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CLUBS VICTORIA

ANNUAL REPORT 2003/04



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President's Report



Some time ago the council of ClubsVIC determined that our role was to promote and protect a wide range of clubs of all sizes and types throughout our state. It was considered important that Victorians

everywhere had access to a local licensed club, or even had the choice of a number of clubs to enjoy.

Clubs provide the full range of hospitality, sporting and cultural options and our current Victorian network provides something for everybody. Unlike some states, our clubs vary enormously in size and type and we see that as a good thing for choice and variety.

Unfortunately they vary in their capability to service their member's requirements too, and a number are finding it tough – in some cases the position is critical.

No single issue or reason can be identified – it's usually a combination of things but the undeniable fact is that some are in need of assistance.

Fortunately the ClubsVIC council and administration were able to "read the play" and took significant action over 12 months ago to put into place an effective group to assist clubs in a hands on way in their operations.

This was new ground for ClubsVIC but after consultation with clubs and many discussions with sponsors, industry leaders and others, the ClubsVIC executive committee created the Club Development Unit (CDU).

The CDU provides clubs with assistance as required on a FOC basis – we have two full time officers on the road and a strong "back up" team in support and this new division is a very busy one indeed. Our aim is to have it work itself out of existence and to have no club with a problem or opportunity that it can not handle itself. The reality is however that the CDU is here to stay. Its there to help all, not just the needy, so make your officer welcome.

One of the tools we promoted in the introduction of CDU was the Benchmark service. A significant number of clubs joined in immediately but too many are either challenged by it or are sitting on their hands, and that is disappointing.

Benchmarking is part of modern business – you need to know how your organisation is going against similar clubs. It is not a test of the manager's capacity. Clubs gain tremendously from Benchmark and I ask all those not yet involved to take a good look at the benefits.

Meanwhile we have not taken our eye off the more traditional services provided to clubs and in fact continue to up the ante with IR, training, legal and compliance advice.

We have also joined with the AHA for the inaugural Clubs & Hotels Expo later in the year. This event will bring together club officers, directors, suppliers, industry experts and government legislators and I encourage your participation.

Our annual awards dinner will be held in conjunction with the expo.

On behalf of Margaret Kearney and the officers of the organisation, I thank our councillors for their meaningful input and wish all clubs well for the upcoming year.

In closing I want to thank our sponsors CUB, Tattersall's, Tabcorp, HostPlus and all other supporters of the club network.

Leon Wiegard
President

"Clubs provide the full range of hospitality, sporting and cultural options and our current Victorian network provides something for everybody."

Executive Director's Report



This past year saw a significant expansion of ClubsVIC's involvement with its member clubs. The establishment of the Clubs Development Unit has been a major initiative and taken ClubsVIC into the operational area of club business for the first time.

The response to date has been overwhelming positive, and will be represent an important focus for the coming year.

An essential element of the CDU, and an initiative which goes hand-in-hand with the CDU, introduced in the past year was the Benchmark project. Members had long been asking for a benchmarking product that was Victorian and club specific. ClubsVIC had a couple of false starts in previous years, but this time we think we have got the product and the price right, despite a few teething problems.

The CDU and Benchmark are discussed more fully in other articles in this report.

Another new initiative for this year was the Victorian Clubs & Pubs Show to be held in November 2004. It is hoped that this will become an annual event to showcase the hospitality on offer at Victorian clubs and pubs, to provide an opportunity for suppliers to exhibit and club personnel to attend interesting and informative convention sessions and to facilitate interaction between club personnel from the full range of the diverse club network.

Apart from the CDU project, Benchmark and the Clubs & Pubs Show, the ClubsVIC team has also been busy keeping up with the usual issues and crises that have arisen throughout the year.

Industrial Relations

The Industrial Relations Department has gone from strength to strength under the management of Adam Grinberg. The decision to expand the IR services to cover clubs against the "nuisance" payouts has been outstandingly popular.

We retained the services of Dee Brooker, Barrister, to assist Adam and to represent our members right through the claims process. In this way it was hoped to stop undeserving claims for compensation which were based on the expectation that clubs would pay the applicant rather than incur the cost, in time and money, for running the case.

So far the strategy has been successful. We have been able to avoid matters going to hearing by standing firm on our commitment not to pay out undeserving claims.

Adam and his team are doing an excellent job, not only with the usual unfair dismissals and award advice, but also in his efforts to update the licensed clubs award and to ensure the smooth transition into the Uniform Federal System. Adam's report on IR issues forms part of this annual report.

Gaming Issues

At the beginning of the past financial year we were anticipating the imminent call for submissions on the review of the gaming operators' licences. By the end of the year we were advised that the review had been postponed. Despite the government having undertaken to complete the review in the current term, in mid 2004 the government announced that it would begin the review in the present term. The review will be completed after the next election (2006) and the announcement of the government's intentions regarding the operators' licences would be made after the review was complete.

In anticipation of submissions being called for in 2003/2004 ClubsVIC conducted a series of Councils of Clubs with Gaming Machines. These meetings were very well attended, and the issues surrounding 2012 and the operators' licences were discussed fully. Many of the factors that were relevant to a review in 2003/2004 are not relevant to a review in late 2005/2006. Consequently, it will be necessary to revisit the issues in a new series of Council of Clubs to be held in the new financial year.

The 2003/2004 year was the inaugural year for lodging the Community Benefits Statements. ClubsVIC had been closely involved in the initial negotiations regarding the CBS. By year's end the forms had not been finalised, and the government was still grappling with many of the anomalies inherent in a process that is essentially an accounting exercise and which bears no relation to the true value of the community clubs.

There was yet another round of new gambling regulation during the year (this is about number 40 for new regulations about gaming machines). The new Gambling Regulation Act provided for a restructure of the VCGA and the OGR, provided for prohibition on advertising of gaming machines and restricted signage for gaming machines and other provisions regarding transfer of machines and local government involvement in the placement of machines. The provisions of the Act were designed to become operative progressively. On 1 July 2004 the VCGA and OGR became the Victorian Commission for Gambling Regulation, and we were still awaiting the regulations regarding signage and the advertising prohibition was still not operative.

Executive Director's Report

The government appointed Kerrie Cross as the Advocate for Responsible Gambling. Kerrie inherited the Round Table, and is in the process of transforming that forum into a useful and workable instrument for bringing diverse stakeholders together and airing views and influencing policy. All signs indicate that Kerrie is well equipped for this challenging task, and next year we look forward to participation in a productive Round Table process.

At this time the Federal election is looming large, and the federal opposition party announced its policy on gaming machine regulation. Much of the policy included measures already in force in Victoria; measures which were as yet unproven as effective harm reduction measures. The new areas of the policy involves restriction of withdrawal from debit cards to \$200 per day and annual reports from the Productivity Commission. The policy was formulated without consultation with the industry and without any research to recommend the platform.

