



CLUB SUPPORT NEWS

ASSISTING GOLF CLUBS ACROSS NSW & THE ACT

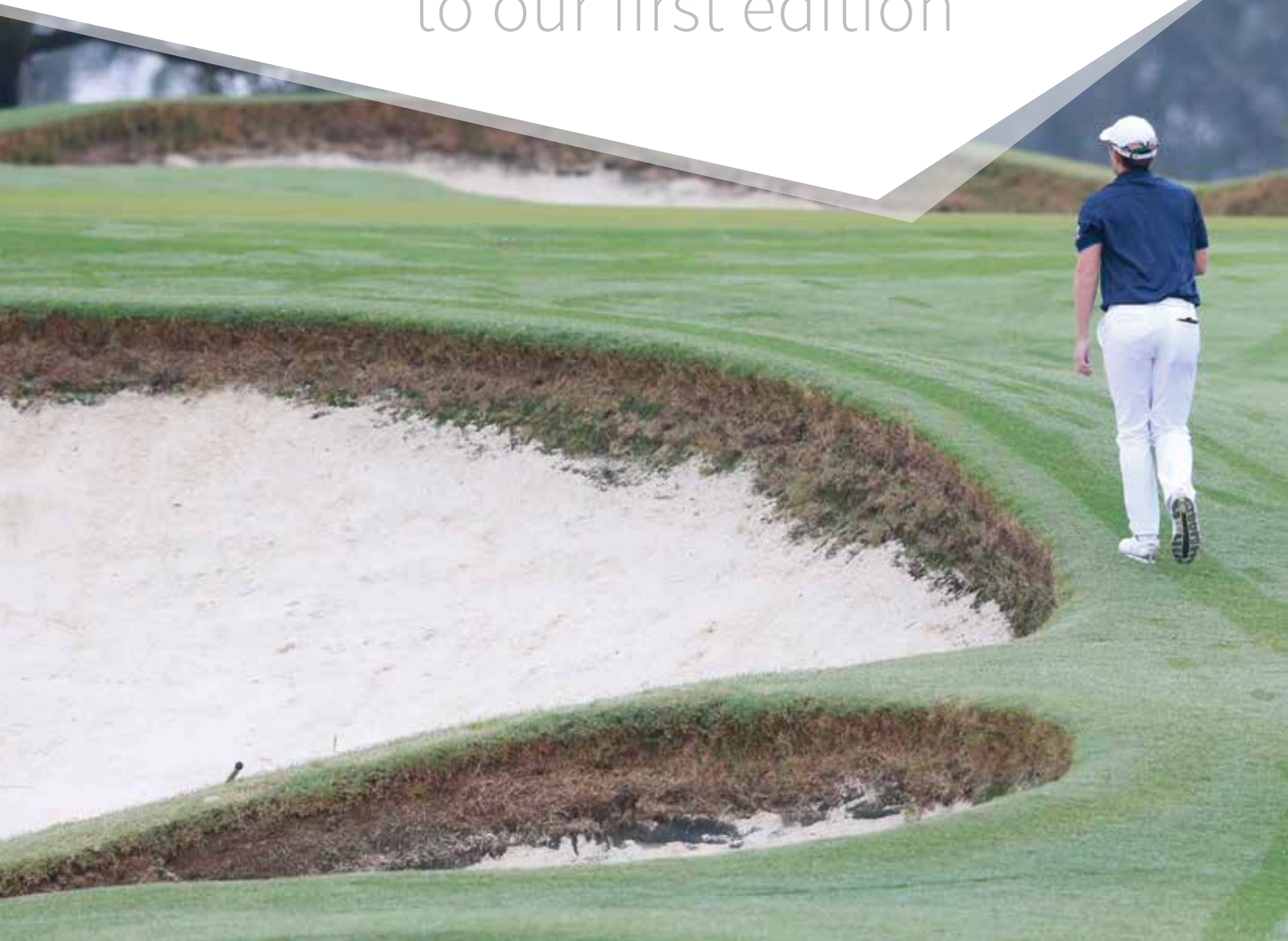


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WELCOME

to our first edition



Dear Member Clubs and Districts,

Club Support News aims to provide member clubs and Districts with information on Golf NSW Club Support services and resources, which have been implemented to assist clubs with the day to day operations of their business, and to grow the game of golf in NSW and the ACT.

