

Wodonga Bowling Club

Strategic Business Plan OCTOBER 2017



WODONGA BOWLING CLUB STRATEGIC BUSINESS PLAN

Vision Statement:

The Wodonga Bowling Club provides members, the local community and visitors to our Club with a first class bowling experience, a welcoming and vibrant social environment, and an attractive venue option for meetings, events and functions.

Mission Statement:

To manage our Club in a financially responsible manner, ensuring we provide a valued local opportunity for social connection and physical activity, now and in the future.

To implement innovative initiatives designed to increase membership, attract visitation and generate revenue, so that we can continue to deliver the best possible Bowling Club experience.

To operate in a friendly, positive and forward thinking manner, creating a sustainable future and an atmosphere of harmony and belonging.

Strategic Focus Areas:

- Provide a welcoming member and visitor experience
- Enhance facilities to provide first class bowling and social opportunities.
- Implement prudent financial management for long term sustainability.
- Improve marketing to attract members and visitors, and to increase venue usage.
- Improve the bowling experience for competition and social bowlers.
- Maximise engagement and satisfaction of paid staff and member volunteers.

Implementation Approach:

- Board/member committees set up for each strategic focus area – at least one member from the strategic planning workgroup on each committee
- Consider combining 'Provide a welcoming member and visitor experience' with 'Enhance facilities to provide first class bowling and social opportunities' to create five (5) sub-committees.
- First step by each sub-committee is to develop an action plan and each committee is then accountable to the action plan
- Progress against action plans are reviewed at each Board meeting



Wodonga Bowling Club – Strategic Plan

WBC Vision: The Wodonga Bowling Club provides members, the local community and visitors to our Club with a first class bowling experience, a welcoming and vibrant social environment, and an attractive venue option for meetings, events and functions.

WBC Mission:

- To manage our Club in a financially responsible manner, ensuring we provide a valued local opportunity for social connection and physical activity, now and in the future.
- To implement innovative initiatives designed to increase membership, attract visitation and generate revenue, so that we can continue to deliver the best possible Bowling Club experience.
- To operate in a friendly, positive and forward thinking manner, creating a sustainable future and an atmosphere of harmony and belonging.

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Provide a welcoming member and visitor experience.

ACTIONS

- Create a welcoming environment
- Develop a new member program
- Improve member communications

Implement prudent financial management for long term sustainability.

ACTIONS

- Implement rigorous financial management.
- Review use of paid and unpaid staff.
- Plan for and prioritise capital investments
- Identify new revenue sources
- Promote WBC as a function venue for hire

Enhance facilities to provide first class bowling and social opportunities.

ACTIONS

- Update Clubhouse facilities
- Enhance functionality as a venue for hire
- Improve bowling facilities
- Implement an ongoing maintenance program

Improve marketing to attract members and visitors, and to increase venue usage.

ACTIONS

- Develop a proactive marketing strategy
- Increase use of digital marketing tools
- Develop a proactive sponsorship program
- Strengthen links with community groups
- Align WBC branding to our vision.

Improve the bowling experience for competition and social bowlers.

ACTIONS

- Trial new competition formats
- Trial new social formats
- Ongoing strategic management & direction

Maximise engagement and satisfaction of paid staff and member volunteers.

ACTIONS

- Define the Club Manager role
- Review Board and Volunteer Committees
- Increased use of club members as volunteers
- Develop HR policies & procedures



STRATEGIC FOCUS AREA: <i>Provide a welcoming member and visitor experience.</i>		
Create a welcoming environment	Develop new member program	Improve member communications
<ul style="list-style-type: none"> • Produce a program of planned interior and exterior improvements • Develop new social opportunities – e.g. Friday night member events. • Create a monthly members dining occasion • Undertake a project to develop Club values and communicate to all members' • Improve the vibrancy of Club entrances • Redesign and reconstruct existing Club rooms to provide a social room with bar facilities; a warm and cosy room to attract people who would normally frequent their local pub. 	<ul style="list-style-type: none"> • Develop a new members 'welcome pack' • Host a new member welcome event • Roster volunteer members to drive 'come and try bowls' and recruitment. • Appoint a person to welcome/contact new members and encourage them to participate. • Review member levels and calculate member value; look at offering different membership categories and entitlements in each category. • Investigate costs to the club to provide "new bowlers kit" for potential new bowlers (No cost to a kit required to play bowls) 	<ul style="list-style-type: none"> • Update member contact details annually • Document processes for staffing and coordinating events (so more members can support events that attract new members) • More active use of website and emails to communicate with members. • Create an opportunity for members and clubhouse users to connect to the internet.
Short Term Actions: <ul style="list-style-type: none"> • Reinforce with members and staff the need to be more welcoming to visitors • All visitors – especially for first time – must feel welcome and greeted in a friendly manner. • 1st name badges for all staff, board members, match committee and sponsors. • Welcome sponsors - name badges available for all sponsors available at the bar; be prepared to introduce sponsors at all times; have a list of sponsors/names available in the club (or at the bar). • Create a roster for members to welcome and assist with corporate bowls and Christmas parties. • Play background music through the speakers. • Draw blinds open across the windows to allow the natural light into the clubroom and showcase the bowling greens • Re-configure the layout of the seating/tables inside the club 		



