

## Definition of Legendary Status

By Steve Glasson, Australian Lawn Bowls Coach



**In sport the term 'legend' is likely used far too often and without any real substance however if the Oxford Dictionary is correct (and I'm pretty sure it is) it suggests – 'An extremely famous or notorious person'. In regards to this editorial though, we stay well clear of notorious and focus on the famous. Certainly in the industry of bowls anyway!**

Australian Bowls Legend Karen Murphy has a bowls resume second to none. Karen has achieved more than any other person in the sport of bowls and just a few of her highlights (and I do mean just a few) include the following –

- Four Commonwealth Games campaigns, in 1998, 2002, 2006 and 2014, which have resulted in three silver and a coveted gold medal;
- Three World Bowls Championships, in 2004, 2008 and 2012, which have netted two bronze and three gold medals, including the illustrious blue-ribbon women's singles title at the most recent staging;
- The PBA Ladies World Matchplay crown at Potters, England in 2012;
- The World Champion of Champion title in 2013.
- South African Masters Singles Champion
- A host of Australian Championships
- Invitation Titles

Karen recently registered her 500th (Official) Test representing Australia in Hong Kong and then returned from the rigours of that event to represent Australia at the Asia Pacific Championships in Christchurch, New Zealand securing two Gold medals from two events. Once our youngest star, Karen is now affectionately known as Nana amongst the Jackaroos Australian Team with the average age being a touch under 30 years.

To put 500 tests into perspective, (it's actually 527 now with more to come at the fast approaching Trans Tasman and 6 Nations series again in NZ), no other Australian representative, male or female, has achieved such a milestone and it's unlikely

anybody ever will. Time wise, Karen's International duties also span some 18+ years. Incredible to say the least!

A humble Karen puts much of her success and longevity down to consistency and the desire to learn and improve every day. Off the field, Karen acknowledges relationships are pivotal to success. Karen is a remarkable ambassador for the game and places great emphasis on giving back to the sport in any way possible; a notable example of this is Karen's involvement as a Board Member on the World Bowls Organisation.

Karen is a leader in the sport of bowls and can be attributed to bringing many, modern changes to the sport such as colour and far more modern attire on the greens for women's bowls amongst many other achievements.



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## The Domina General NEWSLETTER MARCH 2016



Welcome to the first edition of our brand new client newsletter, "The Domina General".

The newsletter will come to you each quarter and we are sure you will find it most informative.

– Kelvin, Ian, Jenny & Paul.

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# Good food, good coffee & happy kids

How clubs are staying alive

With club closures a regular occurrence over the past 5 years many others are coming up with new ways to attract patrons and keep the doors open.

Briars at Greenlees in Sydney's inner west is one club that has adapted to an influx of families to the area by turning one of its underutilised bowling greens into an enclosed play area for children and a mini-netball court. The club attracts many families with its modern bistro and specialty coffee.

A few clubs are also choosing to remove their poker machines, focusing more on creating a family-friendly community club with social bowls and good food. Southport Bowls Club on the Qld Gold Coast and Brush Park Bowls Club and Petersham Bowls Club in Sydney are doing much better since removing gaming from the club. South Cronulla Bowls Club has survived without pokies for over

10 years. Consider that clubs in WA, SA, Tasmania and most of Victoria do not have gaming machines and generate income through membership, social bowls, functions, bar takings and - food!



## DNA Marking Technology

### What is DNA Guardian?

**DNA Guardian is Australia's most successful technology in lowering the incidences of armed theft, robbery & break and enters.**

Why is this technology so successful? It's simple. DNA Guardian is the ONLY security technology that marks and tags a criminal with a unique forensic spray that proves beyond doubt that these criminals were present at the crime scene - therefore you leave them NO opportunity for an alibi, and they move elsewhere.

DNA Guardian covers the criminal when leaving your business, along with any goods taken, with a water based spray that has a unique DNA code in it - they can't feel it & it irrefutably links criminals directly to the crime.