Being a reasonably new initiative, awareness of Golf NSW Club Support services varies across NSW and the ACT further highlighting the need for such a publication as Club Support News.

I hope you find this publication informative, but above all I hope all clubs gain a better understanding of the extensive complimentary Club Support services Golf NSW members can access as a benefit of affiliation.



Stuart Fraser
Chief Executive Officer

GOLF NSW 2018-2021 STRATEGIC PLAN

Golf NSW recently made its strategic plan for 2018-2021 available to key industry stakeholders.

It may come as no surprise that Club Support is one of the six key strategic issues that the plan identifies and will focus on over the next four years.

Golf NSW will look to implement the following club support initiatives as part of the four year strategic plan;

- Review the Club Support and Buddy Club programs and establish a process to measure the success of the program at a state level (and sharing the success stories)
- Establish a 'classifieds' system for second-hand club equipment and furnishings
- Develop and publish an online Club Support tool kit (including Club Health Check, Green Book, GMA Benchmarking data, Volunteer training opportunities)
- Invest in a range of Club Support and development resources to expand the breadth of the services available
- Increase the promotion and marketing of Club Support services
- Increase the flexibility and awareness of the grant application process for the NSW Golf Foundation
- Explore commercial opportunities such as club buying groups with common service providers (i.e. Insurance)
- Engage and support the Districts to proactively identify and address specific club issues
- Employ a Golf NSW liaison officer to assist clubs with state and local government grants

If you haven't already done so I would encourage you to take a moment to read through the Golf NSW 2018-2021 Strategic Plan which can be found at the following link;



<http://www.golfnsw.org/site/content/document/00040199-source.pdf>

PLANNING ESSENTIALS FOR CLUBS

A common theme from Club Support visits conducted to date has highlighted a need for clubs to be far more planning focused. There is an old adage that 'if you fail to plan, plan to fail', and this can't be emphasised enough. Every club from the very largest to the very smallest has a need to plan.

Planning can take many forms, and probably the three most relevant plans to assist a club to operate successfully are;

- 1. Budget** – A budget is probably the simplest and most important plan any business can have. Apart from providing an up to date picture of how a business is trading, it is also critical for the clubs Board and management to oversee the day to day operations of the club, ensuring it remains viable. Ideally a club will report on the actual financial figures of the club in comparison to its budget monthly. The Board and management are then in a position to address any adverse variations to the budgeted figures for both income and/or expenses.
- 2. Business Plan** – A business plan will clearly outline all aspects of a clubs operation, generally for a 12 month period. The plan will also outline any special projects that the club will be undertaking. Ideally the budget will incorporate all projects and activities outlined in the business plan.
- 3. Strategic Plan** – A strategic plan will map the future focus and direction of the club generally for a three to five year period. It will identify not only growth opportunities but also potential threats to the club's operation and viability, and clearly outline initiatives to address such issues.



Planning at times can seem like an overwhelming process, and the Golf NSW Club Support team can assist your club with planning across all levels including budgeting, business or strategic plans. Golf NSW also makes available the 'Green Book - The Essential Guide to Strategic Planning for Golf Clubs' to any club requiring assistance in undertaking a strategic planning process.

To assist you with your club's planning process please don't hesitate to request Golf NSW Club Support at info@golfnsw.org

