



Member Information Pack



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Cooroy Golf Club – Membership Information Pack

INTRODUCTION

Located on one of the main gateways to the famous northern beaches of the Sunshine Coast in the historic hinterland town of *Cooroy*, we provide a memorable *Noosa hinterland* golf and social experience.

Given our location in a popular tourist and holiday area, we take a friendly, relaxed approach to providing a distinctive, challenging and enjoyable experience for golfers of all levels.

Whether you are a long-time golf tragic or just starting in golf, we can accommodate you.

Join us, play some golf, and experience the true hospitality and ambience of the *Noosa hinterland*.

Our club **Vision, Mission and Values Statement** provides a focal point for aligning resources and decision making, ensuring everyone is working towards a single common purpose and to achieving a successful future. This statement is included in this pack as *Attachment A*.

I look forward to catching up soon in the clubhouse or on the course.

Wayne Patston
Club Manager

HISTORY OF COOROY GOLF CLUB

Founded in 1934, *Cooroy Golf Club* has a long tradition of providing locals, visitors, and tourists with the opportunity to play golf at an affordable cost in a friendly environment. That tradition continues today.

The full history of the club is available on our website on the *About* page.

MANAGEMENT and GOVERNANCE of THE CLUB

The club is managed by Club Manager, *Wayne Patston*, and a management committee comprising the following. The governance structure adopted by the club is provided on page 10.

President: *Greg Michael*

Vice President: *Peter Piggott*

Secretary: *Andrew Dick*

Finance Director: *Geoff Edwards*

Men's Captain: *Ian Lumsden*

Women's Captain: *Christine Michael*

Green's Director: *Tony Bernhagen*

House Director: *Terri Cairns*

Subcommittees or working groups provide support for management of the club. Participating in these working groups as a volunteer provides an opportunity for members to help oversee activities in which they may have a special interest or expertise and to influence how things run. It can be very rewarding. You can find more information about these subcommittees on our website under *Governance* on the *About* page.

Copies of our *Constitution* and *By-Laws* are available on the website under the *About* page or by request to Club Manager, *Wayne Patston*.

Our Veteran Golfers (*male 55 years of age and over*) operate under their own *Constitution* and independent management committee. If you are interested in playing with the Vets, speak to Captain, *Grant Smallacombe* or Secretary/Treasurer, *Rod Booth* for more information.

BENEFITS OF MEMBERSHIP

There are many benefits depending on your level of membership. Here are some examples.

- Full access to the golf course, clubhouse and amenities.
- Participate in Club competitions and trophy events
- Member Account – *typically we credit competition prizes to a members' club account.*
- Member prices – discounts may apply.
- You are entitled to vote at General Meetings.
- Eligible to hold office or be elected to the committee.
- Access to cart storage shed (*there is currently a waiting list*).
- Access to hire carts with GPS.

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- Play golf at nominated reciprocal clubs at a reduced cost.
- Introduce visitors or guests to the Club.
- Create great friendships with people who enjoy the game of golf.

If you are new to golf or want to improve your game, we offer mentoring and coaching services. If you are a social player looking to ease your way into competition golf, we can accommodate you.

COMMUNICATION

The Club website is an important part of our communication strategy as it is an efficient and effective way of providing a wealth of useful information, interesting articles, our competition program, golf results, photos and course updates.

If you haven't already done so visit the website at <http://cooroygolf.com.au/> and also our Facebook site at <https://www.facebook.com>

Through our regular newsletters, *Member Communication* and *NEWS UPDATE CHIP IN*, as well as other email communications and *Posts* to the website we keep members up to date with news and what's happening around the club.

You can subscribe to our newsletters through the website. New members with an email address are automatically subscribed to *Member Communication* and *NEWS UPDATE CHIP IN*.

We also *post* information on various *Noticeboards* located in the clubhouse.

COMPETITIONS AND EVENTS

We offer an eclectic program of competitions and events providing opportunities for golfers of all levels of ability to enjoy a variety of both competitive and social golf.

