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CLUBS NSW
CONFERENCE
& Annual General Meeting

31 OCT - 2 NOV
ICC · SYDNEY

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2019 CLUBS NSW CONFERENCE PROGRAM

Time	Session	Location	Presenter	Partner
PRE-CONFERENCE - THURSDAY, 31 OCT				
8:30am – 9:00am	Registration – Masterclasses, Strategic Planning & Risk Management Workshop, Mandatory Director Training	Level 5, ICC Exhibition Centre		
9:00am – 4:00pm	<p>AML/CTF Compliance for Directors</p> <p>Money laundering, terrorism financing and serious financial crime are very real issues with very real impacts on the lives of everyday Australians. They also create regulatory and reputational risks for the club industry especially due to the conduct of gambling and high levels of cash transactions. This session provides training for directors to help them understand their AML/CTF Compliance responsibilities.</p>	Level 5, E5.7, ICC Exhibition Centre	Neil Jeans [Initialism]	 INITIALISM <small>AML compliance solutions</small>
9:00am – 4:00pm	<p>Strategic Planning & Risk Management for Small Clubs</p> <p>Designed with directors and managers of small clubs in mind, this workshop outlines the principles and framework to give you the practical tools to develop your own plan and ensure a sustainable future.</p>	Level 5, E5.10, ICC Exhibition Centre	Ron Browne [ClubsNSW]	
9:00am – 12:00pm	<p>Masterclass 1 – Risk Management – Crisis Management Plans <i>[Morning Session]</i></p> <p>No-one plans for a crisis but it is possible to manage one if you are well prepared. If a crisis should befall your club, learn how to create a crisis management plan, a business continuity strategy and manage your business recovery so you can minimise the risk of lost business in the face of an unexpected turn of events.</p>	Level 5, E5.9 ICC Exhibition Centre	Wayne Gilbert [PKF]	
9:00am – 12:00pm	<p>Masterclass 2 – Risk Management – Financial Security <i>[Morning Session]</i></p> <p>Business can be tough and without the appropriate risk assessment of cash flow and good budgetary plans, you can sometimes end up with a financial crisis on your hands. This session will explore how best to structure financial reports, position controls and key flags to ensure your club avoids financial disasters.</p>	Level 5, E5.9 ICC Exhibition Centre	Greg Russell [Russell Coporate]	
1:00pm – 4:00pm	<p>Masterclass 3 – Strategies for Growth & Consolidation <i>[Afternoon Session]</i></p> <p>Industry consolidation can be both an opportunity and a threat to some clubs. Ensuring your club's growth could mean that a key option is consolidation with another club in your area. Join in the discussion on how to capitalise on this sort of opportunity.</p>	Level 5, E5.3+4 ICC Exhibition Centre	John Tully [Tully Heard]	

Time	Session	Location	Presenter	Partner
1:00pm – 4:00pm	Masterclass 4 – Balancing Your Board - Finding Directors <i>[Afternoon Session]</i> Governance Directions 2017-2021 advocates succession planning in two ways – filling the pipeline before you need directors and going outside the traditional model of only asking your members to be candidates. Hear from clubs that have utilised innovative ways of attracting potential directors with great skills to nominate for their boards.	Level 5, E5.5+6 ICC Exhibition Centre	Debbie Organ [ClubsNSW]	
Breaks – Morning Tea 10:15–10:30am, Lunch 12pm–1pm, Afternoon Tea 2:15pm–2:30pm		Level 5, Foyer		
5:00pm – 8:00pm	CDI Dinner – Education Degustation A night of networking, drinks and a two-course dinner. Sam Turner, former Head of Inclusion & Diversity at Westpac, will take us through her journey of transforming Westpac into an inclusive organisation with 50 percent of the leadership being female by 2017. This event is optional - tickets available.	Level 2, Parkside Ballroom ICC		

