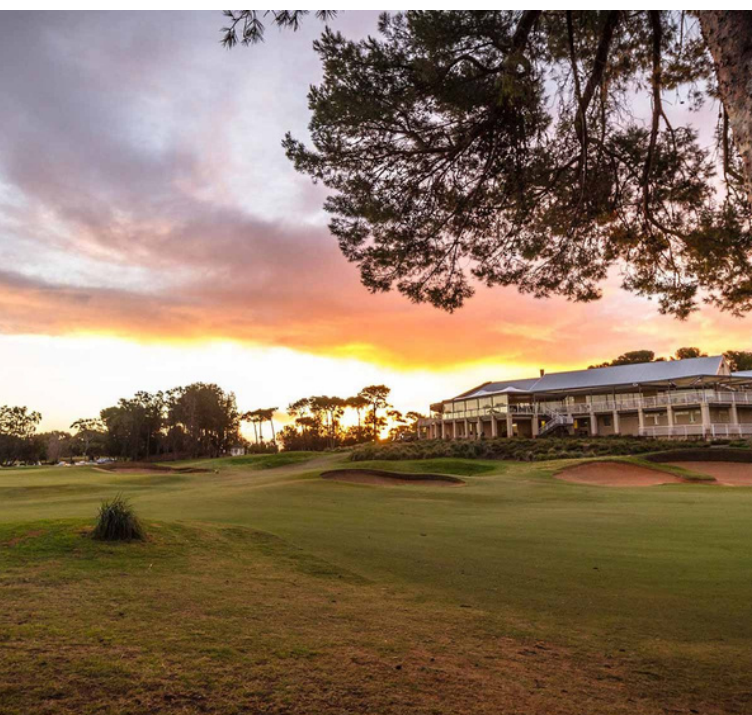
Moved: J Kernahan - SA Amateur Footy League

Seconded: G Saunders - Parafield Gardens Community Club

Carried

11. SPECIAL BUSINESS

No special business.



12. CURRENT DEVELOPMENTS AND OUTLOOK

C Taylor advised that Clubs SA will continue to assist and service its Members in 2023 and in particular will be at the forefront of the negotiations and implementation of the new incorporated association laws.

Moved: G Saunders - Parafield Gardens Community Club

Seconded: J Kernahan - SA Amateur Footy League

Carried

13. CLOSING REMARKS AND CLOSURE

C Taylor thanked those who attended and also all Members and Partners for their ongoing support during 2022. C Taylor also thanked recently retired Board Member Kym Flanagan for his outstanding contribution and efforts on the Clubs SA and CHTS Boards.

He then declared the meeting closed at 3:13pm.

Chairman's Report

While COVID is now a distant memory for most, the 2022/23 financial year provided a different set of challenges for not for profit, licensed Clubs in South Australia. As a Club Manager myself, our Club has seen the return of the Community to our venue and we have been extremely busy. Our challenges now include recruiting and retaining staff and mitigating as much as possible the ever spiralling cost of goods and services that are necessary when running a Club. Talking to other Members, it is also clear that a decrease in volunteerism is also particularly hurting the operations of many small and medium Clubs. Clubs SA prides itself on understanding its Members' needs and providing the best possible, personalised services. With this in mind we have continued to work with the regulators and the decision makers this year to ensure that you are receiving the best possible trading conditions under these challenging circumstances and at the most competitive fees and charges. These efforts are confirmed when compared to the impositions and costs placed on Clubs in other States and Territories.

I would like to thank our Members for their ongoing support and it is clear that once you become a Clubs SA Member very few leave. I'd like to think that this can be put down to the Association continuing to offer exceptional service and resources at a fair price.

Thank you also to our Partners who have stuck with us through thick and thin and have a great understanding of the community aspect of the Club environment. Something which is vital for ongoing meaningful and mutually beneficial partnerships.

And lastly I would like to thank the Clubs SA, Complete Hospitality Training Skills and Club Safe staff for their tireless efforts once again which ensures that we "*punch well above our weight*" when it comes to representing the licensed Club industry and our Members.

Wishing you and your families a Merry Christmas and a safe and prosperous New Year.



CEO's Report



The 2022/23 financial year offered very different challenges for South Australian licensed sporting and community Clubs as compared to the previous two and half years of which COVID dominated all decision making processes and consequent activities.

