

**ClubsACT**  
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# *ClubsACT Conference*

21-22 June



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# CLUBSACT OPERATIONS DAY & BOWLS AFTERNOON

FRIDAY 21 JUNE 2019 - THE RUC AT TURNER

MAJOR SPONSOR



8.30AM	<b>Conference Registration &amp; Coffee</b>
9.00AM	<b>Conference Welcome</b> Kim Marshall, President, ClubsACT
9:10AM	<b>Innovations at TAB: New Opportunities for Your Venue</b> Dean Antony and Nicole Thomas, Tabcorp
9.30AM	<p><b>Panel: Alternative Staffing Strategies for Hiring and Retention of Your Biggest Asset</b></p> <p>Brad Jenkins- Head of Leisure, Lewis Land Group Cam Sullings- Business Development Manager, Canberra Business Chamber Paul Butler- F&amp;B Manager, National Press Club of Australia</p> <p>Our panellists will offer insights into how alternative staffing strategies can boost morale and retention, while also being financially beneficial.</p> <p>Brad Jenkins, Head of Leisure for Lewis Land Group, will reveal a new strategy he has rolled out that has resulted in significant Government rebates for his business.</p> <p>Cam Sullings, through the Canberra Business Chamber's (CBC) Inclusion in Employment project, is focussing on securing employment for people with disabilities.</p> <p>Paul Butler worked as Executive Chef for 12 years before moving into the Food and Beverage Manager at the National Press Club of Australia. Paul has done cooking stints with big names such as George Calombaris &amp; Matt Moran to name a few, and trained with some of the industries toughest. Paul has seen it all and will share with you what has worked in his business...and what hasn't.</p>
10.15AM	<b>Looking to the Future: Why Innovation Matters</b> Richard Hume- Growth Manager, Canberra Innovation Network
10.45AM	<b>Morning Tea/ Break</b>
11.15AM	<b>Hitting the Mark with your Marketing</b> Phil Trenbath- Partner, The Mark Agency
11.45AM	<p><b>Case Study: The Art of Relevance</b></p> <p>Luke Simmons- CEO, Norths Group</p> <p>Striking a balance between respecting the past and innovating for the future, CEO Luke Simmons will provide an insight into how North Sydney Leagues Club has today evolved to represent more than just its footy roots.</p> <p>Luke will share his experiences in operating such a diverse set of Clubs under the Norths Group banner. He will highlight the challenges Norths continue to face, the many key learnings thus far and the opportunities that lay ahead as the group continues to maintain relevance with its community through a digital rebrand and relaunch of the portfolio under the banner, Norths Collective.</p>
12.15PM	<p><b>Panel: Clubs vs Pubs- Are pubs streaking ahead and how do clubs close the gap while staying true to our roots?</b></p> <p>Brad Jenkins- Head of Leisure, Lewis Land Group Luke Simmons- CEO, Norths Group Laurence Cain- Managing Director, Capital Brewing Paul Berger- General Manager, Harmonie German Club</p> <p>Should clubs emulate the pub formula for success?</p> <p>Clubs are genuinely community-focussed organisations and with this lays a mountain of value. However societal values have shifted and how do clubs keep up with the times while staying true to their roots?</p> <p>Acceptance of change may be the first step, followed by a commitment to embracing design, innovation and food and beverage trends. Our panellists have a wealth of knowledge to share from the club, pub and hotel industries, providing insights into how your venue can stride ahead, no matter your sector.</p>
1.00PM	<b>Conference Close</b> Lunch

