

## A MESSAGE FROM CRAIG

### Building a Team

It seems that nearly every article you read, news, media, TV and radio segment, and general business conversation these days commences with “these are unprecedented times..”

Whilst there is no doubt that 2020 has brought trauma and challenges into our lives, the reality is that life goes on and the need for effective teams to deliver on the changes to contractual and moral obligations is ever apparent. The need for communication within those teams in an open and frank environment, with a common and collegiate platform, is mandatory - irrespective of how difficult that may be.

This certainly has been a time for solid, repetitive communication. Working from home brings new challenges as part of the “cause and effect” journey that is created. This, combined with compulsory wearing of face masks, social distancing requirements and the constant “bathing” in hand sanitiser, has created new norms that are and will continue to create environments of less trust and lower personal confidence when in public.

The challenges we face include clients postponing their operations, or worse - permanently shutting their doors. Non-payment of outstanding accounts affects the short, mid and potentially long-term planning of budgets, operations, employment and engagement. As a business leader, the tough decisions to stand down crew due to no work has been personally challenging.

The postponement of our work in Dubai alone has created massive challenges for the crew on the ground. In some cases, we have stood down team members who can't get home due to national travel quota restrictions. High risk individuals restricted in work capability, driven by rules that have been a consequence of the world we live in today. Often totally outside of our direct control.

So how do we continue to create effective teams? The teams that continue to deliver at a level that we have been renowned for across the globe? By staying the course, effective communication, sharing the story, info sessions, repetitive messaging, creation of new norms, creation of a fun environment where possible.

Key words and tools for Incognitus that have been common over this year have included:

- Zoom or Teams meetings
- dashboards
- nimble
- pivot
- flexibility
- team meetings and workshops

The formation of this fortnightly communication is an example of changing communication.

There is also a need for all to understand that we all have a role to play, that different geographics create their own challenges. You only need to look at regional Victoria compared to greater Melbourne, or Victoria versus other States of Australia, let alone the nuances of the other International locations.

The need to create our own team approach and embrace the environment, as well as some of the aid that exists, is creating a pathway beyond.



## TIMELINE OF EVENTS AT FLEMINGTON RACECOURSE

**1840** – First known as the Melbourne course, the first race meeting was held

**1850** – The Melbourne course renamed Flemington Racecourse

**1859** – The Australian Championship Sweepstake race was held, the first sport ever to be telegraphed

**1861** – The First Melbourne Cup was run and the first railway line to the course opened taking spectators directly to the course.

**1864** – The Victoria Racing Club was formed out of merging the Victoria Jockey Club and Turf Club

**1871** – The Victoria Racing Club Act was passed, giving the Victoria Racing Club legal control over Flemington Racecourse

**1873** – The first secretary built a new larger members' grandstand, known as Bagot's Cowshed

**1882** – Strict controls and licensing fees for bookmakers. Bookmakers were allowed to roam only on the Flat, the Hill, the Elms, and the Ring.

**1883-1886** – Four new grandstands, including the bluestone stand, were built and are now among the few structures remaining at the course.

**1887** – The birdcage was created

**1890** – The Hill was redeveloped

**1893** – The Jockeys' Convalescent Lodge, designed by the architect William Salway was built.

**1896** – The first newsreel filmed in Australia was taken at Flemington Racecourse on Cup day by Maurice Sestier

**1912** – A new double-story public grandstand was built located in the former carriage paddock, capable of housing 6,000 people

**1931** – Five Tote buildings were constructed after the totalizator for betting was legalized in 1930

**1942** – The armed forces occupied parts of the racecourse during the war years

**1948, 1952, 1953** – Fire set the wooden Hill and Tattersalls Stands ablaze

**1950** – Old Hill Stand was constructed, and the Lawn Stand replaced the Bagot's Cowshed, among others.

**1955** – The Lawn Stand was built

**1960** – "Fashions in the Field" made its runway debut in the Centenary Melbourne Cup

**1984** – The Prince of Wales Stand was built

**1979** – The present Hill stand was completed from the architects Edward Bilson & Associates

**1997** – The Hill area was re-developed

**2000** – The \$45-million-dollar grandstand opened which redefined the history of Flemington Racecourse as a world-class entertainment hub.

**2006** – The Flemington racecourse was added to the Australian National Heritage List

**2016** – The last Melbourne Cup in front of the 92-year-old, 9000 square meters, Members' Old Grandstand, which was demolished in the same year to pave way for the construction of VRC's most ambitious redevelopment to date

**2018** – A brand new \$128 million state-of-the-art Club Stand is set to open in time for the 2018 Melbourne Cup



## CORORATE PROFILES

### CLAIRE HALL

My name is Claire (otherwise known as Nick's better half) and I was kindly invited to come and help out with the Spring Racing Carnival this year, and since going stir crazy at home after being on Job Keeper for 8+ weeks - I thought "yes please get me out of home!!!".