People returned to their Clubs in droves, however many workers, both paid and unpaid, had left the industry to pursue other interests.

Clubs SA Members had also become more familiar with the online technologies introduced during COVID and with this came an increased expectation that information and assistance could easily be sought without the need to personally visit or to make a phone call. Clubs SA has needed to adjust accordingly and during the year provided an increasing array of services and information online which can be easily accessed via the Members' section of the website. Despite this, we have not forgotten the need to continue providing personalised, specialist advice either "face to face" or via the phone should a Member prefer this approach. This combined approach appears to have paid dividends as Membership continues to remain exceptionally high and the Association continues to be in an extremely sound position, both financially and reputationally.

As the only Peak Body representing licensed Clubs in South Australia, we continued to successfully represent not for profit Clubs'

interests with the regulators and the decision makers to ensure that Clubs were considered at all times in any matters relating to Club activities, with the achievements described in further detail in the Report below.

The most significant work to be undertaken for the 2023/24 financial year will involve the major reform of the Association's legislation by the State Government, as this affects all South Australian Clubs. This legislation hasn't been visited for almost 25 years and as a result significant changes will ensue. Clubs SA has a seat at the consultation table and we will once again ensure the best possible outcomes.

After nine years in the role as Clubs SA and Clubsafe CEO, I am "putting the cue in the rack" to pursue other interests including travel. Having immensely enjoyed my time at Clubs SA and Club Safe, this was a difficult decision to make, particularly with the relationships built up over this time in an industry which I am passionate about. I am comforted that have been left in the very capable hands of Peter Apostolopoulos who I know will successfully lead the licensed industry into its next phase.

Finally, I would sincerely like to thank our Members for their loyalty and also our Partners for their ongoing support, both of which allow us to perform our roles at Clubs SA and also our Clubs SA and Club Safe staff, a dedicated team who achieve so much with so little.

Liquor Licensing

The following benefits were achieved for Clubs in 2022/23:-

SPORTING CLUB LIQUOR LICENSING FOR FINALS SERIES – IMPROVED PROCESS

Following extensive consultation by Clubs SA, Consumer and Business Services (CBS) now allows for sporting clubs to vary their permanent liquor licence thereby enabling them to trade with larger crowds during their finals series. This replaces the need to obtain a series of Short Term Liquor Licences, often at short notice and at a cost each time a final is played at the Club grounds. Certain conditions become effective during these times, similar to the conditions seen on a short term licence, such as a requirement to have security present or restrictions on the use of glassware.

MANAGEMENT OF LICENSED CLUBS – COMMITTEE MEMBERS ACTING AS RESPONSIBLE PERSONS

Following extensive consultation with Consumer and Business Services, on 4 July 2023, CBS confirmed that they had agreed to allow approved Committee Members to act as Responsible Persons (RPs) in Clubs. This initiative is planned to be introduced at the end of September and is a huge “win” for Clubs, particularly those considered small or medium in nature, as in many cases there will no longer be the time consuming and costly process of applying for RPs. A subsequent “bonus” for Clubs is the ability to print the Club’s own RP badges, again saving time and money.



Gambling Update

GAMING MACHINES GAMBLING CODE OF PRACTICE AMENDMENTS

On 31 July 2022, amendments to the Gaming Machines Code of Practice were introduced:-
Of most relevance to the Club industry were:-

- The ability to offer cheques to patrons in addition to EFT;
- Additional expanded Responsible Gambling warning messages which now align with the messaging in the Wagering Code of Practice;
- The consolidated barring list from the barring register must be printed in colour

REVIEW OF GAMBLING INDUSTRY TRAINING REQUIREMENTS

During 2022/23, the State Government undertook a major review of the SA responsible gambling training requirements and delivery methods for basic, advanced and further advanced training. Extensive consultation by Clubs SA, in conjunction with its training partner, Complete Hospitality Training Skills, (CHTS) will ensure that the revised training

materials and resources relate specifically to Club gaming operations and are of the highest possible quality. These new courses will be implemented in the first quarter of 2024.