ClubsVIC continues to provide the Victorian Gaming Machine Industry Secretariat. Jacqui Hutchison has done a superb job providing the administration services to the working group on the Codes, and in facilitating the Independent Complaints Resolution Process.

Taxation

The ATO conducted a scoping exercise through out the year to ascertain the level of compliance amongst Victorian clubs regarding the sporting club exemption. Every club was required to complete a questionnaire and any club which failed to complete the questionnaire was audited. ClubsVIC worked closely with the ATO to ensure that the questionnaire was relevant and comprehensible. We also successfully negotiated for the audits to relate to no earlier than 2000/2001. So any club found to have underpaid tax because it incorrectly claimed a sporting club exemption would be liable to pay back taxes only for the years 2000/2001 and later, but no earlier years. In most cases penalties were also waived (although not interest). ClubsVIC also conducted a series of sessions on the "why, wherefore and how-to" of completing the forms and applying for private rulings on the club's status as being sporting club exempt.

The vast majority of clubs completed the questionnaire and "passed" the test. A handful of clubs were audited because they didn't complete the questionnaire, and another few are undergoing scrutiny by the ATO regarding their exempt status. Victor Hamit worked with ClubsVIC and also with a number of the clubs in this matter. At year's end Victor had been successful in a number of cases (in some against the odds) to get clubs a sporting exemption ruling, and in other cases to

restructure the clubs around the requirements for the exemption. ClubsVIC is still working through the issues with the ATO in order to provide members with clear guidelines on the ATO's interpretation of the law and qualifying for the exemption.

Mutuality was also under scrutiny in the courts. A Federal Court decision threw some doubt over the application of the principle in certain circumstances. At the end of the year we were still examining the impact of the case and awaiting legal opinion on how to proceed.

Liquor

In the latter part of the year the High Court handed down its long awaited decision on liquor servers' duty of care. In a 2:4 majority decision the High Court decided that the NSW club in question had discharged its duty to a drunk patron by offering the patron a safe means of transport home. The fact that the patron refused the offer, and subsequently was seriously injured on the road did not negate the fact that the club had done what was necessary to discharge any duty.

At the time of writing we were awaiting a discussion paper on a review of the Liquor Control Reform Act. It was anticipated that the review would include amendments to the law relating to children on licensed premises.

Associations Incorporations Act

The state government also embarked on a review of the Associations Incorporation Act. About 80% of member clubs are incorporated under this Act – the other 20% are incorporated under the federal Corporations Act as companies limited by guarantee.

After initial consultations with various stakeholders, the government produced a discussion paper. There seemed to be 2 questions to be addressed, the first with 2 parts: 1a) should there be a separate state system of incorporation for not-for-profit organisations regardless of the size of the organisations, 1b) when should not-for-profit organisations not be accommodated by the state system and forced into the federal system, and 2) is the state system and Act appropriate in its present form?

ClubsVIC held a number of information sessions to inform members of implications of the review and to get the input of members to formulation of ClubsVIC's response to the issues paper. The ClubsVIC response was prepared and made available to members on the website. At year's end the government had not made any official response.

Executive Director's Report

Government funded projects

The KegLifter project rolled on. Sales of the unit were not spectacular, to say the very least. However, the project did result in the development and availability of a very useful tool for cellars of all kinds. It is our expectation that once the unit has been in the market for a little time it will become very popular.

The project will be wound up in the 2004/2005 year.

The ECCEP project was more immediately successful. ClubsVIC piloted and launched its eBusiness program during the year, together with the project partners On Premises Liquor and Virtual Advantage. The program continues to provide members with an efficient and club-specific on-line buying facility.

Clubs Revue

The ClubsVIC official publication, Clubs Revue, underwent a revamp through the year. The bigger, brighter, glossier magazine now contains more "life-style" articles as well as the traditional club-business issues. It is expected that the new-look magazine will appeal to the club directors and members and not just the managers, and that the managers will feel confident to pass it onto other club personnel.

Anti-Discrimination and Sexual Harassment

This year ClubsVIC continued its focus on equal opportunity, anti-discrimination and sexual harassment and elimination of bullying. This was a major element of the workshops held around the state, and also was at the heart of a number of litigious matters handled by ClubsVIC on behalf of members.

The Bowls Associations (Mens and Ladies) adopted a new policy addressing some of these issues in the playing of sport, and ClubsVIC has worked with the two associations to provide clubs with one comprehensible and comprehensive document that will incorporate and complement the Bowlers' policy and cover all other aspects of club operations as well as the sporting operations.

This document is near completion at the time of going to print.

Food Safety

The ClubsVIC/AHA Food Safety Program was re-registered and at year's end the paper work was being prepared for its second re-registration.

The long awaited Volunteer's Food Safety Manual had gone to print and will be launched at the AGM. On the whole, both the Program and the Volunteer's manual have been hugely successful.

General Business

As well as all our special projects, we have continued to cover the field of club issues with clubs – constitutions, town planning, land tax, discipline of members, elections, duties of directors, equal opportunity, insurance, finances – the list of matters we advise and assist members on seems endless. In order to provide better service in this "general club issues" area we have employed a Member Services Manager, Peter Clarke. Peter, formally of ClubsNSW has been invaluable and it is apparent that members feel confident to call him and confident with his advice. His report forms part of this annual report.

With the introduction of the CDU and the Member Services section, the ClubsVIC office is growing. We are sure that the services we offer members are getting better as well. With Leon Wiegard as president and also closely involved in the operation of the CDU, we are now a very busy and full office. We are actively considering proposals for expanded office space, hopefully in the same building. But in the meantime it is lucky that we all get on so well, because we work in very close proximity to each other.

And we are lucky to have the team at ClubsVIC. Each member of staff is totally dedicated, and it is a requirement of the job that they know how to enjoy themselves – no sad sacks allowed. Although we work hard, we all have fun.

The Councillors are also to be congratulated and thanked. This year we had three new councillors, and it appears they are fitting in well. The Council is an indispensable part of the ClubsVIC organisation. The Councillors come from a cross section of clubs and regions, they formulate the ClubsVIC policy and they ensure that all member clubs are properly accounted for in all ClubsVIC representations and policies. They have done a great job over the year and have made my work, and that of the staff, a pleasure.

ClubsVIC have worked hard and have had a satisfying and happy year. We hope that our efforts produce satisfying results for the members.

Margaret Kearney
Executive Director



Treasurer's Report

ClubsVIC finances remain healthy. We have again returned a positive operating surplus which allows us to make prudent provision for future contingencies, while at the same time providing the standard of service that present members expect and deserve.

The decision was made in the 2002/2003 year that the ClubsVIC Industrial Relations Service should be expanded in the 2003/2004 year. The costs of the expanded service did not blow out, and in fact were almost directly in line with expectation. Outside consultancies (ie barrister's fees etc) were below expectation (around \$12,000) and internal staff costs were well within budget.

