



CLUB MANAGERS' ASSOCIATION AUSTRALIA

# Country Club Managers' Conference

Monday 10th to Wednesday 12th, May 2021

The Country Club Managers' Conference moves to the CMAA Mid State Zone at the Parkes Services Club this year. Building on the success it has had over the past years, this conference is a MUST attend event!

The conference features an array of topical & interactive sessions that will assist club managers with insights & strategies to be able to better cope with the challenges that face them. Parkes Services is a COVID-19 Safe Venue practising a high standard of care and sanitisation according to the Health Orders.

Parkes Services Club

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# Smart Ideas



## Boards & HR

Role of GM  
 Relationship GM & Chair  
 Handling Boardroom Dysfunction  
 HR Case Studies & Tips



## Gaming Operations

Current & Future Status  
 Performance Analysis  
 RTP, Loyalty & Trends  
 Economic Influences



## Catering & Culture

Inhouse vs Outsource  
 Building Employee Resilience  
 Managing Workplace Stress



## Business

Innovation & Asset Opportunities

# Timetable

## Monday 10 May

**5:30pm – 7:30pm**

Welcome drinks & Networking

## Tuesday 11 May

**8:30am – 9:00am**

Registration & Arrival Coffee

**9:00am – 4:30pm**

Conference Sessions

**6:00pm – 6:30pm**

Pre-Dinner Drinks

**6:30pm – 10:00pm**

Dinner & Entertainment

## Wednesday 12 May

**9:00am – 12:30pm**

Conference Sessions

*Speakers may change prior to the event date.  
 ACCM 20 points for members attending / an extra 10pts if travelling  
 more than 100kms from Parkes.*

### CMAA Members



**\$440**+GST

- Welcome Function
- Conference Catering
- Dinner

### CMAA Affiliates



**\$440**+GST

- Welcome Function
- Conference Catering
- Dinner

### Non-Members



**\$660**+GST

- Welcome Function
- Conference Catering
- Dinner

**REGISTER**

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**ONLINE** [www.cmaa.asn.au](http://www.cmaa.asn.au)

# Day 1

**TUESDAY 11 MAY**

## **Club Industry Issues Forum: Panel Session**

This Forum is one of the Country Club Managers Conferences' most popular sessions. This time issues around dealing with the role of the General Manager, the relationship between the General Manager & the Chairperson, & handling dysfunction in the board room, will be discussed. Be ready to ask questions & find out what other club managers think about issues affecting them and their club.

## **HR Issues: What happened? How was it handled? & How it should have been handled better?**

Heard the comment: 'working here would be great if we didn't have to deal with staff or customers' before? Well, the reality is you HAVE to work with staff & without customers the club doesn't exist. Dealing with other people is probably the most challenging management function & one which if not handled properly, can result in a range of negative outcomes such as unfair dismissal, litigation, stress, loss of morale & more. This session will feature case studies of HR issues which will assist managers, especially those who don't have a HR Manager, in clarifying the best way to handle some HR issues.

## **Innovative Ideas to Rejuvenate Your Club's Business Model**

A challenging business environment means that many club managers are faced with seeking out opportunities which require 'out of the box' type thinking that does not necessarily come easy to everyone. A critical evaluation of a club's assets, strengths & capabilities followed up with strategic business planning can in fact mean the difference between just 'existing in limbo' versus laying the foundation for a prosperous financially secure future. This session will showcase various avenues of opportunities available to 'open minded' club managers & boards.



