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# HERVEY BAY BRIDGE CLUB INC

## PROCEDURES, REFERENCE AND POLICY MATERIAL

### 1. INTRODUCTION

The Hervey Bay City Bridge Club was established in 1990 and the Members played at the Masonic Hall at Pialba. Incorporation of the Club occurred in 1992. In December 1996 the Club Members voted to purchase the current premises at 17 Cypress Street Torquay for \$95,000 from the Salvation Army. Many Club Members as well as the QBA loaned money for the purchase.

#### 1.1 Constitution (Reviewing 2023)

The Hervey Bay City Bridge Club constitution is available to all Members via the website or a printed copy on request. All new members are to be given a printed copy when they join. Any proposed changes to the Constitution by the Management Committee must be presented to a Special General Meeting (or AGM) for approval and if accepted forwarded to the QBA for their endorsement before sending to the Office of Fair Trading. **(2023 update in progress).**

#### 1.2 Club General Information

##### 1.2.1 Code of Conduct (see H.H.C.B.Club Policy on website 2023).

##### 1.2.2 Expected Behaviour

- Be polite and courteous at all times
- Respect other people's rights to have different opinions or ways of thinking
- Conduct the game in a proper, mature and inoffensive manner
- Assist new members and guests and try to show patience and understanding
- Abide by the Ethics Code and rules of the Bridge Club, the Queensland Bridge Association and the Australian Bridge Federation

#### 2) Zero Tolerance to Bad Behaviour

The purpose of the Zero Tolerance Policy is to create a pleasant atmosphere in our weekly Club games. We are attempting to eradicate unacceptable behaviour in order to make the game of Bridge more enjoyable for all. Below are some examples of commendable behaviour, which, while not required, will significantly contribute to the improved atmosphere:

- Being a good "Host" or "Guest" at the Table.
- Greeting Opponents in a friendly manner.
- Praising the Bidding and/or play of the Opponents after the hand has been played.
- Having two clearly completed Convention Cards readily available to the Opponents. (This is Regulation, not just a nicety.)

The following are some examples of behaviour that will not be tolerated:

- Badgering, rudeness, insinuations, intimidation, profanity, threats or violence.
- Negative comments concerning Opponents' or Partner's play or Bidding.
- Constant and gratuitous lessons and analyses at the Table.
- Loud and disruptive arguing with a Director's ruling.

If a Player at the Table behaves in an Unacceptable Manner, the Director should be called immediately. Annoying behaviour, embarrassing remarks or any other conduct which might interfere with the enjoyment of the game are specifically prohibited by Law 74A. Law 91A

gives the Director the authority to assess Disciplinary Penalties. (Please see Complaints, Grievance and Misconduct Policy and Procedure Document).

### **1.2.3 Special Club Events**

Club special events are strictly for home club members only e.g. Novice and Open Championship Pairs and Teams and GNOT play-offs (This may alter following changes to Constitution 2023).

GNOT play-offs. Any home club member of a Wide Bay Zone Club may participate in GNOT play-offs. This was approved by QBA Tournament Committee and written in to Wide Bay Zone Regulations. (Posted on the QBA Website).

### **1.2.4 Novice Play**

Members, including visitors and directors, with more than 50 Masterpoints are ineligible from playing in a novice session or novice event at this club. "Cheat Sheets" are only allowed to be used for 3 months once a beginner has started play in the Novice session.

### **1.2.5 Appointment of Roles and Responsibilities**

The following roles are to be appointed annually at the first committee meeting after the AGM:

Assistant Secretary	Assistant Treasurer	WBZ Delegates
Providore	Masterpoint Secretary	Maintenance Coordinator
Dealer Coordinator	Tuition Coordinator	Librarian
Congress Entry Coordinator	Website Manager	Trumpet Organiser

The Congress Director and Congress Convenor (currently this is the Committee President) to be appointed at the January meeting.

It was decided (Committee Meeting 10 December 2021) that all roles should have an understudy so that all knowledge is fully shared and the club is not reliant on only one person.

