



COMMENTS FOR THE PRODUCTIVITY COMMISSION

14/10/1999.

Mr. Garry Banks  
Commissioner

Robert Fitzgerald  
Assistant Commissioner.

Dear Sirs:

I thank you for your work, and your visit to Brisbane.

I heard the Presentation of the Queensland Clubs Group in Brisbane on October 1 in the Brisbane hearing of the Productivity Commission Hearing in to the Gambling and Gaming Industry.

I do not doubt the integrity or sincerity or the firm belief that the Presenters hold in the capacity of the Clubs to manage all of their problems.

I can only say that the facts as I observe them and have experienced them leave a great deal to be desired. It can generally be said that the Club Movement has done nothing to change its culture and attitude to the losers – Clubs believe that they are winners – until the Productivity Commission put light on the pain of hurting people.

Whenever I have raised the problem of consumer protection with members of individual clubs I have often been received warmly. After the material was taken to the Manager, I have not had any follow up contact from that club. Often no action was taken to ban or assist the person I represented.

I went to the trouble of writing a little booklet on Consumer protection and having it printed at our own expense. No club or service club I contacted on the Gold Coast was prepared to donate money to have the booklet printed.

As a leading Political figure (Not from the National Party) of a few years ago said to me when I raised the issue:

**“Problem Gamblers! Haven’t you yet learned that a fool and his money are soon parted.”** In my experience, that attitude has been mirrored by many Clubs and Gaming and Gambling groups.

Over 40 years of my experience of my struggle to help people with gambling problems, I have not seen help from an individual Club or the Club Movement.

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I have helped Officers of Clubs with their own problems, or with family problems, but their attitude has been not at all unlike the attitude of the Manager of a TAB agency who had problems with the Gambling of a family member who I was able to help.

Having helped the family member I said, "If you have any customers who you see could be having problems, I would be happy to talk to them and try to help them." The Manager replied, "I would lose most of my customers." So the offer was not accepted.

When I had a list of all the Clubs in Queensland I posted out a small number of booklets to a number of Clubs selected at random. Most of them were returned, resealed as if they had not been opened. I did not receive one return letter or a donation to cover postage. I decided, perhaps prematurely, not to post any more booklets.

Instead I used the Booklets as a tool to assist people who were in trouble with their gambling. The booklet proved to be very useful in that way.

I was asked to give an address at a Club Gathering – At the Pines Resort in June 1996. No follow up was received by me.

I was told after I questioned one of the Presenters, that Clubs Queensland have been using some of my ideas. I have received no thanks or acknowledgment of those intellectual property rights.

I have never found a Club that offered me financial assistance to help a family who was destitute because of the playing of Electronic Gaming Machines. That financial help had to come from our own meagre funds or from a Church Agency.

The Presenters representing Clubs Queensland assured the Inquiry today that the Clubs will best manage their own distribution of funds to community groups in need. In forty years I have not experienced one instance of help going to lower profile groups who are doing significant work in the gambling addiction area, such as our own.

#### **ALL IS NOT WELL IN CLUB-LAND.**

I have just returned from holidays. On my trip a friend from a Church introduced me to a person with a problem that had been caused by a relative becoming involved in a fraudulent transaction in a Club in which that person had a position of trust.

It was revealed to me that that was the second instance of fairly serious breach of trust in that Club within a few brief years. Those two instances, and another instance of Fraud within a Club (from Country Queensland) was revealed to me, and my advice was sought only a few weeks before I went on holidays. It appears that all will be covered up in all three instances.



Club Managers have come to me with their personal difficulties concerning the failure of Clubs to protect Members who need protection. There has been **no desire to prevent people getting into trouble** with their gambling, no 'forethought' as could be expected in the face of the principle of being a good neighbour under the provisions of the Law or Tort.

### **AREAS OF POSSIBLE CORRUPTION.**

An Inquiry into the former Seagulls Club in 1998-9 did much to open up the Club industry. However one area of corruption, that from reliable 'hearsay' evidence, or information given to me in confidence from very reliable sources that apparently was not investigated concerned the numerous Club Raffles and Promotions that are held in almost every Club, probably on Thursday or Friday night, depending on the custom.

