

2022 Annual Report

CLUBS SA

101st Annual Report for Licensed Clubs' Association of South Australian Inc. (trading as Clubs SA)

incorporating

28th 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 centered within a larger, light grey diamond shape.

**CLUBS
SA**

CLUBS SA 2021-22 FINANCIAL STATEMENT

CHTS 2021-22 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 and Sports Club
 Peter Hill, South Adelaide Footballers Club

Staff

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

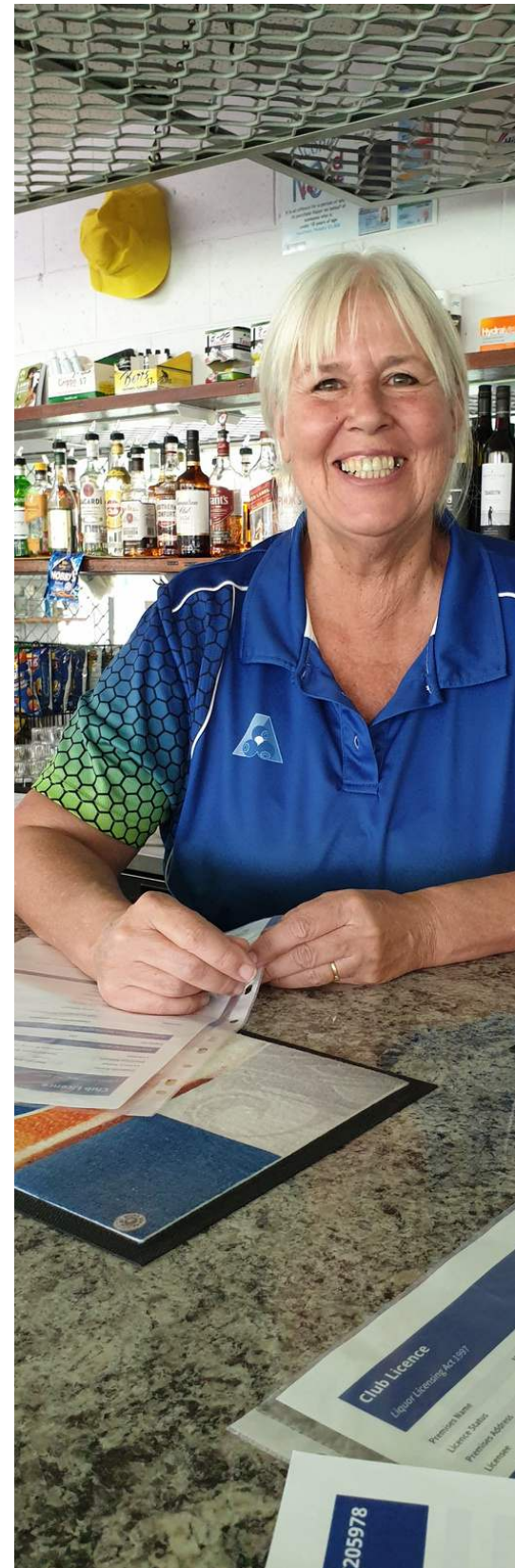
Board Meeting Attendance

Ten (10) Board Meetings were held in the year ended 30 June 2022.

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

Director Status

NAME	ELECTED	TERM REMAINING
Cameron Taylor	2019	Completed
John Kernahan	2019	Completed
Greg Saunders	2021	2 years
Shane Barton-Ancliffe	2021	2 years
Kym Flanagan	2020	1 year
Peter Hill	2021	Annual Appointment



CLUBS SA LIFE MEMBERS

M. Beck (Deceased)
J. Yard
B. Barkla (Deceased)
B. Raphael
B. Cochrane
C. Taylor
H. Martin

CLUB SAFE

STAFF

Giselle Berriman, Club Safe Officer
Tracey Cochrane, Club Safe Officer

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, Committee Member, Appointed by Clubs SA
Shane Barton-Ancliffe, Committee Member, Appointed by Clubs SA
Greg Saunders, Committee Member, Appointed by Clubs SA

STAFF

Dee Slade, Manager, Business Development and Training
Maryanne Squire, Administration Officer





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NOTICE

Notice is hereby given that:

The 101st Annual General Meeting of the Licensed Clubs' Association of South Australia Incorporated (trading as Clubs SA)

incorporating

The 28th Annual Report for the Licensed Club Industry Training Foundation of SA Incorporated (trading as Complete Hospitality Training Skills)

Will be held on:

Tuesday 29 November 2022 at 3pm

At:

Remotely via 'Zoom'

Delegates may sign in from 2:50pm

AGM AGENDA

1. WELCOME
2. APOLOGIES
3. DISCLOSURE OF INTEREST DECLARATION
4. CONFIRMATION OF MINUTES OF THE 2021 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

2021 Annual General Meeting Minutes



Licensed Clubs Association Inc

Held remotely via Zoom
Date | Tuesday 23 November 2021
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, Board Member, Clubs SA
K FLANAGAN	Northgate Community & Sports Club, Board Member, Clubs SA
S BARTON-ANCLIFFE	Murray Bridge Club, Board Member, Clubs SA
P HILL	South Adelaide Footballers Club, Board Member, Clubs SA

VOTING DELEGATES

LARAINÉ DONAGHEY	Aussie Inn
JOHN CVETKO	Brighton Surf Life Saving Club
CRAIG BURTON	North Adelaide Football Club

NON-VOTING DELEGATES/OBSERVERS

MIKE PENFOLD	Clubs SA
CHRISTINE CARTER	Clubs SA
DEB REYNOLDS	Clubs SA
DEE SLADE	Complete Hospitality Training Skills
ANNE-MARIE BRASSINGTON	Port Footabll & Community Sporting Club
ANDREW BROWN	RSL Mitcham
CRAIG BANKS	Eastern Park Football Club
CHRISTINE NEWBERRY	Goodwood Saints Football Club
DIANNE JOBST	Cadell Club
MADELINE NURMI	Christies Beach Surf Life Saving Club
MARK GOLBY	Club Holdfast
JANA ROHACKOVA	Observer
PETER NORMAN	Returning Officer