STRATEGIC FOCUS AREA: <i>Implement prudent financial management for long term sustainability.</i>				
Implement rigorous financial management.	Review use of paid and unpaid staff.	Plan for and prioritise capital investments	Identify new revenue sources	Promote WBC as a function venue for hire
<ul style="list-style-type: none"> • Develop a budget for each area of the business e.g. greens, bar, function centre, business management etc • Conduct a financial audit to identify areas that can generate improved profits via improved operational procedures. • All areas of the Club to make a profit, not just the bar. 	<ul style="list-style-type: none"> • Conduct an audit of operational activities that must be performed by paid staff and those that can be completed by volunteer staff. • Increase use of member/volunteer input to reduce wages and costs. • Minimise casual/part-time staff hours with volunteer staff used behind the bar at quiet times. 	<ul style="list-style-type: none"> • Plan and prioritise program of interior and exterior improvements. • Determine the labour, material and service cost savings made by construction of all-weather greens - reducing or eliminating costs of a paid greenkeeper. • Consider the purchase of a courtesy bus as a benefit for the club in the long term. 	<ul style="list-style-type: none"> • Share our site with another community group that doesn't compete with bowling use. E.g. Wodonga Brass Band • Investigate components of our business that can be tendered out or shared with similar not for profit organisations in our region. • Identify and pursue government and grant financial assistance. • TAB/Keno outlet at the club. • Encourage 'bequests' possibly with naming rights for major projects. • Hire rinks by the hour. 	<ul style="list-style-type: none"> • Promote WBC as a venue for hire e.g. meetings, functions, conferences and social events. • Maintain strong bingo culture • Increase number of social functions by creating a venue for alternate music. i.e. WBC jazz and blues entertainment centre.



STRATEGIC FOCUS AREA: <i>Enhance facilities to provide first class bowling and social opportunities.</i>			
Update Clubhouse facilities	Enhance functionality as a venue for hire	Improve bowling facilities	Implement an ongoing maintenance program
<ul style="list-style-type: none"> • Produce a program of planned interior and exterior improvements • Exterior facelift - painting & signage; remove grass between the greens, use synthetic. • Investigate the configuration of existing board room, store room, men and ladies bowlers room and administration office to determine the best use of the available space. • Update interior Clubhouse furnishings • Complete upgrade of bathroom facilities • Create bulkhead & smaller dividing door in clubrooms • Create better spectator viewing areas by redeveloping the northern side of the existing club room e.g. glass sliding doors on North face of building. • Place new cafe seats and tables under the canopy of the existing building. 	<ul style="list-style-type: none"> • Investigate permanently configuring the existing club footprint for social spaces. • Separate rooms for: <ul style="list-style-type: none"> - A bowlers bar area (30 persons), club lounges, tables, stools, etc - Pennant bowlers snack area (100 persons) - The "Spirit of Occasion" function centre (150 persons) - Alfresco, outdoor entertaining (100 persons) • Develop the BBQ area to provide a unique space for standalone functions - shade cloth, weather proof, paving, quality fitting, bar facility, fridge, music, TV etc 	<ul style="list-style-type: none"> • Construct 2 all-weather undercover bowling green's. This project can have multiple stages to achieve overall objective. • Renovate back green to improve quality of the playing surface. 	<ul style="list-style-type: none"> • Produce maintenance schedules for all areas and review constantly. • Create a members group responsible for cleaning and small maintenance of buildings, under leadership of club manager • Smoking area outside to be maintained by members using it.