A little bit about me: I graduated with a Bachelor of Communications (Public Relations) in April this year and have a Bachelor of Applied Science in Psychology behind me. I have been working with Kookai as a 2IC and intended to join their head office as a part of their marketing team, however, I've since decided to branch out and seek employment in another field of marketing.



Once stores open back up, I will most likely juggle my time between Kookai and Incognitus (after all, there is only so much of Nick that one person can take).

At the moment, I've been assisting Bec and the admin recruitment team with the applications for new employees, and any spare organisational tasks that need to be completed to assist with the overall coordination of the event.

In my spare time, you will often find me cooking/baking, cleaning up after Nick, getting out for my daily 2 hours of exercise, drawing and trying to think of activities within a 5km radius. My family owns a beach house down in Barwon Heads, so fingers crossed Melbournians can travel regionally sooner rather than later so that we can have a getaway again. Earlier in March, we were lucky enough to have my sister's wedding down there and if there's anything this year has taught me, it's that time is precious, so enjoy every minute of it.





## SANITISATION PROJECT

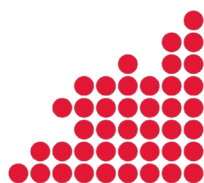
### A Whole Lot of Water

Our 2 teams based up in Darwin, Northern Territory worked so incredibly hard on a project for an amazing cause. Each week, 2 of the 4 staff travel to Katherine and Tindal to sanitise the bins on the Defence bases in that location. For this project, it was all hands-on deck with Maria, Josu, Sonia and Estefano all travelling to commit to this particular project.

The RAAF Tindal Pool refurbishment project has been an ongoing project for some months now. The project is for rehabilitation of the swimming pool and the surrounding facilities. The Department of Defence had 240 pallets with 96 quantities of 10L bottles of unused water, which were transported via a forklift and trucks from one location to the new Olympic pool area.

The project included 3 days of pouring the water, which was more than 20,000 bottles into the pool, so the water was being recycled and not wasted. It was tiring, hard-work and exhausting, but at the end of day 3, the reward and feeling was worth it. The NT team Sonia, Estefano, Maria & Josu felt accomplished with their efforts.

Implementing recycling into this project was very fulfilling - saving 200,000 litres of recycled water from being wasted was a huge effort from the whole team.



**AQUARIUS:** JAN 20<sup>TH</sup> – FEB 18<sup>TH</sup>

Be honest in your communication and don't lose your cool if someone backs you into a corner. Don't forget to read the fine print. Rest and relaxation will be more favorable than you think.

**PISCES:** FEB 19<sup>TH</sup> – MAR 20<sup>TH</sup>

You can make financial deals, but it may be best if you're not using your own cash. Think twice before you volunteer information. You could have a need to make some changes today.

**ARIES:** MAR 21<sup>ST</sup> – APR 19<sup>TH</sup>

Enjoy a quiet dinner for two and discuss some of the plans you have for the future. Your temper could get the better of you if you confront personal situations. Be careful not to hurt someone's feelings.

**TAURUS:** APR 20<sup>TH</sup> – MAY 20<sup>TH</sup>

You must make them stand on their own two feet regardless of how much you want to make things better for them. Be sure to use your charm and diplomacy when dealing with potential new clients. You need to keep busy doing things that you both enjoy.

**GEMINI:** MAY 21<sup>ST</sup> – JUNE 20<sup>TH</sup>

You're on to something tangible and need to act fast. Do not let them in on your plans if you want things to run smoothly. You can expect to have some problems with skin, bones, or teeth if you haven't taken proper care of them.

**CANCER:** JUN 21<sup>ST</sup> – JUL 22<sup>ND</sup>

Consider making pleasure trips or participating in entertainment that will require energy. Do your chores and get on with the things you enjoy doing. Look into career choices and courses being offered.

**LEO:** JUL 23<sup>RD</sup> – AUG 22<sup>ND</sup>

Try to be patient and understanding. Those you care about may oppose your ideas. You could find yourself having problems with coworkers and employers.

**VIRGO:** AUG 23<sup>RD</sup> – SEP 22<sup>ND</sup>

Friends and relatives may not understand your needs. You will be ready to jump on anyone who gets in the way of your progress today. Try not to donate to organizations if you can hardly afford to take care of yourself.

**LIBRA:** SEP 23<sup>RD</sup> – OCT 22<sup>ND</sup>

Acceptance will be necessary. Voice your opinions and contribute to the debate. Use your genuine warmth and compassion to win hearts.

**SCORPIO:** OCT 23<sup>RD</sup> – NOV 21<sup>ST</sup>

Express your interest if you want the relationship to progress. Try to keep your opinions to yourself. You may be more emotional than usual.