PROXIES

Proxy votes were received by the Chair from:

MARLAN JURISEVIC	Slovenian Club
RICHARD SAVAGE	Naval Assoc of Aust Pt Pirie Sub Branch
PETER KIERNAN	Padthaway Football & Cricket Club
SHANE ALDRIDGE	Murray Bridge Golf Club
KATE GRANDEY	Golden Grove Football Club
RICHARD MURRIE	Walkerville Bowling Club
TONY WEIR	Modbury Bowling Club
DOMENIC PAPALIA	Fitzroy Community Club
TRACY BALDWIN	Wayback Football & Sporting Club
IAN CHAMBERLAIN	Cobdogla & District Club Inc
ROCCO BUETI ITALO	Aust Club Inc Mt Gambier
BRIAN TROUT	Somerton Bowling Club
ALAN FOSTER	Willunga Bowling Club
RAE LAWSON	Henley SLSC
JOE RYAN	Kapunda Golf Club
MARY CLARKE	Pt Lincoln Yacht Club
BOB MARTIN	Mt Compass Cricket Club
RUSSELL MOORE	Glenelg Lacrosse Airport Community Club
WAYNE LEE	Mt Barker Bowling Club
LARAINÉ DONAGHAY	The Aussie Inn
SUE BROWNRIGG	Pt Lincoln Racing Club
CHRISTINE PIKE	Ingle Farm Sporting Club
PRESTON STEWART	Central District Football Club
ROS CMRLEC	Berri Bowling Club
LOUISE ROSS	Tanunda Bowling Club
EMILEE MOORE	Mosaic Hotel SANFL
RICHARD KIES	Clayton Bay Boat Club Inc
CHARLES FINCH	Naval Assoc of Aust Mt Gambier
IAN HARMSTORF	SA German Assoc
JAN PROSSER	Woodville Bowling Club
WILLIAM BREMNER	Mt Gambier Bowls Club
IAN BAILEY	Clearview Bowling Club
JOEL ECKERMANN	Mypolonga Combined Sports Club
ANDREW GAY	Royal Adelaide Golf Club
DESMONG TRUSSELL	Tea Tree Gully Sportsmans Club

PROXIES, continued

DANIEL LOVERIDGE	Blackwood Golf Club
BRIAN COTTER	Whyalla Golf Club
RAELENE TAYLOR	Bute Bowling Club
SHEREE HILL	Mawson Lakes Football Club
JOHN TEAGUE	Moonta Golf Club
ELLE ECKERMANN	Grange Golf Club
CLIFF GIBSON	RSL McLaren Vale & District Sub Branch Inc
DEREK MEADOWS	RSL Semaphore Pt Adelaide Sub Branch
TONY CORNS	Prospect Broadview Bowling Club
ERIC DATSON	Salisbury Bowling Club
GARY DEATON	SA Bridge Association



1. WELCOME

The Clubs SA Chair, C Taylor, opened the meeting at 2:06pm. He welcomed all to the 100th Annual General Meeting of the Licensed Clubs Association of SA Inc. Cameron confirmed that this is the second occasion that the Association AGM has been held 'virtually'. Forty-four 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 apologies were noted:
Daniel Loveridge – Blackwood Golf Club
Kym Flanagan – Northgate Community and Sports Club

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 2020 ANNUAL GENERAL MEETING

It was resolved that the Minutes of the Annual General Meeting held virtually, on Wednesday 25th November 2020 be confirmed as a true and correct record.
Moved: Greg Saunders – Parafield Gardens Community Club
Seconded: Laraine Donaghey – Aussie Inn
Carried

5. BUSINESS ARISING FROM MINUTES

Nil

6. CHAIR'S REPORT

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

Moved: Lorraine Donaghey – Aussie Inn

Seconded: Shane Barton-Ancliffe – Murray Bridge Club
Carried

7. CEO'S REPORT

The Papers were taken as read, with C Taylor proposing 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: Peter Hill – South Adelaide Footballers Club

Seconded: Diane Jobst – Cadell Club
Carried

8. FINANCE REPORT

P Hill provided a summary of the 2020/21 financial performance of both Clubs SA and Complete Hospitality Training Skills, confirming both were in sound financial position.

Peter also reported that the Auditors had provided 'clean' auditor's reports for both Associations.

C Taylor proposed that the Financial Statements as presented by Clubs SA in the Annual Report for 2020/21 be accepted.

Moved: John Kernahan - SA Amateur Footy League

Seconded: Ann-Marie Brassington - Port Football & Community Sporting Club
Carried

9. DECLARATION OF BOARD ELECTION

In accordance with the transition provisions in the Constitution, two positions on the Board became vacant, to be filled at the 2021 Annual General Meeting.

In accordance with the Constitution, nominations were called on 22 September 2021 and closed on 26 October 2021.

There were two nominations to fill the two vacant positions.

Accordingly, C Taylor declared, Greg Saunders, nominated by Parafield Gardens Community Club and Shane-Barton-Ancliffe, nominated by the Murray Bridge Club, elected to the positions of Director for a term of three years, ending at the Annual General Meeting of 2024.

10. APPOINTMENT OF AUDITOR

MGI Assurance (SA) Pty Ltd Chartered Accountants has been the Association's 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: Greg Saunders – Parafield Gardens Community Club

Seconded: Peter Hill – South Adelaide Footballers Club
Carried

11. SPECIAL BUSINESS

No special business.

12. CURRENT DEVELOPMENTS AND OUTLOOK

C Taylor advised that 2022 would continue to be particularly challenging for Clubs and Clubs SA, however Clubs SA will be up to this challenge. He stated that with the largest legislative reforms for decades coming to fruition in 2022 and the ongoing threat of COVID, 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 most favourable possible outcomes.

13. CLOSING REMARKS AND CLOSURE

C Taylor thanked those who attended and also all Members and Partners for their ongoing support during 2021.

He then declared the meeting closed at 2:19pm.



Chair's Report

Despite the easing of hospitality COVID-19 restrictions on 14 April 2022, signalling the end of more than two years of uncertainty and anxiety for the Club industry, many in the community were initially cautious in returning to their favourite sporting or Community Club. I am pleased to say however that this fear continues to dissipate, with Clubs again proving to be safe and welcoming gathering places for their Members and the wider community.