STRATEGIC FOCUS AREA: <i>Improve marketing to attract members and visitors, and to increase venue usage.</i>				
Develop a proactive marketing strategy	Increase use of digital marketing tools	Develop and proactively market sponsorship program	Strengthen links with community groups	Align WBC branding to our vision.
<ul style="list-style-type: none"> • Develop a marketing program utilising the skills of an industry professional • Set goals to increase membership/visitor participation in bowls • Research existing lawn bowlers to pin point specific programs & actions to attract potential users. • Recognise target markets for all aspects of business – bowls, functions, social bowling, other clubs using our facilities. • Creation of an events program e.g. come & try, barefoot, 'bowls along the Murray', Autumn/holiday tournaments etc 	<ul style="list-style-type: none"> • Utilise Facebook as a primary source of immediate communication. • Dedicate a person to improve our Facebook. • Develop terms of reference for using Facebook and WBC website • Investigate use of Team App for all Club and member related communications. 	<ul style="list-style-type: none"> • Develop sponsorship program: packages/ levels, inclusions, costs; pursue additional sponsorship revenue. • Implement regular communications with sponsors – remind them of their entitlements, update them on Club activities and achievements. • Instigate a free sponsors night - invited to the Club by board members for a meal and drinks • Manager to head a small committee that obtains and maintains sponsorships 	<ul style="list-style-type: none"> • Increase contact with Chamber of Commerce, schools and other local community groups. • Promote club to non-Anglo-Saxon groups. • Create better links to sports clubs in the Wodonga community; consider a sports club themed competition over 6-8 weeks • Target local retirement villages for come & try days. • Promote Club & upcoming tournaments at local caravan parks. 	<ul style="list-style-type: none"> • WBC brand and name needs to align with and strongly represent the Club vision and desired reputation. • Brand/logo must be consistent, recognised easily by public and used on every Club publication/ communication



STRATEGIC FOCUS AREA: <i>Improve the bowling experience for competition and social bowlers.</i>		
Trial new competition formats	Trial new social formats	Ongoing strategic management & direction
<ul style="list-style-type: none"> • Provide bowlers the opportunity to trial different bowl formats eg Jack attack, Turkey pairs, Scroungers etc. • Use BA expertise to improve skill levels of all bowlers, drills, productive practice and training. • Consider appointing a club coach to drive on green performance. • Attract major bowls events/international players • Send members to other club competitions to drive reciprocal visits. 	<ul style="list-style-type: none"> • Diversify the format of social bowls • Review existing social bowls offered by our club to determine if other game formats will attract greater participation. • Vary social competition days • External 'social' bowls to be heavily promoted e.g. business house bowls 4-6 weeks 	<ul style="list-style-type: none"> • Board to set KPIs for match committee • Create separate committees for social vs competition bowls. • Survey current members to determine their needs, wants, priorities and importance • Investigate clubs who have increased their patronage, visit them and gather information transferable to WBC. • Develop a community survey to determine interest in bowls, barriers, time available to play etc. • Produce a recruitment program – brand new bowlers, bowlers, all ages • Create a balance between events that attract high performance bowlers and entry level bowlers.