GAMING MACHINE ENTITLEMENT TRADING ROUND (NEW SYSTEM)

2022/23 saw the State Government continue to develop a new GME trading round system, with Clubs SA not only meeting with Consumer and Business Services, but also representatives from the Minister for Consumer and Business Affairs. This piece of work is taking considerable time and as such another trading round under the current conditions is being held in the last quarter of 2023, prior to a new system being introduced.



Gambling Update

NEW RESPONSIBLE GAMBLING MESSAGING

On 30 March 2023, the State Government introduced new responsible gambling messaging for online and terrestrial wagering providers and shortly after for gaming operators. This change now provides a consistent approach across the Country in regard to RG messaging.

The new messages include:-

- Chances are you're about to lose.
- Think. Is this a bet you really want to place?
- What's gambling really costing you?
- What are you prepared to lose today? Set a deposit limit.
- Imagine what you could be buying instead.
- You win some. You lose more.
- What are you really gambling with?

ACCEPTABLE LOYALTY PROGRAM APPROVALS

The Gaming Machines Gambling Code of Practice prohibits licensees from offering or providing any inducement directed at encouraging patrons to gamble unless it is with an acceptable loyalty program. The Code also specifies that the requirements of an acceptable loyalty program must be approved by the Commissioner. In 2022/23 the Commissioner began a review of all loyalty programs that had previous approval granted by the former Independent Gambling Authority to determine whether the programs met the requirements of the Code. That review was completed, with a number of the loyalty program providers falling short of their obligations, particularly in regard to providing patrons with regular activity statements. Considerable consultation has since taken place, with a positive outcome now achieved.

Trading of Gaming Machine Entitlements

The following gaming machines entitlement round occurred during financial year 2022/23:-

16 November 2022

Purchasers paid \$40 000 exc GST

Sellers received \$30 000 exc GST.

76 gaming machine entitlements were sold

Associations

Associations Incorporation (Miscellaneous) Amendment Bill 2021 - Update

The “consultation document” is yet to be released by the State Government in relation to the Bill which will in turn act as the catalyst to reignite the consultation process for the reform of the Incorporated Association’s legislation. In the meantime Clubs SA continues to develop its new Club governance program, with a view to introducing the program shortly following the introduction of the new legislation.

Introduction of Food Safety Standard 3.2.2A

On 8 December 2022, SA Health introduced a new Food Safety Standard (Standard 3.2.2A) with a lead in time of twelve months. The new Standard requires all food service, catering, and retail businesses that handle unpackaged, potentially hazardous, ready-to-eat foods to implement either two or three new food safety management tools, depending on their level of risk.

The tools include:

- food handler training
- implementation of a food safety supervisor
- substantiation of key food handling activities.

Most Clubs fall under “category 1” businesses meaning that all three tools will need to be implemented. This change came virtually unannounced and if left unchecked would have caused a red tape burden and additional costs on not for profit Clubs, many of which are entirely volunteer driven. With this in mind, Clubs SA met with the SA Health project team responsible for the Standard and successfully negotiated the most favourable outcomes possible which include the ability for staff and the Club to demonstrate their knowledge and skills onsite rather than needing to undertake courses and/or tests online. To further assist Member Clubs, Clubs SA released a series of FAQs specifically relating to Club activities and also a Food Safety “easy reference guide”.

Automated External Defibrillators (Public Access) Bill

On 30 November 2022, Independent MP Frank Pangallo successfully introduced the *Automated External Defibrillators (Public Access) Bill 2022* into Parliament. This piece of legislation requires all SA public venues including Clubs to install a defibrillator inside their venue by either January 2025 or 2026 depending on the owner of the land upon which the venue sits. While this is some time away, the significance of this new Law on Clubs has required Clubs SA to move now to clarify a number of issues and processes to ensure that Clubs have the easiest, cheapest possible way forward. This consultation paid particular emphasis on the responsibility of the implementation of the defibrillators based on the owners of the land and property and most importantly how the Government will provide support to persons who are required by the Act to install an AED, (Section 18(1) of the Act).