As the Manager of a Club, I must say that the second year of the COVID restrictions were more difficult to navigate than the first, which I attribute to general fatigue in the community and the want to 'move forward'. Pleasingly, most Clubs have weathered the COVID storm and have come out stronger on the other side and it is clear that, in that time, Clubs have assessed their strengths and weaknesses throughout the pandemic, making necessary changes to their operations to ensure their ongoing survival. Something which not-for-profit Clubs are very good at.

Clubs SA itself has had another strong year, not only financially, but also reputationally where it continued to assist its Members in everything to do

with operating a sustainable, vibrant and compliant Club and also ensuring that its Partners had every opportunity to connect with the Members.

March 2022 saw the election of a new State Government, with Clubs SA forging meaningful and collaborative relationships with the Labor Party, as this is obviously important when representing our Members' interests. As Clubs SA is bipartisan, these relationships also extend to the Liberal Party.

Legislative reform was again at the top of the agenda and included liquor licensing, lotteries and fundraising and gambling. As always Clubs SA was at the table to ensure that Clubs received the best possible outcomes at the lowest possible charges. Shortly, a major review of the Association laws will commence and as this is a vital part of Club governance, Clubs SA will be representing its Members by advocating on their behalf.

Finally, I would like to thank the Clubs SA team for their ongoing and tireless efforts over the past year and I sincerely wish to thank our Members and our Partners for sticking with us through these tough times.

CEO's Report

As with 2021, COVID again dominated the headlines.

Pleasingly however, the restrictions placed on Clubs over the past two years were finally lifted in April, much to the relief of the community, and of course the licensed club industry.

COVID had, in effect, created a 'second job' for Clubs SA over this time, as we took on the role of providing the most timely and accurate information to our Members on an almost daily basis. Feedback received in this regard confirmed that many Members used the information as their number one reference tool, often in preference to other COVID information providers. This was particularly gratifying to the Clubs SA staff and something for which we are proud.

The former Government continued with its legislative reform, much of which was the most extensive of its type for decades. This kept Clubs SA busy as we represented our Members and the club industry in general on matters including liquor licensing, gambling and lotteries.

This focus continues under the current Government, with the Associations Incorporations Act 1985 now the focus.

As most licensed clubs are incorporated associations, this is a particularly important piece of legislation and as always Clubs SA will represent its Members' interests professionally and passionately throughout the process.

Clubs SA continued to move from strength to strength this year by improving its services and resources to its Members and Partners, consolidating its financial position and also its standing with stakeholders in the club industry, including MPs, regulators and like-minded Associations.

We are looking forward to the future with great anticipation as COVID moves further into the rear vision mirror and in turn we can again return to some form of 'normality'.

Finally, I would like to sincerely thank all the staff at Clubs SA and Club Safe for their support over the past year and also our Members and Partners for being part of our 'community', for which we are truly grateful.

COVID-19 Update

The 2021-22 financial year, and in particular the first quarter of 2022, proved extremely difficult for Clubs from a COVID perspective. In fact it was the most challenging period since restrictions were first introduced in March 2020. In October 2021, the then Premier announced that when 80% of South Australians were fully vaccinated, the borders would re-open and when 90% of South Australians were fully vaccinated most restrictions in hospitality venues, including clubs, would be lifted. These milestones were anticipated to be met towards the end of December 2021. Then the Omicron variant arrived, followed by some of the strictest COVID restrictions to date, which were introduced on 27 December 2021. These were particularly crippling for an already exhausted and jaded club industry. While these restrictions were gradually eased over time, with the lifting of the last remaining restrictions on 14 April 2022, extensive damage had been done to the club industry, with a general fear and reluctance by patrons to return to their clubs. Thankfully this fear is finally abating and clubs are beginning to return to some form of pre-COVID conditions.

It is important to highlight that Clubs SA received its first Member COVID query on 13 February 2020, with the final query received on 30 May 2022. During this time Clubs SA assisted its Members with 2553 COVID related queries, mostly consisting of emails and phone calls. One hundred and eighty-five Member-only COVID bulletins were also issued during this time.

Clubs SA also created two dedicated areas within the Member-only section of the Clubs SA website, 'COVID Updates' and 'COVID Resources', providing Clubs with access to the latest updates and associated resources.



Government Relations - State Election Outcome

The State election was held on 19 March 2022, with the Labor Party winning a clear majority.

While Clubs SA is bipartisan, a majority Government is always most beneficial for Clubs SA when advocating on Clubs' behalf, in turn allowing for the best outcomes.

With the election of the new Government, Clubs SA is ensuring that all relevant MPs, and in particular the Ministers directly responsible for the ongoing sustainability and viability of the licensed club industry, are made aware of Clubs SA's role as the Peak Body and, more importantly, an advocate for not-for-profit licensed clubs in the South Australia.

Incorporated Associations

REVIEW OF THE ASSOCIATIONS INCORPORATIONS ACT 1985

In July 2021, the State Government began the largest review of the Associations Incorporation legislation in almost twenty-five years. Clubs SA has been asked to represent the licensed club industry in this matter. As most licensed clubs in South Australia are incorporated associations, this is a vitally important piece of work, with outcomes greatly affecting the club industry. Clubs SA has been not only been recognised as a major stakeholder in assisting with the drafting of the legislation, but is trusted to deliver favourable outcomes for the licensed club industry. We are already making plans to ensure that Clubs SA is the leader in this field and will be 'the place to go' for all the latest advice, resources and training in regard to this vitally important aspect of club operations. The Associations Incorporation (Miscellaneous) Amendment Bill 2021 lapsed in February 2022 when the Government entered 'caretaker' mode prior to the March State election, with the Bill to be reintroduced into Parliament later this year.



Liquor Update

LIQUOR LICENSING (MISCELLANEOUS) AMENDMENT BILL 2021

On 25 August 2021, the Attorney General introduced the Liquor Licensing (Miscellaneous) Amendment Bill 2021 into Parliament, following the major liquor licensing reforms undertaken in November 2018. Most of the amendments were of an administrative nature, removing unnecessary red tape and streamlining current liquor licensing processes. With the State election being held in March 2022, the Bill lapsed and is expected to be reintroduced later this year. As always, Clubs SA will be integral to any consultation processes relating to new liquor laws.