DAY 1 – CONFERENCE – FRIDAY, 1 NOV

6:30am – 8:30am	Conference Registration	Registration Desk, Ground Floor, ICC		
8:30am – 9:10am	Official Opening Welcome / Chairman’s Address / Premier’s Address	Level 2, Pyrmont Theatre ICC		
9:10am – 10:10am	Keynote 1 – Janine Robinson Continuing Our Responsibility in an Era of Mistrust Both ClubsNSW and our members seek to be responsible corporate citizens in all that we do. Yet in an era where a global breakdown of institutional trust is all pervading, earning and keeping a social licence can be challenging. As a Director with the Responsible Gambling Council in Canada, Janine understands that a social license is only maintained by organisations that are responsive to changing community concerns and expectations and that this is particularly true when it comes to conducting responsible gambling in venues and online. Janine is regarded as a global leader in Responsible Gambling training programs and is passionately interested in culture and gambling. Her background in responsible gambling treatment, combined with her advanced degrees in adult education, clinical care and community development, bring a 360° perspective to responsible and problem gambling. She will discuss how ‘Sharing knowledge - delivering impact’ is the cornerstone of the RGC’s mission to prevent problem gambling and how creating a responsible gambling culture means continuously seeking new ways that identify and share prevention strategies. There is much of relevance for the Australian gambling industry that should be of interest to us all.	Level 2, Pyrmont Theatre ICC	Janine Robinson [Responsible Gambling Council, Canada]	

Time	Session	Location	Presenter	Partner
10:45am – 11:45am	<p>Political Landscape Forum</p> <p>With the NSW and federal elections having come and gone earlier this year, the Australian political sands have shifted. Hear from Joel Fitzgibbon (federal Labor MP for the Hunter) and Troy Grant (former Liquor & Gaming Minister, former Member for Dubbo) - two seasoned and respected political veterans from the national stage as they dissect the election results and share their insights with attendees. Our speakers have extensive political and campaigning experience.</p>	Level 2, Pyrmont Theatre ICC		
11:45am – 12:45pm	<p>Gaming Forum</p> <p>What are the new forms of gaming generating hype in the industry? What are the challenges facing traditional gaming? Anthony Ball (ClubsNSW CEO) leads a panel including Arthur Laundry (Laundry Hotels), Matt Bekier (The Star) and representatives from NSW clubs who will examine these very questions and more. Forum includes a Q&A.</p>	Level 2, Pyrmont Theatre ICC	Anthony Ball [ClubsNSW], Arthur Laundry [Laundry Hotels, Matt Bekier [The Star]	
<p>Breaks – <i>Light Breakfast Available 6:30am–8:30am, Morning Tea 10:10am–10:30am, Lunch 12:45pm–1:45pm</i></p>		Level 2, Gallery		
1:45pm – 2:40pm	<p>Industry Seminars</p> <p>Seminar 1 – Digital Transformation</p> <p>Today businesses are going through a rapid rate of change driven by technology and the power of the Internet. In this session, executives from Australian communications leader Vocus, will explain how local businesses are tackling this change, what innovation lays ahead, and how clubs can benefit from technology services that will enrich business operations and member experiences.</p>	Level 2, Pyrmont Theatre ICC		
	<p>Seminar 2 – Customer Experience [CX]</p> <p>CX is one of the hottest topics in most industries. It is being discussed, researched and analysed as much as ever before. In an industry where CX is the foundation for success and driving growth, it is imperative to evolve your club's CX vision and strategy, and ensure your club is delivering a seamless experience every time. In this seminar, learn how to transform your club's CX strategy and drive business results.</p>	Level 3, C3.2, ICC	Catherine Eddy	
	<p>Seminar 3 – Crisis Comms</p> <p>A seemingly small issue at your club has the potential to tarnish its image, or even lead to a full-blown media crisis if it's not handled correctly. Tim Allerton, one of the country's leading Crisis Communications practitioners will discuss the importance of crisis preparation and response.</p>	Level 3, C3.3, ICC	Tim Allerton [City Public Relations]	

