



Member Information Pack



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Cooroy Golf Club – Membership Information Pack

INTRODUCTION

Located on one of the main gateways to the fabulous northern beaches of the Sunshine Coast in the historic 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 an enjoyable experience for golfers of all levels.

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

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

Our club ***Vision, Mission and Values Statement*** ensures we have a clear sense of purpose and are working towards common goals to achieve a sustainable future.

We look forward to seeing you soon on the course or in the clubhouse.

OUR VISION

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

OUR MISSION

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

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 of THE CLUB

A Management Committee comprising the following officials is responsible for the control and management of the business and affairs of the club. The current holders of these positions are available on the *About* page of the website.

President, Vice President, Secretary, Finance Director, Men's Captain, Women's Captain, House Director, and Greens Director.

The *Club Manager* is responsible for managing day to day operations.

Subcommittees and working groups provide support for the management of the Club. Participating in these groups as a volunteer provides an opportunity for members to get involved in activities in which they may have a particular interest or ability and to influence how things run. It can be very rewarding. Please feel free to speak to a Club official if you are interested in joining a subcommittee. Details of sub committees are available on the *About* page of the club website.

The *Constitution* and *By-Laws* are available on the website under the *About* page or by request to the Operations Manager.

Our Veteran Golfers operate under their own *Constitution* and independent management committee. If you are interested in playing with the Vets, speak to the Vets Captain, or Vets Secretary/Treasurer, for more information.

BENEFITS OF MEMBERSHIP

There are many benefits to being a member of Cooroy Golf Club depending on the Membership Category selected. Here are some examples.

- Single invoicing for families.
- Full access to the golf course, clubhouse, and amenities.
- Participate in Club competitions and trophy events.
- Member House Account – *typically we credit competition prizes to a members' club account.*
- Flexible payment options.
- Member prices – discounts may apply.
- Participation in sub committees.
- Access to motorised cart and locker storage (*subject to availability*).
- Access to hire carts with GPS.

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- Invite visitors or guests to the Club. To play in a competition, a player must have an official Golf Australia handicap.
- Create great friendships with people who enjoy the game of golf.

If you are involved in business the relaxed environment of a golf course is a great way to get to know your clients and discuss business. A golf club is a great environment to meet and build relationships and networks with like-minded local business professionals and visitors. We have business membership and sponsorship options available.

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. If you do not have a handicap, we can help you get one.

COMMUNICATION

The Club website is an integral part of our communication strategy and provides a wealth of useful information, interesting articles, our competition program, golf results, photos and course updates.

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

We keep members up to date with news and what is happening around the Club through email newsletters, other communications, and *posts* to the website.

We subscribe each new member with an email address to our *IN THE ROUGH* newsletter.

We also *post* information on *Noticeboards* 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 produce a printed program book.

You must have a Golf Australia handicap to play in competitions. If you do not have a GA handicap, we can organise one for you.

Outside competition times, the course is available for social play. A special member green fee applies for social golf. *Pay-as-you-Play* members pay an additional fee for both social golf and competitions.

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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. 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

Saturday: Men and Women 18-Hole.

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

You can book a tee time for competitions online using the Member Portal. Members can book a visitor for a competition online via the portal. Online booking is not available for social play.

If you are interested in some serious team competition, we sometimes field *Pennant* teams for 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 take part in zone and district events.

DRESS CODE AND BEHAVIOUR

Given our location in a popular tourist and holiday area, we take a 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

We play golf without the supervision of a referee or umpire. The game relies on the individual to show consideration for other players and abide by the *Rules of Golf*.

We expect all players to conduct themselves in a considerate manner, always showing sportsmanship irrespective of how competitive they may be.

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 Superintendent*, and his staff, maintain our course. If you run across members of the team on the course, say *hello* but please respect their busy schedule and do not make demands on their time.

If you have any suggestions about the course, please direct them to our *Course Superintendent*, *Greens Director*, or *Club Manager*.

Members play a vital part in caring for our course so please:

- 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 online by viewing the *course status bar* at the top of our website.

OTHER INFORMATION

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

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

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* or *Wayne* about golf lessons and mentoring.

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Member Portal: The portal allows a member to:

- View and update personal details.
- Access the club golf competition management software and online golf bookings. **NOTE:** Social bookings are not available online and you cannot book a hire cart online.
- View handicap record.
- View House Account and Subscription Account.
- View a weather map.

Member Subscription Account: Subscription and membership related charges are transacted through this account.

Member House Account: We may credit competition prizes to your *House Account* with the Club. You can *top up* your House Account at any time to save carrying cash and for the convenience of charging purchases. You can use credits in this account to:

- Purchase food and beverage from the bar.
- Purchase golf equipment and accessories from our Pro-Shop. Special discounts may apply to purchases using House Account credits.
- Pay for a round of social golf but not competitions.
- Hire a motorised hire cart.
- Hire golf equipment - e.g. golf clubs, pull buggy.

In certain circumstances you can use credits in your House Account to pay subscriptions and charges in your Subscription Account. Speak to staff for more information.

You can view the balance in your House Account via the Member Portal and can make a positive contribution to the financial performance of the club by spending the money in your House Account.

Forfeiture: When a membership resigns any balance in the Member House Account is forfeited. A member can, if they wish, use the balance to buy goods or services from the club but this must be done before the resignation is finalised.

Sponsorship: Cooroy Golf Club offers great opportunities for members and non-members to advertise and promote their business through the club. We offer a range of sponsorship and promotional opportunities that can be tailored to best suit the promotional goals of sponsors.

The first involves external business sponsors and is important to our financial sustainability. We encourage members to support businesses that support us.

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The second provides the opportunity for members to take up a sponsorship. You can combine sponsorship and membership under one billing arrangement which may provide tax benefits.

Member Prize Donor Program: This program allows members individually or get together with other members to support our annual events program through donations. Members have the option to select the type of competition. The donation can be cash or 'in-kind', for example, golf balls or golf equipment. The Men's Captain and Women's Captain manage the *Member Prize Donor Program*.

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

Smoking: The clubhouse is designated Non-Smoking. There is a designated outdoor smoking area in the main car park.

Storage Lockers: Members can rent space to store golf equipment and motorised golf carts, subject to availability. Speak to the Club Manager if you are looking to use club storage facilities.

GOLF ACCESSORIES AND EQUIPMENT

Our retail pro-shop offers a range of men's and ladies clothing and golf accessories. If we do not have a particular item in stock, speak to *staff* as the club may be able to source the product for you at a reasonable cost.

The pro-shop can also re-grip and repair your clubs.

Members can use credits in their House Account 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 Course Volunteer Coordinator, *Graham Laing*.

Research shows people who volunteer are happier, healthier and sleep better than people who do not volunteer, suggesting doctors should recommend it! Just a few hours volunteering makes 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 \$20 million.

Golf Australia maintains a Player's Personal Liability Insurance Policy for all members of affiliated golf clubs. We are an affiliated Club.

Broadly this policy covers the legal liability of our members to pay compensation for personal injury or property damage which occurs while playing or practising golf or attending a golf event or venue as a player, guest, or spectator. Cover is provided up to a limit of \$20 million.



OUR VISION

More people playing more golf at Cooroy in the Noosa Hinterland enjoying 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.