MANAGING IN CRISIS

SUNDAY, 26TH OCTOBER 2008

2.00PM  CONFERENCE REGISTRATION OPENS – HYATT HOTEL

5.30PM  WELCOME FUNCTION SPONSORED BY MAXGAMING - BBQ, Courtyard, Hyatt Hotel

MONDAY, 27TH OCTOBER 2008

7.00AM  BREAKFAST – PROMENADE CAFÉ

9.00AM  CONFERENCE WELCOME
        Graeme Carroll, CEO, RSL & Services Clubs Association.
        Conference MC: Chris Bath — back by popular demand.

9.05AM  CONFERENCE OPENING AND GLOBAL GAMING UPDATE
        Andrew Hely, Managing Director, IGT Australia

9.20AM  LEADERSHIP MATTERS:
        The NSW club industry is in financial crisis with many clubs suffering under the impact of higher gaming taxes, smoking bans and a host of economic factors. Peter Baines is considered one of Australia’s most experienced disaster management specialists having come up against some of the most confronting natural disasters and acts of terrorism the world has seen. In accepting that the only constant is change, there are only two possible courses of action… become paralysed and fail to respond to the challenges we face, or take command and realise that Leadership Matters, focusing on results and not excuses.

10.20AM  THE NEW LEGISLATIVE REGIME
        The legislative scene in NSW is changing dramatically with the introduction of a new Liquor Act on 1 July and a revised Gaming Machines Act by January 2009. The Commissioner for the Office of Liquor Gaming & Racing, Michael Foggo, has been leading the team introducing this legislative overhaul and will outline to delegates the main areas of focus of the OLGR in rolling out the new regime and how it will dovetail with the Registered Clubs Act.

10.50AM  MORNING TEA

11.10AM  ADVANTAGES AND PITFALLS OF THE NEW LEGISLATIVE REGIME
        Any new legislation has its pros and cons and the inevitable anomalies. In this session, Brett Boon, a partner with the law firm, Thomson Playford, will examine the new Liquor Act and soon to be introduced revised Gaming Machines Act, and look at how they will impact on club venues.

11.50AM  THE CHANGING FACE OF LEISURE AND GAMBLING EXPENDITURE
        The latest research from Roy Morgan shows that Australians are gambling less on all forms from gaming machines to Keno. But what is leading the changes and what else is competing for the leisure dollar. Angela Smith, Account Director - Tourism, Travel & Leisure with Roy Morgan Research will provide an overview of the changing industry and the predictions for the future.

12.30PM  PROBLEM GAMBLING: HOW BIG IS THE PROBLEM
        Problem gambling has been placed under the spotlight since the election of the new Federal Government and the SA senator, Nick Xenophon, but just how big is the issue and where is it heading in terms of future harm minimization measures expected in venues. Dr Clive Allcock is an Honorary Clinical Senior Lecturer at the University of Sydney and continues to carry out clinical work with problem gamblers. In this session he will examine the current levels of problem gambling and what venues can do to assist those in need of help.

1.00PM  LUNCH

2.00PM  KEYNOTE ADDRESS: LEADERSHIP IN CHALLENGING TIMES
        Lieutenant General David Hurley, AO, DSC, graduated from the Royal Military College, Duntroon in 1975 into the Royal Australian Infantry Corps. He has served in a variety of regimental and staff postings during his defence force career and has been awarded the Distinguished Service Cross for his command and leadership. From a capability development perspective, he has been the Director General Land Development and Head of Capability Systems Division. Since being promoted to Lieutenant General in December 2003 he has held the positions of Chief Capability Development Group and Chief of Joint Operations. He became Vice Chief of the Defence Force on 4 July 2008.

2.40PM  EBITDARD MADE EASY
        The Independent Pricing and Regulatory Tribunal has identified EBITDARD as the club industry benchmark indicator for financial stress. While it is often a misunderstood financial term it is about to become part of the club industry lexicon. This session will attempt to demystify EBITDARD and show you how its application can assist you to plan the future for your venue.