During the year, in response to member's requests, the Council determined to explore the possibility of setting up the Club Development Unit. This was an off-budget expense, and Leon Wiegard and Margaret Kearney approached the gaming operators with a proposal for sponsoring the CDU. The operators recognised the potential benefit for them in the CDU, and negotiations bore fruit at the beginning of the 2004 calendar year, although the TABCORP funding has been held up while the documentation is finalised.

This year the CDU has been incorporated into the general budget and finances, even though it is a fully funded stand-alone project.

On the income side, membership fees remained at the same level in 2003/2004 and membership income reflects the slight increase in member numbers as significant RSL clubs rejoin the association. As reported last year, except for the RSL clubs, membership is almost at saturation, so we can expect no large increase in membership fees.

The gaming code levy shows a large increase, however this is due to a change in reporting format, and the loss in "secretarial fees" is to be set against the income from the levy and results in about the same as last year.

Sponsorships remain solid, and the ClubsVIC personnel work hard to ensure that sponsors receive good value for their investment in ClubsVIC sponsorships. We are constantly working to improve the package and to provide satisfaction. Again, I urge all members to consider ClubsVIC sponsors when purchasing.

Apart from the CDU sponsorship, other income is up. Awards Night shows a welcome surplus, reflecting the fact that we have taken the organisation in-house with the able assistance of our president, Leon Wiegard, and generous assistance of Tattersalls personnel.

On the expenses side, it has been business as usual. The increase in advertising is due to the production of the promotional/instructive ClubsVIC brochure (affectionately coined "the brick"). As ClubsVIC spreads its influence and profile, we have increased expenditure on conferences and seminars. Also this represents a slight change in reporting from travel to conferences and seminars. Employment and communication (telephone, printing and stationery) costs are up in line with increased activity, as are insurance costs which were also affected by the general increase in insurance premiums. The non-cash item of depreciation has increased in line with the increased asset base, and general expenses have increased because of the VGMI Secretariat expenses being included in this journal.

All up, the finances have been managed very successfully, and despite the resolution of the Council to loosen the purse strings last year, we have managed to expand the services and to remain well within the confines of prudent financial management. I congratulate the staff on their efforts.

David Hassett
Treasurer

Council Report

Council member	Position	Zone	Remarks
L Wiegard	President	Metropolitan	Elected 27 October 2003
	Council Member	Metropolitan	
G White	Vice President	Metro Metropolitan	Elected 27 October 2003
	Council Member	Metropolitan	
N Whitley	Vice President	Country Country Area 6	Elected 27 October 2003
	Council Member		Elected 4 August 2003
J Ryan	Vice President	Country Country Area 3	Retired 27 October 2003
D Hassett	Treasurer	Metropolitan	Elected 27 October 2003
	Council Member		Elected 4 August 2003
D Baldi	Council Member	Metropolitan	
B Bell	Council Member	Country Area 1	
I Carile	Council Member	Metropolitan	Elected 4 August 2003
J Dellar	Council Member	Country Area 5	
A Imbardelli	Council Member	CBD	
J Jackson	Council Member	Metropolitan	Elected 4 August 2003
V Juliano	Council Member	Metropolitan	
M Kelly	Council Member	Country Area 4	
B Oates	Council Member	Metropolitan	
R Scott	Council Member	Country Area 2	Elected 4 August 2003
M Sweeney	Council Member	Country Area 3	Elected 4 August 2003
M Kearney	Executive Director		

For the months 1 July 2003 - 30 June 2004 there were 6 meetings.

Clubs Australia & New Zealand (CANZ)

2003-04 proved to be a watershed year for our national association when the decision was made to bolster the Club Movement's national presence.

By arrangement with ClubsACT, Clubs Australia will share office space at the National Press Club, right in the heart of Canberra's Parliamentary precinct, but will still be based at ClubsNSW in Sydney. This physical presence will allow more regular contact with Federal Parliamentarians on key issues of concern and will improve our ability to respond quickly and effectively when we need to.

In addition to controlling club income tax arrangements, the Commonwealth Government is becoming more active in regulating aspects of club operations including gaming and the sale of alcohol. It is essential that we are adequately resourced to respond to challenges in these areas.

During the year, Clubs Australia was most notably successful in:

- preserving existing income tax arrangements for clubs;

- securing a reduction in fees for Sky Channel subscribers affected by the loss of Sydney race coverage;
- establishing a formal consultation process with the Minister for Family and Community Services, Senator the Hon. Kay Patterson – instrumental to the development of the eagerly awaited National Problem Gambling Framework; and
- preserving vital exemptions in the Interactive Gambling Act for traditional club gambling services.

The coming year promises to also be busy with the conduct of a Federal Election, the finalisation of a new background music licensing regimes and a government review of anti-money laundering regulations.

Our thanks to President Pat Rogan, his deputy Steve Ploubidis and all State and Territory representatives for their time and effort in ensuring another productive year.

Anthony Ball
Manager – National Affairs

Corporate Members



ClubsVIC has an established trade directory of supporting organisations that offer various products and services specific to the hospitality industry, and we are continually sourcing more.

Together with the support of our corporate members, ClubsVIC is able to service the ever growing demands of our members, whilst promoting the benefits of their products and services to the vast club network. ClubsVIC is always keen to welcome new corporate members onboard, be they large or small.

Whether a club is looking for financial advisory services, vending machine suppliers, or construction experts, there's every possibility that ClubsVIC has a Corporate Member to match. The complete online Trade Directory on our website is continually being updated with our endorsed suppliers, making it easy for clubs to find any required product or service.

This year showed an increase in corporate membership enquiries and new corporate members. ClubsVIC is very grateful to all corporate members for their support over the past year and in particular our primary corporate members, CUB, Tattersalls and HostPlus. We hope to continue the close relationship with all corporate members into 2004-2005.

Cherie Nyholm

Events Manager & Corporate Support

Support those companies that support your Association.