An online **Event Calendar**, available on the website, is the principal source of reference for competition and event information. We do not issue a printed program book.

You must have a GA handicap to play in competitions. If you don't have a GA handicap, we can organise one for you.

Outside of competition times, the course is available for social play. A **member green fee of \$4.00** applies for social golf.

It comes as no surprise that golf is following the pattern of other sports where short forms of the game have emerged because participants do not have the time for the traditional long-form.

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We offer the flexibility of playing both **18-hole format** and short-form **9-hole format** competitions.

Our main weekly competitions are:

Tuesday morning: Women's Tuesday Club, *a popular 9- Hole Competition*

Wednesday morning: Veteran Golfers 18-Hole (*Men only - age 55 years and over*)

Thursday morning: Women 18-Hole, includes a *9-Hole Competition* in Summer

Saturday morning: Men and Women 18-Hole

Organising and running a competition involves quite a lot of effort behind the scenes, so if you nominate to play but are unable to make your tee time or are not able to play, please ensure you notify the club as quickly as practical so that we can reorganise the field. Players are encouraged to register at least 30 minutes before your tee time.

Typically competitions run under the direction of a *Starter* who acts like a *Concierge of Golf* providing the gateway to an enjoyable day of golf for members and visitors. The *Starter's* primary role is to register players and manage an orderly start to the competition for each playing group. The *Starter* has the authority to move players between groups and adjust tee times.

Nomination Sheets for competitions are usually available in the clubhouse a week or more in advance of the competition. They can be found to the left directly inside the front entrance to the clubhouse.

If you are interested in some serious team competition, we field ***Pennant*** teams for both men and women.

As a member club of the *Sunshine Coast Zone*, which is part of the broader *Sunshine Coast and South Burnett District Golf Association*, there are opportunities to participate in zone and district events.

DRESS CODE AND BEHAVIOUR

Given our location in a popular tourist and holiday area, we take a reasonably relaxed approach to dress but enforce minimum standards:

- Appearance must be neat, tidy and clean.
- You must wear enclosed footwear on the course. Thongs, sandals or open footwear are not acceptable.
- We do not tolerate obscene behaviour, or offensive language or clothing.

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ETIQUETTE

For the most part, golf is played without the supervision of a referee or umpire. The game relies on the integrity of the individual to show consideration for other players and to abide by the *Rules of Golf*.

We expect all players to conduct themselves in a disciplined manner, demonstrating courtesy and sportsmanship at all times irrespective of how competitive they may be. This conduct reflects the spirit of the game of golf.

All golfers enjoy a round of golf that flows and does not involve constant waiting. The simple rule is that *all players* exercise common sense, take responsibility for the speed of play of their group and maintain a general awareness of what is going on around them.

CARE OF COURSE

Our course is maintained by our Greens Staff led by *Todd McNamee*, Greens Superintendent. If you run across members of the team on the course, say *hello* but please respect their busy schedule and don't make unfair demands on their time.

Suggestions for course upkeep are welcome, but please direct them to our Greens Director, *Tony Bernhagen* rather than the greenkeepers to avoid distracting them from their work.

Players have a very important part to play in caring for our course:

- Replace divots.
- Repair pitch marks.
- Rake bunkers.
- Respect traffic management directions and exclusion zones.
- Avoid driving through wet areas in motorised carts.
- Dispose of litter responsibly.
- Respect and take care of the environment *and last but by no means least,*
- **Leave the course as you would like to find it.**

You can check the status of the course and motorised carts on-line by viewing the *course status bar* at the top of our website.

OTHER INFORMATION

Complaints: Complaints should be made in writing to the Club Secretary.

Club House Hours: 6:00 am to 6:00 pm, seven days a week.

Member Accounts: We may credit competition prizes to your *Member Account* with the club. You can use these credits to purchase goods and services from the club but not pay subscription

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fees. **Members are encouraged to spend accumulated credits as soon as practical.** Credits don't earn interest sitting in a member account, and by spending, you make a positive contribution to the financial success of *The Club*.