LIQUOR LICENSING BENEFITS FOR CLUBS

Following extensive consultation and negotiation with the State Government throughout the year, the following benefits were achieved for licensed clubs:

Easing of Shared Club Restrictions

A number of clubs share their venue with another club and as a consequence had a liquor licence condition that allowed them to operate the bar for part of the year only. For example, a cricket club using a shared venue may have had a licence condition allowing it to operate the bar only between October and March, whereas a football club in the same venue was permitted to operate the bar only between April and September. Clubs SA has advocated for these

conditions to be removed, providing a 'register' be kept indicating which club is operating the bar at any one time. This, in effect, allows each club within the venue to operate the bar at any time during the year (providing all clubs agree) without being restricted to only the summer or winter months. Clubs SA has also negotiated this change to be at no cost, providing the application is made through Clubs SA.

Allowing Takeaway Liquor to Members

Following extensive consultation, it has been determined that all clubs that applied for the temporary condition for their club to sell takeaway to their members during COVID will have this condition permanently added to their liquor licence. It was intended that when the COVID Emergency Declaration was removed this condition would also be removed from these clubs, and that its re-introduction would need to be addressed in the upcoming Liquor Amendment Bill. This outcome has avoided any application process and any associated fee and has opened the way for other clubs to obtain this condition should they wish to do so.



Gambling Update

GAMING MACHINE (MISCELLANEOUS) VARIATION REGULATIONS 2020

On 10 December 2021 and following extensive consultation with Clubs SA, the SA Government introduced variations to the Gaming Machine Regulations 2020.

A summary of the amendments include:

Payment of Unredeemed TITO Amounts

From 2 March 2022, and then on the second day of each month, gaming venues are now required to pay the accumulated amount of unredeemed TITO tickets totalling \$750 or more to the Liquor and Gambling Commissioner. Individual unredeemed TITO amounts of less than \$1 are not to be included in the calculations.

Payment of Unclaimed Winnings

Individual winnings greater than \$50 remaining displayed on a gaming machine that have not been collected or claimed within twenty-four hours of the winning game being played must now be paid to the Commissioner.

Residual Jackpot Payments

If a gaming machine or game is decommissioned and there are residual jackpots accumulated by playing the machine or game, jackpot amounts greater than \$10 000 (less any 'startup' amount) must now be paid to the Commissioner.

REVIEW OF THE GAMING MACHINE ENTITLEMENT TRADING SYSTEM

In December 2020, gaming legislation was introduced into Parliament that significantly reformed the gambling landscape in South Australia. One of the reforms included reviewing the gaming machine entitlement trading system, with a view to determining how the system should be modified in order to meet the statutory objective of reducing the number of gaming machines in SA to a number not exceeding 13,081. To comply with this, a report needed to be prepared for the Attorney-General and tabled in Parliament by 12 December 2021. As the industry body representing club gaming machine licence holders, Clubs SA was invited to lodge a submission as to how the current Approved Trading System should be modified in order to meet this statutory objective. A submission was lodged with CBS on 29 October 2021, with further consultation to begin shortly in relation to this important matter.

FACIAL RECOGNITION SYSTEM VALIDATION REPORTING

Gaming machine licence conditions required a licensee that operates an approved facial recognition system to, at intervals of not greater than 12 months, verify that the system and all devices attached to the system are operating correctly. Clubs which have been operating an approved facial recognition system for twelve months were also required to complete a validation system report. Unfortunately there were initial issues for some clubs in undertaking this validation process, which have since been rectified.

REVIEW OF RESPONSIBLE GAMBLING TRAINING

The office of Consumer and Business Services is conducting a major review of gambling training in South Australia which includes basic, advanced and further advanced gaming training; wagering training; and lotteries training. As the peak body representing licensed clubs, Clubs SA submitted a proposal to CBS, with CBS indicating that Clubs SA will be required 'at the table' to consult on any potential changes to the current gambling training laws and guidelines.

AMENDMENTS TO THE GAMING MACHINES GAMBLING CODE OF PRACTICE

On 8 June 2022, consultation commenced in regard to proposed amendments to the Gaming Machines Gambling Code of Practice. An amended Code was released on 30 July 2022, with the changes mostly of an administrative nature, including the removal of any reference to the words 'problem gambler', however the proposals did include:

- cheques may now be offered in addition to EFT for winnings over \$500;
- the inclusion of an additional expanded warning message, 'Stay in control, leave before you lose it' to align with the Wagering Code of Practice;
- all printed consolidated barring lists must be printed in colour;
- when the ATM or CRT is idle at least half of the available screen space must display a responsible gambling message approved by the welfare agency, or if there is no current approved message, the condensed warning message and the national gambling helpline number 1800 858 858 (not applicable until January 2023) must be displayed; and
- the RG website address must be prominently displayed on the condensed RG message

Note: Six months from 30 July 2022 has been provided to introduce the colour printing of consolidated barring lists and to include the RG website address on the condensed warning message.

NEW WAGERING CODE OF PRACTICE

An updated Authorised Betting Operations Gambling Code of Practice (the Code) was introduced on 23 December 2021, with a six month transition period provided to implement the changes and to ensure compliance with the new requirements. Non-compliance with the new Code after 30 June 2022 became an offence. A guide regarding offering and advertising of inducements and complimentary gambling products by Authorised Betting Operators, including Tabcorp, has also been published by the Commissioner.

GAMBLING ADVISORY COUNCIL

On 7 June 2021, the inaugural Gambling Advisory Council 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 Council's Terms of Reference were clarified. This Council will determine future responsible gambling initiatives, with former QC Tim Anderson chairing the meetings to be held regularly throughout the year.



Trading of Gaming Machine Entitlements

The following gaming machines entitlement rounds occurred during financial year 2021/22:-

23 August 2021

Purchasers paid \$20 000 exc GST

Sellers received \$15 000 exc GST.