DNA forensic evidence is necessary as it places criminals at crime scenes when the crime was being committed. CCTV camera's do not give this level of evidence on their own.

- DNA Guardian is 98% successful in eliminating crime!
- The average insurance claim for robbery/armed robbery is \$30-40k!
- DNA Guardian is understood by criminals and feared by them!

### Do you:

**Want to improve your security to better PREVENT armed robbery?**

**Want to make your venue more secure than the latest targets of robbery?**

**Or simply just get better photos of the robbers terrorising your staff and customers?**

At Domina-BCIB it is our job to help you look for ways to better reduce your risk. We can highly recommend DNA Guardian, as a successful tool in reducing robbery incidents. We have seen the results first hand with many of our clients who have prevented further robbery attacks using DNA Guardian.



For more information contact  
DNA Security Solutions on: 1300 667 688  
or [www.dnasecuritysolutions.com.au](http://www.dnasecuritysolutions.com.au)

## Employment Claims - Sexual Harrassment, Unfair Dismissal, Bullying

### Why You Should Not Ignore the Warning Signs

Over the past 12 months we have noticed an increasing trend in the number of employment related claims - especially for unfair dismissal, sexual harrassment and bullying.

Changes to workplace laws including the Fair Work Act, increased awareness of employment rights and ease of access to advice are contributing to the increase in actions taken by employees or former employees. This is further exacerbated by lack of awareness or ignorance of employment legislation by managers and directors and a "she'll be right mate" attitude towards employee complaints.

### Do Not Ignore Employee Concerns

Some employees may be offended or intimidated by casual remarks that may seem harmless to the person making the comment. For example: "you should wear a dress more often to show off your legs" may be intended as a compliment but can be construed as sexual harassment.

### Actual Successful Claim Examples

- An employee had her shifts reduced after refusing an offer of dinner with a manager. Action taken by the employee to the Fair Work Commission. Club found to be guilty of harassment and bullying
- Employee received text messages outside of working hours from a manager. Texts were not work related. Employee resigned due to stress and took action in the Fair Work Commission for unfair dismissal. Club found liable on grounds of harassment.

### Policies and Procedures

You must have written HR policies and procedures in place but this alone is not enough. All staff including volunteers and Directors are to be trained in the policies and procedures and a record kept of the training. Keep the policies and procedures updated. Always act on any breach of them.

### Report Any Potential Incidents to Domina-BCIB Immediately

In some cases, we have clients who are finding themselves uninsured as they did not report incidents to the insurer at the time they became aware of a potential situation developing. Often, the club management believe the incident or complaint to be frivolous and that it will "go away" or it is referred to a third party for mediation. Under the terms and conditions of your insurance policy, it is imperative that you report any incidents, potential incidents or employee disputes/complaints to us as your broker as soon as possible. Prompt notification is crucial to mitigate the potential loss and enable early legal intervention.

### HR Procedures & Advice

Is your club at risk due to incomplete or non existent HR Processes and Policies? Did you know that some of the most common claims we handle, relating to unfair dismissal, sexual harassment and bullying & harassment, can be minimised or completely avoided by getting the right HR advice and having the right HR policies and procedures in place.

Domina/BCIB has recently partnered with Kate Quinlivan from Qulture who is a Certified HR Coach and DiSC Certified Trainer. She works with clubs and other businesses to minimise their risk by ensuring they have the right HR Policies and Procedures in place. She has over 15 years of HR experience working across a range of sectors including Hospitality, Retail, Consumer Products, Not for Profit and Financial Services.

If you'd like to talk to Kate about how to minimise your HR risks please contact her on 0432 385 450 or [kateq@qulture.com.au](mailto:kateq@qulture.com.au).

*General Advice Warning: This advice does not take into account any of your particular objectives, financial situation or needs. For this reason, before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and needs. Before you make any decision about whether to acquire the policy, you should obtain and read the product disclosure statement for the policy.*