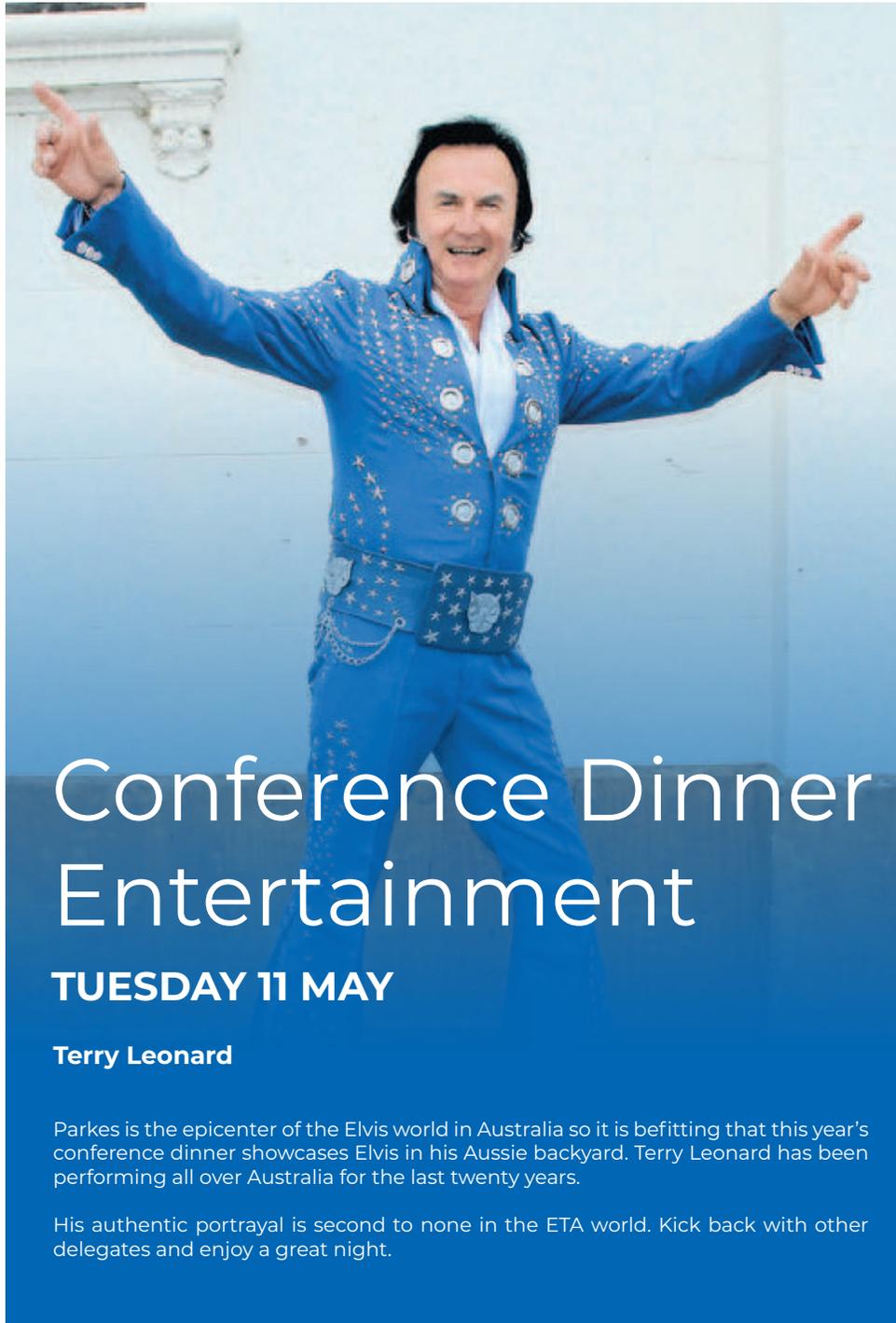
## **The Inhouse vs Outsourcing Catering Great Debate**

The industry is split between those managers who advocate managing their club's catering offerings internally & those managers who support out sourcing their catering operations to contract caterers. Obviously, there are many reasons why clubs do either however do many managers really understand what it takes to run their own catering internally? Have many managers just accepted that 'this is the way we have always done it here' & not given any time into evaluating what the club could be putting on their bottom line versus subsidising the caterer with cheap overheads & rent. This session will feature two teams of club managers who will put forward their views on either position & flesh out the pros & cons of both options.

## **Building Resilience & Managing Stress in the Workplace**

"Resilience" by definition is 'the capacity to recover quickly from difficulties; toughness' Resilient people are aware of situations, their own emotional reactions and the behaviour of those around them. In order to manage feelings, it is essential to understand what is causing them and why. By remaining aware, resilient people can maintain control of a situation and think of new ways to tackle problems. Club managers need to build their own and their team's resilience in order to meet the challenges of running a dynamic and pressurised workplace. This session is presented by Black Dog Institute Clinician Barbara Rysenbry who will explore the five pillars of resilience: self awareness, mindfulness, self care, positive relationships & purpose. By strengthening these pillars, we in turn, become more resilient.





# Conference Dinner Entertainment

**TUESDAY 11 MAY**

**Terry Leonard**

Parkes is the epicenter of the Elvis world in Australia so it is befitting that this year's conference dinner showcases Elvis in his Aussie backyard. Terry Leonard has been performing all over Australia for the last twenty years.

His authentic portrayal is second to none in the ETA world. Kick back with other delegates and enjoy a great night.

## Day 2

**WEDNESDAY 12 MAY**

### The Country Gaming Workshop

Drawing on the shared experiences of gaming specialists Justine Channing & Terry O'Halloran, a panel of country club managers & a panel of gaming manufacturers, this workshop aims to explore the issues & challenges club managers face running a gaming venue in the country & regions outside of the large metropolitan areas. The scope of the workshop will address key issues & any other matters pertaining to gaming that delegates may like to be highlighted.

#### The types of issues to be discussed include:

- Current gaming landscape
- Cashless Gaming
- Social Gaming
- Short 'Hacks' or tips to check on gaming performance
- Purchasing advice on purchasing new machines (tips, tricks of the trade)
- Gaming Success stories – development, install etc
- Legislative & economic influences
- Player engagement & RTP
- Trends & technology
- Loyalty & gaming promotions
- Gaming room design
- Analysis of performance
- Gaming strategy & execution

### ACCOMMODATION IN PARKES

**Astro Dish Motor Inn 4-star**

10-16 Bogan St, Parkes NSW 2870  
 (02) 6862 3000

**Court Street Motel Book**

10-14 Court St, Parkes NSW 2870  
 Via Booking.com

**Henry Parkes Motor Inn Parkes 3-star**

25 Welcome St, Parkes NSW 2870  
 (02) 6862 4644