These Raffles are sometimes used as a 'reliable' means of moving money around the Club, so that it goes to 'Volunteer' workers, a 'big playing' member or an employee who will keep his or her mouth shut or as payment for some 'favour' to those in power. The result of some of these raffles has been decided by staff, or someone in authority even before the tickets are sold. These prizes can have such value as an overseas trip for two people etc.

I believe that the Green Keepers' association in Queensland has warned its Members that they must not take favours – ie. Establish 'Sweetheart Deals' with certain suppliers to the detriment of the Club and other suppliers in the area, and receive in return favours. In some Clubs these notices were hidden by Green Managers, even after other staff displayed them.

From my experience in meeting people from wide areas, such favours may include receipt of valuable works of art, antiques, discounts on a new item, or discounts on personal purchases or an overseas trip, 'All Expenses Paid'.

Some Managers establish relationships with key workers, and sell equipment that has been written off by the Club, for under market value, and include the sale in their personal income.

Many of these matters may be outside the terms of reference of the present Inquiry, but these matters give credence to need to move Clubs to some structure other than that of the Mutuality Principle. Draft Report Ch. 20.

Productivity Commission – The Queensland State Inquiry probably would not have happened without the impetus of the Federal Government.

The Culture of Mateship in Clubland is no different to that discovered by various inquiries into the Police Force (now Service) in Queensland.

Voluntary Officers have to be trained to observe good business practices. See documentation for expenditure; Not because they distrust friends but to help honest friends and good mates stay honest; help friends stay friends and friends protect each others' integrity. People of integrity do not have to rewrite history or invent truth.

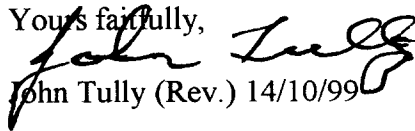


Alchemy that turns honest people toward criminal acts is: **PRESSURE** through money problems, or drugs, alcohol, sex and relationship problems, **OPPORTUNITY** to gain money and **RATIONALISATION**, "I'm a hard worker I make up for it in other ways"

I am enclosing some Paper Clippings from 1988-89, and some Photocopies of notes given at a Conference: in 1992 in Sydney.

Give the Customer what the Customer wants.

Yours faithfully,

  
John Tully (Rev.) 14/10/99

## **2. GIVE THE CUSTOMERS WHAT THEY WANT**

So, the secret to success in any of the gambling industries is to give the customer what they want. Sure, you can't compromise profits in the mean-time. If you are running a casino you don't need to take the zero off the roulette wheel just to make the customers happy.

Yet the customers don't expect that sort of service anyway. What they do expect is to be treated well, and to feel comfortable in the environment they have chosen to enter.

To illustrate this point here are two prime examples of what the customer **doesn't** want.

### ***Example No. 1 - Venue: Moonee Valley Race Club Tabaret***

A customer dressed in ragged jeans, boots and oilskin overcoat approached to enter the venue. He was allowed in, although on face value he did not appear to meet the dress regulations.

The customer cashed in \$500 for a playing token and proceeded to play at the gaming machines. After about 1 hour he was losing \$400. He was then approached by a security officer who advised him that his dress did not satisfy the requirements of the venue. He was asked to leave.

The customer became very angry. He told the security officer that he had been allowed into the venue and had lost \$400. He wanted his \$400 back, or alternatively to be allowed to continue playing.

The security officer persisted and asked the customer to leave. As a consolation he was offered a free drink in the bistro.

This customer later retold his story to at least 20 people. He explained that as he had just finished working some horses at the track, he hadn't really expected to be given admittance to the gaming venue. But once he gained admittance, he rightly expected to be allowed to play as he wished.

***Example No. 2 - Venue: Mirage, Las Vegas***

I visited Las Vegas for a short time in 1990 and stayed at the Mirage. It is an impressive hotel. However, one incident made me draw a sharp comparison between the service I received at the Mirage and the service I expect from a first class hotel, such as I have received at the Hyatt, Canberra.

This incident involved the buffet at the Mirage. Firstly, I was given no instruction as to the way in which the buffet operated. Could I eat as much as I wished or was there a restriction. No one came by who I could ask, so I just helped myself - assuming this was just like home.