221 gaming machine entitlements were sold

20 May 2022

Purchasers paid \$28 333.83 exc GST

Sellers received \$21 250.37 exc GST

68 gaming machine entitlements were sold

Austrac

GAMING CLUB AML/CTF PROGRAMS AND RISK ASSESSMENT

During the year, clubs with more than fifteen gaming machines were offered the opportunity for GOVLAW to provide an independent review of the club's gaming operations and to draft a tailored AML/CTF Program with risk assessment for each club. GOVLAW has specialist experience in Commonwealth Government regulation of anti-money laundering and counter-terrorism financing (AML/CTF) laws and provides legal and compliance advice and training to businesses, including not-for-profits. A number of gaming clubs expressed an interest, all of which have now been visited, assessed and provided with a tailored AML/CTF Program. Feedback from these clubs confirms that this has been a particularly worthwhile initiative.

AUSTRAC EDUCATIONAL VISITS

During the week of 14 June 2022, Austrac visited South Australian gaming clubs and hotels to undertake a number of 'educational' visits to support pubs and clubs to meet their AML/CTF obligations. The visits were short, targeted sessions to remind venues of their key obligations. There was also an opportunity for venues to pose questions directly to AUSTRAC on how to meet these obligations. Clubs SA will hold a Forum in the near future providing Austrac with the opportunity to present their findings and to make any recommendations to the gaming Clubs.

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 \$73,930 for the 2021-22 financial year.

Lotteries

LOTTERY REGULATIONS – UPDATE

As a key stakeholder, Clubs SA was invited to participate in the State Government’s lotteries reform by providing feedback on the draft Lotteries Regulations, 2021. On 10 December 2021 these Regulations commenced, making way for simplified rules and greater transparency as to how lotteries are conducted, in turn greatly favouring the club industry. The simplified rules recognise that lotteries are used by many not-for-profit clubs to raise funds, with these organisations often relying on volunteers. It will now be easier for clubs that conduct lotteries to comply with the legal requirements.

Key changes include:

- simplified advertising requirements;
- reduced costs and obligations;
- additional fundraising opportunities;
- increasing the percentage of proceeds that must go towards the fundraising purpose; and
- increasing transparency by requiring terms and conditions to be readily available.



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

Life for our Members has continued in much the same vein as the previous year, with committees and managers focussing on keeping Clubs operating and viable, which has taken huge efforts from all involved. It has only been the last quarter of the financial year that has seen life return to some kind of normality.

During the period, we said farewell to six Clubs which did not continue their membership of Clubs SA for a variety of reasons including becoming 'for-profit' businesses, financial hardship and declining membership numbers. We are very pleased to report however, we have had a steady

flow of clubs joining us throughout the year, totalling twelve new members for the 2021-22 period.

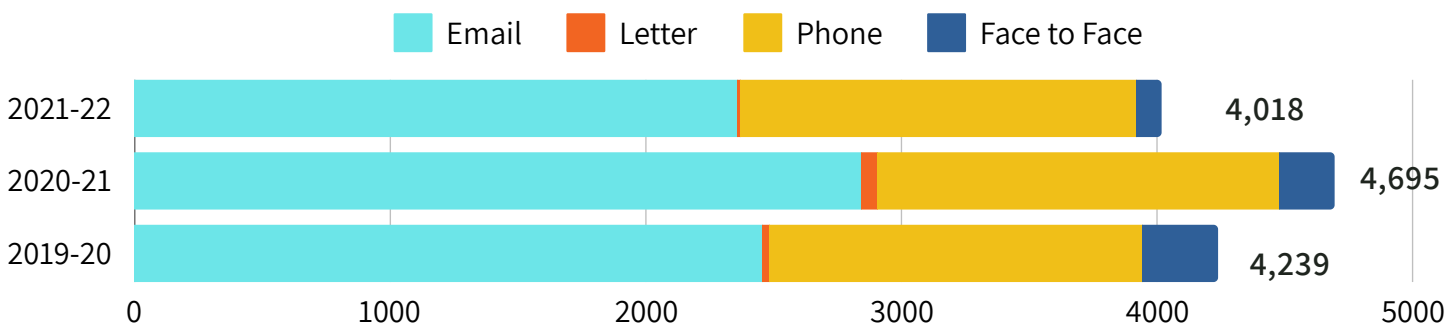
Providing assistance and advice to our Members is the reason for our existence and this year we have continued to play an important role in the day-to-day lives of Member Clubs. The number of interactions between Clubs SA staff and Clubs has seen a decline this year which can be accounted for by the reduction in calls and emails relating to COVID queries. This has dropped from 40% of all queries last year, to 20% this year, which is actually quite pleasing!



MEMBER INTERACTIONS

How Do Members Contact Us?

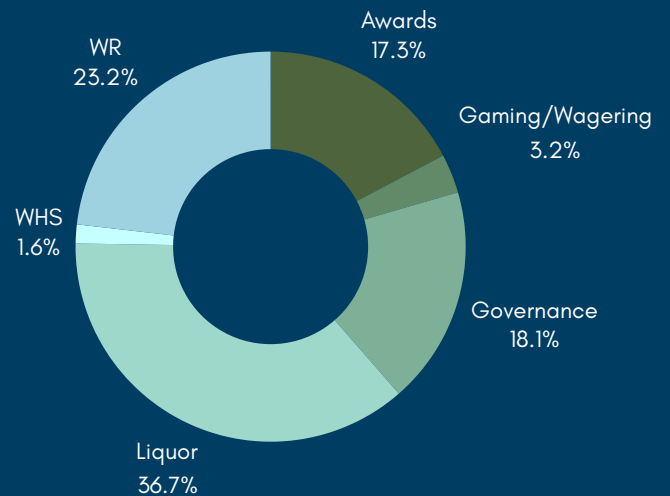
Despite the decline, we have still logged in excess of 4000 interactions this financial year and it is no surprise that email and phone calls have again been the most frequently used methods of contact.