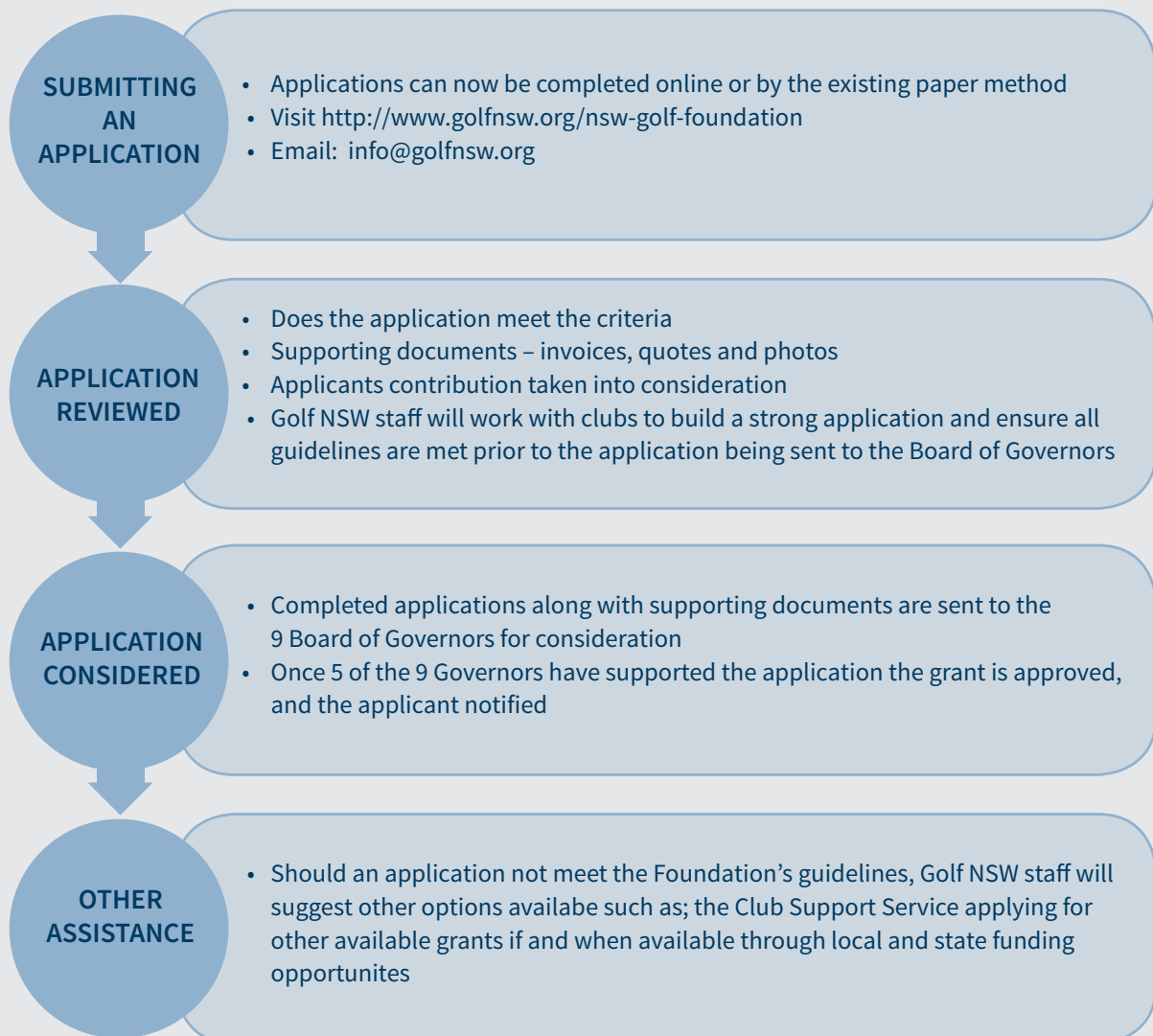
NSW GOLF FOUNDATION

The NSW Golf Foundation has undergone some exciting and substantial changes over the last twelve months. The traditional method of applying for funding was reviewed resulting in the application process being modernised and simplified.

The new method sees applications reviewed by the Board of Governors as soon as they are received, and meet the guidelines. Previously applicants only had four opportunities a year to have their applications reviewed.

We have seen some clubs submit and receive a grant within 10 days since implementing the new online application process. Clubs that complete an application online and email through supporting documents such as quotes and photos have had some great outcomes in recent months.

HOW IT WORKS





Recent grants have assisted clubs with general and much needed repairs and club house and club house maintenance. Damaging weather with severe floods had one regional club seek funds to have a section of a boundary fence replaced (pictured above).

The Foundation also assisted with the extension to a cart path to improve course playability during wet conditions.

Organisations such as Blind Golf NSW and Deaf Golf NSW have also been recipients of funds to assist impaired golfers throughout the state.

Golf NSW donates 50c per adult registered player to the NSW Golf Foundation each year to assist with funding for successful applicants. Approximately \$40,000 has been issued in grants during the 2017-2018 financial year to date.

For more information on the Golf Foundation, visit www.golfnsw.org and click on the Club Support drop down menu for all of Golf NSW's assistance programs.

THE BUDDY CLUB Program

Established in 2015 as a key initiative of the Golf NSW Strategic Plan, the Buddy Club Program is aimed to develop and foster partnerships between member clubs across the state.