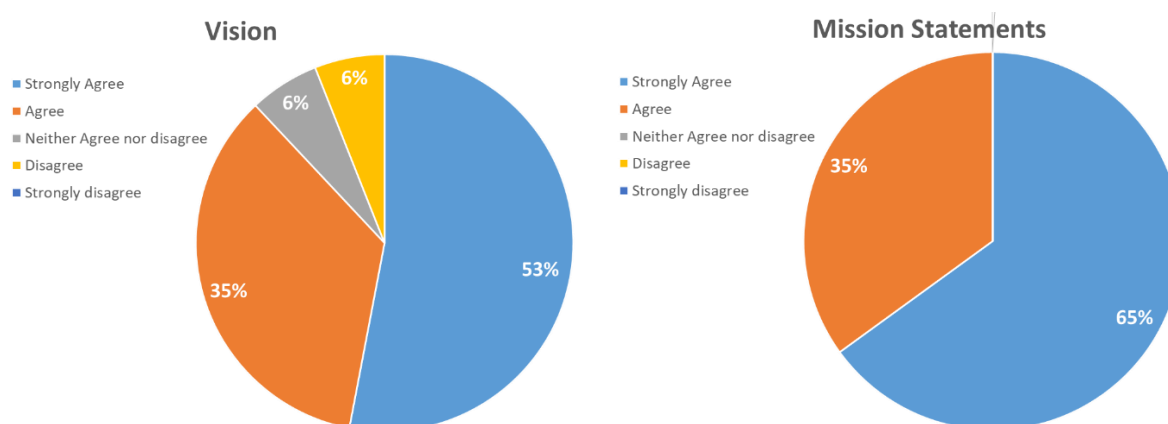


STRATEGIC FOCUS AREA: <i>Maximise engagement and satisfaction of paid staff and member volunteers.</i>			
Define the Club Manager role	Review Board and Volunteer Committees	Increased use of club members as volunteers	Develop HR policies & procedures
<ul style="list-style-type: none"> • Clearly define the roles & responsibilities of the Club Manager. • Consider using more voluntary labour in bar to free up manager's time to further promote the Club. • Club Manager role may include club promotion for functions and working with the match committee to promote and generate interest in tournaments. 	<ul style="list-style-type: none"> • Board to review and simplify WBC organisation structure • Document Board and Committee roles and responsibilities • All board positions to have a portfolio area and the strategic plan becomes an agenda item at every board meeting where accountability falls onto each board member and their portfolios. • Identify required Board member skills and target relevant people as board members • Implement a pre-season committee planning event - volunteer committees to join together to establish relationships, identify key actions and communicate relevant contact people. • Board and staff to attend industry conferences for skills development. 	<ul style="list-style-type: none"> • Educate and inform our members of the activities that can be performed by members to assist in the reduction of costs • Members who have RSA (at WBC expense) to be rostered onto the bar. • Utilise members more during Saturday pennant and tournament days. • Make use of rosters to spread workload • Reward and recognise volunteers for their service 	<ul style="list-style-type: none"> • Develop human resource management policies and procedures • Establish clear job descriptions for each volunteer and paid position, including KPI's • Implement training/safety procedure manual for all staff and volunteers, with annual review. • Establish procedures for setting staff performance goals and implementing appraisals. • Create a framework of value, praise and feedback for staff, volunteers and Board

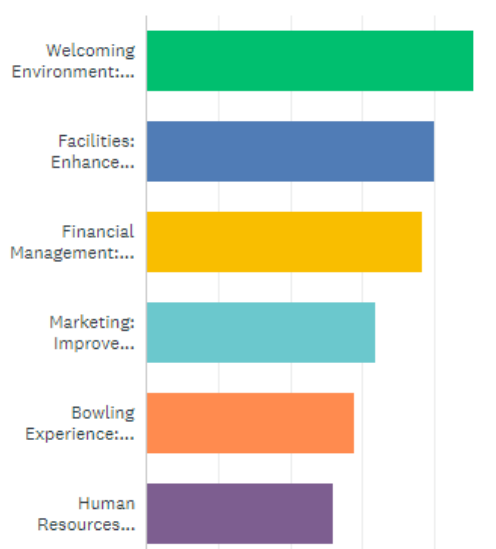
APPENDIX 1: MEMBER FEEDBACK (SURVEY AND MEMBER CONSULTATION SESSION)

Summary Results:

- 17 completed surveys
- 88% of members surveyed are in agreement with the draft WBC vision
- 100% of members surveyed are in agreement with the draft WBC mission statements
- There is strong support for all six strategic focus areas
- Creating a welcoming environment and enhancing club and bowling green facilities are the highest priority strategic focus areas



Strategic Focus Area Ranking



Detailed Results

To what extent does the draft Wodonga Bowling Club vision statement (below) describe the future state of a Club you want to be a part of?

ANSWER CHOICES	RESPONSES
Strongly agree	52.94% 9
Agree	35.29% 6
Neither agree nor disagree	5.88% 1
Disagree	5.88% 1
Strongly disagree	0.00% 0
TOTAL	17

Smokers - to be responsible for keeping their area CLEAN & TIDY Car park & surrounds - Roster to be drawn up for weekly maintenance e.g. cigarette butts at front of club, leaves & rubbish in car park, Window sills to be wiped (NEEDS TO HAPPEN BEFORE CHRISTMAS FUNCTIONS START)

10/21/2017 4:43 PM

[View respondent's answers](#)

Relatively obvious statement but difficult to implement.