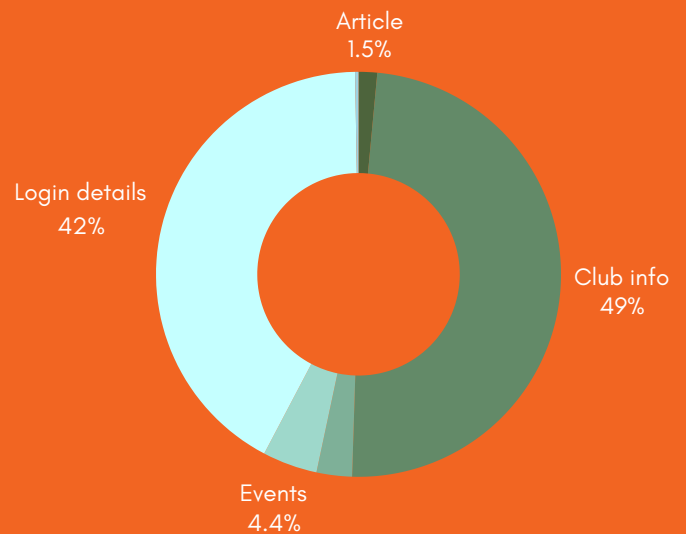
INTERACTIONS BY TOPIC

Why Do Members Contact Us?

As you would expect, looking after a large membership base generates considerable administrative requirements, which accounts for around 37% of interactions. These include issuing new passwords each year, keeping information in our database current, queries relating to our Corporate Partners and plenty of phone calls about our events.



Other than interactions relating to COVID, the topic of liquor makes up the largest number of queries at 37%. Questions of this nature include Members seeking advice on venue management, compliance requirements and assistance with liquor licence applications. Workplace relations queries are next at 23%. Topics here range from Award queries, to performance management and conciliation advice.



We very much hope to have our Regional meetings back on the Clubs SA calendar next year, where we can at last have our face-to-face catchups once again. With so much happening for the club industry over the next few months, we shall be providing our Members with a wealth of information during these meetings to ensure our Clubs are well prepared for all the new Laws, and how to best apply them to their Club operations.

I would sincerely like to thank our loyal Members for their continued commitment to, and support of, Clubs SA and I look forward to working closely with them again in the coming year.

Workplace Relations Report

Workplace Relations & Policy Manager, Rhys Braybrook

This past financial year has been another particularly busy one, with COVID again dominating the headlines for most of this time.

As well as the numerous COVID updates and queries, there were several important issues taking place in the workplace relations (WR) area. These included such matters as a delayed wage increase, an announcement on 2022's wage review, important case findings and legislative changes implemented or flagged for the future. As well as this, our usual high level of assistance was provided to Member Clubs with their day-to-day workplace issues.

This year also saw many new and updated WR resources and templates introduced onto our Members' section of the Clubs SA website, aiming to better assist our Members.

As always, Clubs SA will keep Members up to date with the latest WR developments and continue to be available to provide timely advice and guidance on any questions.

MANAGERS GUIDE TO WORK HEALTH AND SAFETY & POLICIES

We continued our representation on the Hospitality Work Health and Safety Association Board (SA).

Progress was made on a Managers Guide to WHS which, after a number of reviews and changes, was made available early in 2022 on the Members section of the website.

The Guide, which provides useful information on hospitality WHS requirements and obligations, as well as some basic WHS policies and templates, is a valuable resource for Members.

Additionally, a number of other tailored template policies have been created and are available on the website. These include policies on harassment, bullying, leave and social media.

Having appropriate policies and procedures in place is vital for a Club as it demonstrates that it is taking material steps to reduce or eliminate workplace risks.

GENERAL PROTECTIONS AND UNFAIR DISMISSAL CLAIMS

It is very pleasing to report that over the past year there has only been one Unfair Dismissal claim, and no General Protection claims, dealt with by Clubs SA. This has been a significant drop from the previous year which saw seven Unfair Dismissal cases dealt with.

Whilst this is very encouraging, Clubs need to ensure that they do not become complacent when dealing with employee issues and that they follow correct processes and do not leave themselves open to unnecessary risks.

Should Clubs need assistance with the disciplinary process they can refer to a guide and templates available on the website, and are welcome to contact us for advice.

NATIONAL WAGE REVIEWS 2020-21 & 2021-22

On 1 November 2021, the delayed National Wage Review 2020-21 increase of 2.5% took effect for the Registered and Licensed Clubs Award 2020 (Clubs Award). The previous year increases were staggered due to the effect of the COVID pandemic and the Fair Work Commission (the Commission) decided that awards for 'at risk' industries, including hospitality, should once again have a delayed operative date. A new wage schedule was posted on the website and Clubs were notified of this with plenty of notice to implement the increases.

On 15 June 2022, the Commission released its decision on the National Wage Review 2021-22 and again deemed that exceptional grounds existed for a delayed operative date for certain industries awards. The Commission decided that certain awards in the hospitality, tourism and aviation industries should have a delayed increase due to slower recoveries from the COVID pandemic.

As such the next wage increase for the Clubs Award was given an operative date of the first full pay period on or after 1 October 2022, with the minimum award rate increasing by 4.6%.

A new wage schedule for the Clubs Award will be prepared and released to Members with enough time before the operative date so that Members can prepare and implement the changes. Those Clubs that pay their employees above award rates in order to 'offset' other entitlements will also have to ensure that their pay rate is still sufficient to properly offset those entitlements and to raise their pay where needed.

Clubs which have enterprise agreements will also need to ensure that the base rate of pay for their employees is at least equal to the relevant new minimum rate contained in the award.

HIGH COURT DECISION ON CONTRACTORS & CONTRACTOR RESOURCES

On 9 February 2022, the High Court handed down two important decisions that had a major impact on the test for determining whether a contractor or employment relationship exists.

Previously, the courts would focus mainly on the day-to-day operations of the two parties. In these two cases however, the High Court made it clear that when determining the relationship the major consideration was the rights and obligations specified under any written contract. Accordingly, the written agreement will be key and all its terms, not just the title, should reflect a contractor relationship.

A clear written agreement detailing a contractor relationship is therefore needed and Clubs should also ensure they:

- avoid providing too many assets to a contractor;
- do not, within the agreement, give the Club too much control over how the contractor does their work;
- avoid ending an employee's contract and then re-hiring as a contractor as this could indicate 'sham contracting', which is illegal; and
- still refer to the old multi-factorial test as a guide for what types of things would indicate an employment or contractual relationship, and what needs to be shown in the contract.

