

**PEREGIAN SPRINGS COUNTRY CLUB RESIDENTS' ASSOCIATION.
COMMITTEE MEETING MINUTES.
Friday 11th January 2019 in Gracemere Manor.**

9am. Chair, Jan Corlett opened the meeting.

1. Attendance: Chair, Jan Corlett; Secretary, Karen Wright; Treasurer, Sue Day; Committee Members, Denise Hattenfels, Desolie Gleeson, John Davies & Wayne Collard.
Village Manager Nole Beardwood.
All RAC were in attendance so there were no apologies.

2. Confirmation of the previous minutes:

Moved Sue Day & 2nd, John Davies "that the minutes of the previous meeting be accepted as a true & accurate account". Carried. Noel & Diane Giles entered the meeting at 9.02.

3. Noel Giles, Bar Manager Report & discussion:

Agenda - Quarterly Meeting January 2019 - Bar Staff

9am - 05/01/18

- Review Bar Roster for January – March quarter
Draft Roster accepted with minor adjustments. All staff in agreement.
- Set date for Xmas Lunch (delayed to illness and absenteeism)
Annual Luncheon decided to be held on Wednesday 16th January. Noel to arrange booking, and transport with Coolum Hotel, and confirm, via email, to all Staff.
- Revise duties of Bar Staff after each Happy Hour.
Bar Staff asked to monitor re-stocking of Bar Fridges at completion of each shift, and also remind lingering patrons to leave their empties and glasses behind the Bar, not on top, to give the place a clean environment. All agreed to be aware of this at their best ability.
- Discuss Australia Day function and the impact on BBQ night Friday eve
Happy hour on 25th to remain, suggested BBQ be delayed until 1st February. RAC to make decision. All Bar staff are available for a rotational manning of the Bar for the Australia Day function. Noel to draft a roster, when Social Committee finalizes the format of the day.
- Any other business
 - *Random number fund raising*
 - *Provision of Nibbles on Tuesday nights*
 - *RAC to revise guidance on operating % required.*
 - *Terms of Reference for Bar, service or money-making role, and where money is to be spent.*

The items in AOB will be discussed at RAC meeting on 11th January when Bar Manager is in attendance. Bar manager to report back to Bar Staff of outcomes via email.

Noel Giles, Bar Manager.

3.1 Bar Manager Noel presented his report. He spoke very highly of his dedicated bar staff.

3.2 The RAC unanimously agreed that due to the Australia Day function this year falling on the day after the monthly BBQ night that this January the Friday night BBQ will be cancelled. Noel will advise residents in the Country Club Courier.

3.3 The RAC will discuss the points Noel raised in his report under the title Any Other Business.

3.4 An issue of concern for Noel & his team is requests for extra Bar hours for Private functions or AVEO Sales events are often made with little notice. Noel suggested the RAC devise a policy on this matter. He also recommends proper procedure for these requests.

3.5 RAC member Wayne Collard has a role as bar liaison.

3.6 Refer item 9.1, letter from George West. The RAC unanimously agreed that Noel can print a copy of a sign to be displayed in compliance with the Liquor Act, & purchase 2 new frames. One for the sign, the other to replace the broken frame for the Licence.

3.7 wearing his other "hat" as Editor of The Country Club Courier, Noel wished to inform the RAC that despite repeated efforts he has been unable to recruit a person to assist as Editor thus releasing him of some of the burden. It was agreed that if no one comes forward the Country Club Courier may need to fold.

3.8 Noel will give Secretary Karen a current copy of the Bars' Terms of Reference, which will be distributed to the Committee for discussion at their February meeting.

RAC Chair, Jan Corlett conveyed to Noel & his team the gratitude of the RAC & the Village Residents for their hard work.

Noel Giles left the meeting at 9.54am.

4. Social Committee Chair: Diane Giles presented her report.

MINUTE OF SOCIAL CLUB MEETING HELD 7th JANUARY 2019

PRESENT: Diane Giles, Bronwyn West, Pauline and Tom Shaw, Kerry Jewell

ABSENT: Denise Hattenfels

Diane welcomed committee members to our first meeting for 2019 and thanked them for the effort that went into making the Xmas Cheer function such a great success. A copy of a spreadsheet for expenses for July to December 2018 was given to all members and financial record for the Xmas Function was covered. As a committee we were disappointed at the way residents talked while speeches and groups were singing, the amount of food that residents were piling on their plates as soon as it came out and also residents who attended and ate and did not pay.

