

MINUTES OF THE ANNUAL GENERAL MEETING OF
EVERGLADES COUNTRY CLUB LIMITED HELD AT DUNBAN ROAD WOY WOY
ON SUNDAY 27 OCTOBER 2024 AT 9.00 AM

CHAIRPERSON Steve Chay (Club President) #268

PRESENT: Those persons admitted to the meeting, a total of 51 members, registered on the Attendance Sheet

IN ATTENDANCE Mr Ross Seabrook, General Manager

Mr Dominic Tonkin, Tonkin Drysdale Partners (Honorary Solicitor)

Martin Le Marchant - Bishop Collins (Auditor)

CURRENT BOARD MEMBERS

Vice Presidents

Mr. Rod Blake

Mr. Michael Quilkey

Directors

Mr. Ian Cameron

Mr. Richard Carlyle

Mr. Michael Redrup

Mr. Trevor Walker

APOLOGIES

Dianne Elsom #2049

Mick Gage #824

Bob Gelding #2077

John Breakwell #644

Apologies accepted

Moved P. Elliot #994

Seconded G. Crane #1231

Carried

LIFE MEMBERS

Irene Quintrell #796

Patsy Elliott #994

Tony Lamaro #1162

Geoff Callingham #905

Richard Paull #344

Jan Montgomery #575

MENTION A minute's silence in respect of lost members and loved ones

MINUTES OF THE PREVIOUS AGM held on Sunday 29th October 2023 as distributed.

To receive the minutes of the previous Annual General Meeting

Moved S. Saunders # 3415 Second W. White #3542

Carried

MATTERS ARISING *Nil*

To confirm the minutes of the previous Annual General Meeting held on Sunday, 29th October 2023, as distributed, be accepted.

Moved N. Bowman #2787 Second R. Laws #1658

Carried

PRESIDENT'S ADDRESS

President Steve Chay addressed the issue of insurance, highlighting that members usually receive renewal notifications six to seven weeks in advance. However, during the recent renewal period, significant complications arose due to the Club's battery storage practices.

The insurance provider informed the Club that it could no longer continue coverage under the current conditions, specifically citing the storage and charging of electric vehicle batteries (such as scooters and buggies) as unacceptable. They were unwilling to ensure the premises if these practices continued.

The club was therefore faced with a difficult choice: either cease storing and charging batteries or go without insurance coverage altogether. After exploring several alternative providers and reviewing numerous policy options with thanks extended to Ross and several directors for their efforts it was concluded that no suitable or affordable insurance policy could be found that would allow the continuation of previous practices.

As a result, the Club no longer allows the storage or charging of batteries on site.

This decision was not taken lightly, and should insurance policies change in the future, the club remains open to revisiting the issue.

GENERAL MANAGERS REPORT

The Chair handed over to the General Manager for a detailed overview of plans for the Club. Before doing so, a brief reflection was made on the timing of the Annual General Meeting, with some discussion around possibly moving future AGMs to the end of June, as attendance at the current time of year is gradually decreasing. There was also mention of ongoing internal discussions aimed at ensuring that strategic meetings like the AGM remain well-attended and meaningful for members.

The General Manager addressed the importance of long-term sustainability for the Club. Achieving this goal has proven challenging due to the current economic environment, including rising living costs, inflation, and increasing operating expenses, particularly in areas like hospitality and government-related costs. It was noted that the club's infrastructure is aging, and some key facilities have not seen significant updates in 20 to 30 years, especially the main lounge area. This creates a difficult situation, as outdated facilities can limit member experience and operational efficiency. While previous management teams had attempted to launch large-scale redevelopment plans, these efforts were often hindered by financial constraints and the broader challenges of running the business. As a result, many of the Club's most critical infrastructure issues remain unresolved.

The General Manager touched on broader industry challenges. Club industry trends show consistent pressure from external factors, including changing legislation, a reduction in gaming revenue, and shifting member behaviour. Recent regulatory changes, such as the proposed five-kilometre gambling exclusion zones, could further impact club operations. While such changes are designed to address social issues, they pose a threat to financial stability, especially as clubs like ours rely heavily on gaming and hospitality revenue.

The Club continues to take a proactive approach to responsible gaming. There are two Responsible Gaming Officers on duty at all times. The Club maintains full compliance with responsible gaming legislation and best practices. Management is committed to balancing financial performance with community welfare and ethical operation.