### **1.2.6 The Library**

The Club has a selection of Bridge books that all members are welcome to borrow. It is asked that the Borrowing Register is updated when members borrow and return books. Borrowing time is 1 month. Please return books to their correct alphabetical place

### **1.2.7 Tuition and Supervised Play**

Beginners' Lessons are held twice a year, are run over a 6 week period. Additional lessons are held after a period of Supervised play.

The Management Committee voted that as from the 1<sup>st</sup> January 2019, beginners' lessons were to be free, new members wishing to join the club must pay their membership (\$40.00) within one month of completion of lessons. The current supervised play table fee is \$3.00 per session for members and visitors. As supervised players are only scored on 11 boards, no Masterpoints are awarded.

### **1.2.8 Health & Safety**

In the interest of all members, players are advised not to attend the Club when unwell or maybe developing any infection which can be passed on to members.

We encourage hygienic procedures i.e. hand sanitising and wearing gloves when handling any food in the Club.

#### **1) Smoking**

Smoking is not permitted anywhere within the building, nor within 5 metres of any external door opening, or a greater distance if smoking area signs are displayed.

Smokers are to keep the smoking area clean and tidy

For Congresses, a sheltered designated Smoking Zone will be established and sign posted.

## 2 First Aid Kit

The Club's First Aid Kit is kept in the kitchen above the servery. It shall be maintained by a willing and nominated Club Member and each January ensure that the contents are correct and are not out of date. Defibrillator

3. The Club's defibrillator is kept on the designated Northern end of the room. A refresher training course is to be held annually. Training will be organised in January for early in the year. Dr J Meijer or the Ambulance service should be contacted to conduct the training.

### **1.2.9 Stand In Players**

Club members who are contacted at the last moment to fill in at the bridge table are entitled to a free game that day and **NOT** pay table fees. This applies to fill in due to illness, car trouble, late appointments or the need for an extra pair to fill a session.

### **1.2.10 Birthdays & Sympathy Cards**

Member's birthdays are acknowledged by the Club. A willing member, authorised by the Committee, posts a list of upcoming birth dates (year not included) on the notice board. The Secretary provides a regularly updated member list. For 80<sup>th</sup>, 90<sup>th</sup>, 100<sup>th</sup> birthdays a special afternoon tea is held to celebrate the occasion. Currently, Astrid Korfen (member) kindly makes these Cakes and is reimbursed accordingly. Cakes can be authorised, at the discretion of the Committee, on other occasions that may warrant a celebration. Kim Brose (member) is making cards and is reimbursed.

Get Well and Sympathy cards are also sent to members.

## **MANAGEMENT COMMITTEE**

### **2.1 Committee Membership**

The Management Committee of the Club is elected by the clubs' members annually at the Annual General Meeting. The Committee consists of the President, Vice-President, Secretary, and Treasurer and up to five other Committee Members.

### **2.2 Executive Committee Members Roles & Responsibilities**

#### **2.2.1 President**

It is the responsibility of the Club President to ensure that the Club abides by its Constitution, Rules of Association and By-Laws and satisfies the requirements of the Association Incorporation Act 1981 and the Associations Incorporation Regulation 1999.

The President will overview the management and administrative operation of the Club and to provide leadership and support to all its members and Management Committee.

The President shall preside at all general meetings, including the AGM, committee meetings, and at all functions held by the Club.

The President is an ex officio member of all sub-committees and will ensure that sub-committees meet on a regular basis.

The President will ensure that all office bearers, the Management Committee and all its sub-committees are performing their tasks appropriately and will take appropriate action if this is not the case.

As the Club's principal representative, the President will liaise with the public, including other bridge clubs and individuals, as required as the "public" face of the Club.

The President will ensure the planning for the future is carried out in accordance with the wishes of the members.

The President will ensure that all members are fully informed in regard to all club functions and special events.

The President may delegate his/her responsibilities for a limited period.

### **2.2.2 Secretary**

The Secretary is primarily responsible for managing the records of the Club.