After having eaten an entree I went to get another plate of food. When I came back, to my surprise, my dirty plate was still on my table. This does not happen at the Hyatt buffet.

But worse still, my second plate wasn't cleared away either or my third.

Does this seem trivial? Well maybe it is. But we all have our frame of reference, and mine was telling me ...'You're not important'.

What did I expect from the Mirage? I expected a waitress to check that I was OK every 20 minutes or so. I also expected that my plates would be cleared from the table. In short, I expected to be treated like a valued customer.

And what did the Moonee Valley Tabaret customer expect? He expected to be shown some respect - either by politely (and fairly) being refused admission, or by being allowed to lose his money gracefully. He didn't expect the venue to change its mind, especially after he had lost most of his money.

### **3. WHAT DOES THE CUSTOMER WANT?**

Different customers have different needs and wants. Nevertheless, the following is a list of some of the needs of the customer which should always be in our minds.

The customer **requires** the following elements ...

- to feel important
- to feel comfortable in the environment
- not to be made to feel stupid

Different customers **want** some or other of these elements ...

- **entertainment**
- **player involvement**
- to win
- to invest
- socialisation
- companionship

When you are considering these elements it is also necessary to think of questions like the following ...

*Is there a barrier to this person participating?*

For example, does the customer understand the basics of the game?  
Or, is the environment one which makes the customer uncomfortable?

*Is the customer receiving value?*

That is, if they are at the venue for entertainment, are they being entertained - by the gambling and the venue? If the customer is at the venue for investment, do the facilities allow him every opportunity to invest?

All of these questions start to crystallise once you move into the realm of the customer.

#### **4. NEED TO RESEARCH YOUR CUSTOMER**

Once we have made the step to treat the customer as the focus of all our considerations we must then develop a **detailed** understanding of the needs and wants of our particular clientele.

To establish just what the customer wants you need to conduct some form of research. There are several types of research which could be relevant to your position.

##### ***'Walk and talk' (and 'look and listen')***

**Every** executive needs to spend time with the customers. Walk around, talk to them, immerse yourself in the world of the player.

You won't necessarily agree with everything they say, and you certainly won't action every request, but you will get to know first hand what your customers think, how they act and what they want.

##### ***Qualitative research***

Qualitative research encompasses a range of methods which provides interpretive information about your consumer. This information is "rich" as it answers the questions of "why" rather than "how many".

Although you can gain fabulous insights into the world of the customer by walking and talking, more often it is necessary to employ the assistance of specialised researchers to delve deeper into the depths of knowledge which we seek.

Techniques of qualitative research allow us to delve into the mind of the consumer to understand their motivations, inhibitions and driving forces.

It is important that a qualified researcher is used for such tasks as the researcher is unbiased; and a specialised ability to **interpret** qualitative information is needed.



Research techniques such as discussion groups and in-depth interviews by qualified researchers are invaluable in gaining rich insights into the needs and wants of your customers. In addition, the researcher can advise you as to what **actions** you can take to satisfy the customers' requirements.

### ***Continuous tracking***

Continuous tracking is a method of research which allows you to monitor all of the key elements in your market. It is accepted as THE way to understand the dynamics of how your market works.

Once we know about our customers basic make-up it is crucial that we keep track of them. Two of the key dimensions to monitor are **behaviour** and **attitudes**

#### *Behaviour*

Continuous tracking is able to accurately measure behaviour in the gambling market. Most importantly, trends in behaviour are easily analysed, and causal relationships can be determined.

For example, if a major promotion is held will the number of participants increase? Or will your regular participants merely spend more money?

#### *Attitudes*

It is vital to monitor your customers' attitudes to your organisation, to your venue and to the industry in which you are involved.

For example, if you engage in a program to improve customer service in a particular way it is essential to establish whether your changes are being effective or not. Continuous tracking will give you this information.

In addition to behaviour and attitudes, continuous tracking also provides management with extensive information about awareness, advertising effectiveness and other diagnostic information which is essential in the quest to better service your customers.

### ***Enactment***

Once we know what has to be done to make the customers happy this has to be conveyed to the whole of the organisation, and has to be internalised by everyone.