The Club's financial position has improved over recent years. Currently, 70% of public spending at the club is considered healthy, with gaming revenue contributing significantly. The Club's reliance on gaming revenue has been reduced from 43% to around 30%, reflecting a diversified revenue stream, including bar and food services, now contributing close to 27%. This diversification strengthens the Club's financial base and allows it to better withstand external pressures and regulatory changes.

General Manager concluded with insights into the club's long-term master plan. The 2024 master planning exercise assessed the Club's current assets, industry trends, and future needs. Several potential development options were reviewed; all aimed at positioning the Club for future growth. Although formal planning processes are still ahead, early discussions have helped lay the groundwork for an ambitious but practical vision for the Club's future.

The General Manager provided an update on the anticipated building works, particularly the "Propshop" redevelopment project. The initial intention was to begin construction early next year, but the schedule has been adjusted due to planning complications and compliance issues. The revised start date is now February next year. Darren has played a central role in managing this complex process, which has involved a high degree of stress and pressure. His efforts were acknowledged and appreciated. The delay has been largely caused by revisions to the building design to comply with regulations around fire impacts, setbacks, and distance requirements.

The necessity to redesign and resubmit plans to meet council and building authority expectations. Despite no major change to the building footprint, new codes required updates to fire compliance, appliance access, and setbacks from boundaries. The process involved consultation with fire authorities, and now that approval has been received, Stage 1 is set to commence.

The club's master plan incorporated an evaluation of cash flow capacity and long-term financial sustainability to ensure that construction could be supported without overstressing resources. This has led to adjustments in the staging of the project and its timeline, based on both available funds and projected impacts on daily operations.

The Club has been in close contact with key stakeholders and consultants, including council representatives and industry partners, to move the project forward strategically and responsibly. The General Manager emphasized that the building project is not only about infrastructure, it's about renewing the club's identity and creating a space the community can be proud of. The redesign aims to deliver a modern, functional space that accommodates future needs, including gaming, dining, and social areas. It's essential that the club reflects the values and identity of both current and future members. There was an acknowledgment that while much of the focus has been on compliance and logistics, the ultimate goal is to reinvigorate the spirit of the club.

The General Manager also reflected on some demographic and social shifts within the membership. There is a growing recognition that membership needs are evolving, with an increased emphasis on younger audiences, families, and a more diverse community. The average member age is gradually lowering, and the club must continue to adapt to remain relevant and engaging to future generations.

Discussion turned to the golf course, which has faced its own set of challenges in recent years. The course has experienced wear and tear, particularly in certain areas that have seen overuse or lack of sufficient maintenance due to equipment limitations and resource constraints. Management acknowledged the need to maintain the quality of the playing surface and ensure that members have a consistently high-standard experience. Despite these challenges, there was appreciation expressed for the team's efforts in maintaining the grounds with limited resources, and a recognition of how far the course has come.

The General Manager extended sincere thanks to all attendees for their ongoing support, patience, and willingness to engage with the club's vision. A special acknowledgment was made to those involved in service areas including hospitality, operations, and groundskeeping, for their dedication to keeping the club running smoothly. There was mention of pursuing funding opportunities and grants, including applications through:

State and regional funding programs

- Community sports and recreation initiatives
- Grants targeted toward improving accessibility and inclusivity

The Club is actively seeking out these opportunities to ensure improvements to the facilities and services are financially sustainable. In addition to the golf course, the Club is also focused on improving the bowling facilities. Initiatives are underway to enhance the playing experience and attract new members, particularly in the ladies' division of both the golf and bowling clubs. There is plenty of opportunity for growth, and the club is working hard to foster a more inclusive and welcoming environment for new and returning members alike.

The Chair reiterated the importance of continuing to evaluate and improve the club's offerings for the benefit of all members. Whether inside the Club or outdoors on the facilities, the ultimate goal is to ensure a positive experience for everyone.

ANNUAL REPORT

To receive and consider the Annual Report for the year ended 30 June 2024 as distributed

Moved A. Cuddingham #183 Second D. Cornwall #3435

Carried

MATTERS ARISING *Nil*

The Annual Report for the Year ended 30 June 2024 as distributed be accepted

Moved G. Crane #1231

Second P. Kelly #2012

Carried

ANNUAL FINANCIAL

The Annual Financial Report, Director's Report, and Auditor's Report for the year ended 30th June 2024 have been received and considered

Moved R. Laws #1658

Second N. Bowman #2787

Carried

MATTERS ARISING WHERE WRITTEN NOTICE HAS BEEN GIVEN

Aidan Cuddington #183

Is the increase in golf income from memberships due solely to the increase in fees or has there been an increase in golf numbers?