The Secretary shall within one (1) month after the Annual General Meeting lodge with the Office of Fair Trading the following:–

- (a) copy of the signed audit report
- (b) the Annual Return of an Association form
- (c) the fee prescribed under a regulation
- (d) a change to the membership of the offices of the President, Secretary or Treasurer
- (e) a change of the Secretary's address

The Secretary shall:–

- Convene all general and special meetings of the Club and the Management Committee paying due regard to the notice required (14 days) of such meetings.
- Arrange and set up the meeting venue.
- Prepare, in consultation with the President, an agenda for each meeting including the annual general meeting.
- Call for Nomination for the Management Committee positions, prepare Nomination forms, Nomination listing and absentee votes for the AGM (see Addendum 3 for template forms). On the day of the AGM, ensure that the Attendance Roll is signed by attending members and that Apologies are recorded.
- Ensure all members of the Management Committee are given the opportunity to peruse any contracts the Club enters into prior to signing by two members of the Management Committee.
- Advise the incoming President at the first meeting of the new Committee. He/she may decide to formally remind Committee members, of the need to keep some Club Committee discussions confidential.
- Prepare full and accurate Minutes of the proceedings of each meeting of the Club and the Management Committee in consultation with the President. (Ref 7.7.1 & Ref 7.7.2)
- Sending a copy of those Minutes to all members of the Management Committee. Members of the Management Committee have 5 days to review these documents and to contact the Secretary regarding any suggested alterations.
- Posting the signed Minutes onto a Club notice board for the information of members of the Club within three days of the Minutes confirmation as well as emailing to all members. Then taking off the board and filing the Minutes.
- Collecting all incoming mail as notified by Australia Post.
- Attend to the Hervey Bay Bridge Club email account on a daily basis. Forward to the President and any other relevant committee member matters that are of an urgent nature.
- Forward all correspondence that requires a committee decisions/discussion to all committee members for them to read prior to the Management Committee meeting.

- Bringing to the attention of the Management Committee and relevant office bearers any items of correspondence requiring attention.
- Recording all inwards and outwards correspondence in the correspondence register.
- Conducting, keeping and producing all correspondence on all matters connected with the Club other than matters which are under the control of the Treasurer.
- Keep the club Membership listing up to date. Ensure that the Masterpoint Secretary, the Trumpet editor and the Birthday coordinator are informed of new member's details as required.
- Prepare and ensure that all new Members receive a welcome package which includes:
  - Welcome Letter (Ref 7.7.3)
  - Self Help Document and or Club's Information Brochure (Ref 7.7.4)
  - Skills Questionnaire (Ref 7.7.5)
  - Club Handbook
  - Club's Constitution
  - 1 free Game voucher
- Ensure the Club Handbook is published accurately and on time with consultation with the President. The Committee may decide other Committee members could organise this Handbook. Ensure the distribution of the Club Handbook to all Members, QBA, Maryborough, Bundaberg and Gympie Bridge clubs. Work should commence in September and be available mid-December.
- Ensuring an adequate supply of stationery and office supplies.
- Ensuring all filing is kept up to date.
- Keep a key register.
- In conjunction with the other Committee Members ensure that the Club's Christmas Party is organised (Ref 7.7.6)
- Delegate duties to the Assistant Secretary as required.

### **2.2.3 Treasurer**

The Treasurer shall oversee the financial administration of the Club so as to assure the Committee that the Club's finances are effectively managed, and to report to the Committee on all financial matters.

In particular:-

- a) manage finances so as to comply with Act, Regulations, Constitution and the Reference Manual.
- b) maintain or improve as necessary, the systems that are in place, and verify on an ongoing basis, to enable the Club's financial requirements to be accurately recorded and effectively managed.
- c) for each meeting of the Committee:-
  - i. Prepare and present a progress report on income and expenditure as required by the Committee, plus fully reconciled details of all bank accounts kept by the Club.
  - ii. Seek approval or ratification of reported monthly income and expenditure from the Committee.