3.10PM  SURVIVING IN A MAN’S WORLD
        Rachael Robertson successfully led the 58th Australian National Antarctic Research Expedition to Davis Station, only the second female to ever lead a team at the Station. As Station Leader in a male-dominated environment, Rachael was responsible for all aspects of life on Station from the safety and welfare of over 80 expeditioners to the delivery of the Australian Government’s $10m science program. Rachael will share her leadership and team building experiences, using breathtaking photographs and plenty of humour, to demonstrate the lessons she learnt from managing a highly complex operation with the added challenge of isolation and extreme risk to life.

4.10PM  END OF DAY ONE CONFERENCE SESSIONS – FREE TIME
        FREE EVENING
Tuesday, 28th October 2008

7.00AM  BREAKFAST – PROMENADE CAFÉ

9.00AM  ACHIEVING THE TRIPLE BOTTOM LINE
There is an increasing trend and demand for organisations to demonstrate transparency and accountability beyond the domains of financial performance. Decision-making along TBL lines is becoming an accepted approach in implementing the intangible concept of sustainability. Reporting on TBL aims to extend decision-making and disclosure so that decisions explicitly take into consideration the impacts on natural and human capital, as well as financial capital. Brett Jones, a Senior Account Manager with Club Data Online will delve into the three essential elements of TBL and provide some practical examples of tools that help implement and manage such programs.

9.40AM  COMMUNITY ENGAGEMENT PROGRAMS DRIVING BUSINESS PERFORMANCE
The Club industry has for too long made community decisions and contributions with very little commercial or strategic reference. While Club contributions have been significant and the benefits have been far reaching for the community these contributions/efforts have not achieved significant if any reasonable level of recognition. Senior Consultant with CMP Lawler, Luke Heard, will explore how effective Community Engagement Programmes are critical to highlight the importance of your Club to the community and government.

10.20AM  GAMING PANEL: PLAYER LOYALTY SYSTEMS: MAKING THE RIGHT DECISIONS
There are countless theories on the reasons for changing player habits as a result of the bans on smoking in venues, but what part do Player Systems have in addressing the challenge. Importantly, how do you make the acquisition of these systems with the right strategies in mind. Moderator, John Anthony will lead Durban Arnold, Gaming Manager at Dee Why RSL, Mounties Group CEO, Greg Pickering and IGT System Sales Manager, Michael Cheers, through this session to assist delegates in better understanding the concept of using player loyalty systems to build your business.

11.00AM  MORNING TEA

11.20AM  BUILDING TRUST IN YOUR BRAND
Trust lies at the core of all our relationships and interactions. Every time we meet someone, walk into a store, buy our groceries, employ someone, or have someone mind our children, we make a decision – ‘can I trust this person?’ or ‘can I trust this product’. Before any change is made to any club, before any branding decision, product or services change is made, you need to understand the dynamics of trust. In this presentation, the Director of Entente, Vanessa Hall, will expose to delegates the 7 truths about trust you need to know to get people walking through your doors.

12.00PM  PERFORMANCE MAX
Olympian Brennon Dowrick is one of Australia’s most successful gymnasts - a dual Olympian and dual Commonwealth Games Gold Medalist. He is also the author of a corporate health and fitness education program accessing Australia’s top sports science and medicine professionals. Brennon’s story is truly unique and his presentation, including a few surprises, reinforces to delegates the commitment to achieving goals beyond your dreams which for him culminated in a 9.9 Commonwealth Gold Medal winning routine.