The General Manager provided Mr. Cuddington with a written response to the question

General Manager to table the response for the meeting.

FINANCIAL REPORT, DIRECTOR'S REPORT AND AUDITORS REPORT

The Annual Financial Report, Director's Report, and Auditor's Report for the year ended 30th June 2024 as distributed, are accepted

Moved R. Laws #1658

Second N. Bowman #2787

Carried

RESOLUTIONS

Voted on by a show of hands, All members present may vote

S. CHAY Read Resolution 1(a)

'Members are to approve and agree to expenditure by the Club in a sum not exceeding an annual total of \$50,000 until the next AGM for Directors, Sub Committee Members and Voluntary Workers expenses.

Moved B. Dolan #2034

Second R. Laws #1658

Carried

S. CHAY Read Resolution 1 (b) and (c)

(b) Members to approve and agree to expenditure by the Club in a sum not exceeding an annual total of \$16,000 until the next AGM for the professional development and education of all directors.

Moved R. Laws #1658

Second D. Cornwall #3435

Carried

(c) Members to acknowledge the benefits as detailed in the Notice of Resolutions.

Moved R. Laws #1658

Second N. Bowman #2787

Carried

ELECTION OF HONORARY SOLICITOR

That Domonic Tonkin of Tonkin Drysdale Partners, Woy Woy, continue as the Club's Honorary Solicitor

Moved D. Cornwall #3435

Second B. Dolan #203

Carried

ELECTION OF PATRON

To elect a Patron or accept the continuance of Patsy Elliot, Leisl Tesch MP as Club Patron.

Moved C. Bowman #757

Second L. George #1449

Carried

APPOINTMENT OF WELFARE OFFICER

The President to be the interim Welfare Officer until one is appointed by the Board

S. CHAY expanded on the welfare officer's responsibilities

Moved C. Bowman #757

Second L. George #1449

Carried

SPECIAL PRESENTATION to members of 50 years plus for their continuous service

Robert Dicks #5793

Adrian Anderson # 5812

Adrian was unable to attend and received his Certificate of recognition, presented by Trevor Walker, Director.

ELECTION OF HONORARY SOLICITOR

That Dominic Tonkin of Tonkin Drysdale Partners, Woy Woy continue as the Club's Honorary Solicitor

Moved M. Gage #824

Seconded S. O'Connor #2230

Carried

ELECTION OF PATRON

To elect a Patron or accept the continuance of Patsy Elliott #994,

Liesl Tesch MP #17585 as Club Patrons

Moved B. Fraser #32 Seconded L. Haddich #2047

Carried

APPOINTMENT OF WELFARE OFFICER

A Welfare Officer will be a director appointed at the first Board Meeting

SPECIAL PRESENTATION to members of 50 years plus for their continuous service

Derrick Astill #713

Shirley Bailey #1206

Ronald Hodgins #868

Fay Stratton #1074

SPECIAL PRESENTATION to members for Merit Awards recognizing service to the Club

Bruce Shipton #847

Gordon Dickson #415

Robert Saunders #577

Sala Crane #1132

Steve Chay #268 Thanks to all volunteers for their service to the Club

GENERAL BUSINESS

Members' Written Questions *Nil*

OPEN FORUM – Question and Answer Session

G. Crane #1231

Raised a concern regarding the storage of e-bikes and batteries. He had observed a young member leaving an e-bike in the foyer, which was folded and stored near the reception. Gary inquired if there was a policy against such storage, as this had previously been an issue for older players who could not store their golf carts and batteries properly. Club President Steve acknowledged the concern and clarified that storage of e-bikes or any equipment not related to golfing was not permitted in the reception area. The staff should not be accepting e-bikes or similar items in the storage area. Steve emphasized that this would be communicated to the staff to prevent it from happening again.

Gary also raised a concern about the current Welfare Officer position. He expressed concerns about the Chair taking on too much responsibility, mentioning that the additional workload could be overwhelming. He urged the members to consider nominating someone for the position of Welfare Officer, emphasizing the importance of having someone dedicated to this role rather than overburdening current board members.

Steve agreed with Gary's concerns and reassured the members that he would continue to fulfill the role of Welfare Officer until someone steps forward. Steve stressed the importance of finding a dedicated person for the position and encouraged members to nominate suitable candidates.

A.Cuddington #183

Inquired about the progress of the Junior Golf Policy. They asked if there was any indication of when the new policy would be presented to the members.