Working with Children Checks (WWCC)

During October and November 2022, following media attention relating to a Club volunteer working with children without the appropriate WWCC, Clubs SA consulted with the relevant authorities to obtain clarification on Club obligations. It was confirmed where clubs have either a significant membership or involvement of children; all their employees, volunteers and contractors require a WWCC, regardless of their level of personal interaction with children (unless an exemption applies). Additionally, those providing coaching or tuition services to children also need a WWCC. To meet ongoing

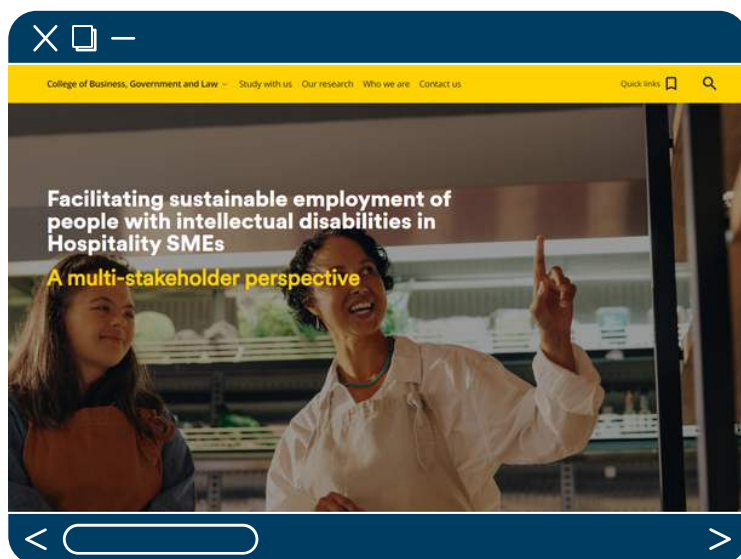
compliance Clubs would also have to register an interest in a worker on the Department of Human Services Screening Portal (Screening Portal). Once clarification was received a bulletin was sent to all members, follow up queries were answered and a fact sheet was also developed with more in depth information and a step by step guide on how to register someone on the Screening Portal.

EMPLOYING PEOPLE WITH A DISABILITY PROJECT

The Endeavour Foundation funded a research team from Flinders University SA to study *“Facilitating sustainable employment of people with intellectual disabilities in Hospitality SMEs”*. Hospitality stakeholders, including Clubs and Clubs SA were interviewed by Flinders University. A Forum was then held on 5 June 2023 to launch the findings and to workshop a “toolkit” that could be used by industry. On 29 June 2023 the “toolkit” was launched and Clubs SA has committed to promoting this initiative to its Members.

Independent Gaming Corporation (IGC)

Clubs SA Chair Cameron Taylor and Deputy Chair John Kernahan again represented Clubs SA on the Board of the Independent Gaming Corporation. The Clubs SA/IGC Sponsorship Assistance Program provided **\$70 396** for the 2022–23 financial year.



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 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.

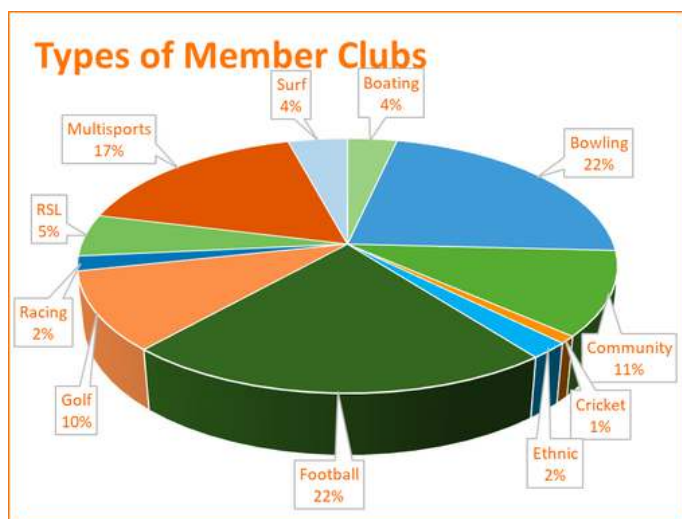
Membership Report

Membership Manager, Christine Carter

It has been great to get back on the road to visit our Members face to face this year. I am always struck by the dedication and community spirit I witness when visiting our Member Clubs, not to mention the sheer hard work of all involved in the running of each Club. I believe the wonderful camaraderie and positive attitudes are what make their efforts bearable, as the majority undertake this in a purely volunteer capacity. Membership numbers have remained steady this year, which is very heartening given the turmoil of these past years.