Company

Company	Level
Tattersall's Gaming Pty Ltd	Platinum
Carlton & United Beverages CUB	Primary
AON Risk Services Australia Ltd	Contra Gold
Cummings Flavel	Contra Gold
Mitchell, McKenzie & Co	Contra Gold
Pago Group	Contra Gold
William Angliss Institute of TAFE	Contra Gold
Andale Beverage Systems	Gold
HOSTPLUS Superannuation	Gold
Paynter Dixon Pty Ltd	Gold
QBE Mercantile Mutual	Gold
Southcorp Wines	Gold
Wage Easy Payroll	Gold
Fox Sports	Gold
Coca-Cola Amatil (Victoria)	Contra Silver
Sport 927	Contra Silver
BOC Gases Australia Ltd	Silver
Hunter Industrials	Silver
I.M.B Limited	Silver
Jani King	Silver
United Refrigeration	Silver
WOM Interational/Mokos	Silver
Buylink	Silver
Beringer Blass Wine Estates	Silver
On Premise Liquor Group	Silver
Australian Wine and Food Pty Ltd	Contra Bronze
Mc William's Wines	Contra Bronze
Australian Epicurious	Bronze
Anztec Electrical Services	Bronze
Australian Performing Right Association	Bronze
B & N Changeable Signs	Bronze
BAP Communications	Bronze
Bardwell Safety Matting	Bronze
Big Bottle Wine Estates	Bronze
Challenge Commercial Interiors	Bronze
Charter Resources Security Solutions	Bronze
Club Games Services (formally Win 'n' Grin)	Bronze
Compact Business Systems	Bronze
Crown Coffee Interational Pty Ltd	Bronze
Eastcoast Energy Consultancy	Bronze
Floor Safety Services	Bronze
Ken Print Boss Business Forms Pty Ltd	Bronze
Lombard The Paper People	Bronze
Meat & Livestock Australia	Bronze
Moffat Pty Ltd	Bronze
Mylund Group	Bronze
SICO South Pacific	Bronze
Gamfield Consulting Pty Ltd	Bronze
Hobart Food Equipment	Bronze
Oasis Griffiths Co Pty Ltd	Bronze
Retech Global	Bronze
Shoab Consulting	Bronze

Corporate Members

Platinum Corporate Member - Tattersall's

Once again, the last year has been one of great change in the gaming industry, preparing for the introduction of new legislation and adapting to the impacts of previous changes in the way gaming venues can operate.

We've been pleased to work in partnership with ClubsVIC to ensure that our strategies for dealing with change remain relevant to the club movement.

Smoking bans in gaming rooms, introduced in September 2002, have had a huge impact on many clubs – the smaller ones in particular.

Working collaboratively with ClubsVIC though, we have been able to put in place some positive measures to assist clubs deal with the impacts and to restructure to accommodate the new regulatory environment.

We've been delighted to be able to support ClubsVIC's new Club Development Program and work closely with Club Liaison Officer, David Baldi, in identifying problems or opportunities early and providing joint strategic advice to help clubs with financial or potential development issues.

It is by bringing to a task many years of experience from different perspectives and adopting a partnership approach that we can assist in securing the future of many clubs.

The gaming industry is constantly under scrutiny and our close working relationship with ClubsVIC is important in communicating to Government, regulators and community stakeholders a consistent and strong message of the responsible approach that gaming and venue operators adopt.

Together we act vigilantly to ensure that our responsible gambling practices are appropriate and that gaming room staff are adequately trained to deal with this sensitive issue.

But we should never lose sight of the fact that gaming is fun and entertaining, it provides huge enjoyment to a large number of club patrons and allows clubs to develop and provide better facilities for their members and for their community as a whole.

This too is an important message about the club movement and gaming. We look forward to a continued close working relationship with ClubsVIC in 2004/05 and beyond.

Primary Corporate Member - Carlton & United Beverages

As Primary Corporate Member of ClubsVIC, Carlton & United Beverages take this opportunity to acknowledge the tremendous partnership support provided to our organisation by Leon, Margaret, Sue, Cherie, Jacqui, Annie, Kim, Adam and Peter, the executive team and all members of the Association.

Working together, CUB and ClubsVIC are continually trying to discover and develop initiatives that will keep club venues at the forefront of the hospitality industry. ClubsVIC's employment of David Baldi and Leigh Jennings, plus the Benchmarking initiative, are great steps to a stronger Victorian Club movement.

Significant additions to the CUB team through Neil Grant, David Greenwood and Kane Fetterplace have certainly sharpened our marketing and sales approach to the club industry.

CUB prides itself on focusing our sights on issues and concepts that will maintain or lift industry standards, whilst not creating any substantial burden on club management and staff. Throughout Victoria, we believe our sales team visits more clubs every month than any other liquor supplier and we continually strive to improve our own standards.

We encourage our sales staff to pro-actively work with club presidents, managers and staff to create marketing plans that will improve the club's revenue and margins. Our 'behind the scenes' support staff are gaining valuable information on beverage and food consumption plus gaming behaviours for all adult consumers throughout Victoria. This information then needs to be converted to a localised format that can be useful to a club's marketing and business plan. I am delighted to confirm that we have already successfully utilised this demographic information with some clubs.

We have identified that our on-going focus also needs to revolve around assisting clubs to create the best atmosphere and ambience that will encourage regular enjoyment for members, which will in turn convert into a sustainable, thriving club industry.

During 2004, we are delighted to have arranged visits to country clubs, by the impressive Draught Beer Academy 40 tonne truck with the fully operational bar/classroom. The key focus is on-premise service standards benefiting customers and consumers alike.

It has also been of great benefit for our staff to attend the ClubsVIC Business Sessions in metro and country areas of Victoria. We strongly encourage clubs to attend these sessions.

Additionally, CUB has become Carlton & United Beverages, cementing our commitment to a more diversified product portfolio, to meet the changing tastes of consumers, and as such have added – Half Mile Creek wine, Skyy Blue vodka, lime & soda, Cougar bourbon & cola in a glass, new Capri Cocktail flavours and the Cascade Four Seasons beers – to our extensive range of brands.

CUB looks forward to working with all members of ClubsVIC, to continually develop appropriate strategies that will address the new challenges that clubs will face in the coming years.

Human Resources



The ClubsVIC human resource division continues to grow. This service together with the highly successful in-house industrial relations service has provided an invaluable, professional support system to club committees and management.

The HR service offers a range of products and professional advice when determining the right employment structure for your club, and assistance to prepare the appropriate position descriptions in line with the awards.

Position descriptions will assist the club to establish the duties and responsibilities for permanent and casual staff and determine the skills required for each job, and should be used as a tool to appraise the performance of staff on an ongoing basis.

ClubsVIC has available to members at a nominal fee, a full range of position descriptions based on each Award classification. In consultation with the club, position descriptions may be customised for senior management and administration staff paid over the Award.

Developing your workplace team, under professional management, will increase initiative and motivation, which in turn will increase productivity.

Recruiting the right staff is a key business decision. Entering its third successful year, the ClubsVIC recruitment service has placed over 100 professional, qualified staff covering all areas and levels of club business. This club specific recruitment service covers award staff and salaried positions, and the competitive fee-for-service program is priced to encourage clubs of all sizes to utilise it.

ClubsVIC holds an extensive confidential database of professional candidates including prospective management staff from financial and retail backgrounds from Victoria and interstate. All vacant positions are placed on the ClubsVIC website, www.clubsvic.org, with a direct email link to Sue to enable interested candidates to register their details on a confidential basis.

Sue is available to meet with committee members and/or senior management either at the offices of ClubsVIC or the club to discuss and advise on the salary level and skills required for a particular position. It is important to remember that through increased legal liabilities, unfair dismissal, anti-discrimination and privacy legislation it is imperative the selection process be professional, systematic and confidential.

Not only does this service place the most professional and skilled applicants, but will provide clubs with the necessary documents to compete the process such as the appropriate appointment letter detailing terms and conditions and the required probationary period.