The Chair confirmed that the policy had already been drafted. The board members had reviewed it, and it was in the final stages of approval. The new policy will be presented to the members once it is signed off, with the intention to do so soon, potentially by tomorrow night at the next meeting.

S. Balkneuces #524

Raised a concern about flies affecting the outdoor dining area, particularly during the summer months. They mentioned that while it's a lovely space to sit and have lunch, the flies can be a major issue, and suggested considering fans or other solutions to help manage the situation.

The president acknowledged the concern and confirmed that the management would look into solutions, including the possible installation of fans or other measures to reduce the fly problem. They will evaluate the situation and see what can be done to improve the outdoor dining experience.

J. Montgomery #575

Pointed out that the chairs in the Club have holes and are uncomfortable, causing issues when sitting down. They suggested replacing them with better quality chairs.

Steve thanked the member for the feedback and confirmed that the issue with chairs will be addressed. The board will review the seating situation and take action to replace any damaged or uncomfortable chairs, aiming to improve the overall comfort for the members.

Lorraine George #1449

Raised a concern regarding the availability of golf carts, particularly on Sundays when the social groups take them all. She pointed out that this was an issue during the Mixed Forces Championships, where many of the older ladies were unable to find carts because they were all taken by social members. Lorraine suggested that the club might need to purchase additional carts to address the problem.

Steve explained that as part of the new building plan, the club intends to provide more golf carts for members to hire. The new building will have additional space to store more carts, and this issue will be further addressed in the upcoming developments. Additionally, they are working on finding a solution for battery storage issues related to carts and ensuring that the facility can accommodate the increased demand for carts. Steve also mentioned the insurance restrictions around certain types of batteries, specifically lithium batteries, which have been a problem in some golf clubs. The club is actively trying to negotiate with the insurance company to relax the restrictions so they can offer more storage solutions for carts and their batteries in the future.

Ian. Elliott #993

Ian raised concerns about booking golf carts for special events, specifically social groups that take up all the carts. They referenced an issue from a previous event where, due to carts being pre-booked, older members had difficulty finding a cart on the day. Ian suggested a potential solution: restricting the number of pre-booked carts for social groups to ensure more carts are available for regular members.

Steve agreed that the pre-booking of carts needs to be managed better, particularly for special event days. They proposed limiting the number of carts social groups can book in advance, with a suggestion to cap it at six carts. This would help ensure that enough carts are available for members. The Chair also mentioned that when the new building is completed, with additional cart storage, the issue of cart availability will be further addressed.

Ian asked for clarification about storing golf carts at the back of the pro shop and the insurance issues surrounding this. They believed that since the carts are maintained by a third-party company that has its own insurance, there should be no issue with storing the carts at the club. The member questioned whether the club could store carts anywhere else.

Steve explained that the insurance policy on the carts restricts where they can be stored. Since the club doesn't have its own insurance for the carts, they can only store the third-party maintained carts at the pro shop area, where they are covered by the company's insurance. If any carts are maintained outside this system, they cannot be stored at the club due to the lack of insurance coverage. Steve assured the member that the club is exploring options to address these storage issues.

R. Laws #1658

Rosamond made reference to a previous email sent out by the club about children driving golf carts on the course. They asked for clarification on whether there had been any updates on this matter and how it was being enforced.

Steve confirmed that children are not allowed to drive golf carts on the course without a valid driver's license. The club is bound by insurance regulations, which do not cover driving carts by those without a driver's license. They also clarified that spectators, including children, are allowed to be on the course, but only on foot and only during designated events or competitions. However, driving carts is a separate matter, and this restriction is non-negotiable due to safety and insurance concerns. Steve also pointed out that while members are welcome to have their children watch them on the course, children driving carts is not permitted. They acknowledged that this could be a difficult issue for some members, especially those with young children who might want to ride along, but emphasized that these rules are in place for the safety of everyone and to stay compliant with insurance policies.

J. Montgomery #575

A member referenced a previous email sent out by the club about children driving golf carts on the course. They asked for clarification on whether there had been any updates on this matter and how it was being enforced.

Steve confirmed that children are not allowed to drive golf carts on the course without a valid driver's license. The club is bound by insurance regulations, which do not cover driving carts by those without a driver's license. They also clarified that spectators, including children, are allowed to be on the course, but only on foot and only during designated events or competitions. However, driving carts is a separate matter, and this restriction is non-negotiable due to safety and insurance concerns. The Chair also pointed out that while members are welcome to have their children watch them on the course, children driving carts is not permitted. They acknowledged that this could be a difficult issue for some members, especially those with young children who might want to ride along, but emphasized that these rules are in place for the safety of everyone and to stay compliant with insurance policies.