At any time you can request the bar to provide a list of transactions for your member club account or just the balance.

Sponsorship: We have two sponsorship programs. The first involves external sponsors and is very important to our financial sustainability. We encourage members to support businesses that support us.

The second, just as important, is our *Member Prize Donor Program* under which members sponsor competitions individually or get together with other members to sponsor a competition or competitions. Members select the type of competition they want to sponsor. The donation can be cash or 'in-kind', for example, golf balls or golf equipment. The respective Men's Captain and Women's Captain manage the *Member Prize Donor Program*.

Golf Lessons: If you want to improve your game or are looking for guidance on the basics, have a word to our PGA Professional, *Cyril Trist* about golf lessons and mentoring.

Practice Facilities: We have a practice putting green adjacent to the clubhouse.

GOLF ACCESSORIES AND EQUIPMENT

We have a retail pro-shop offering a range of men's and ladies clothing and golf accessories. If we don't have a particular item in stock, speak to *Wayne* as he may be able to source the product for you at a reasonable cost.

Wayne can also re-grip and repair your clubs.

Members can use account credits to make these purchases.

VOLUNTEERING

Volunteers are quite simply the backbone of many clubs, particularly *not for profit* clubs like ours.

One of the great traditions of *Cooroy Golf Club* is the tradition of getting the job done by voluntary effort. If you are interested in volunteering speak to our Vice President and Volunteer Coordinator, *Peter Piggott*.

Research shows people who volunteer are happier, healthier and sleep better than people who don't volunteer, suggesting doctors should recommend it! Just a few hours volunteering makes

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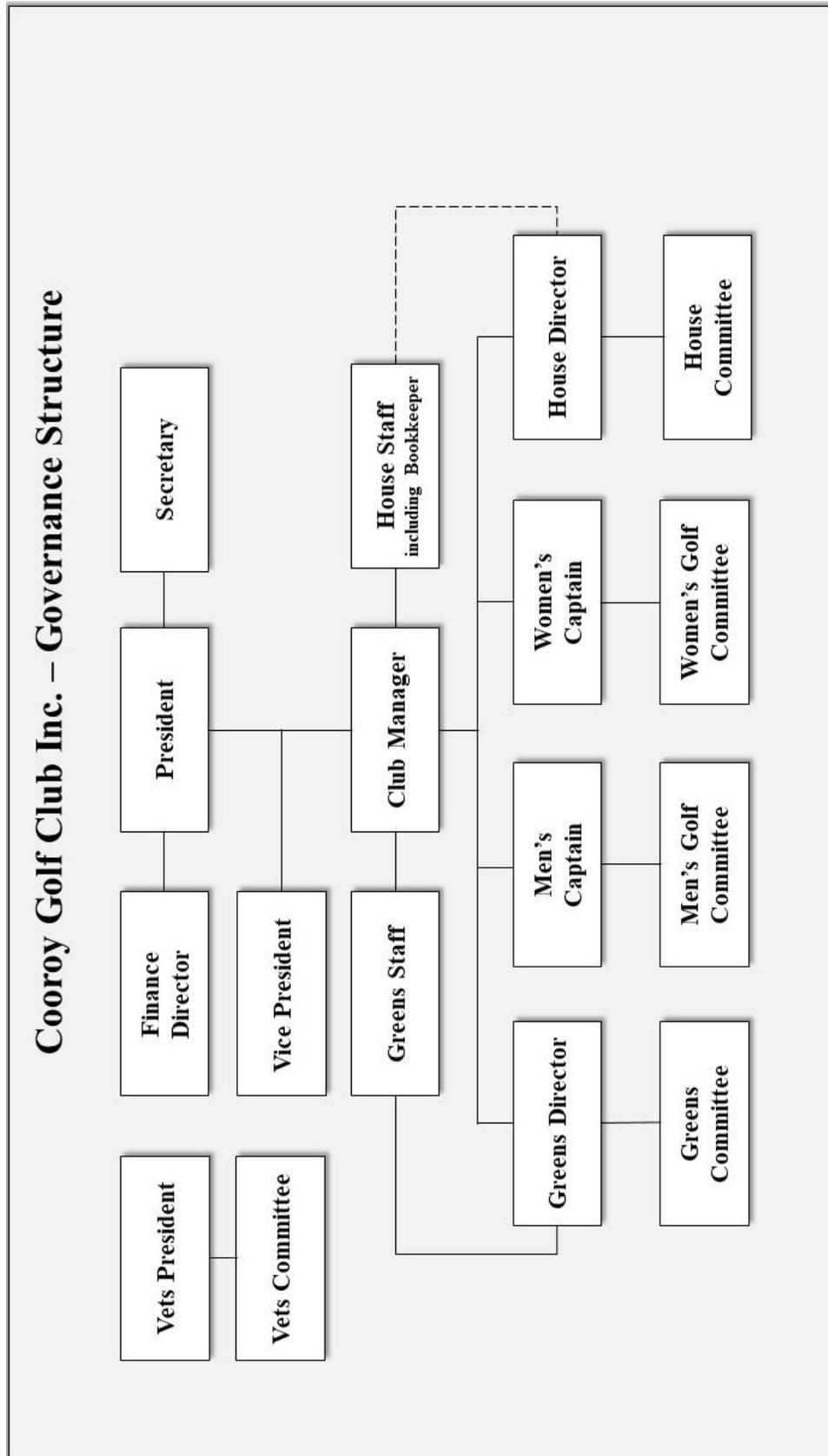
a difference in happiness and mood. More information about volunteering is available on the Volunteer page of our website.