**BOWLS AFTERNOON: SPONSORED BY CUB**



# CLUBSACT DIRECTORS CONGRESS & NETWORKING

SATURDAY 22 JUNE 2019 - EASTLAKE GUNGAHLIN

MAJOR SPONSOR



8.30AM	<b>Conference Registration &amp; Coffee</b>
8.45AM	<b>Conference Welcome</b> Kim Marshall, President, ClubsACT
8.55AM	<b>Aristocrat's Future Road Map and Innovation</b> Brad Robertson- Director of Sales Australia, Aristocrat
9.15AM	<b>Why Diversity Matters - Women in Senior Leadership and On Boards</b> Libby Lyons, Director, Workplace Gender Equality Agency  At the Australia Capital Territory election for the Ninth Assembly in 2016, thirteen women were elected to the Assembly, the first time in Australian history that a majority of women had been elected to a parliament. It is no longer regarded as ground-breaking to see women elected to parliaments or to take up the most senior positions in government. At an industry level, while there is a healthy ratio of women and men working in our clubs, women are underrepresented in senior level executive positions and on Boards. How can clubs ensure gender equitable outcomes are being achieved to benefit the industry as a whole?
10.00AM	<b>Panel: Responsible Gambling and Stakeholder Responsibility for Minimising Harm</b> Dr. Alex Blaszczynski, Professor of Clinical Psychology and Director of the University of Sydney Gambling Treatment & Research Centre Nadine Grinblat, Chief Executive Officer, Australasian Gaming Council Mr Carl Buik- Board Member, Gambling and Racing Commission Mark Condi, CEO, Bankstown Sports Club  When you look at responsible gambling in the context of a positive customer experience, Clubs have a great opportunity to seize responsible gambling initiatives to better protect their patrons, look after their well-being and advocate for measures that will help patrons gamble within safe bounds.  Our panellists will discuss tangible actions for clubs to increase the well-being of their patrons through responsible gambling programs.
11.30AM	<b>Morning Tea &amp; Break</b>
12.00AM	<b>The Attorney-General's Harm Minimisation Roundtable considers South Australian technology change</b> Mike Penfold - CEO- Clubsafe SA  In 2018, the SA club industry introduced Automated Risk Monitoring (ARM) to assist with minimising gambling harm. ARM is software added to a jurisdiction's Central Monitoring System that triggers a response for venue staff to a player. Clubsafe SA CEO Mike Penfold, shares insight about how the technology has affected clubs and what clubs should be aware of if the system was introduced in the ACT.
12.30PM	<b>Good Governance: Making Better Decisions for Better Outcomes</b> Julie Garland McLellan- Governance Consultant  Julie Garland McLellan knows good governance - as an internationally renowned governance consultant, she is also familiar with the registered Clubs sector and its current strategic challenges.  Julie has worked with ClubsNSW and The Club Managers Association Australia to gain a deep understanding of the current issues facing boards and directors in the sector.  In the closing keynote, Julie will inspire you, whilst presenting the strategic challenges facing boards in the ACT clubs sector and providing practical insights on how to rise to those challenges.
1.15PM	<b>Conference Ends</b> <b>Lunch</b>
<b>NETWORKING DRINKS: SPONSORED BY LION</b>	



# MESSAGE FROM THE PRESIDENT

Welcome to the ClubsACT Conference Program for 2019. Building on the success of last year's format and speakers, I am pleased to announce this year's conference will again provide the opportunity for you to increase your knowledge, find solutions to problems and perhaps discover something you did not know.

I am especially proud that we have secured Libby Lyons, the Director of the Australian Government's Workplace Gender Equality Agency as our keynote speaker.

The two half day format will deliver the right balance of professional discussion alongside the opportunities to expand connections.

Both days will be hosted and facilitated by Tim Shaw, whose measured and intelligent approach to our industry will ensure the conference program runs smoothly. He will be well known to a number of our speakers and we are glad to have him involved once again.

Finally, I would like to especially thank our major corporate partners- Aristocrat, Tabcorp, Lion and Carlton & United Breweries- who are the sponsors for this year's conference. Indeed, without your support and the support of all of our valued corporate partners, events such as this would not be possible.

As always, ClubsACT will continue to work with you to ensure our club industry not only survives but also thrives.

**Clubs of the ACT- Built to Give.**



Kim Marshall

President, ClubsACT

## 2019 KEYNOTE SPEAKERS

### LIBBY LIONS



*Director, Workplace Gender Equality Agency*

Libby Lyons was appointed Director of the Workplace Gender Equality Agency in October 2015. She oversees the statutory reporting process that gathers gender equality data from more than 12,000 employers, covering more than 4 million employees.

She also presented at the United Nations Commission on the Status of Women in New York in 2018.

Recently, Libby featured in 200 women who will change the way you see the world, as well as Apolitical's 100 Most Influential People Working in Gender Policy 2018 list.

Prior to joining the Agency Libby had a distinguished career in corporate affairs and government relations, including heading up BHP Billiton's Olympic Dam corporate affairs division, as well as senior roles at Atlas Iron, CITIC Pacific Mining, Alcoa Australia, the Western Power Corporation and Telstra.

Libby has a strong personal commitment to public service, having started her career as a primary school teacher. She also sat on the boards of non-profit organisations SIDS and Kids WA, and was Executive Chairman for Kalparrin, a charity that supports the carers of children with disabilities.

### JULIE GARLAND MCLELLAN



*Governance Consultant*

Julie Garland McLellan is an experienced professional speaker who has presented keynotes and director training on corporate governance across Australia and internationally (Brazil, Thailand, Malaysia, Singapore, Dubai, Japan, Oman and Chile).