W. White #3542

Wendy expressed concern about the club's policy regarding children on the golf course, specifically grandchildren who are too young to play but still want to be involved. They mentioned a 5-year-old grandson who loves golf, owns all the gear, and enjoys coming to the club, but now feels excluded because of the age restrictions.

Steve acknowledged this concern, agreeing that it is sad for young children who have an interest in the sport but are not able to participate due to age restrictions. The Chair confirmed that this issue will be addressed in the

upcoming policy review, with the possibility of revising the minimum age or implementing an exception for young children with a genuine interest in golf. The Chair expressed a desire to make the club more inclusive for future generations, while also ensuring safety and fairness for all members.

Rod – Please write a policy

S. Saunders #3415

Sylvia suggested that the management provide regular updates to the membership, such as quarterly reports on what's happening at the club, including financial status, events, and plans for improvement. This would keep members informed and engaged.

Steve agreed with the suggestion, acknowledging that the club could do more to communicate with its members. While this idea has been discussed before, Steve committed to implementing regular updates (monthly or quarterly) on the Club's activities and progress, ensuring that members stay informed on what's going on behind the scenes. Sylvia raised the issue of joining fees, specifically how the joining fee might be a barrier to attracting more female members, especially those who are already members at other clubs. They argued that local women who could regularly patronize the club for golf, lunch, and drinks might hesitate to join because of the fee. The member suggested that waiving the joining fee for women could increase membership and participation.

Steve acknowledged the concern, stating that the idea of waiving joining fees for women had been discussed before. However, the board must be careful not to create a sense of discrimination by offering different joining fee structures for men and women. The Chair stated that this is a delicate issue and the board would continue to explore ways to address it. They emphasized that the goal is to attract more members, both male and female, while being fair and equitable in their approach.

The Chair mentioned that, while the board hasn't made a decision on this yet, they have agreed to revisit the matter and continue to discuss possible solutions, including potentially creating special offers or discounts to encourage more members to join. They noted that local members are highly valued and that attracting more members could be beneficial to the club.

J. Frazer #3884

One member addressed the need for improvements in the club's dining and event spaces, particularly the furniture (chairs and tables). They acknowledged that while changes may take time and resources, there are plans in place to address the issue gradually.

Steve confirmed that the club is planning a soft refurbishment of the dining room. Chairs and tables will be updated soon, and in the longer term, a major revamp of the space is scheduled for 2029. The board is working on a sequence of upgrades to ensure that the club's functions can continue smoothly during the process. The changes will likely be made in stages to avoid disruption.

A Cuddington #183

Aiden proposed a vote of appreciation for the volunteers and committees who work hard to maintain the golf course and the club's facilities. Their dedication is often behind the scenes, and their efforts are greatly valued.

W. White #3542

Clarification on numbers

M.Rae (Club Accountant answered)

51

L. George #1449

Lorraine raised a concern about social groups getting carts in advance and how that could sometimes disadvantage other members. The main points are:

Issue: Social groups were able to book multiple carts in advance, potentially limiting availability for regular members, which was particularly noticeable during busy times.

Steve acknowledged the concern, stating that they have learned from the situation and made adjustments. They are considering restricting the number of carts given to social groups in advance to ensure that members have a fair chance to access carts. They noted that the golf committees and pro shops would work together to balance the needs of social groups (for business purposes) and regular members. The goal is to ensure that social groups can still run their events, but not at the expense of members who need carts to play.

D.Jolsby #8553

A member asked about issues with the club's app, particularly regarding some users who have had trouble with it:

Issue: Some members were experiencing problems with the app, especially with its functionality.

Response: The Chair acknowledged the app issues and mentioned that a few members had problems resolved by deleting and reinstalling the app. The reception team could assist with troubleshooting for members facing difficulties. The app is outsourced to a third-party provider, and updates have been made to improve content and infrastructure. The Chair noted that if there are specific technical issues, members should approach reception or the relevant tech support for further assistance.

R. Carlyle

Richard raised concerns about funding for new greens and the involvement of bowling funds in the development. The green development will cost a significant amount, but it was confirmed that the bowling funds alone wouldn't cover the full cost. It's likely that the development will be funded by general expenses, with golf funds helping subsidize it. The club plans to spend on improvements like new greens and members were reassured that the necessary funding would be allocated appropriately.

R. Laws #1658

Social players are coming between members playing.



Steve Chay
President

Meeting closed 10.22am

Signed: Steve Chay

Date: 27th October 2024