XMAS CHEER

Ticket Sales 150 @ \$10 \$1500.00

Expenditure 691.22

Profit \$808.78

Ticket Sales Raffle \$867.40

Expenditure 398.57

Profit \$468.83

\$1277.61 to RAC (\$2000 from RAC for food therefore it only cost RA \$722.39)

Committee then discussed and organized 26th January Australia Day Function.

Noosa Heads Lions are going to cook and serve the food on the day and Graham Esdale who is the contact will be meeting committee on Tuesday January 15th to have a look at Kitchen and BBQ facilities.

Bronwyn has volunteered to collect money and keep a spreadsheet as to who will be attending. Cost for function was set at \$12 per person. Committee discussed the issue of people attending functions and eating when they have not registered and paid for such function.

Wrist bands will be bought for Australia Day BBQ and issued on entry – No wrist band **NO FOOD**.

To Shaw will contact Trevor in regard to PA and Music set up and also see Val Robinson and Elton Ord as to poems, along with John Crossley for Boys of the Manor performing.

Flyer to be finalized and printed and Kerry will deliver tomorrow afternoon (Tuesday 8th Jan)

Committee to set up in the Manor on Friday 25th January at 1.30pm

Functions for January – June were then discussed and organized and several committee members are going to check restaurants re food, drinks, access for walkers etc and report back to committee so dates and venues can be locked in for 2 Bus Excursions.

Committee members were shown Xmas Card sent from Vivien and Frans Kroese congratulating committee on the Xmas Cheer function. This will be printed in the January issue of the Country Courier.

Diane showed committee letter she had received from RAC inviting her to attend their next meeting. It was then discussed that in RAC minutes for their meeting held on December 14th item 7.4 a letter was Received from Jan Lambert 11/12/18 re Xmas Cheer. Committee unanimously agreed that they should have received a copy of the letter if it related to the Xmas Function.

Re: Letter of reply to be sent from RAC thanking her for valued comments and RAC intention to address issued raised.

This will be addressed at the meeting Diane has been invited to attend.

Bronwyn raised the issue of the state of the Community Kitchen has been left in by residents who had used it while Diane was away and food being left in the fridge that had turned **GREEN** which she had to throw out, residents are not notifying the kitchen co-ordinator (Diane and Bronwyn) when it is going to be used.

REQUEST FOR FUNDING FOR COMING EVENTS

The Social Committee submit the following requests for funds for functions that they have planned for the next six months for Residents of Peregrian Springs Country Club.

MARCH 15th St Patrick's day to be celebrated at normal Friday happy hour. Requesting **\$200** for purchase of cheeses, dry biscuits, olives, salami etc for nibbles to be supplied.

APRIL 25TH Anzac Day RAC to cover cost of supplying morning tea(tea/coffee/milk/biscuits/cake) after ceremony \$?????

MAY - Social Club intend to have a Mother's Day raffle and are requesting that they be reimbursed for goods purchased for raffle\$????

JUNE – Social Club are going to organize a bus excursion and requesting that the RAC cover the cost of Bus Hire (last time bus hire was \$484.00)

Hoping this request received favourable consideration and we await your response.

DIANE GILES: CO-ORDINATOR SOCIAL COMMITTEE

SOCIAL CLUB FUNCTIONS FOR JAN – JUNE 2019

JANUARY

26th January 11, 2019 Australia Day BBQ 12 noon – 4pm

FEBRUARY

22ND February BBQ Night – theme

MARCH

15th March St Patrick's Day to be celebrated at normal Friday happy hour nibbles to be provided.

Bus excursion (date and venue yet to be arranged)

APRIL

25th April Anzac Day – morning tea to be provided funded by RAC
(tea/coffee/biscuits/cake)

MAY

Mother's Day raffle (RAC to reimburse social committee for goods purchased)

To be drawn at Happy Hour on Friday 10th May.

JUNE

Bus excursion (date and venue to be arranged)

The Chair, Jan Corlett, explained to Diane that the letter was addressed to the RAC and covered several matters, not just the Christmas Cheer. Also, it was in no way a reflection on the organisation of the Christmas Cheer and the RAC wished to discuss any issues with Diane ie the Social Sub-committees' reflections on the event and to ascertain whether there were any solutions to the issues identified by both the Social Sub-committee and residents.