She has over twenty years' experience working with The Australian Institute of Company Directors and other respected governance institutions and brings both practical insights from a 22-year career on boards and the latest in governance theory from around the world. She is the author of six books on governance and the publisher of The Director's Dilemma, a newsletter that is read in 68 countries.

Julie has worked with ClubsNSW and The Club Managers Association Australia to gain a deep understanding of the current issues facing boards and directors in the sector. Her credibility, expertise and engaging style will be an asset to this year's Director's Congress.

### LUKE SIMMONS



*Chief Executive Officer, Norths Group*

Luke Simmons started his career at Norths Group in the late 90s, and progressed through the ranks to assume the position of CEO in 2011.

In 2000, he earned a full-time position as assistant gaming manager and took every opportunity over the next few years. He was promoted to gaming manager upon completing a business degree, to operations manager, to general manager, to COO, and then finally, in 2011, to the CEO position.

As a small group developed through amalgamations, the journey encompasses the successful repositioning of the parent Club as 'Norths', the Bowlo as 'The Greens North Sydney', the ongoing redevelopment of Seagulls Club set over 5 hectares on the Tweed River, the acquiring of the North Sydney RSL Sub Branch as a key community partner, and most recently the acquisition and redevelopment of their Businessman's Club into a pub-style venue called 'The Alcott Lane Cove'. The Group's portfolio of clubs includes two fitness centres and the Co-ownership of the start-up e-procurement business ClubCo.

# 2019 CONFERENCE SPEAKERS



## MR MARK CONDI

*CEO, Bankstown Sports Club*

Bankstown Sports Club is one of the leading registered clubs in NSW, servicing over 70,000 members and employing more than 650 staff across six venues in Sydney.

Mark Condi is the current Chief Executive Officer for the Bankstown Sports Group - just the third in the Club's 60-year history.

He has worked for the Club for 27 years and has experience in almost every hospitality role there is. He began his career as a 'useful' or 'glassy' after he finished high school, and slowly worked his way up through different positions such as carpark attendant, reception, events, bar and gaming. He was then promoted to Supervisor, then Duty Manager, IT Manager, Gaming Manager, Assistant Secretary Manager and finally, CEO.

He has completed two university degrees - a Master's in Business Administration and a Bachelor's degree in Business in Club Management - and he is also a Justice of the Peace.



## DR. ALEX BLASZCZYNSKI

*Professor of Clinical Psychology and Director of the University of Sydney Gambling Treatment & Research Centre*

Alex Blaszczynski is a Professorial Research Fellow and Director, Gambling Treatment and Treatment within the The University of Sydney, Faculty of Science, Brain and Mind Centre, School of Psychology. He is a researcher and clinical psychologist with a long history of involvement in treatment and clinical studies on gambling disorders, the psychology of gambling, and principles and policies related to responsible gambling behaviour. He developed a conceptual pathways model explaining the aetiology of pathological gamblers. He is the Editor-in-Chief of International Gambling Studies.

In 1995, Professor Blaszczynski was a co-recipient of the American Council of Problem Gambling Directors Award, and in 2004, the National Centre for Responsible Gambling senior investigator's research award for his work in the field of pathological gambling. In 2013, the NSW Government's Responsible Gambling Fund awarded him an excellence award for his contributions to gambling. In 2014, he received the American National Council of Problem Gambling's Lifetime Research award.



## NADINE GRINBLAT

*Chief Executive Officer, Australasian Gaming Council*

Nadine Grinblat has over twenty years experience within the gaming industry where she has focussed, for over a decade, on responsible gaming.

Graduating from the University of Melbourne in 1998 with degrees in both Arts and Law she commenced her industry career at Crown Melbourne and was the Manager of Crown Melbourne's Responsible Gaming Support Centre from 2005-2008.

Admitted as an Australian Legal Practitioner in 2009, Nadine was appointed as the Australasian Gaming Council's (AGC's) Chief Executive in 2016.

She has been a member of Australia's National Association for Gambling Studies (NAGS) since 2005 and was Secretary of the Association from 2012 to 2015.

She is a member of the Victorian Responsible Gambling Ministerial Advisory Council, attends meetings of the Queensland Responsible Gambling Advisory Council and is also a member of the International Association of Gaming Advisors (IAGA) and the European Association for the Study of Gambling (EASG).