10/21/2017 4:36 PM

[View respondent's answers](#)

The quality of the venue has gone down in recent years. The club house has been begun to look better but not necessarily making the club functional. The greens have gone down in quality over recent years also.

10/21/2017 4:33 PM

[View respondent's answers](#)

South entrance (Dunstan Green) into clubhouse could be improved for visitors. People entering can feel intimidated by patrons as soon as they enter the club e.g. drinking tables so close to doorway. Smokers need to be relocated away from most popular entrance.

10/21/2017 4:14 PM

[View respondent's answers](#)

But could do a lot better

To what extent do you agree that the draft Wodonga Bowling Club mission statements are appropriate to achieve our vision?

ANSWER CHOICES	RESPONSES
Strongly agree	64.71% 11
Agree	35.29% 6
Neither agree nor disagree	0.00% 0
Disagree	0.00% 0
Strongly disagree	0.00% 0
TOTAL	17

Ensuring our bowlers are 'looked after' at all times.

10/21/2017 4:46 PM

[View respondent's answers](#)

Harmony and belonging a difficult concept to develop given attitudes to and ego's relating to pennant selection.

10/21/2017 4:36 PM

[View respondent's answers](#)

Darts teams that were released in 2016. The presentation night was bookmarked to be held at WBC. This night was worth \$10,000 Needs to welcome secondary clubs in the venue e.g. fishing, 4x4 etc Staff need to be able to do their jobs efficiently - inside and out.

10/21/2017 4:33 PM

[View respondent's answers](#)

Modernising our facilities (Greens and club house) bringing them both into the 21st century. YOU will never be able to achieve the rest!

To achieve the Wodonga Bowling Club, six strategic focus areas have been identified. Please rate your level of support for the strategic focus areas where 1 = strongly support and 4 = strongly do NOT support.

NB: 2x votes for 'Strongly do not support' for facilities enhancement have been incorrectly coded – these two responses should have been against 'Financial Management'.

	1 STRONGLY SUPPORT	2 SUPPORT	3 DO NOT SUPPORT	4. STRONGLY DO NOT SUPPORT
Facilities: Enhance facilities to provide first class bowling and social opportunities.	88.24% 15	0.00% 0	0.00% 0	11.76% 2
Marketing: Improve marketing to attract members and visitors, and to increase venue usage.	88.24% 15	11.76% 2	0.00% 0	0.00% 0
Human Resources (Paid/Unpaid): Maximise engagement and satisfaction of paid and unpaid staff.	88.24% 15	11.76% 2	0.00% 0	0.00% 0
Welcoming Environment: Provide a welcoming member & visitor experience	82.35% 14	11.76% 2	5.88% 1	0.00% 0
Financial Management: Implement prudent financial management for long term sustainability.	82.35% 14	11.76% 2	0.00% 0	0.00% 0
Bowling Experience: Improve the bowling experience for competition and social bowlers.	82.35% 14	11.76% 2	5.88% 1	0.00% 0

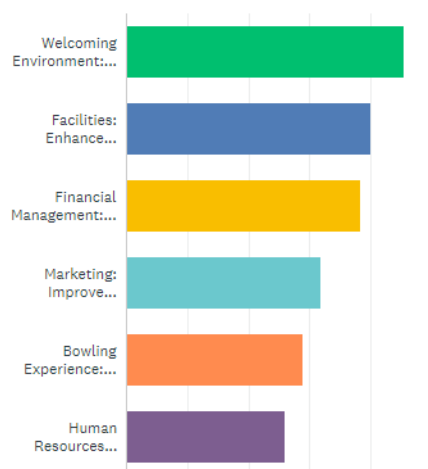
Financial management - no volunteers, correct staff doing jobs Facilities - carpet green out back (Dunstan green) - purely for social bowls - pays itself over 5 years - possible undercover in the future Must open club to new/younger generations - local musicians/music, all day radio Marketing - events aimed at younger generation - no always bowls!

10/21/2017 4:33 PM

[View respondent's answers](#)

'Facilities' must be consider as being the number one priority and that is a huge task. Nothing will work until the facilities are upgraded - the other topics should be implemented ASAP as well but without modernising our facilities first we will be wasting time and money!!

Please rank the priority of the six strategic focus areas by numbering them 1 to 6, where 1 is the most important and 6 is the least important.