ACROSS THE STATE

Our spread of Members across SA remains evenly split between Metro at 49% and Regional at 51%, offering a comprehensive assortment of interests, as seen in the below chart:



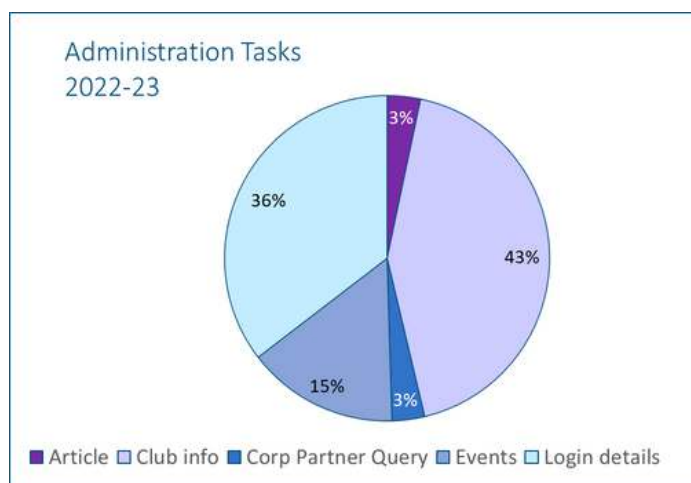
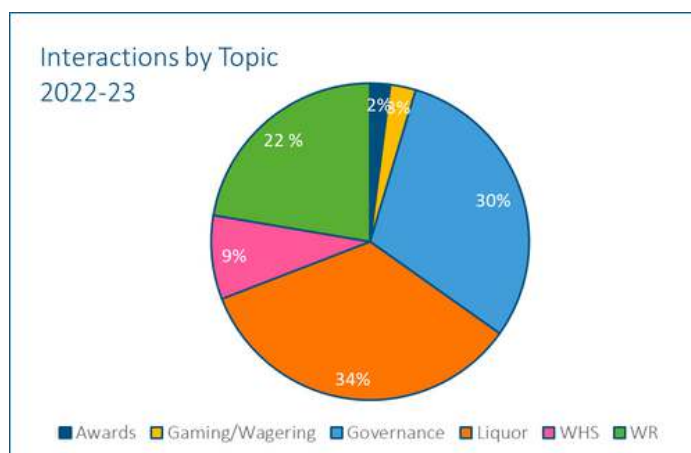
Demonstrating the importance of community Clubs in our State, our Member Clubs alone total:
291,822 members, 17,303 volunteers
and 2,227 paid employees.

These impressive figures are actually likely to be considerably higher as not all Members have supplied data.

INTERACTIONS WITH MEMBERS

As you would imagine, this number and diversity generates an equally varied number of queries from committee members and Club managers alike.

Lodging committee changes on behalf of Members with Consumer and Business Services through its LGO system has continued to grow in popularity, with 245 instances of queries relating to committee members such as providing Members with their list of approved committee persons according to CBS, and a further 226 interactions involving application assistance.



Membership Report

Membership Manager, Christine Carter

The Team at Clubs SA always strives to make the role of a committee less burdensome, with an ever increasing amount of requirements to adhere to. Consequently, we continually review and produce resources specifically tailored to Clubs so as to reduce the time committee members and managers need to spend on these tasks.

During 2022-23, we undertook a project to review the topic of Work Health and Safety with the aim of creating a tool that Clubs can use to ensure they are compliant in this area.

In Autumn, we were pleased to be able to offer the **Clubs SA WHS Self Assessment Audit**, comprising three parts:

- WHS Audit Checklist - a guide to understanding everyone's health and safety responsibilities
- WHS Self Assessment Audit - covering all the areas that may apply to a Club
- WHS Audit References - a list of organisations that can provide further advice

In addition, we recently created a specific section on **Food Safety** in our portal, following the changed requirements notified by SA Health earlier this year, where Members can find useful information and practical resources to ensure compliance.

We encourage Members to make full use of the resources, advice and personal service from the dedicated Clubs SA team. We have received some great feedback and appreciation of the volume and relevance of the resources available in Members Only and we will continue to evolve with the industry, ensuring the Members Only portal remains an invaluable part of a Clubs SA membership.