Importantly, there is a three month guaranteed 'no fee' replacement if the successful applicant resigns or proves to be unsuitable in the role.

Human Resource management is a critical area for clubs, and to assist in avoiding unnecessary industrial relations problems, ClubsVIC have recently developed a Staff Handbook that includes appropriate club policies. The Staff Handbook is available to member clubs for a nominal fee.

The ClubsVIC recruitment service, position descriptions and Staff Handbook and policies provide committees and senior management with the professional tools to support a motivated and successful workplace team.

Together with the ClubsVIC industrial relations service the human resource service will avoid unnecessary industrial relations problems and ensure a healthy, successful club network.

Sue Thomas-Mitchell
General Manager

Industrial Relations



Industrial relations advisory service picks up speed at ClubsVIC.

Since its upgrading, the IR department responded to more than 1,900

telephone inquiries from member Clubs, requesting advice, interpretation and assistance on all employment matters.

The IR department has provided legal representation in over 40 individual legal cases in the past year in the Australian Industrial Relations Commission (AIRC) and the Equal Opportunity Commission, and represented members' interests against industrial claims including unfair dismissal, underpayment, redundancy, sexual harassment, sexual discrimination and racial discrimination.

The IR department has represented the interests of member clubs in direct negotiations with the Liquor Hospitality and Miscellaneous Workers Union, the Australian Workers Union, the Club Managers Association of Australia, and other independent industrial representatives. We have negotiated workplace agreements and resolved many workplace disputes.

The IR department works closely with the HR and legal departments to provide integrated solutions to broader club problems. The IR department has been working closely with the new Club Development team to resolve issues that haven't even surfaced yet.

Legal Representation Expanded service – Welcome Dee Brooker

This year the ClubsVIC IR service was expanded to provide legal representation (without further cost) in the defence of claims that the IR department considered to be without merit.

To this end ClubsVIC has retained the services of Dee Brooker, Barrister, to provide advice and assistance to myself and to the other ClubsVIC IR staff. Dee Brooker is also engaged to appear in on behalf of clubs in IR matters. Dee has considerable hospitality IR experience, and over the year has built up an expertise in club-specific issues. We are very lucky to have Dee on board, and working with her has been both enjoyable and very instructive.

The aim of the expansion of the IR service is to avoid the payment of 'nuisance claims'. Many clubs find themselves in the situation of settling a claim because the legal costs of going the next step are higher than the settlement. ClubsVIC believes that the decision whether to settle or not should be based on the merit of the case, and not on the cost of the representation, especially when the applicant is on 'no win, no fee'.

The service covers the legal costs only, and not the compensation if the club loses, and it is to be expected that we will lose some cases – although we haven't to date. Of course, some claims are genuine, and in those cases the clubs will be advised to settle. In these cases, members are at liberty to proceed with the assistance of the ClubsVIC IR department, but at their own cost.

The positive response from clubs to the new expanded service and the way that the IR service is integrated with other ClubsVIC services has been overwhelming.

Redundancy test case

In March 2004, the Full Bench of the AIRC handed down new standards regarding redundancy provisions in federal awards. Previously, the standards developed in the 1984 Termination, Change and Redundancy decision applied.

The key elements of the new test case include:

- Consultation by employers with employees before redundancy
- Allowances for job search upon termination
- Increased severance pay for employees
- Different severance pay scales for employees of small and large employers. A small employer is one with fewer than 15 employees.

At 30 June 04, no applications have been received to vary the severance provisions of the federal awards affecting clubs. These new provisions are expected to be incorporated in the awards by the end of August 2004.

Industrial Relations

Safety Net Adjustment 2004

On 5 May 2004 the Full Bench of the AIRC handed down the largest ever safety net wage rise for Award employees. The federal minimum wage was increased by \$19.00 a week to \$467.40 per week.

At year's end the Safety Net Adjustments were effective for two of our major Awards:

- Licensed Clubs Award on the first pay period on or after 9 June 2004
- Sportsground Maintenance and Venue Presentation Award on the first pay period on or after 17 June 2004.

The following instruments were awaiting application

- National Training Wage Award 2000
- VIC Industry Sectors 1997
- Managers Secretaries Award 2002

Changes to the Industry Sectors

As of 1 January 2004, the Workplace Relations Amendment (Improved Protection for Victorian Workers) Act 2003 amended the Workplace Relations Act 1996. Major provisions of this legislation include increased rights and entitlements for employees covered by the Victorian Industry Sectors from 1 January 2004, and the eventual replacement of all Victorian Industry Sectors with the common rule of federal awards from 1 January 2005.

This legislation provides the federal bureaucratic structure needed to support the implementation of the Federal Awards Uniform Systems Act 2003 which was passed by the Victorian government on 13 May 2003.

Increased rights and entitlements to Victorian Industry Sector Employees (from 1 Jan 2004) include:

- Payment for hours in excess of 38 per week
- Paid bereavement leave
- Paid personal leave including carers leave.

The common rule of federal awards (from 1 Jan 2005) means that:

- From 1 January 2004 the AIRC is able to declare an existing federal award to be 'common rule' in Victoria. This will apply to all employees in a particular industry, not already covered by a federal award, effective from 1 January 2005.
- Federal awards will replace the Victorian Industry Sectors from 1 January 2005

This legislation will have no effect on those employers who already remunerate their employees in accordance with federal award provisions. These laws will effectively remove the competitive advantage experienced by businesses that are not respondent to federal awards. These businesses are presently not required to pay staff award provisions such as penalties, overtime, annual leave loading, allowances and redundancy pay, but rather operate according to the substantially diminished terms of the Victorian Industry Sectors.

The Act provides the mechanism for unions to apply to have the relevant federal award apply as the 'common rule'. This will mean that employees currently covered by a state industry sector will have their wages and conditions regulated by the relevant federal award, without the requirement of 'roping-in' the employers.

Clerical and Administrative employees now under the Licensed Clubs Award

The Licensed Clubs Award did not apply to administrative and clerical employees who were covered by the Victorian Industry Sector. The Federal Awards (Uniform Systems) Act had the potential to result in members who were covered by the Licensed Clubs Award having yet another award operating at the workplace to cover clerical and administrative employees.

The Council decided it was preferable to be pro-active and avoid another award. The ClubsVIC IR department successfully initiated and conducted negotiations with the Liquor Hospitality and Miscellaneous Workers Union to include administration workers in the Licensed Clubs Award. The result was that on 11 June 2004 the Licensed Clubs Award classification structure was expanded to incorporate clerical and administrative classifications.

"Casual Employees at Sportsgrounds" clause under the Licensed Clubs Award

The Liquor Hospitality and Miscellaneous Workers Union made an application to update the rates of pay in clause 10.3 Casual Employees at Sportsgrounds to reflect increases awarded since 1991. The rates of pay had not been updated during this period. The union sought a back-payment for a period of 6 years for employees who had been paid according to these clauses. ClubsVIC objected to the union's application for back-payment.