See ref 7.8 For Operational Guidelines.

### **2.2.4 Vice President**

Deputise for President when necessary and assist the President wherever possible.

On election to Office in September, ensure all committee members are emailed their duties list and other relevant files. Also, if there is a new incoming President ensure that they receive a digital copy of the complete Club Procedures and Reference Manual.

Incoming Vice President to give each Committee member a copy of the Manual's index so they are aware of files available for reference.



Maintain the Manual (both digitally and hard copy) and ensure that each August it is updated in preparation for hand over to the Vice President of the new Committee. Also replace in August those documents that may need updating in the Club Manual. Keep second USB stick in safe for security and update also in August.

Ensure that the birthday monthly listing is up to date and place on notice board at beginning of each new month. After each committee meeting check if there are any new members, the Secretary will update the list. Ensure there is a supply of cards for all occasions. Liase with Astrid re cake making for Big O birthdays.

## **2.3 Other Support Roles**

### **2.3.1 Assistant Secretary**

The Assistant Secretary is to assume the role of Secretary when the Secretary is unavailable.

By mutual agreement the Secretary can delegate duties to the Assistant Secretary.

### **2.3.2 Assistant Treasurer**

The Assistant Treasurer is to assume the role of Treasurer when the Treasurer is unavailable.

By mutual agreement the Treasurer can delegate duties to the Assistant Treasurer.

## **2.4 Annual Appointments**

### **2.4.1 Wide Bay Zone Delegates**

The Hervey Bay Bridge Club is a member of the Wide Bay Zone and each year appoints 2 delegates to represent the club. Maryborough, Gympie and Bundaberg Bridge Clubs are the other members of our Zone.

The Wide Bay Zone meets to decide and coordinate the running of zonal events such as GNOT playoff, WBZ Novice Pairs playoff, Teams trial and Open Pairs trial.

Delegate/s must submit a written report to the Management Committee regarding each WBZ meeting.

### **2.4.2 Providore**

The Providore is responsible for:

- Purchasing all requirements for Club afternoon teas.
- Purchasing all other kitchen and cleaning supplies for the kitchen and toilets.
- Organise occasional working bees to clean and tidy kitchen cupboards and to clean and defrost both fridges.
- Together with the Management Committee, organise all catering needs for congresses. This includes;
  - Coordinate all donations of food
  - Order all other provisions
  - Organise volunteers and manage the kitchen both days.
  - Be present and in charge of food preparation
- Organise catering and volunteer staff for all other Club functions including (but not limited to) Australia Day. The Providore is NOT responsible for the Christmas Party catering. That is the responsibility of the Management Committee.

The Providore is to be issued with a Club's credit card. All expense docket to be kept and together with an expenditure sheet be provided to the Treasurer for reconciliation of the credit card

statements. All Congress expenses should be kept separate from the Club's normal running expenses.

The following Reference Material are to be forwarded to each new Providore upon their appointment

- Reference Material 7.9.1 - General Buying Guide
- Reference Material 7.9.2 - Monthly Expenditure Sheet
- Reference Material 7.9.3 - Congress Preparation Timeline
- Reference Material 7.9.4 - Congress Suggested Buying Guide
- Reference Material 7.9.5 - Australia Day

### **2.4.3 Masterpoint Secretary**

The Club Masterpoint (MP) Secretary is responsible for administering the ABF Masterpoint Scheme within the Club. The MP Secretary's responsibilities are as follows:

Allocation of masterpoint awards for club events at grades F (supervised), E (Club events) and D (Club Championships) and for completing and submitting the returns to the ABF Masterpoint Centre.

Adds and edits player details on the ABF Masterpoint Centre web site. New members are automatically added to ABF database once registered. Alternate members are also registered on ABF site (tick box for alternate).

Uploading green and red masterpoint files to the Masterpoint Centre web site periodically (usually monthly) – red points (B4c sessions and B5i interclub events) require pre-authorisation by the State Masterpoint Secretary.