To assist Clubs in entering into agreements with contractors a number of templates and guides are on the Members section of the website. The templates include a general contractor agreement, a catering agreement, cleaning agreement and a green keeping agreement.

WORKPAC V ROSSATO - CASUAL EMPLOYEE DEFINITION

On 4 August 2021, the High Court overturned the decision by the Federal Court in the important Workpac v Rossato case, clarifying that a written contract is the main determiner in whether someone is a casual employee.

The High Court held that the fact an employee expected continuing employment was not a sufficient basis for distinguishing between a casual and permanent employee. The High Court deemed the employee was engaged as a casual despite getting rosters well in advance and that in determining if there was a 'firm advanced commitment' of ongoing work, this was to be done at the time the contract was entered into.

The High Court's decision has made it vital that Clubs ensure their casual employees have a clear written contract that shows they are engaged as a casual and are receiving a casual loading in lieu of leave. Members can access a casual contract template on the website.

CASUAL CONVERSION

Following on from the important High Court decision above, amendments brought in to the Fair Work Act 2009 (Cth) by the Federal Government in March 2021 also created a new uniform casual conversion process.

By 27 September 2021, employers with more than fifteen employees were required to notify employees engaged prior to 27 March 2021 whether they were entitled to convert to permanent employment. The changes also required all casual employees to be provided with the 'Causal Employment Information Statement'.

In order to be eligible for conversion, a casual employee:

- had to have been employed for twelve months or more;
- had to have worked a regular pattern of hours on an ongoing basis for at least the last six months; and
- could continue working these hours as a full-time or part-time employee without significant changes.

Both those who were entitled to convert and those who were not had to be notified by 27 September 2021, and template letters from Clubs SA were made available on the website.

Those Clubs which employ less than fifteen employees do not have to actively make these offers, however, their employees can instead request conversion at any time provided they meet the criteria (and had not rejected or had a request reasonably rejected in the past six months).

It is important that Members continue to give all new casual employees the new information statement and comply with the conversion rules. Clubs need to keep track of when a casual employee's twelve month anniversary date is and should refer to the information statement if they need a refresher on what the rules are.





Sponsorship & Events Report

Sponsorship & Events Manager, Deb Reynolds

CORPORATE PARTNERSHIPS

Our strategy throughout the past twelve months has been to support Clubs SA's Corporate Partners as much as possible while they also tackled the challenges that COVID presented. On rare occasions this has meant accommodating and accepting a drop in the level of Partnership, knowing that the strong relationships in place will see them return to their original levels in the future.

COVID has also meant hesitation in the recruitment of new Partners, as the primary focus throughout the Pandemic has been to maintain and strengthen existing relationships.

As an Association, we must express our sincere appreciation to all our Partners as they have stuck by us during such uncertain and challenging times. The inability to host events, which bring them together with our Members face-to-face, made delivering on entitlements extremely difficult.

With this being said the future is looking bright, with Partners returning to their original levels of sponsorship, Clubs SA delivering on all entitlements, and the development of some exciting new Partner opportunities in 2022-23.

EVENTS

Somehow during the impacts of COVID we managed to deliver a Hospitality Trade Show in May 2021, an Annual Awards for Excellence in October 2021 and the Partners Appreciation Evening in April 2022!

In between these events the State and country experienced the resurgence of COVID with the Omicron variant and we again saw drastic restrictions implemented.

The Clubs SA Hospitality Industry Trade Show brought together the hospitality industry of South Australia to support Clubs SA's Corporate Partners in the wake of 2020 and to nullify as much as possible the impacts of COVID on the supply and service providers for the industry.

This assisted Clubs SA Corporate Partners in procuring new business within the Hospitality industry in SA, while also improving the partnership offering provided by Clubs SA.

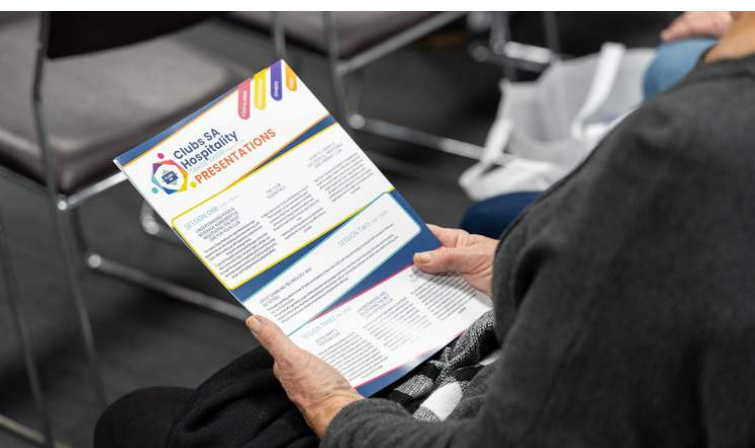
The event also provided Clubs SA Members with informative and educational opportunities to further improve their Club's business operations.

The event hosted twenty-eight exhibitors, fifteen industry relevant speakers and three hundred and forty registered attendees. With such great results, and understanding the nature of our market in South Australia, this event will become an item on our calendar bi-annually.

The Annual Awards for Excellence saw our highest number of nominations (136 up from 100 in 2019) from the highest number of Clubs (57 up from 32 in 2019) which resulted in an exciting and very large Gala Dinner event of just over five hundred attendees.

The focus for this event since 2019 has deliberately shifted focus on the outstanding work and support our Clubs do for their communities. As such new categories were introduced such as the 'Inclusivity Award' and the 'Outstanding Community Service Award'.





While still acknowledging and celebrating excellence in the business and hospitality aspects of the Awards, these new categories garnered far greater appeal with medium to smaller sized Member Clubs.

This focus continues to grow into 2022, with the rebranding of the Annual Awards process. In April 2022, Clubs SA introduced the all-new 'Clubs & Community Awards'. With new event branding, new and more refined categories, a more efficient online nomination process and a purpose-built website, the Clubs SA Clubs & Community Awards will further emphasise this more community centric approach.