	1	2	3	4	5	6	TOTAL	SCORE
Welcoming Environment: Provide a welcoming member & visitor experience	41.18% 7	29.41% 5	5.88% 1	0.00% 0	11.76% 2	11.76% 2	17	4.53
Facilities: Enhance facilities to provide first class bowling and social opportunities.	23.53% 4	17.65% 3	29.41% 5	5.88% 1	11.76% 2	11.76% 2	17	4.00
Financial Management: Implement prudent financial management for long term sustainability.	17.65% 3	17.65% 3	17.65% 3	29.41% 5	11.76% 2	5.88% 1	17	3.82
Marketing: Improve marketing to attract members and visitors, and to increase venue usage.	0.00% 0	17.65% 3	11.76% 2	41.18% 7	29.41% 5	0.00% 0	17	3.18
Bowling Experience: Improve the bowling experience for competition and social bowlers.	0.00% 0	11.76% 2	29.41% 5	11.76% 2	29.41% 5	17.65% 3	17	2.88
Human Resources (Paid/Unpaid): Maximise engagement and satisfaction of paid and unpaid staff.	17.65% 3	5.88% 1	5.88% 1	11.76% 2	5.88% 1	52.94% 9	17	2.59

If you have any additional comments to contribute, please do so below:

If a welcoming environment is provided it should go hand in hand with HR (Paid and Unpaid) staff. More volunteer works should be used to cut costs.

10/21/2017 4:46 PM

[View respondent's answers](#)

Operate a buddy system for new bowlers. Willing to help with typing or any office work.

10/21/2017 4:38 PM

[View respondent's answers](#)

3/4 staff required to run the club effectively. 1. Full time bar & function manager (\$52,000) 2. Full time green & surrounds maintenance (also used in bar for functions) (\$54,000) 3. Part-time/full-time Financial Mgr (\$15 - 20,000) 4. Part-time bowls coordinator (\$15 - 20,000)

10/21/2017 4:33 PM

[View respondent's answers](#)

I am employed full time and may find meeting times and commitments difficult.

10/21/2017 4:14 PM

[View respondent's answers](#)

i would love to have put my hand up for all of the sub-committees but i start work at 5am, out of bed at 4.10 into bed at 8.30pm. Don't have a partner to cook meals, so after practice I have to cook my tea and be in bed at 8.30pm

Nominations for Sub-Committees

Financial Management

- Caroline
- Brian Gilby
- Bill Fraser
- Josh Rudd

Enhance Facilities

- Maxine
- Martin Koppens
- K. Mundie
- Paul Davies (040 045 751)
- Greg Porter (0402 080 977)
- Chris Bird (0401 642 000)
- Macca (0425 229 978)

Marketing

- Rick Gillman
(portmacquarie.2001@bigpond.com)
- Bill Miller (0409 872 488)

Create a Welcoming Environment

- Dawn Fraser
- W.Mundie
- Ashley Bates (0427 872 341,
ashley.bates4@bigpond.com)
- David King
- Louise Farrer (0411 490 497,
klfarrer@bigpond.net.au)
- Lyn Retallick (0428 264 221)

Bowling Experience

- Kenny Challis (0428 596 855,
kenchallis60@gmail.com)
- David King (0407 261 188,
wodongalaundry@bigpond.com)
- Louise Farrer (0411 490 497,
klfarrer@bigpond.net.au)

Staff – paid and member volunteers

- Macca (0425 229 978)

Top 3 Committees:

Caroline – 1. Financial Management 2. HR 3. Facilities

Maxine – 1. Facilities 2. Bowling Experience 3. HR

Brian Gilby – 1. Financial management 2. Welcoming Environment 3. Marketing

Martin Koppens – 1. Facilities 2. Welcoming environment 3. Financial management

Bill Fraser – 1. Facilities 2. Welcoming environment 3. Financial management

Rick Gillman – 1. Marketing, 2. Welcoming environment 3. Financial management

Dawn Fraser – 1. Welcoming environment

K. Mundie – 1. Facilities

W. Mundie – 1. Welcoming environment

Ashely Bates – 1. Welcoming environment

Josh Rudd – 1. Financial management 2. Facilities 3. HR

Paul Davies – 1. Facilities

Greg Porter – 1. Facilities

Kenny Challis – 1. Bowling experience

David King – 1. Welcoming environment 2. Marketing 3. Bowling experience

Member Consultation Session, Monday 2 October 2017

WELCOMING EXPERIENCE

FEEDBACK / INPUT

Ca'day

Each member should be able to welcome a new person - what to do - who to see

Giving new members a welcome pack and ensure staff members wear name tags

Develop a short point form sheet for current members to give to any prospective new member or visitor to the club outlining basic club procedures.