On 25 November 2003 the AIRC ordered that the rates of pay be updated, but that the updates be applicable from the date of the most recent Safety Net Adjustment, being 9 June 2003. Minor structural changes were allowed at this time to minimise the likelihood of oversight in the future.

These clauses had not been updated due to administrative oversight of the parties to the award. This is notwithstanding the award being subject to 12 safety net adjustments, and 2 simplifications during this period.

Industrial Relations

Roping in of RSLs into the Managers Secretaries Award 2002

On 3 December 2003 the AIRC 'roped-in' 70 RSL clubs into the Managers and Secretaries Award. The roping-in application was made by the Club Managers Association of Australia.

The effect was to directly name these Clubs as respondents to the award regardless of their status as members of ClubsVIC. The operation of the Federal Award (Uniform Systems) Act will render this action irrelevant in the near future, but for the present, this roping-in removed the inequity of RSLs not having to meet the terms of the Managers Secretary Award, and also removed an impediment to RSL membership of ClubsVIC.

Know Your Awards training sessions

During the past year, close to 100 club board members, managers, payroll, and supervisory staff attended the Know Your Awards training sessions held throughout Victoria. These training sessions focussed on the provisions of the Licensed Clubs (Victoria) Award and the Sportsground Maintenance Award.

The prevention of potential industrial relations issues emerging through confusion and misunderstanding of the federal award terms is a priority of the ClubsVIC IR service, and the encouraging responses to the training sessions have resulted in further training sessions being planned on an ongoing basis.

The Know Your Awards training sessions were conducted in conjunction with WageEasy payroll and provided with funding from Multimedia Victoria.

Family Test Case

The ACTU has applied to the AIRC for a new test case regarding family provisions under federal awards. The main elements of the application are:

- To extend the current 12 month unpaid parental leave entitlement to two years;
- To give employees a right to return to work part-time following parental leave;
- To allow employees to be able to request changes to the number of hours worked, the pattern of hours worked and/or the physical location where the employees work and to require employers to not unreasonably reject such requests;
- To entitle employees to take unpaid emergency leave when family and dependant care emergencies arise;
- To allow employees to "purchase" up to an additional 6 weeks of annual leave per annum through a salary averaging arrangement;

- To allow a further five days of paid carer's leave per year.

Hearings are scheduled to commence from August 2004, with a decision not expected until early 2005.

As this is a national matter, the CANZ office will take the running on the clubs' involvement. ClubsVIC will monitor the progress of this matter carefully and inform members of any developments as they occur.

"Regular Casuals" on again – off again

During the year, the Full Bench of the AIRC decided that changes to the Workplace Relations Act had the effect of destroying the "short term casual" exemption from the unfair dismissal provisions of the Act.

The ruling found that whilst Ms Cetin was a casual employee within the definition of the award, the regular and systematic nature of her employment relationship meant that she was not a casual within the meaning of the Workplace Relations Act. She was therefore able to make an unfair dismissal application even though she had been employed for less than 12 months.

The Commonwealth Government acted immediately and amended the Workplace Relations Act to restore the provisions excluding short term casuals. Casual employees (even those with regular and systematic hours) must be employed for more than 12 months before being able to access the unfair dismissal provisions of the Workplace Relations Act.

Everyday there is something new.....

Life in the IR department at ClubsVIC always has something new and exciting. It is a field of perpetually shifting benchmarks, performance standards and minima.

It's always a good idea to give the ClubsVIC IR department a call before disciplining or terminating employees, investigating allegations of improper conduct, undertaking a restructure process, implementing a new policy, or even just returning a call from a union representative. You never know what handy hints or tips you will hear that may just save you time in court later on.

Many managers and committees are embarrassed to get the advice they require because they think that they have been stupid. But believe me, we have heard it all. Even if you have been stupid, you're not the only one, and we don't criticise.

Industrial relations is a mine field, don't try to negotiate it on your own. We are here to help, and also to pick up the pieces after a disaster.

Adam Grinberg
Industrial Relations Manager

Member Services



In late 2003, ClubsVIC decided to create a portfolio within the association dedicated to the services and support provided to member clubs. To facilitate this function, I was appointed in the

role of Member Services Manager.

Outside of the specialised services offered by ClubsVIC, such as recruitment and industrial relations advisory services, member clubs can gain access to other services including advice on compliance with various legal requirements, and club constitution reviewing and re-drafting.

While the role of Member Services Manager is relatively new and still being developed, the responsibilities of the position consist of some new services being provided by ClubsVIC.

Benchmarker

Until now, the club movement in Victoria has lacked any real means of comparing operational performance between clubs. Any attempts by clubs to compare their performance against other clubs were informal and often limited to the clubs in their area, which may not have been of the same type or size.

ClubsVIC realised that without knowing where their strengths and weaknesses lay in their operations, clubs' could not effectively develop their performance and efficiency.

With this in mind, ClubsVIC has sourced the most affordable and relevant benchmarking tool available, appropriately named Benchmarker, and commenced this year delivering this service to clubs throughout the state.

Currently there are 65 clubs registered with Benchmarker and a further 40 clubs have indicated their interest to participate in the service, particularly those clubs that attended the recent series of Council of Clubs seminars.

Benchmarker allows clubs to compare their individual performance against comparative data across a large selection of key performance indicators, with a particular focus on food, beverage and gaming operations.

Benchmarker captures detailed operational data on a quarterly basis through a secure online template that is accessed via the ClubsVIC website. The majority of data can be obtained from a trial balance, balance sheet and gaming machine reports.

The data collected from all clubs is then comparable by region, membership size, club type, number of gaming machines, gaming machine operator, and financial quarter. Importantly, access to the results is restricted via a secure password allocated to participants.

Benchmarker is an essential tool to assist in future decision-making, strategic planning and overall performance management. And at a mere cost that equates to nearly \$10 per week, it is an affordable way to encourage a "best practice" approach amongst all levels of staff and the club's committee.

Registrations for Benchmarker can be made at any time by contacting ClubsVIC or visiting the ClubsVIC website.

ClubsVIC Occupational Health and Safety Package

An area of law that can have serious financial impacts on clubs is occupational health and safety (OHS). Changes in workplace practices and legislation are introducing new challenges for clubs dealing with OHS issues.

It is no longer just people working with heavy machinery or hazardous chemicals who are exposed to risk. Different kinds of hazards are presenting themselves in clubs, including stress, bullying, smoking, and back strains.

OHS requirements are constantly being updated, and there are numerous regulations and accompanying codes of practice that relate to clubs. In fact, the principal OHS legislation in Victoria, the Occupational Health and Safety Act 1985, is currently being reviewed by the government.

Through the previous participation in the Victorian WorkCover Authority's Small Business Safety Project, ClubsVIC has developed a comprehensive clubs-specific package to assist clubs with meeting their OHS requirements. Over 100 clubs across Victoria participated in the initial project, and in the last year 15 clubs have taken part in the package offered.