The Partners Appreciation Evening was finally held in April 2022 at the Henley Surf Life Saving Club after being postponed three times due to COVID! It was wonderful to welcome representatives from almost every one of our Partner companies at this event and we express our sincere gratitude for their continued support throughout the past eighteen months.

In February 2022, Clubs SA launched its all new 'Webinar Series'. This initiative was implemented to counteract the lack of face-to-face contact we were denied with our Clubs SA Members due to COVID. The attendance at these webinars has steadily grown, with some webinars now attracting over fifty registrations. The schedule of topics since the introduction of the Webinar Series has been as follows:

- Lotteries Legislation Changes & Barring Changes
- Guide to Completing Gaming Barring Forms
- How to Manage Your Clubs Workforce
- Grants & Grant Writing – Tips and Tricks to Maximise Your Clubs Chances to Receive Funding
- Negotiating Contracts & Agreements for Club Services
- Guide to Entering the Clubs SA Clubs & Community Awards
- Chairing and Participating in Committee Meetings
- How to Run a Profitable Bar
- How to Secure Sponsorship for Your Club
- Council Lease Negotiations

Further webinars will continue to be provided free for Clubs SA Members into the future.

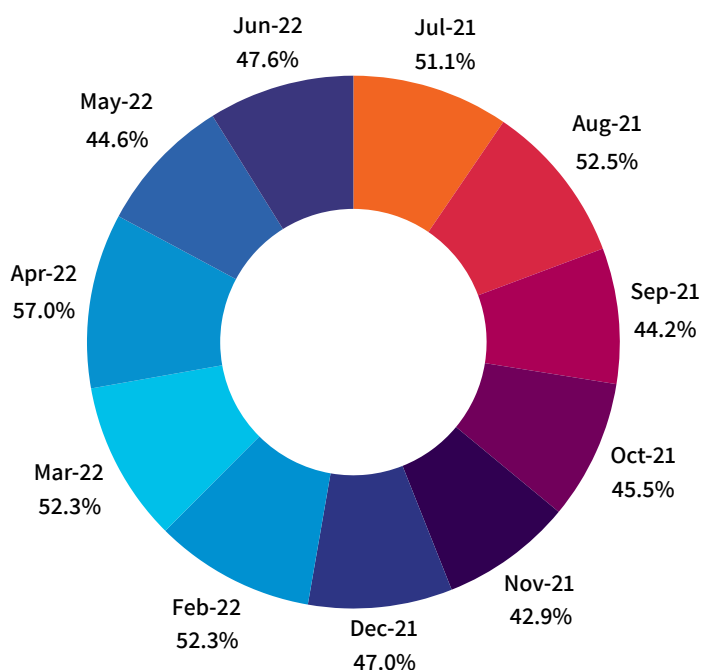
PUBLICATIONS

The Monthly Member newsletter, 'Keeping In Touch', continues to be a key communication medium for Clubs SA.

Throughout COVID, the engagement with this Member-only publication increased noticeably, with the need for COVID information and guidance key in the messaging within the newsletter.

Since then, the membership has continued to engage with the newsletter with an average monthly open rate of 48.9%, which is incredibly high for this type of publication!

% OPEN RATE



'Clublink Magazine' was again distributed at the end of the year, both digitally and in hard copy, to Partners and key stakeholders. This publication was written, designed and edited solely in-house and highlighted 'The Heroes of Every Club'.

Aside from these regular publications, Clubs SA utilised both social media and email communications to support Corporate Partners with their messaging. Each month one Partner (of Platinum level or above) was provided with the opportunity to be the 'Partner in Focus'. This included a number of additional marketing and communication opportunities during their 'feature' month.

SOCIAL MEDIA

Clubs SA's social media channels continued to grow, with a significant proportion of content now video, providing for greater engagement and cut-through with messaging.

In January 2022, Clubs SA embarked on a LinkedIn presence. This page primarily focuses on the corporate sector highlighting the opportunities available to Partners with Clubs SA through event and Partner promotions. This page will continue to be a focus over the coming years as engagement and followers increase.

LOOKING FORWARD

Assuming that the 'new normal' continues on its current trajectory, Clubs SA looks forward to welcoming back more face-to-face connection opportunities. Through new event initiatives and a greater community focus for the Annual Awards, we intend to once again bring Members and Partners together to work towards a stronger and more viable licensed club industry for the future.

Complete Hospitality Training Skills Report

Business Development & Training Manager, Dee Slade

Complete Hospitality Training Skills (CHTS) is the training partner of Clubs SA. A Registered Training Organisation (RTO), providing accredited and non-accredited training to industry employees, job seekers, secondary school students and the broader community.

CHTS offers all mandatory industry training as well as accredited qualifications in Hospitality, Cookery, Tourism and Business.

Like many businesses, CHTS was not immune to the challenges faced by the resurgence of COVID and the associated restrictions. While operationally, the business continued to function, CHTS felt the impact of school 'circuit breakers' and high levels of absenteeism from the second quarter onwards.

Unlike previous years, where the momentum of training in schools remained unchallenged, this financial year saw lengthy delays in course completions and directives from the Department for Education to delay the delivery of VET in schools.

With a significant change to the State Government's 'VET in Schools Policy', the second half of the year was a learning curve for CHTS with the introduction of student 'core skills' testing, Service Agreements and the requirement to apply to be a preferred provider by the Department for Education.

While the new process was labour intensive, it introduced an additional revenue stream and new training opportunities in schools with nearly fifty secondary student undertaking Certificate II qualifications in Hospitality and Kitchen Operations

The training room at Torrensville had yet another transformation with a new kitchen and equipment fitted to allow for a secondary school cohort from the Western Schools Alliance. The room now has the capacity to deliver food based skill sets which broadens our delivery scope and expands our training offerings.

The 2021-2022 financial year has been challenging for all, and CHTS has been no exception. However, with great struggle comes great reward and we have cemented our mark in the secondary school system, with school based training accounting for over 60% of our revenue stream, and increasing.

We are proud of the journey we have been on and the new direction we are taking for the future.

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 facelift, 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 auger 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 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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