Very new. (not bowlers) Buddy system.

We are quite good already but lets all be better

WELCOME PACK - CONTACT DETAILS

- Where To Find Things
- Contacts At Club - CONTACTS.

THE NEW LAYOUT OF SEATING IS A VERY POSITIVE THING

BACK GROUND MUSIC + open blinds every

FACILITIES

FEEDBACK / INPUT

1ST PRIORITY - 2 ARTIFICIAL COVERED GREENS

HAVE TO SPEND MONEY TO make money ✓

IT WILL FREE UP FINANCES TO UPGRADE FACILITIES - EG BAR. ✓✓

Change entrance to club (use front entrance) member of staff based at entrance when working to welcome visitors to club

Replace dated furniture and upgrade bar old-fashioned and uninviting

FINANCIAL MGT

FEEDBACK / INPUT

1ST PRIORITY - 2 ARTIFICIAL GREENS

WILL FREE UP MONEY TO SPEND ON BUILDING IMP.

More food + drink - xxxxx and chips are great for some but good tea/coffee & good snacks would be great for others.

Would love to see a small cafe where people can buy tea + coffee and small snacks. Maybe volunteers could assist.

Multi functional Centre.

Need for longer term budget plan.

Design a plan to generate revenue during winter months. ✓✓

In relation to synthetic greens - investigate the sale of old land. V. moving to Bananduda fields for no cost changeover.

Almost need a complete rebuild of club building to attract outsiders to use the venue.

Longer Banford Bwls season to avail of warmer weather + thus more revenue.

MARKETING

FEEDBACK / INPUT

Create a brand to sell / logo

Touch base with marketing personnel.

Use of mini bus from/for groups e.g. retirement village, Ennismore parks.

Advertise, Radio, Billboards, letter drop etc

Set a Budget for Marketing

Signage on High + Osbourne St Promoting Bowling Club whereabouts - e.g. VIC Rovers / COUNCIL ✓

Options for corporates to use venue - send info

Perpetual trophy - e.g. car yards, cricket clubs, business, schools - teachers / students (faculty), e.g. Financial, LOGIC CENTRE (woodworkers)

Target specific groups e.g. mental health for farmers +

COMM + SOCIAL
BOWLING

FEEDBACK / INPUT

'CANNON BALL'

- Get rid of Bitching re Penant ✓✓
- Selections & Performance.
- Need to retain members.
- WHY DO WE NEED BOARD TO SET KPI'S FOR ANY COMMITTEE.
- More social games for non competition bowlers
- Respect all players, eg: bring back Super Nets award
- Recognition
- Longer Barefoot bowls season
- NIGHT BOWLS - MAKE USE OF LIGHTS ✓
- MORE OPEN BOWLS
- Give Penant winners ^{with} medalion for achievement.
- NOT to be paid for by players.
- UTILISE DUNSTAN GREEN - TUESDAY BINGO NIGHTS. "LIGHTS ARE ON"
- OTHER SPORTS CLUBS - BOWLS CHALLENGE.
- MEMBERS WHO WANT TO PLAY PENANT SHOULD BE CATERED FOR, SIDE THAN OTHER
- NIGHT PENNANT COMP ✓

STAFF

FEEDBACK / INPUT

NEED DEFINED ROLES for PAID STAFF
(keeping in mind that many roles are open ended)

GET BACK TO CREATING MEMBER VOLUNTEER ROSTERS AS IN THE PAST FOR HAPPY HOUR, LOOKING AFTER CORPORATE BOWLING GROUPS, ETC.

Members need to be aware of the difficulties encountered by paid staff and assist them rather than ridicule specific problems.
Members need to be accountable to staff.

CLUBS CONSTITUTION (BOARD + COMMITTEES) MUST BE RE-STRUCTURED.

More co-operation from greenkeeper towards Ladies bowls.

Be aware of Victorian & Federal Rules regarding paid staff. Fairwork practices must be followed.