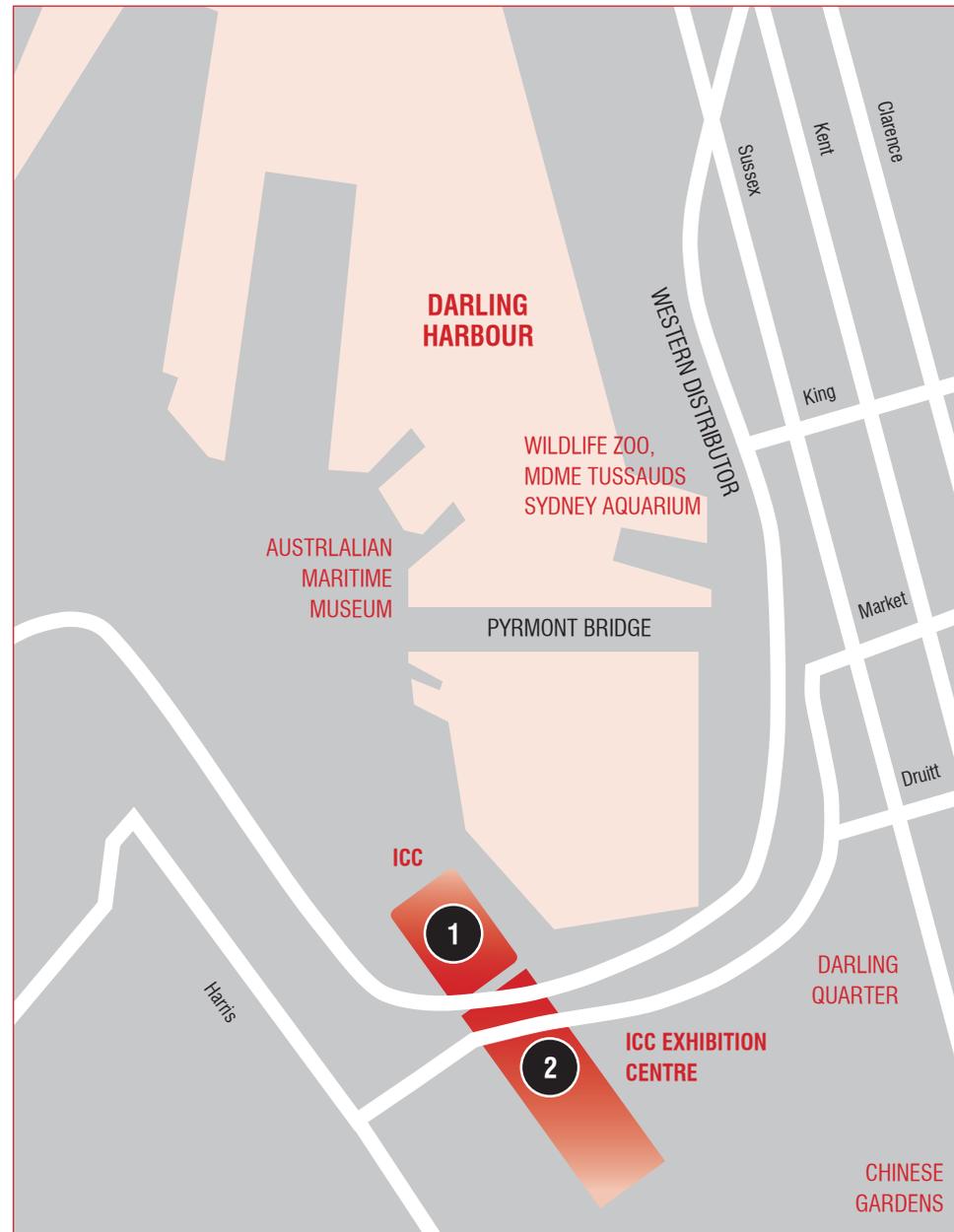
Time	Session	Location	Presenter	Partner
	<p>Seminar 4 – ClubsTHRIVE/Slingshot</p> <p>TBC</p>	Level 3, C3.4 & C3.5, ICC		
	<p>Seminar 5 – Rebuilding Trust Amongst the World’s Most Powerful Consumer</p> <p>Trust is the most valuable commodity that your brand possesses; the strongest and most valuable relationships are built on this foundation. So, what happens when the most powerful consumer in the world no longer trusts you? Mums are increasingly turned off by pushy advertisements that marginalise and misunderstand them. They are rejecting brands that fail to deliver what today’s Mums need and demand from brands. So how can your brand rebuild trust with Mums? In this presentation Katrina McCarter shares her seven successful strategies to build rapport, rebuild trust and create a strong, valuable relationship with the Mum Market. You will learn how to communicate effectively and confidently with Mums using Katrina’s deeply insightful research into 1800 Australian Mothers.</p>	Level 3, C3.6, ICC	Katrina McCarter [Founder & CEO, Marketing to Mums]	
2:50pm – 3:45pm	Industry Seminars – Repeat Sessions			
3:00pm – 6:00pm	<p>2GB Outside Broadcast</p> <p>Right next door to the Keno Welcome Party, Ben Fordham will be doing a live broadcast in the Gallery. Presenting a preview of the Clubs & Community Awards, Ben will be talking to finalists as excitement builds for the dinner on the following night. Delegates are welcome to pop by and listen.</p>	Level 2, Gallery, ICC		
4:00pm – 7:00pm	<p>Keno Welcome Party</p> <p>Catch-up and network with industry peers in an informal and relaxed setting. Immerse yourself in the Keno experience. Indulge your senses with a range of great food and your choice of beverages from our partners, and have a dance to some amazing live music.</p> <p>The Keno Welcome Party is included as part of the complete conference package for delegates and their registered partners.</p>	Level 2, Parkside Ballroom, ICC		