1.05PM  CONFERENCE CLOSE:
Tony Jeffcott, Chairman, RSL & Services Clubs Association

1.10PM  LUNCH

2.00PM  REGISTRATION – ANNUAL GENERAL MEETING (RSL & SCA MEMBERS ONLY)

2.30PM  RSL & SERVICES CLUBS ASSOCIATION ANNUAL GENERAL MEETING (MEMBERS ONLY)

3.30PM  AGM CLOSES – FREE TIME

6.00PM  BUSES DEPART HOTEL

6.15PM  REMEMBRANCE SERVICE, AUSTRALIAN WAR MEMORIAL

6.45PM  BUSES DEPARTMENT AUSTRALIAN WAR MEMORIAL FOR DINNER

7.00PM  PRE-DINNER COCKTAILS – LAKESIDE BALCONY, NATIONAL MUSEUM OF AUSTRALIA

7.45PM  CONFERENCE DINNER NATIONAL MUSEUM OF AUSTRALIA - SPONSORED BY CASHCARD SPIRIT OF ANZAC AWARDS PRESENTATION

Wednesday, 29th October 2008

7.00AM  BREAKFAST – PROMENADE CAFÉ
DELEGATES RETURN HOME AT LEISURE.
Managing in Crisis

Contact Conference Co-ordinator, Zoe Blanusa
Phone: (02) 9579 4555  Fax: (02) 9579 4666
Post: PO Box 557, Hurstville NSW 1481 E: zoeb@rslservicesclubs.com.au

ALL REGISTRATIONS MUST BE RECEIVED BY 20TH OCTOBER 2008
Registrations and accommodation not confirmed until payment is received
The organiser reserves the right to alter the program due to unforeseen circumstances

CONFERENCE PACKAGE INCLUSIONS:
One and a half days conference sessions
2 lunches, 2 tea breaks, Welcome reception & Conference dinner

PARTNERS PACKAGE INCLUDES:
Welcome function, Conference dinner & Monday 1/2 day tour.

DRESS: Conference sessions/Welcome function – Smart Casual. Conference Dinner – Lounge Suit or Club Blazer.
Remembrance Service medals may be worn.

Surname: ......................................................................................... First Name: ............................................................................................
Position: ........................................................................................... Club/Organisation .............................................................................
Address: ..................................................................................................................................................................................................................
Suburb: ............................................................................................ State: ............................................. Postcode: ................................
Business Phone: ............................................................................. Fax: ........................................................................................................
Mobile: ........................................................................................... Email: .....................................................................................................

If sharing please advise name of room mate: ..........................................................................................................................................................

Please select conference and accommodation options below:

CONFERENCE REGISTRATION
Conference Package Member /Association Corporate Partner ............ $770
Conference Package Non Member .................................................... $985
☐ I will be attending the welcome function ☐ I will NOT be attending the welcome function
☐ I will be attending the conference dinner ☐ I will NOT be attending the conference dinner

PARTNERS
Partners package ................................................................. $300 Partners Name: ................................................................
☐ My partner will be attending the partners tour ☐ My partner will NOT be attending the partners tour
☐ My partner will be attending the welcome function ☐ My partner will NOT be attending the welcome function
☐ My partner will be attending the conference dinner ☐ My partner will NOT be attending the conference dinner

ACCOMMODATION rates per night, per person (including breakfast)
Twin Share (per person/per night) ........................................................ $165
Single Room (per night) ......................................................................... $305
Double Room (please select if bringing partner) .................................... $320

Please place a tick in the box to advise your first preference of hotel
☐ Hyatt Hotel ☐ Crowne Plaza Hotel

Arrival date ........................................................... Departure date .............................................................. Total nights ......................

Accommodation at the Hyatt hotel is on a first booked basis and the overflow of accommodation will be booked at the nearby Crowne Plaza
with a shuttle bus provided for delegates.

TOTAL $ ......................

Please make all cheques payable to RSL & Services Clubs Association Limited ABN: 37 097 083 308
I wish to pay by: ☐ Mastercard ☐ Visa  Credit card payments incurs a fee of $10 per delegate
Card Number: ........................................................................ Expiry Date: ..........................................................
Name: ................................................................................................ Signed: ..........................................................

Cancellations before 20th October will incur a $50 cancellation fee
Cancellations after 20th October will incur a charge of 1 night's accommodation plus 50% of the registration fee.