THE FUTURE

I feel the next couple of years will be a difficult period for our Clubs, as many have shared with me their experiences of struggling to find paid staff and volunteers alike.

Beginning early 2024, we aim to coordinate a big push for better recognition of the goodwill, benefits and services our Clubs provide to the wider community of South Australia.

Hopefully, this will have the knock on effect of growing the participation of more volunteers, as well as an increased appreciation by the various overarching bodies whose requirements impact so greatly on Club operations.

As always, I would like to express my sincere thanks to all our wonderful Members for their support and I look forward to assisting them this coming year.



Workplace Relations

Workplace Relations & Policy Manager, Rhys Braybrook

This financial year saw COVID-19 restrictions fade away and with it a return to standard operating conditions.

Clubs had members and customers “reappear” and with it came an increase in the work undertaken and in turn a corresponding number of workplace relations queries headed Club SA’s way.

A new Federal Labor Government also saw the introduction of a large number of workplace relations reforms and two separate wage increases also came into effect this financial year.

Clubs SA continued to keep its Members informed of the latest workplace relations developments as well providing ongoing assistance and advice. The amount of resources on the members’ site was also increased and updated to help Member Clubs meet their obligations.

NATIONAL WAGE REVIEWS 2021-22 & 2022-23

After being delayed due to the effects of the pandemic, the 2021-22 wage review increase for the Registered and Licensed Clubs Award 2020 (Clubs Award) came into effect on the first full pay period on or after 1 October 2022. Wages increased by 4.6% but were also subject to a minimum \$40 per week increase resulting in a bigger boost for lower paid workers. The Fair Work Commission (FWC) stated that the relatively high increase and the minimum amount imposed was due to increasing inflation and a belief that lower

paid workers were particularly vulnerable and needed more protection. It wasn’t long before Clubs were faced with another increase and on 2 June 2023 the FWC announced their decision for the 2022-23 wage review. This saw an even bigger increase with award rates going up by 5.75%, which like previous years was done in large part due to the high amounts of inflation being felt around the country.

The 2022-23 wage increase also saw a return to the “normal” operative date, with the new rates having to be implemented on the first full pay period on or after 1 July 2023. Additionally the super guarantee continued to go up, rising from 10.5% to 11% on 1 July 2023.

The amount and timing of the increases, as well as other economic factors and staff shortages has presented Clubs with a number of challenges. Clubs have shown over the COVID period however that they are resilient and adaptable when faced with challenges.



Workplace Relations

Workplace Relations & Policy Manager, Rhys Braybrook

WORKPLACE RELATIONS REFORMS – “SECURE JOBS, BETTER PAY”

With a new Federal Government coming into power in late May 2022, this financial year saw a number of workplace relations reforms introduced. The most significant of these were changes made by the “*Secure Jobs, Better Pay*” Bill that passed Parliament on 2 December 2022. The Bill was contentious, largely due to changes it made to enterprise bargaining. The Bill introduced “*single-interest, multi-employer bargaining*” which allows for employers with a “*common interest*” to decide to, or in some circumstances be made to bargain together. Businesses with less than 20 employees however are exempt from being made to bargain but can consent to do so.

Another major changes saw “*zombie agreements*” (pre-2010 agreements) given an automatic termination date of 7 December 2023. A spreadsheet was released in February

2023 listing suspected zombie agreements and I also undertook a search of the Fair Work Commissions database to see if others could be found that were linked to our members. All members were initially notified of the termination of these agreements and then those found with agreements on the list and/or found on the database were advised of this separately and told what they needed to do eg. notify employees the agreement would be ending etc.

Other changes introduced by the Bill included:

- Prohibition on pay secrecy clauses in contracts
- Widening of those who can access flexible working arrangements
- Prohibition on sexual harassment in the *Fair Work Act 2009 (Cth)* (FW Act)
- Making it illegal for adverse action to be taken against someone on the basis of breastfeeding, gender identity or intersex status
- Gender equity and job security being added into the FW Act’s objects
- Limiting the length of fixed-term contract (effective 6 December 2023)



Workplace Relations

Workplace Relations & Policy Manager, Rhys Braybrook

WORKPLACE RELATIONS REFORMS – OTHER REFORMS

The “*Protecting Workers Entitlements*” Bill was passed on 22 June 2023. Changes introduced included allowing for more parental leave days to be taken flexibly and a removal of restrictions on how much leave employed couples could take concurrently. There was also alterations to how employee deductions could be applied (effective 30 December 2023) and clarification that migrant workers are protected by the FW Act regardless of their VISA status.