This is a very difficult step, but of course it is a necessary one if we are to achieve a customer orientated organisation.

There are two levels which must be addressed. First, our complete corporate culture - from Board level down must accept the customer first policy.

Second, every staff member - from front line staff dealing directly with customers, to book-keepers who don't even gamble - must have a dedication to the customer as being their primary concern.

Without support at all levels the customer cannot be adequately serviced. And remember, servicing your customer is the primary goal of every member in the organisation.

Gold Coast

# Bulletin

Wednesday, May 31, 1989

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# POKIE PALACE SLAMMED BY COURT

**THE NSW Licensing Court has found the Seagulls Leagues Club has to answer to three complaints by licensing police, but has not yet imposed a penalty.**

Magistrate Mr Jim Swanson yesterday dismissed a fourth complaint against the club and stopped short of imposing a penalty over the matters.

He said Seagulls had gone to 'great lengths to retain and protect' its former general manager Colin Hayes, a convicted starting price bookmaker who gave evidence at the Fitzgerald Inquiry.

The licensing court can penalise the club by issuing a reprimand, a fine or suspending its licence and will hear further evidence from the club in relation to a penalty from June 19.

## Concern

Licensing Branch Inspector Warren Kollos has alleged the secretary, John Douglas Vicary, was not acting as chief executive officer as required by legislation, that Hayes had not been fit and proper to hold the position of general manager, benefits from the club were not offered equally to all 14,000 members, and the club was not being conducted in good faith.

In handing down his decision yesterday, Mr Swan-

# PALACE

# IMMED

# COURT

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In handing down his decision yesterday, Mr Swanson said he had cause for concern over the conduct of the club.

He said Hayes had obviously been an important factor in the club's growth but at the same time had been a great deal of trouble to it.

"It is probably fair to say these proceedings would never have commenced, with the attendant embarrassment to the club and the undoubted enormous legal cost, but for Hayes' continued, persistent SP betting," he said.

"Notwithstanding this, the club and particularly Mr Hage (the president) have gone to great lengths to retain and protect Mr Hayes."

Mr Swanson found the club's presentation of a full year's salary plus a car to Hayes upon his resignation last month 'appalling'.

"Mr Hayes appears to have an influence over the club's directors which I find of concern, and which I do not feel satisfied will necessarily come to an end merely by the occurrence of recent events," he said.

"I propose to consider this matter in my determination of the course I should adopt."

On the first ground for complaint, Mr Swanson said he was now satisfied that John Douglas Vicary was now managing the club as its chief executive officer and the matters which gave rise to the complaint had since been overcome by Hayes' departure from the club.

## Factions

He said the second complaint may also be regarded as having been overcome by Hayes' resignation but he again had cause for concern over the conduct of the club.

Two opposing factions developed within the club during the 1980s and resulted in the faction in power in 1986 sacking Hayes. At the time, Mr Jack Meekie was president and Mr Hage was not elected to the board.

Hayes was then re-elected at an annual general meeting in March, 1987, when Mr Hage's faction swept into power again, and it had been well known to Hage that Hayes had been arrested for SP betting.

Mr Swanson said he was not satisfied he had heard the whole truth from witnesses from the club in relation to Mr Vicary's position within the club between December, 1987 and September, 1988.

He was satisfied at that time that Vicary was not acting as chief executive officer and there were serious conflicts in the evidence of Vicary, Hage and Hayes.

● Continued on Page 2

## young hero



o Travis Campbell is drawn by oxen towards the Krishna  
Picture ANNE LIVINGSTON

# Guilty verdict on 'Government Seagulls Club had not acted

● Cont. from Page 1.

Last month he resigned from that position and now has no association with the club.

The court heard Mr Hayes was convicted of running an SP operation on the Gold Coast in September 1987 and was fined \$15,000. He gave evidence at the Fitzgerald Inquiry of his SP activities in NSW and Queensland.

Witnesses at the Licensing Court hearing told of his SP activities on the club premises, taking phone bets and settling with winners and losers.

He denied he had ever taken phone bets at the club but admitted settling on rare occasions.