The RAC recognise the valuable efforts of the Social Committee in organising these functions.

Discussion was held regarding points made by a resident in a letter to the RAC regarding behaviour of some residents during the Christmas Cheer function, which had also been identified by the Social Sub-committee.

4.1 Some Residents arrive too early to functions.

4.2 Despite repeated requests for quiet, some Residents continued talking during speeches & entertainment. This spoilt the enjoyment for others.

4.3 Some residents took multiple servings of food resulting in a number of people missing out.

4.5 Because the Bar area can be noisy, it has been suggested that the Bar be closed during speeches & entertainment. To avoid such a move, Wayne Collard suggested that Bar Staff could respectfully ask patrons to move away from the bar area once their drinks had been purchased, not stand at the bar chatting, and only close the Bar if they deem the noise level too high during these times.

4.6 In her role as Kitchen Co-ordinator, Diane raised the issue of residents leaving the Kitchen & refrigerator in a poor & often dirty state. It was suggested that as in most multiple use kitchens, additional prominent signs be placed to remind residents of their obligations. The RAC recommended a strong reminder be put in the Country Courier.

4.7 Re Karen's suggestion that the Social Sub-committee might be interested in holding the next Portofino Fashion Parade which has a preliminary booking for Wednesday 22nd May. Diane replied that the itinerary already planned for the next few months is full, so the Social Sub-committee would not be able to hold the Fashion Parade.

RAC Chair, Jan Corlett thanked Diane & her team on the Social Sub-committee for all their hard work.

Diane Giles left the meeting at 10:37am.

5. Business Arising from the previous minutes:

5.1 Update on Dam. VM

5.2 VM agreed to hold discussions with the volunteer who has a current licence to assess his suitability.

5.3 Update on New Resident Welcomes..

6. Village Managers Report:

Friday 11th January 2019

- ***Dam Update (5.3)***

- Nothing further to advise at this stage due to Christmas and New Year period / management leave etc.
- VM to update next meeting

- ***Update on Volunteer Bus driver (5.2)***

- VM can confirm following:
- 2 x local gentleman interested in volunteering time to assist as a volunteer driver
- 1 x resident (thus far)
- 1 external volunteer already with current LR license / other required to set test and obtain / resident would also be required to set test
- Cost of test @ \$24.75 written / \$57.90 practical
- Cost of license @ \$78.90 – 1 year minimum up to \$176.75 for 5 year maximum
- Required to hold an Open C class license for a minimum of 1 year
- Drivers authorisation fee – minimum \$150.70 (1 year) up to \$468.25 maximum (5 year)
- Volunteer and resident are required to sign up and complete volunteer documentation for Aveo insurance compliance – but once completed covered to drive bus.
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- Moved John Davies 2nd. Sue Day “that the RAC pay appropriate fees for resident Jan Lambert to obtain a bus drivers licence”. Carried.
- VM would suggest a meeting to occur between volunteers and nominated RAC attendee and VM to discuss requirements for Bus and to gauge if candidate will be right fit for village.
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- **Update on New Resident Welcomes (5.3)**
 - New resident Wine and Cheese events commencing 30th January. Inaugural event – all new residents from 01st July 2018 will be invited to attend. Formal notification and invite for RAC members to follow week commencing 14th January. Plan moving forward is for event to occur quarterly.
The VM agreed to the suggestion by the RAC that the Bar Manager and Social Subcommittee Coordinator also be invited to attend.
 - New resident hosted lunches commencing 8th February. VM or AVM & Sales representative to host a lunch for new residents, hosted lunch every 2nd and 4th Friday of the month to continue from February (subject to requirement).
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 - Work continuing on revised resident welcome kit being issued to new resident on key handover meeting to include welcome information from Residents Association Committee.
 - VM requests date for nominated RAC members (2 or 3) who are interested in new resident welcome process to meet with VM / AVM and Chris from sales and discuss over a round table how we can improve the current process for new residents and how best the Resident Association support this process.
 - Jan, Karen and Sue volunteered to assist the VM
 - Suggested dates?
- **Village Manager – New Items:**
 - VM in process of discussing with Mobile Rehab reintroduction of intro / equipment training sessions for residents in the Gym as well and looking to supply and install equipment training posters to display on each piece of equipment advising resident on how to use correctly.
 - Pool step (3rd down) has been broken at some stage over Christmas week – not reported by any residents so unsure as to who broke. Billabong Pool Services have been engaged to repair. Pool stairs to remain closed for safety reasons until repaired.
 - VM can advise annual internal compliance audits for village operations and kitchen have been completed and findings submitted, minor action items to be followed up and actioned by VM – but overall results were encouraging. Annual Council external kitchen (Food Safety) audit to be conducted late January – Ann and kitchen team prepping for audit currently.
 - **Annual Resident Survey Results presentations** – as per request of Mark Eagleston (Group Community Manager Northern Queensland) VM to request the following meetings to present resident survey results and action plan:
 - Wednesday 20th February 1pm – Presentation to Resident Association Committee
 - Wednesday 20th February 2pm – Presentation to Residents
 - Formal invite and notifications to follow.