INSURANCE

Cooroy Golf Club Inc. is an incorporated association and holds Public Liability Insurance cover for \$20m.

GOVERNANCE STRUCTURE

The diagram below illustrates the governance structure adopted by Cooroy Golf Club Inc.



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ATTACHMENT A - Vision, Mission and Values Statement.



OUR VISION

More people playing more golf at Cooroy in the Noosa Hinterland - the most memorable golfing and social experience.

OUR MISSION

We provide a distinctive golfing, recreational and social experience as part of the sporting, tourism and cultural experience of the Noosa Hinterland.

- M1.** *Inspire, nurture and grow* the love of playing golf across all age demographics.
- M2.** Provide a challenging, rewarding and enjoyable *on-course experience* for players of all levels of ability.
- M3.** Our clubhouse is a hub for a distinctive *off course experience* through inclusive, friendly, social engagement consistent with the ambience of our hinterland village setting and a destination in itself.
- M4.** *Protect the long term financial viability of the club* and ability to offer the best value golf and social experience through transparent, responsible financial and operational management - stability and sustainability.
- M5.** We are an *asset to the community* and part of the *sport, tourism, and cultural experience* of the Noosa Hinterland.
- M6.** We contribute to the *sustainability and unique beauty of the Noosa Hinterland* through responsible management of our environmental footprint.

OUR VALUES

Our values are the guiding principles which apply across *The Club* and underpin how we operate. They define our basic beliefs about what matters and guide how things get done.

V1. **Passion**

We create an environment in which we share a passion for what we do, and our contribution and successes are recognised.

This means we:

- show enthusiasm and take pride in all we do.
- recognise contributions and celebrate success.
- embrace and drive change necessary to be successful.
- are outcome-oriented and care about our club being successful.

V2. **Openness**

We are committed to open, transparent and constructive communication.

This means we:

- listen and respect the opinion of others.
- value the skills, strengths and perspectives of our diverse membership.
- are welcoming, friendly and inclusive.
- act in a fair and consistent and transparent manner.
- show respect for each other and work together.

V3. **Integrity**

We act with honesty, and we deliver on our commitments.

This means we:

- maintain confidentiality.
- are committed to the provision of a safe and healthy environment.
- provide open, transparent and accountable decision making.
- maintain the highest ethical standards.