Emailing red masterpoint files for remote qualifying events (selected regions only as arranged with the QBA), and gold point masterpoint files for GNOT heats, to the State Masterpoint Secretary.

Obtaining the next year's B4c allocation in October each year and ensuring the club allocates no more red point days than are allocated.

The Treasurer will notify the Masterpoint Secretary of any Club member who has not paid or re-joined the Club by 31 March each year. Any player who falls within that category will be deleted by the Masterpoint Secretary from the ABF Masterpoint web site.

Forward to the Treasurer for payment any invoices received from the ABF.

The club masterpoint secretary is expected to act as the go-between the club members and the ABF Masterpoint Centre.

See Reference Material 7.10 for operational details

### **2.4.4 Congress Director**

The Congress Director for both Congresses in the coming year, is appointed by the Management Committee at the January meeting each year.

Early in the year the QBA requests Congress dates for the following year. It is the Committee's responsibility to set the dates and decide on the format of events to be run.

The Congress Director must be an accredited Congress Director and is responsible for:-

- Ensuring the smooth and efficient running of all congress held in the year.
- Organise for sufficient boards to be dealt and ensure that the boards and the hand records match.
- Direct and instruct Caddies as required.

### **2.4.5 Congress Convenor**

The Congress Organiser is appointed by the Management Committee at the January meeting each year. Currently the President and Committee acts in this role. The Entry Coordinator is only responsible for the players entries and is appointed at the first meeting of the new Committee.

The Congress Organiser shall organise and manage all aspects of the Club's congresses with the assistance of a small group including, but not limited to, the Committee, the Congress Director, the Entry Coordinator, Treasurer, the Providore, and Volunteers.

Liaise with the Congress Director regarding any special requirements that are needed for the Congress. The Entry Co-ordinator will ensure that the Congress profile is created and published on the MyABF website. They will ensure that all entries, are in order and entry fees received.

Recruit Caddies and ensure the necessary training.

Organise and direct a working bee to move tables and chairs as required.

Ensure that notice of the Congress is promulgated throughout the club and the Wide Bay Zone. The Secretary has a list of all the Clubs and sends the Flyers.

Apply for a Liquor Licence Exemption for each day of every Congress.

#### **2.4.6 Congress Entry Coordinator see section 7.11.2**

#### **2.4.7 Maintenance Coordinator**

The Maintenance Coordinator is responsible for the following,

- Cleaning

A cleaning contractor is hired to clean the Club rooms each week. The duties of the Cleaner are outlined in Reference Material 7.11.

Air conditioners be cleaned at the end of winter in preparation for summer, Wide Bay Air-Conditioning services the four systems.

Ceiling fans to be cleaned at the same time.

Normally the carpets are cleaned after the Christmas Party during the Christmas closure and are cleaned on other occasions as required

Ensure Solar Panels are cleaned annually.

- Gardening/Grounds

A Lawn Mowing contractor is hired to mow the lawn as required.

The Clubs gardens are maintained by a willing and nominated Club Member. Other volunteers are called upon to help at various times throughout the year.

Responsibilities include ensuring that the gardens are neat and tidy and that Council water restrictions are adhered to.

- Pest Control

Premises are inspected and treated at the beginning of each calendar year.

- Repairs and Maintenance

Ensure that the buildings are in good repair and advise the President when repairs are required.

Obtain quotes for work as requested by the President.

Organise any repairs and maintenance to be carried out.

- Maintaining a Register of Cyclic maintenance (Des Ward will complete 2023).

## **Dealer Coordinator**

The Dealer Coordinator is responsible for:

Ensuring that there is at least 3 weeks supply of boards available for each session of play (excluding supervised play).

Training volunteer dealers in the use of the Dealer Pro software as well as the Dealing machine

Ensuring that damaged cards or cards deemed unsuitable for play are removed from use and replaced with a new pack.

In conjunction with Club President / Convenor manage board preparation for Club Congresses.

Dealer Instructions are set out in Reference Material 7.12.