Family and domestic violence leave was also introduced for all employees (including casuals) at non-small businesses on 1 February 2023 and for all other employees on 1 August 2023.

Lastly in December 2022 the Sex Discrimination Act (Cth) was amended. Clubs with at least one employee now have a positive duty to eliminate or prevent as much as possible workplace sexual harassment, sex discrimination and sex-based harassment from occurring.

The Federal Government is also looking at further changes in the future, some of which could have significant impacts on clubs such as alterations to the definition of casual employees. Clubs SA will continue to advocate on behalf of its members and keep them updated.

GENERAL PROTECTIONS AND UNFAIR DISMISSAL CLAIMS & EMPLOYEE PERFORMANCE ISSUES

Over the past year there has only been two Unfair Dismissal and no General Protection Claims dealt with by Clubs SA. While there have been few claims, a number of Clubs have contacted me throughout the year regarding issues regarding employee performance and/or conduct. It is encouraging that members have contacted me to seek advice on what to do and it was clear a number had previously followed good disciplinary processes. Some clubs have however made errors with the process, increasing the risk of disputes later arising.





Sponsorship & Events Report

Sponsorship & Events Manager, Deb Reynolds

CORPORATE PARTNERSHIPS

Throughout the last 12 months Clubs SA has experienced both consistency and growth in the space of Corporate Partnerships, with all but a couple continuing their partnership for a further year (or more). Clubs SA also recruited some new and exciting businesses to our Community.

In the 2022/23 FY Clubs SA welcomed the following new Partners:

- BSV (Big Screen Video)
- Entain Venues
- Light & Wonder
- Stride Construction (formerly ICM Construction)
- BePoz
- Samuel Smith & Son

The effectiveness of new strategies to support our Partners in building their relationships with Clubs SA Members has proven beneficial for these Partnerships.

Opportunities such as a '*Month Long Marketing Campaign*', bringing individual businesses into the spotlight for a month at a time and the re-introduction of the Clubs SA Hospitality Trade Show being the most successful.

We now forge ahead into 2024 with an amazing forty Corporate Partnerships, each offering our Members and Industry crucial and helpful services and products to support their day to day operations.

EVENTS

As mentioned, Clubs SA again hosted the Hospitality Trade Show inviting the hospitality industry of South Australia to attend an all-day free event where they could meet and talk to the over 30 exhibitors, hear from a range of speakers, view demonstrations and of course connect with the Industry in the one location.

This event was held for the first time in 2021, in the midst of COVID, and continues to go from strength to strength. The event assists Clubs SA Corporate Partners in procuring new business within the Hospitality industry in SA, while also improving the partnership offering provided by Clubs SA. It also provides Clubs SA Members with informative and educational opportunities to further improve their Club's business operations.

The event hosted over thirty exhibitors, fourteen industry relevant speakers and demonstrations and three hundred and forty registered attendees. With yet again such great results, and excellent feedback from

exhibitors, this event will continue to be an item on our calendar bi-annually. The 2022 Clubs SA Clubs & Community Awards delivered yet another record breaking year, with 164 nominations received (136 in 2022). These nominations were received from 51 Clubs SA Members and resulted in just under 400 guests at the Gala Dinner, again held in the William Magarey Room at the Adelaide Oval.

The purposeful shift in focus for these Awards in 2019 from 'Awards for Excellence' to the now very Community driven categories has had significant impact on these results, with many of our Members now engaging in these philanthropic based categories.

In late 2022 a planned event – the Clubs SA 'Cocktail Masterclass & Luncheon' was unfortunately cancelled due to a lack of ticket sales. Further investigation identified both the time of year (end of winter sport season) and the current lack of staffing in the Industry, meant that Members could not afford time away from their venues.



PUBLICATIONS

The Monthly Member newsletter, 'Keeping In Touch', continues to be Clubs SA's primary communication medium.

Readership of this publication continues to out perform all Industry standards with an average monthly open rate of 50.88% (an increase on last year's 48%)!