Mr Swanson said he was not satisfied Mr Hayes has been completely truthful in his evidence.

He said until recently SP had been generally regarded as an illegal but harmless activity.

But it was now clear there was a direct relationship between SP and corruption, particularly police corruption, in the milieu in which Mr Hayes operated.

He said SP also had the potential for violence in the collecting of bad debts and other illegal activities such as money laundering and race fixing — although there was no suggestion Mr Hayes was involved in any of these.

Mr Swanson said Mr Hayes' involvement in SP reflected adversely on his character and he fell well short of the standard of integrity which the general manager of a large registered club must possess.

"It is clear there is a dire need for the utmost integrity on the part of the secretary of the club, all members of the board of directors and all staff," he said.

"The opportunity for misconduct is staggering unless there is integrity, combined with the most secure of operating systems to minimise, and ideally prevent completely, the misuse or misappropriation of club funds, property or resources."

He said Mr Hayes had obviously been an

important factor in the club's growth but had caused it a great deal of trouble since the mid-70s.

"It is probably fair to say that these proceedings would never have commenced, with the attendant embarrassment to the club and the undoubted enormous legal costs, but for Mr Hayes' continued and persistent SP betting," he said.

Mr Hayes' recent involvement with the club has been linked with a power struggle between opposing boards.

After the annual meeting in 1986 when the then board lost control, Mr Hayes was dismissed.

He was reinstated as acting general manager in March 1987.

Following his SP arrest, licensing police objected to his appointment as chief executive, although he stayed as general manager with John Vicary as chief executive.

In the hearing, police alleged Mr Hayes continued to act as defacto chief executive, at least up to the time of a visit by licensing police last year. Mr Swanson found that was so.

Mr Swanson said he was satisfied Mr Vicary was now chief executive and Mr Hayes had left Seagulls and the football club.

But he said he was concerned at Mr Hayes' influence over club directors which would not necessarily end with his departure.

He said he would take that into consideration in deciding a penalty.

Mr Swanson said the club's Buspak scheme provided free drinks, meals and \$5 worth of coins each to non-members who travelled by bus from Queensland, gaining honorary membership on arrival.

But it was not available to full members. Neither was it available in NSW or to anyone travelling from closer than 80km away.

He said he found the practice objectionable and designed only to increase poker machine revenues.

But, he said, the scheme was not extensive enough to justify a finding that the club was not run in good faith.

There has been a campaign to undermine the administration of the Seagulls Rugby League Football Club, club chairman Mr Vince Hage, said yesterday.

"Despite the fact that an overwhelming majority elected us to office in March 1987, and in the following two years, there has been a determined campaign from certain quarters to undermine our reform administration," Mr Hage said in a prepared statement.

He said comments made in the Queensland Parliament related to problems inherited by the present club administration.

He said the Club had recently provided a substantial amount of information about alleged fraud and corruption at Seagulls to NSW authorities. He said he could not reveal further details.

Mr Hage said the profitability of Seagulls had improved dramatically under his administration, an example of which was the Club's catering profits, which had jumped 240 percent in two years.

BRISBANE: The Queensland Government had failed to act on a former detective's alleged involvement in covering up an attempted murder and financial fraud, the Opposition told State Parliament yesterday.

The scandal had cost the Seagulls licensed club at Tweed Heads more than \$1 million, the Member for Chatsworth, Terry Mackenroth, alleged during the public interest debate.

He alleged a former detective inspector for the Gold Coast, John Meskell, was named by four separate witnesses before the Fitzgerald Inquiry as being deeply involved in corruption.

Mr Mackenroth said Meskell was a key figure in Seagulls together with club president Jack Meekin, who was involved in financial fraud and rorts which cost the club over \$1 million.

Meskell also made a bid to cover up the attempted murder of former Seagulls rugby league football player Bob McDermott, he said.

A professional Sydney hit man, Kerry Pittas, was engaged by persons unknown to teach McDermott a lesson to keep away from a girl at the club that another club staff member, John Kolovos, was associating with, Mr Mackenroth said.

Mr Mackenroth said Meskell was vice-president of Seagulls and Gold Coast CIB chief at the time of the attempted murder and found after only 12 hours that John Kolovos was in no way connected with the attack.