### **2.4.8 Tuition Coordinator**

The Tuition coordinator is responsible for organising and scheduling bridge education for the Club. This includes Beginners lessons, additional lessons for the beginners, supervised play and advanced tutorials for all members. See Reference Material 7.13 for details regarding beginner's lessons.

### **2.4.9 Librarian**

Maintain Master list of Books and Flippers. (Reference Material 7.14)

Ensure Register Book for borrowing books is in the Library area and is being used by members.

Approximately every three months check books shelves (and borrowed books) against master listing. If any books are unaccounted for, put a notice on the board and ask the publisher of Trumpet to make mention of the missing book/s in the next issue. Ensure books are replaced in author alphabetical order on the bookshelf.

Books should only be borrowed for a month. When overdue by a couple of months contact member reminding them to return overdue book/s.

### **2.4.10 Website Manager**

The Webmaster is responsible, subject to directions from the Management Committee, for management of the Club website.

### **2.4.11 Publishing**

The Club's newsletter, The Trumpet, is published three or four times a year.

The Club's Handbook contains information regarding the Club's Office Bearers, significant events as well as contact details of members (for those who wish them published). The Handbook is also distributed to the QBA, Maryborough, Gympie and Bundaberg Bridge clubs.

## **3. Membership**

### **3.1 Membership Eligibility**

Membership eligibility is defined under clause 5 of the Hervey Bay City Bridge Club Inc. constitution.

### **3.2 Classes of Membership (may be changed late 2023 when Constitution is updated).**

- Ordinary Member

- Life Member
- Honorary member
- Temporary member
- Student Member
- Alternate Member

### **3.3 Membership Application**

Applications for Membership of the Club must be in writing. Application forms are available from the Club or can be found on the Clubs website. All Applicants must be proposed by one Club Member and seconded by another Club Member.

Membership is approved by the Management Committee.

### **3.4 Membership Fees**

The amounts charged for the ABF capitation fees and QBA's membership fees are used to determine the Club's annual Membership fee.

The amount for Membership fees is decided by the membership from time to time at the Club's Annual General Meeting.

The Club's Membership year is from 1 January to 31<sup>st</sup> December each year. Fees must be paid by 31<sup>st</sup> January. Failure to do so may result in membership cancellation.

### **3.5 The HHHBC Complaints, Grievance and Misconduct Policy 2023**

The HHHBC Complaints, Grievance and Misconduct Policy addresses the legislative requirements for an Incorporated Association to have a dispute resolution process. Is available on the Club Website (See attachment).

## **4 General Meetings**

General meetings are conducted as per Clauses 26 through 30 of the Constitution.

### **4.1 Notice of General Meeting**

- The secretary shall, at least 14 days before the date fixed for the holding of a General Meeting, place on a notice board at the Club rooms, a notice specifying the place, date and time of the meeting. Current policy is to give 28 days' notice for the Annual General Meeting
- A notice of a General Meeting must state the business to be conducted at the meeting and the terms of any proposed motion for which a resolution is being sought.
- Additionally, advice all members by email or letter, at least 14 days (28 days for AGM) before the date fixed for the holding of a General Meeting, of the same details as stated above.

### **4.2 Annual General Meeting**

- Nominations for the Management Committee positions must be submitted to the Secretary at least 14 days prior to the AMG.
- Nominations close 14 days before the date of the AGM. A listing of nominations is to be placed on the Club's notice board 14 days before the meeting.
- Written submission, signed by 2 members, for discussion at the AGM must be received 2 weeks prior to the meeting.
- Voting at a General Meeting may be by show of hands or a division of Members, unless at least 20% of the members present demand a secret ballot.
- Each matter, question or resolution will be decided by a simple majority of votes, with the Presiding having the casting vote should votes be equal.

- However a Special Resolution must be decided by 75% majority of votes. See Reference Material 7.17 for AGM timeline of events and AGM Forms.

## **5. Insurance**

### **5.1 Property Insurance**

The Committee shall review, for insurance purposes, the value for the facility, equipment, and stock at least every 3 years. The insurance value shall be maintained for replacement value for facility, equipment, and stock. The value of stock shall be determined annually prior to the insurance review and annual financial audit.