## MR BRAD JENKINS

*Head of Leisure, Lewis Land Group*

Brad has been heading up the Hotel portfolio for Lewisland Group, incorporating The Fiddler, Camden Valley Inn, and Belvedere Hotel QLD for the past 8 years. With 32 years in Hotel Management, operations and administration, he has consulted and worked for over 70 Hotels across Australia.

He has recently launched the Lewisland Futures Program focused on employing 100 unemployed people throughout the hotel departments by the end of 2019. Working closely with RTO's, Job Actives, indigenous groups, and State and Federal Govts, placement of 52 staff placements have been achieved to date, representing over 130 years of centrelink support.

# 2019 CONFERENCE SPEAKERS



## MR MIKE PENFOLD

*Chief Executive Officer- Clubsafe SA*

Mike's former roles with South Australia's Office of the Liquor and Gambling Commissioner and Consumer and Business Services, combined with his current roles as CEO of Clubs SA and Club Safe, makes him well qualified to discuss matters relating to gambling and in particular gaming machines.

As the Director of Compliance and Enforcement at Consumer and Business Services, Mike was heavily involved in assisting with gambling policy and legislation and overseeing the introduction, education and enforcement of these matters.

Mike's current role as the CEO of Clubs SA and Club Safe means that he is often called upon to represent the licensed Club industry which requires him to advocate, consult and negotiate with Government on all aspects of Club gambling in South Australia.



## MR PHIL TRENBATH

*Partner/Account Director, The Mark Agency*

Phil Trenbath is an Account Director and Partner at The Mark Agency, a full-service marketing agency based in Canberra, Australia. The Mark Agency specialises in growing businesses, taking a blended approach to business and marketing strategy.

Phil studied a Bachelor of Advertising/Marketing Communications at the University of Canberra before moving to the United Kingdom to undertake a Master of Arts in Cross-Cultural Communication & International Marketing at Newcastle University. Since returning to Australia Phil has been with The Mark Agency for 9 years working on a variety of businesses across multiple sectors.



## MR RICHARD HUME

*Growth Manager, Canberra Innovation Network*

Richard is a passionate business coach and speaker with over 25 years of experience as an entrepreneur, director & investor. He has practical, front line experience in building capability across sales, customer service, operations, systems, IT development, marketing & human resources. He is a specialist in business growth, and has brought hundreds of products to market. He has invested in a diverse range of industries including online retail, hospitality, new media, productivity consulting & business coaching - and has been a C-Level executive in such companies as Harvey Norman Computer Training, Capital Gemini Group and Allbids.com.au.

Richard is also a regular presenter and lecturer with the Canberra Innovation Network, CSIRO On Prime, Australian National University and many other organisations.



## MR CARL BUIK

*Board Member, Gambling and Racing Commission*

Carl Buik was appointed to the Board of the ACT Gambling and Racing Commission in March 2018. Carl Buik enjoyed a successful 28 year career with the Australian Competition and Consumer Commission (ACCC). Mr Buik managed investigations, business and consumer education programs and training for ACCC staff, professional and business participants.

Since leaving the ACCC Carl has completed a range of consultancies involving both consumer protection and competition law issues for national governments, international organisations and the private sector in more than 30 countries, including the Common Market for Eastern & Southern Africa (COMESA), UNCTAD (based in Geneva), the Competition Authority Kenya (CAK) and Ezz Steel, Egypt.

Mr Buik has qualifications in law (LLB, ANU) and economics (B.Ec. UNE & Grad Dip Economics for Competition Law, KCL UK).

# BOOKING FORM

CLUBSACT ANNUAL CONFERENCE 2019

Organisation Name:	
Contact Person:	Phone No:
Email Address:	
<b>COST</b>	
Operations Day + Bowls Day = \$200pp Directors Day + Networking = \$250pp Lunch and Bowls Afternoon- 21 June- \$59pp Lunch and Networking 22 June- \$49pp	
Early Bird Discount: Register and pay before COB Friday 17 May for the following discounts:	
Operations Day- \$175pp Directors Day- \$200pp	

<b>ATTENDEES</b>				
Names	Operations Day + Bowls Day	Directors Congress + Networking	Bowls Afternoon Only- 21 June	Networking Only- 22 June
Please advise of any dietary requirements:				

<b>CREDIT CARD PAYMENT</b>		
Name on Card:		
Credit Card Number:	Expiry Date:	CCV:
Signature:		

Please return completed form to [annie@clubsact.com.au](mailto:annie@clubsact.com.au) by COB Friday 31 May 2019.

**Cancellation Policy: Cancellation of registration after closing date will result in a 50% cancellation fee.**

**No refunds will be provided to no-shows on the day.**

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