



# METROPOLITAN INFORMATION FORUMS

## CLUB SUPPORT

PRESENTED BY GOLF NSW

Graham Christian – Operational

[www.golfnsw.org](http://www.golfnsw.org)





## **CLUB SUPPORT**

### **OPERATIONAL & AGRONOMY**

- Offered to all member clubs affiliated with Golf NSW across NSW and the ACT





# CLUB SUPPORT

## PROCEDURE

1. Club requests help from Golf NSW
2. Complete Service Engagement & Disclaimer
3. Club Support Officer assigned

  
**Club Support Service**

**Service Engagement and Disclaimer**

I Wynter Hines, act on behalf of Happy Valley Golf Club following a resolution by its Board, to engage the Golf NSW Club Support Service (Agronomy and Operational).

I acknowledge that Golf NSW will not be held legally responsible by Happy Valley Golf Club for any adverse outcomes that result from considerations/advice provided by the Golf NSW Support Service, Happy Valley Golf Club.

I also acknowledge that Golf NSW Club Support Service considerations/advice should not in any way be considered legal advice, unless Golf NSW specifically discloses that the consideration/advice it is providing, is of a legal nature.

Happy Valley Golf Club acknowledges that all considerations/advice provided by the Golf NSW Club Support Service, is done so with the Club's best intentions, and as a member benefit of affiliation with Golf NSW.

Wynter Hines

.....  
(Signature)

.....  
(Position)

Date.....





## CLUB SUPPORT

- How to do our best and think outside the square
- From the Boardroom to the bottom line and everything in between





# CLUB SUPPORT

## GOVERNANCE AND PLANNING

- Effective Boards – the ultimate decision makers
- Understanding roles and responsibilities
- Undertake Director training
- Planning – “The Green Book”
- Succession Planning



# CLUB SUPPORT

## TEAM WORK

- The Board
- Sub Committees
- Management
- Staff
- Contractors ( Caterers, Club Professional )





# CLUB SUPPORT

## MONITOR THE BUSINESS

- The numbers paint a picture:
  - Budgets, Monthly Trading, Statistics
  - Systems of Control – Physical and IT
  - Staff – The right people, job, skill, training





# CLUB SUPPORT

## AVOIDING THE MUSHROOM SYNDROME

- Maintain transparent communication and engagement
- Use positive language
- Our priorities, why, benefits, cost
- Member surveys
- Engage with everyone – reciprocal clubs, colleagues, council, community groups







## CLUB SUPPORT

### THINKING OUTSIDE THE BOX

- Making the most of what we have
- Diversifying core business is essential
- Think about opportunities – present and future





# CLUB SUPPORT

## CONTACT US

- Golf Club Support is only a phone call or email away
- Ph: 9505 9105 or [info@golfnsw.org](mailto:info@golfnsw.org)





## **NEXT PRESENTATION: MARKETING**