The ClubsVIC OHS package is available for clubs to purchase. The full package includes a three hour visit and assessment of the club premises by a ClubsVIC representative to guide you through the process of implementing a safety action plan for your workplace.

Enquiries regarding the OHS package can be made by contacting ClubsVIC or visiting the ClubsVIC website.

The government continues to focus on safety in the workplace, with increased media coverage and WorkSafe field officers empowered to enforce strict standards in all areas. Consequently, clubs need to ensure that regular OHS inspections of the workplace are conducted and an appropriate safety action plan is implemented and documented.

Member Services

Directors' Handbook

It is imperative that clubs, especially the committee or board of directors, fully understand and are compliant with the obligations facing the club movement. The board or committee has a responsibility to manage the club on behalf of the members in a responsible manner.

In recognition of this environment, ClubsVIC, in conjunction with various government departments and associates, are in the process of developing a Directors' Handbook.

The intention of the Directors' Handbook is to provide directors and officers with a broad overview of their role and responsibilities acting as a board or committee member within the regulatory environment of the licensed club movement.

To facilitate this, the Directors' Handbook will include many checklists and templates that clubs can use, making it a handy resource for all clubs, whether they be large, small, gaming or non-gaming.

The handbook will not be a substitute for professional advice from a legal practitioner. It is envisioned though that it will serve to increase the awareness of committees and boards as to their duties as well as the requirements in terms of compliance.

Clubs should watch out for circulars through the regular Club E – Newsletters for updates on the progress of the Directors' Handbook. Any enquiries in the meantime can be directed at ClubsVIC.

Peter Clarke
Member Services Manager

The ClubsVic team...giving clubs a helping hand



Club-E Newsletter and Website

The month of June 2004 saw a record number of 9868 people accessing the ClubsVIC website. With the technology age upon us, clubs are increasingly turning to the Club E – Newsletter and the ClubsVIC website for up to the minute information on the club movement.

The Club E – Newsletter allows ClubsVIC do our bit for the environment, cutting out paper based mailouts for clubs with an email address. The E – Newsletter is produced on a fortnightly basis or thereabouts and is distributed to over 360 club managers and corporate sponsors. It is important to keep ClubsVIC informed with any changes to email addresses to ensure clubs receive the E - Newsletter.

This year saw the addition of the Benchmarker service to the website. Benchmarker has become a valuable tool for clubs who wish to continually improve their performance and competitive edge in the market.

A Victorian Government grant allowed ClubsVIC to work with On Premise Liquor Group to bring Online Liquor Ordering to clubs via our website. This new service offers clubs great savings on their purchases by ordering online via the ClubsVIC website.

Order forms for an OHS package or suite of position descriptions are now available on line. Within the Members Only area there are a number of useful resources that can be accessed, including current copies of awards, industrial relations advice, training and events calendars.

In order to keep up to date with information and issues affecting the club movement, be sure to visit the website regularly and give us any feedback on how we can improve the site.

www.clubsvic.org

Club Development Unit



For the first time since our foundation in 1916 ClubsVIC is offering advice on the operation of clubs.

Traditionally ClubsVIC has been responsible for advising member clubs regarding industrial relations, compliance, training standards and in more recent years gaming issues. Obviously this service will be unaffected by the formation of the Club Development Program (CDP).



The CDP concept has risen out of a

recognition that a significant number of our member clubs require advice and assistance if they are to operate in the way they want and provide the services and facilities required by their members.

ClubsVIC has reacted to a real need among our community based not for profit network of clubs and put into place an excellent team of club management and development professionals. The advice is optional and without cost to individual clubs or to our network.

ClubsVIC has raised funding for the program, which will include:

- Two full time Liaison Officers, Leigh Jennings and David Baldi (pictured above) and a back up support team.
- A health check document which may be used by club managers as a most useful working tool.
- A very affordable benchmarking program (that equates to \$10 per week) in which we strongly encourage every club to be a participant.
- If and when required – A network of experts are ready to spend time at your club at affordable rates. These people, Managers/Marketers/Accounts Specialists/Legal etc. will provide the shot in the arm required by clubs that are not performing as they would like. (The individual club, ClubsVIC and the specialist will agree to an effective cost structure).

The service is optional and free. The Club Liaison Officer's and other support staff are there to assist when required. Our CDP has already had a most positive effect on a number of clubs and we are delighted to see the positive results making a real difference.

Bowls Day 2004

ClubsVIC Bowls Day 2004 was held at Glen Eira-McKinnon Bowls Club on Wednesday 31 March. The pristine condition of the greens, mild weather conditions, professional staff and volunteers at the club set the scene for a magnificent day.

Thirty six teams competed on the day in mixed triples teams. Players ranged from highly experienced to extremely amateur making the battle for wooden spoon just as fierce at that for first place.

The competitive spirit continued throughout breaks with players playing for special treats on the Win n Grin Chocolate Factory.

A lunch time raffle raised in excess of \$550 for Brainwave Australia, with all monies put towards research and family assistance for children with neurological diseases.

Peter Wiltshire and Graeme Hosken from the Royal Victorian Bowls Association were again kind enough to assist with the organisation and co-ordination of the event this year. ClubsVIC thank them for their valuable time and expertise.

Our special thanks go to sponsors Carlton & United Beverages, Coca Cola Amatil, McWilliams, Win-n-Grin and Australian Wine & Food for their donation of beverages and prizes.

Congratulations to the overall competition winners, Alan Thompson, Bob Noonan and Shane Smith from Chirnside Park Country Club.

Runner up prizes were awarded to:

- First round winners Thelma Meerkin, Joe Kaufman and Pearl Kaufman from Glen Eira-McKinnon Bowls Club "C"
- Second round Peter Crammond, Alan Smith and Ian McArdle from Sunbury Bowls Club
- Third round winners Jeff Lee, John Jozans and Bryan Anderson from Clayton Bowls Club "B".



Golf Day 2004

Perfect weather conditions and a capacity entry ensured that the ClubsVIC Gala Golf Day, held at Kew Golf Club on Monday 10th May 2004, was enjoyed by all participants.

Thirty-two teams participated in the day, enjoying an early afternoon tee-off at the much-doglegged course at Kew, acknowledged as among the best clay belt courses in Victoria. Its strength lies in the use of billabongs, creeks and the Yarra River that have been incorporated into a layout of great natural beauty. No doubt there were a few Tattersall's golf balls that found these serene hazards.

The competition was followed by a dinner at night put on by the friendly staff at the club. The entertainment for the evening was provided by the Wacky Trio, a three-piece comical band, who initially donned their Scottish guise and welcomed participants to the 19th hole.