Time	Session	Location	Presenter	Partner
DAY 2 – CONFERENCE – SATURDAY, 2 NOVEMBER				
7:00am – 9:00am	Conference Registration	Ground Floor, ICC		
9:00am – 9:15pm	Welcome	Level 2, Pyrmont Theatre ICC		
9:15am – 10:15am	<p>Keynote – Anna Bligh AO Governance – Delivering the Right Outcomes</p> <p>As CEO of the ABA, Anna’s priorities include strengthening the culture in banking and delivering the right outcomes for customers. Anna has had a long and distinguished career in politics, and was the Premier of Queensland for almost five years until March 2012. She was also Deputy Premier and Treasurer of Queensland and held ministerial responsibilities in Education, Social Welfare, Arts, Economic and State Development and Infrastructure.</p> <p>Anna’s leadership came to national and international attention as she led the response and recovery effort to devastating floods in Queensland in January 2011.</p> <p>Drawing on her experience in banking and government, Anna will talk about how organisational failure in governance, risk management and compliance could impact the club industry. She will also discuss the changing role of government in regulating business and to what extent the industry can fix its own problems.</p> <p>Includes a Q&A.</p>	Level 2, Pyrmont Theatre ICC		
11:00am – 12:00pm	<p>Key Issues Forum You Can Leave Your Hat On</p> <p>Are dress codes a thing of the past? Are clubs alienating a younger generation of members with rules that are less than hip? For some clubs, getting patrons through the door is becoming a greater challenge. Join John Tully as he facilitates a panel with Anthony Ball and a group of Gen Y and Baby Boomers who will discuss these questions and more.</p>	Level 2, Pyrmont Theatre ICC	John Tully [Tully Heard]	
11:00am – 2:30pm	ClubsNSW AGM Voting	Level 2, C2.6		
	Breaks – <i>Morning Tea 10:15am–10:45am, Lunch 12:00pm–1:00pm</i>	Level 2, Gallery		
1:15pm – 2:15pm	<p>TED Talks</p> <p>1 Moving to a Cashless Society 2 Membership Marketing 3 Leadership</p>	Level 2, Pyrmont Theatre ICC	Tiziana Bianco Steve Baird Rabia Siddique	

Time	Session	Location	Presenter	Partner
2:30pm – 4:00pm	<p>ClubsNSW AGM</p> <p>Financial member clubs of The Registered Clubs Association of NSW (ClubsNSW) are eligible to register a maximum of two voting delegates. Registrations take place between 10:15am and 2pm on the day, with voting for directorship positions to take place during this period, if required.</p>	Level 2, Pyrmont Theatre ICC		
6:00pm – 6:30pm	Clubs & Community Awards - Pre-dinner Drinks	Level 5, ICC Grand Ballroom		
6:30pm – 12:00am	Clubs & Community Awards	Level 5, ICC Grand Ballroom	Ben Fordham [Host]	

2019 CLUBSNW CONFERENCE VENUES

If you're looking for other things to see and do in the Sydney CBD, visit the conference section on clubsnsw.com.au



- 1 ICC**
 - Welcome Party
 - Conference Opening
 - Keynotes
 - Conference Forums
 - TED Talks
 - Industry Seminars
 - Clubs & Community Awards
 - AGM
- 2 ICC EXHIBITION CENTRE**
 - PRE-CONFERENCE TRAINING
 - AML/CTF Training
 - Strategic Planning & Risk Management Workshop for Small Clubs
 - Masterclasses