The program involves metropolitan and large regional clubs being paired with smaller affiliated clubs with a focus on sharing resources, industry knowledge, business systems and a mutual understanding of the needs of the golf club industry.

A key outcome of the program is to enhance the health of Golf NSW affiliated clubs and the sustainability of the sport.

It should be noted that direct financial assistance is not a requirement of the program nor is any form of reciprocal arrangement with regards to playing rights.

Suggested ways in which a Big Buddy may assist their Small Buddy Club/s:

- Sharing of resources, knowledge, policies and systems (on course and off course).
- Access to unwanted/discarded equipment.
- Interclub golfing activities, competitions and functions.
- Member engagement initiatives.

Since its inception, the Buddy Club Program has paired over 170 clubs and helped develop relationships across the State.

There has been a diverse mix of pairings with some regional clubs requesting a nearby Buddy. A small 9 hole club in Dorrigo was recently paired with Armidale Golf Club. In regional terms they are practically neighbours just 136kms apart and 90 minutes + drive.

Then there is the Metro / Regional pairs such as Bathurst and The Lakes, these buddies meet once or twice a year and travel over 200km (driving for 3hrs) to enjoy a round of golf together and sharing ideas.

In addition to Golf NSW, the Golf Managers Association (NSW) and the PGA of Australia (NSW/ACT Division) also support the Buddy Club program.

Golf NSW would love to hear about your Buddy Club experience – email info@golfnsw.org or tag Golf NSW on your social media posts. #GolfNSW

If your club is not currently a part with the Buddy Club program Golf NSW would welcome your involvement, and please make contact with us.

As an industry there are so many good ideas and initiatives that sadly never get shared, and the Buddy Club program is the perfect vehicle to ensure clubs work as a collective to grow the game of golf.



“A wonderful initiative by Golf NSW! The relationship we have built with the Lakes Golf Club has definitely been a rewarding one for myself and our staff, to be able to see the inner workings of one of Australia’s premiere golf clubs up close and personnel has been a wonderful learning experience so far.”

BRAD CONSTABLE,
General Manager of Bathurst Golf Club



CLUB SUPPORT: GRAHAM CHRISTIAN OPERATIONS

Golf NSW Club Support has gained momentum since its introduction nearly 4 years ago.

Clubs throughout NSW have appreciated the complimentary onsite service provided and also the ongoing support, which is only a phone call away. Golf Club size and location is irrelevant. If your Club needs help, support will be activated promptly.

Although every Club is different, there are some common issues that arise from time to time including:

Q: How can we improve our Board Governance?
We spend hours at meetings and do not make any meaningful decisions.

A: Understanding Director roles and responsibilities and undertaking the mandatory Director training required under NSW law is a first step.

Accurate financial information, received in a timely manner, is key to understanding and monitoring monthly business performance. Clubs should consider querying if computer hardware and software systems are up to date to provide accurate and timely reports.

Q: Fuel tax credits – what is this and can we claim this?

A: Clubs of all sizes can claim fuel tax credits on their BAS. Claims can date back four years maximum. For further information on how to claim, visit <https://www.ato.gov.au/Business/Fuel-schemes/Fuel-tax-credits-business>

Regular communication to all members and staff is another area which needs strengthening from time to time. Keeping members updated creates informed debate, avoiding speculative conversation.

Club Support can be activated by contacting Golf NSW at info@golfnsw.org



CLUB SUPPORT: MARTYN BLACK AGRONOMY

Since the start of the New year I have had the pleasure of visiting more than twenty clubs, travelling as far north as Kyogle and as far south as Khancoban.

One can imagine the vastly different climatic conditions that these golf courses experience at either end of the State and indeed everywhere in between.

Many courses in the north of the state were experiencing problems with their couch greens which were damaged by the very difficult to control “couch mite”, this pest is becoming difficult to control and it would appear that timing of pesticide applications can fluctuate with the unpredictable seasons.

Courses growing Bentgrass greens further south have had to endure yet another very stressful summer with some clubs losing large areas of their putting surfaces to heat stress and /or “summer decline” which is a combination of disease attacking the weakened plants.

One common thread that connects these clubs despite the tyranny of distance is the indomitable spirit of the volunteers and staff alike.

It is always great to see the famous “spirit of the bush” is alive and well in regional New South Wales.

CLUB SUPPORT

Preferred Service Providers

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