The winning team was Fuji Xerox who just pipped Green Acres Golf Club by a point, 51-50. Individual winners were:

'A' grade – Neville Weir, Green Acres Golf Club, 38 points

'B' grade – Paul Cummings, Fuji Xerox, 40 points

'C' grade – Ian Launder, Tabcorp, 32 points

Non handicap – Rick Farrugia, QBE Mercantile Mutual, 35 points

Bob Taylor, Riversdale Golf Club, won the long drive that some measured at about 295 metres. Graham Reid, PAGO Group, won two nearest to the pins – the others were won by Mick Vigilante, Noble Park Football Social Club, and Frank Viola, husband of ClubsVIC Executive Director Margaret Kearney.

Savvas Aidonopoulos from Industry TechLink won the NAGA (encouragement) Award. With a grand total of zero (not one Stableford point) for the day, Savvas graciously accepted his tennis trophy, thanking his coaches, sports psychologist and personal trainer. Savvas has vowed to return to compete for the trophy again next year and is available to give lessons to any failing golfers.

The Golf Day received great support from many sponsors, most notably Tattersall's, who have now been a major supporter of the day for a number of years. Thanks must also be extended to the three hole sponsors, Tabcorp, United Refrigeration and QBE Mercantile Mutual, and the evening's beverage suppliers, Carlton & United Beverages, McWilliams Wines and Coca-Cola Amatil.

Overall the ClubsVIC Gala Golf Day was a success, backed by some very positive comments received from the 128-strong field and echoed by ClubsVIC President Leon Wiegard.



Presidents Night 2004

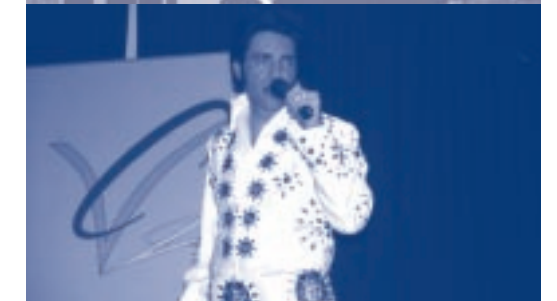
Presidents' Night 2004 proudly showcased the newly renovated Mulgrave Country Club. The 6th annual Presidents' Night, held on Friday 21 May, was proudly sponsored by Tabcorp and was attended by a record number of 230 guests.

Cricketing great Max Walker was the guest speaker, reflecting upon his sporting experiences in football and as an Australian all-rounder. Compare for the evening was ClubsVIC President Leon Wiegard, who was also celebrating his birthday, while the Guest of Honour was Minister for Finance and Consumer Affairs, John Lenders.

With this royal list of guests, it was only fitting that the entertainment for the evening came from none other than the King himself, Elvis.

Cameron Davison, director of Barry Plant Noble Park and auctioneer extraordinaire helped raise over \$4,000 for Brainwave Australia. The money raised will help fund equipment at Melbourne's Royal Children's Hospital for the specific treatment of brain cancer and other neurological disorders. Thank you to CUB and Essendon Football Club for donations towards the auction.

While Tabcorp was the major sponsor, the Presidents' Night received some great support from various affiliates including the evening's beverage suppliers, CUB, McWilliams and Coca-Cola; Win 'n' Grin, who supplied the pre-dinner chocolates; and coffee supplier, Crown Coffee.



Achievement Awards 2003

"Clubs... proud of our role"

A capacity crowd, made up of key government and trade representatives and the 'who's who' of the club movement, gathered together at the Crown Palladium Room on Friday 29 August 2003 to celebrate the achievements of Victorian clubs over the past 12 months.

Craig Willis hosted the black tie event which included appearances by special guest presenters, racing celebrity, Rodney Johnson, and Australian radio, television and film luminary, Mick Molloy.

The theme of the evening, "Proud of our role", reflected the emphasis of the community aspects of clubs again this year. ClubsVIC President, Leon Wiegard, highlighted the integral role clubs play in the community.

"Clubs provide a major part of the fabric which keeps our community together," said Leon, "Our network of clubs provides Victorians with their hospitality and recreational requirements, and more importantly, supplies them with a sense of community spirit. The thousands of Victorians who make a contribution to the network of clubs should be proud of their role."

Russell Morris and his accompanying band were a hit with the crowd, as were the dancing group from Dancers Edge. Amongst the many highlights of the night was Claire Woodley's stirring rendition of patriotic ballad I am Australian, a hit single for her father Bruce Woodley and The Seekers in the '60s. The Di Faulkner Band sparked the audience into party mode following the awards presentation.

Club Person of the Year Award was awarded to Avis Clark, a member of the Ocean Grove Bowls Club, who stole the hearts of the audience when she accepted the award for outstanding service to the club and to the Ocean Grove community. Avis's fundraising for the club and community was estimated at over \$2 million.

Horsham Sports & Community Club scooped the awards pool, taking home the top accolade Club of the Year, the Community Service Award, and Club Manager of the Year, awarded to club manager Glenn Carroll.

The judging process was fine tuned this year and independent judging coordinator, Steve Nagle was appointed. Steve reported on the extraordinarily high standards of presentation, facilities and services on offer at clubs throughout Victoria after undertaking the enormous task of visiting every nominated club. The following accolades were awarded to clubs on the night:

- Hall of Fame**
Essendon Football Club, Best Training Program
Yarraville Club, Best Social Club Venue
- Best Entertainment Venue**
Yarraville Club
- Best Club Redevelopment or Alteration**
City Memorial Bowls Club
- Best Training Program**
RACV City Club
- Best Business/Conference Club**
The Manningham
- Cellar Safety/Maintenance Award**
Maroondah Sports Club
- Best Social Club Venue**
Clayton RSL Sub-Branch
- Best Sporting Club Venue**
Yarra Valley Country Club
- Best Racing Club Venue**
Moe Racing Club
- Tattersall's Best Gaming Venue 50 or less**
City Memorial Bowls Club
- Tattersall's Best Gaming Venue 50+**
Dandenong Club
- Tabaret Best Gaming 50 or less**
Ocean Grove Bowling Club
- Tabaret Best Gaming 50+**
Trios Tabaret
- Best Club Bistro/Café**
Clayton RSL Sub-Branch
- Best Club Restaurant**
Victorian Club
- Best Wine Cellar**
Commonwealth Golf Club
- Best Bowls Club**
Clayton Bowls Club
- Best Golf Club -VGA Regional**
Barwon Heads Golf Club
- Best Golf Club -VGA Metropolitan**
Kingston Heath Golf Club
- Occupational Health & Safety**
Kingswood Golf Club
- Club Employee of the Year**
Rebecca Buxton, Chirside Park Country Club
- Community Service Award**
Horsham Sports & Community Club
- Best Club -Victorian Country**
Trios Tabaret
- Best Club -Metropolitan**
Melbourne Club Kilsyth
- Best Club Manager**
Glenn Carroll, Horsham Sports & Community Club
- Club Person of the Year**
Avis Clark, Ocean Grove Bowling Club
- Club of the Year**
Horsham Sports & Community Club