'Clublink Magazine' was again distributed at the end of the year, both digitally and in hard copy, with the 2022 theme being 'Inclusiveness. Everyone is Welcome!' – a theme that resonated from the 2022 Clubs & Community Awards and drove many of the stories within the magazine.

Aside from these regular publications, Clubs SA utilised both social media and email communications to support Corporate Partners with their messaging. The inclusion of LinkedIn for much of Clubs SA's messaging has aligned well with many Corporate Partners, ensuring our news and updates reach these businesses and Individuals within them.

LOOKING FORWARD

2023-24 will see a changing of the guard as I vacate the position to focus on my other businesses. I am pleased to say that Tehana Aikman is my replacement and we will work together leading up to the 2023 Clubs & Community Awards Gala Dinner to ensure a thorough handover of the biggest event of the year for Clubs SA.

There are also strong plans set out to grow the presence of our Partners in our Regional areas, specifically the Riverland and Eyre Peninsula. This would be in the form of a Members event, networking dinner/lunch and small trade exhibition.



Complete Hospitality Training Skills

Business Development & Training Manager, Dee Slade

CHTS continues to grow as not only an industry training provider but also a preferred provider to the Department for Education (DfE) delivering accredited training for the public secondary school sector across South Australia.

The development of hospitality, business and tourism programs which align with the Australian Education Curriculum, enables year 11 and 12 students to complete their South Australian Certificate of Education (SACE) with entry level skills for employment. The success of these programs has been measured by the amount of new school uptake and repeat bookings with some schools already booking for 2024.

Designing and delivering programs is no easy feat, especially given our niche cohort are dis-engaged students due to trauma, behavioural issues or learning difficulties. These cohorts are, however, our point of difference to other Registered Training organisations (RTO) where CHTS excels in engaging students through practical application and 'thinking outside the square'.

The 2022/2023 financial year figures have

outdone the previous year with CHTS seeing an uptake of over 1648 enrolments compared to 1333 previous. The majority of these being from schools.

This figure is also reflected in revenue with Secondary Schools now equating to over 70% of income.

CHTS now boasts two training locations with a new training room set up in Modbury to accommodate the high demand. Eleven schools from across the North Eastern region are now able to attend sessions in one convenient location. The primary use of the space was designed to deliver Certificate II in Hospitality, with a view to expand in 2024 to also deliver Certificate II in Kitchen Operations.

Mandatory Industry training remains steady, with a continuous uptake in our on-line training offerings which has now expanded to accommodate the new requirement for Food Safety Supervisor training. Pricing also remains competitive, with Clubs SA Members offered a concessional price, and thought has been given to course content to allow Clubs to complete training easily.

The newest member to the CHTS team is a customised coffee trailer to allow for barista training as well as offering students a complete 360° service experience. The trailer has been a complex project, with CHTS being the first RTO to incorporate a fully functioning transportable training facility. The trailer will allow students to gain not only barista skills but also employability skills needed for front of house positions. The trailer will be used at school and community events, with our sights set on LIV Golf and Tasting Australia in 2024. The view is for students to gain 'real-life' work placement and experience to be better prepared for industry. While she still needs a bit of work and wrapping, the trailer was asked to take part in the DfE pathways expo held in August. She is also scheduled to do regional training over the next few months.

It has taken a few years to come to fruition but the last financial year is where CHTS can now see all the hard work pay off with our brand cemented into the Vocational Education and Training system (VET).

Competing with the likes of TAFE, CHTS is now a well-respected and sought after training provider in the hospitality, business and tourism spaces. Of course none of this could be achieved without a dedicated, professional, adaptable and committed team of trainers who go above and beyond to deliver quality training. Their ability to tackle difficult cohorts is a testament to their skills as trainers and also their passion for industry.

What's in store for the new financial year?..Continuous expansion will see CHTS adding sport and recreation to its scope to accommodate skill gaps in aligned industries and build upon training offerings with guaranteed employment outcomes.



WORK HEALTH AND SAFETY

Throughout 2022-2023, 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 and Club Safe is a team of few covering a vast array of tasks and services. I would like to personally acknowledge the Clubs SA and Club Safe team and thank them for their dedication and efforts over the past year.

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