**SAGITTARIUS:** NOV 22<sup>ND</sup> – DEC 21<sup>ST</sup>

Be diplomatic and honest, and that person will only be made to look bad. You should be setting up interviews or sending out your resume today. Try not to upset others with your plans.

**CAPRICORN:** DEC 22<sup>ND</sup> – JAN 19<sup>TH</sup>

Talk to an older family member you have helped in the past. Sudden changes regarding friendships are likely to occur if you have tried to change others. Take time to do some writing, whether it's correspondence, poetry, or keeping a journal.

[astrology-online.com/daily.htm](http://astrology-online.com/daily.htm)





## CLIENTS CORNER

I have been extremely fortunate to witness the greatest equine athletes grace the famous Flemington track. Working in memberships through the early 2000's, I was lucky enough to be on track to experience Makybe Diva's 3 cups wins before departing the racing industry and heading to the Grand Prix for a 5-year stint. I returned to Victoria Racing Club in 2010 for the 150th running of the great race and in my time since, it has been a golden era of racing with the undefeated Black Caviar and the sheer power of Wnx.

A 10-year period in any one place is uncommon these days but the Victoria Racing Club is a special place to work. You can quickly get hooked on the deep history embedded in every inch of Flemington. Each carnival produces its own challenges. This year is no different, constantly challenging this group of amazing staff, suppliers and event delivery partners to continue to adapt and innovate to ensure that Australia's first major event remains the jewel in the crown of Victoria's event calendar.

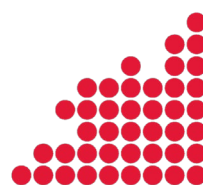


The sheer determination and enthusiasm from all those extraordinary individuals and partners that come together to build a small city each year to stage the greatest staying race in the world is inspiring to say the least. It is hard to single out one element of why Flemington continues to bring together the world's greatest equine athletes, jockeys and trainers with the best caterers, cleaners, hirers, builders etc. to put on the event. Many have tried to recreate it but the Melbourne Cup Carnival can never be replicated. It is a unique mix of fashion, entertainment, culture, sport and ultimately brings people from all walks of life together for one week a year to celebrate the Australian ethos of mateship, community, and a fair go.

So rain, hail or shine, the Lexus Melbourne Cup will again be lofted high on the first Tuesday in November. I look forward to working with the extraordinary group of event delivery partners to add another line to the history books in what has been an extremely difficult year for all, where those Australian ethos have been so important to getting us all through.



**LUKE RABY**  
HEAD OF VENUE &  
EVENT OPERATIONS

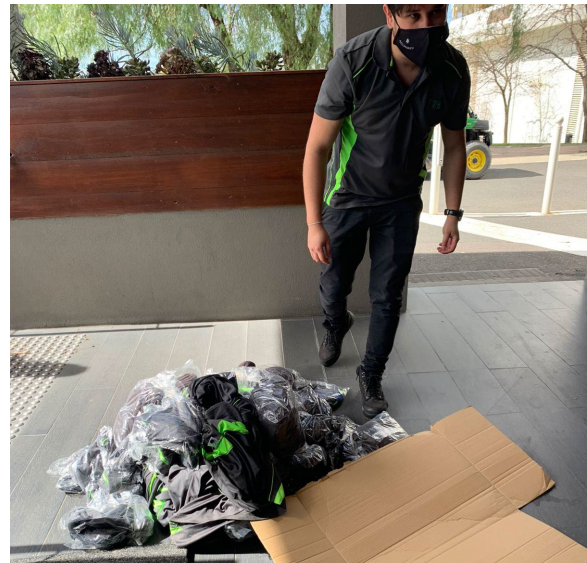


## WHAT WE ARE UPTO AT HQ!



The last few weeks have been very busy for us all! The crew from HQ have moved the head office into Flemington Racecourse to reunite with all the VenYou staff for what we hope to be a slightly different but nevertheless, fantastic Spring Racing Carnival!

The above picture was taken during a friendly staff quiz activity. The picture below is Nick Lovett celebrating his 30<sup>th</sup> Birthday! The images on the right-hand side are a series of unfortunate events when staff were trying to transport our uniforms in preparation for the Carnival...





## JOKE OF THE FORTNIGHT

**Q:** Why are frogs so happy?  
**A:** They eat whatever bugs them.

My boss: are you ready to come back to work?  
Me:



## INSPIRATIONAL QUOTE

"Happiness is not something ready-made. It comes from your own actions"  
-Dalai Lama XIV

Every news anchor everyday of 2020 so far



## GET INVOLVED

Have a suggestion for the newsletter? Want to submit a feature, photo, joke or quote? Email Emily or Carmen with your ideas!

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