Nole Beardwood left the meeting at 10:51am.

Since the meeting was taking a longer than expected & Wayne Collard had a medical appointment some items were brought forward.

11.4 Wayne pointed out that on occasions we fail to acknowledge visitors to events at our village. They need to be greeted at the door & publicly thanked.

The BBQ cleaning roster is now complete.

11.1 Snooker cabinet proposal.

After much discussion the RAC agreed that we could not support the expenditure of \$1,900 towards the cabinet. It was also agreed that the cabinet was not in keeping with the rest of the décor of the refurbished Manor. However, it was agreed that the RAC would consider proposals for the funding of replacement snooker equipment, as it does for such as for the Bingo.

It was moved by Denise Hattenfels, 2nd John Davies “that the RAC does not support the funding and installation of additional cabinetry into the snooker area of the Manor”. Carried unanimously.

Karen to send a letter to Gerhard explaining the decision.

7. Assistant Village Managers report: N/A.

8. Outward Correspondence:

8.1 Jan Lambert, 01/01/2019, thanking her for her comments.

8.2 Diane Giles, 01/01/2019, re invitation to attend January RAC meeting to present her report, discuss the Christmas Party & the Social Sub-committees’ plans for the New Year.

8.3 Noel Giles, 01/01/2019, re invitation to attend the January RAC meeting to present his report, discuss the Christmas Party & the Bar Sub-committees’ plans for the New Year.

Moved John Davies 2nd Sue Day “that the outward correspondence be accepted” Carried.

9. Inward Correspondence:

9.1 George West, 07/01/2019, as licensee he is required to comply with Liquor Act signage requirements.

In her reply Sec. Karen is to CC to Noel Giles.

Moved Denise Hattenfels, 2nd. John Davies “that the inward correspondence be accepted”. Carried.

10. Treasurers Report: Sue Day.

11.2 Portofino Fashion Parade. KW. See 4.7.

11.3 New projects for RAC. JC. Sue Day is proceeding with quotes for redoing some concrete outside adjacent to Bar Area. She is also seeking advice re drainage to ensure problems do not arrive in the future. The Pool railing and a possible path around the perimeter of the cantilever shade will be discussed with VM.

11.4 BBQ Cleaning Roster. WC. See above.

11.5 Garden Tours. KW. Will be going ahead. John Davies & Karen Wright will ask present "Gladys" volunteers to drive residents on a tour of the village gardens. They will set dates & times & notify residents.

Residents have not taken up the offer of transport to Happy Hour in "Gladys", however rides will be offered to bring residents to the Manor for major events.

11.6 Refund scheme for Bar drink Containers. JC. We are waiting on information from Peter Newey once the PSSC year resumes.

11.7 Quarterly Meeting January 29th. RAC.

Several RAC members offered to volunteer with the sign-in on the day. Karen is grateful for offers of help to familiarise her with the secretary's role regarding the QGM!

11.8 Anzac Day. RAC. Tom Shaw will be on leave this year. KW to write to Bill Rooke inviting him to organise this years' event. KW will contact Tom & request any information he might have regarding the planning of the Anzac Day event, eg program, purchase of wreaths & St Andrews' contacts.

Confirmed next RAC meeting Friday 8th February at 9am in The Manor.

Quarterly Residents Association meeting Tuesday 29th January at 2pm in The Manor.

Jan Corlett closed the meeting at 11:45am.