Mr Mackenroth said Pittas was jailed for 20 years with hard labor, but the person who commissioned him is still free and unidentified.

The State Government had failed to act on the Meskell file, he said.

# Colin Hayes sacked after comments — court told

SYDNEY: Colin Hayes, the man at the centre of Licensing Court proceedings against the Seagulls Rugby League Club, was sacked as manager

of the Gold Coast Giants Football Club because of unauthorised media comments, Sydney Licensing Court heard yesterday.

Seagulls president

Vince Hage told the court yesterday that Mr Hayes, as chief executive of the football club, made statements about the licensed club which he was not empowered to make.

The court was not told details of the statements which were published in articles in the Gold Coast Mail newspaper and Club Management magazine in March.

Mr Hage said the board of Seagulls, at Tweed Heads on the New South Wales' north coast, met last month, and after taking legal advice, decided to instruct the Giants' board to ask for Mr Hayes' resignation. The boards of both organisations are identical.

Subsequently, Mr Hayes tendered his resignation, ending a long and, in recent years, tempestuous association with the Seagulls club.

He was instrumental in founding the licensed club in 1971. It posted its first million dollar profit in 1979 and is now regarded as the richest club in New South Wales.

Mr Hayes held senior positions with Seagulls until March when he

stepped down as general manager to run the associated Giants club.

Licensing Police have alleged Mr Hayes was not a fit and proper person to hold the position of Seagulls Chief Executive because of his conviction of SP bookmaking in 1986.

He pleaded guilty to running an SP operation in Queensland between 1984 and 1986 and was fined \$15,000.


Counsel for the superintendent of Licensing David Cowan said Mr Hayes had also given evidence at the Queensland Fitzgerald Inquiry and admitted running an SP operation in New South Wales between 1979 and 1984.

Although Mr Hayes stood down as Seagulls Chief Executive after his SP conviction, police alleged he continued to act as defacto chief executive.

Police have also alleged the club was not being run in good faith and club benefits were not offered equally to all the 14,000 members.

The hearing is continuing.


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# SEAGULLS BOSS 'A FRANK' TO INQUIRE

**Cricketer remanded on break and enter charges**

A GOLD Coast cricketer contracted to play in England was remanded in custody when he appeared before the Southport Magistrates Court on multiple break and enter charges yesterday.

Police said the man would face additional charges to those read in court yesterday as a result of inquiries being carried out in relation to break and enter offences committed on the Gold Coast over a six-month period.

Stephen John Greenwood, 24, a professional punter, of Markeri Street, Mermaid Waters, was not required to enter a plea to the charges.

Police Prosecutor Senior Sergeant Ken Waterfield sought a remand period of two weeks to allow police to contact the other complainants in order to finalise the number of charges against Greenwood.

Sen Sgt Waterfield said Greenwood would face 'in excess of 50-odd charges', including more break and enter offences and the unlawful use of credit cards.

He said property valued at \$30,000 had been reported as stolen from complainants.

## Contract

In applying for bail, duty solicitor Mr Alan Dick said Greenwood was contracted to play cricket professionally in England but was willing to surrender his passport.

SEAGULLS Rugby League Football Club general manager Colin Hayes gave evidence that was 'less than frank' to the Fitzgerald Inquiry, a Sydney court was told yesterday.

Mr David Cowan, counsel for the Superintendent of Licences, made the statement to NSW Licensing Court Magistrate Mr J. Swanson in a three-day hearing into the operation of the Tweed Heads club.

Mr Cowan said Hayes had acted as a 'de facto' chief executive officer at the club, a position to which the licensing court has appointed Mr John Douglas Vickery and the complaint against the club stated Hayes was not a fit and proper person to do so.

Mr Hayes, who was called before the Fitzgerald Inquiry last year, admitted to conducting starting price bookmaking in Queensland and was fined \$15,000.

NSW Licensing Branch inspector Warren Molloy has also made a

complaint to the court that the club was not being conducted in good faith.

In the hearing yesterday Victor Francis Mallen, a former board member of the club, said he had seen Hayes take bets in the club on numerous occasions.

## Money

"I saw a person pulling money out of their pocket and he handed it to Mr Hayes, telling him what he wanted," Mr Mallen said.

"He said he wanted to back such and such a horse and the bet was made."

Mr Mallen said he had observed club members and staff members placing bets with Hayes on numerous occasions.

He agreed with Mr Anthony Whealy, QC, for Seagulls, that part of his occupation in the past had been as a bookmaker's clerk but denied he had been involved in SP bookmaking.

Another witness, Mr Kelvin Charles Gersbach, a former Seagulls general manager, said he had

heard Hayes take bets at a meeting of hundreds of members.

Mr Gersbach said the matter with Vince Hage, at the time.

Mr Hage had the effect that: "Colin and I've told the business at the club."

Meanwhile, the general meeting members passed a resolution of confidence in Mr Hage.

The meeting had made a \$2.6 million profit in the past financial year.

Members re-elected all members of the board for the first time in a bitterly contested election in 1987.

Mr Hayes was reinstated as general manager in May, after being ousted from his position as Seagulls in May, reinstated as general manager in May, reinstated as general manager in May, reinstated as general manager in May.

# Seagulls boss 'was SP bookie', inquiry hears

## Expert tells of cheques and bank records

SEAGULLS Leagues Club general manager Colin Hayes was described as a Gold Coast SP bookmaker at the Fitzgerald Inquiry yesterday.

The inquiry was told Hayes and alleged corruption bagman Jack Herbert frequently received payments from Bruce Bowd, a former Gold Coast SP bookie.

Bowd was described as a Toowoomba SP bookmaker since 1967 and a 'trendy and flamboyant' gambler. His financial records showed he lost about \$275,000 at Jupiters Casino and \$50,000 at Wrest Point Casino, Hobart.

A financial analyst attached to the inquiry, Neville John Murr, detailed Bowd's financial dealings over the past four years.

Mr Murr found from bank records that Bowd had clients in Coolangatta, Adelaide, Pialba and Dalby and that cheques had frequently been made to Colin M Hayes.

Hayes was described as 'a Gold Coast SP bookie' in a statement by Bowd.

Bank records showed that Bowd paid Hayes \$61,974 between March 18, 1984 and January 18, 1987. Cheques ranged from \$520 to \$4652.

Cheques from Hayes worth \$15,064 were deposited in Bowd's account between October 29, 1984 and July 3, 1986.

Bowd said in evidence that he laid off bets with Hayes for 'many years' and as far as he knew Hayes operated on his own.

### Friendly

He said the money he paid Hayes could have been for winning bets or partial 'laying off' payments.

Bowd said he was friendly with former Seagulls executives Jack Meekin and alleged corrupt police officer John Meskell.

Bowd said he had met Jack Reginald

Herbert — the alleged corruption linchpin — at Seagulls but more often he saw him at Jupiters Casino. He said he paid Herbert \$44,082 between January 28, 1985 and September 7, 1985.

Herbert wrote cheques totalling \$6309 which were deposited in Bowd's account from February to July 1985.

Bowd said he stopped taking bets from Herbert after about eight months because Herbert rarely lost.

Mr Doug Drummond, QC, for the commission: "Herbert had really quite extraordinary success in comparison to other clients.

Bowd: "That's right. I did not want his money, it was too tough for me, his information was too good ... I could do without him."

The inquiry heard that Bowd was a regular visitor to Jupiters Casino and Wrest Point Casino and that he was on the complimentary guest list when he visited those places.

A letter from Grant R Bowie, the Jupiters Casino financial controller, stated that from December 1985 to the present it was estimated that Bowd had 'incurred an aggregate gaming loss of approximately \$275,000'.

Bowd denied having lost that much.

From December 1985 to February 1987 Bowd drew 20 cheques totalling \$167,000 at the casino — usually for \$10,000.

### 'Remarkable'

Bowd said he operated as an SP bookie from Toowoomba, Tweed Heads, the Gold Coast and Brisbane but had never paid police or Jack Herbert 'protection money' to allow his activities.

The inquiry heard that in more than 20 years as an SP bookie Bowd was only booked once, in September last year. He was fined a total of \$36,000 on two charges resulting from the raid.