The Treasurer shall raise the insured sums, and the suitability of the Insurer, at a Committee Meeting at least 2 months prior to the date of the Annual General Meeting

### **5.2 Public and Products Liability Insurance**

Public and Products Liability insurance is provided, and paid for, by ABF through our affiliation with ABF.

### **5.3 Volunteer Worker Insurance**

Volunteer worker personal accident insurance is provided, paid for by the ABF through our affiliation with ABF. A Certificate of Currency is available from the ABF web site.

This provides payment to an injured Member, while they remain a Member, who suffers a personal injury whilst engaging in voluntary work on behalf of the Club. The insurance has specific conditions and exclusions as described in the related Public Disclosure Statement. The Club has a responsibility to minimise the risks involved to Members and must make all endeavours to avoid volunteers undertaking tasks, on the Club's behalf, that the Committee is uncertain the volunteer fully capable of.

## **6 Management of Play**

### **6.1 Rules of Play**

The rules of play that shall apply at all Club Sessions are as per the ABF rules which can be made available on request.

### **6.2 Directors**

Any Member who wishes to be a Club Director must be appointed by the Management Committee and hold that status until otherwise advised by the Committee.

It is encouraged that a Club Director, hold at least a QBA Club Director Accreditation (first level) or equivalent.

A list of approved Directors shall be maintained in the Reference Manual.

Directors shall conduct Sessions of play in a manner which best facilitates friendly and enjoyable bridge for players of all standards.

A Director shall conduct Sessions in accordance with the Club's Program Booklet. They shall have sole control of play, including the kind of movement, after taking over conduct of the Session.

The Director is responsible for ensuring that Table fees are collected, recorded and counted. Any Subscriptions that are collected are to be recorded at the bottom of the session collection sheet. The money bag is to be placed in the safe or the secured bottom drawer.

Directors are to be encouraged to assist other Directors, tactfully at all times when consulting regards the conduct of players and rules of play.

A Directors shall submit a written report to the Management Committee on any incidence of behaviour by a player that is seriously contrary to Club values or are a repeated breach of the Club's Rules of Play.

### **6.3 Table Reservations**

Reserving particular tables for Members or visitors is not permitted.

Where a physical disability requires particular seating, the agreement of the Director must be sought and given prior to play commencing. In this case, players are to arrive in sufficient time to find and sit at a table in the direction or location they require.

### **6.4 Visitors**

Members are asked to ensure that, where it is known or realized that a visitor shall be playing, the Member advises the Director that a visitor is in attendance.

### **6.5 Session Play**

Players must be seated 15 minutes prior to the start of the Session.

The Director will commence the initiation of the movement and the BridgeMates at this time and may decline any pairs of players who are not in attendance at this time if there is any likelihood of this delaying the start of play at the scheduled time.

If a player is likely to be arriving late they must phone to notify the Director at least 15 minutes prior to the scheduled starting time or a place in the field may not be secure. If anyone arrives after 15 minutes without prior notification, both of the partnership may not be able to participate in the game.

Play should not commence until the Director advises to do so.

Once commenced, table change shall occur at the notification of the Director.

Play shall not continue on a new board after the warning bell unless bidding has commenced by the dealers marking on a bidding slip.

A Director may, at his discretion, call an early finish to a Session in the event of a damaging storm approaching or other event that they deem applicable.

### **6.6 Scoring**

Scores recorded on the BridgeMates, which appear to be incorrect, should be brought to the attention of the Director when noticed. Normally, scores will not be changed after results have been posted and the Director has left the club house.

Twenty-four hours is allowed for score correction in special events.

The Director has the discretion to award penalties to players who are continually slow throughout the session.

### **6.7 Mobile Phones**

Mobile must be switched to silent or off in the playing area, prior to play commencing. No talking on a mobile phone during play shall be tolerated.

Some tolerance is allowed for emergency calls, but only if the Director is notified by a player of such a situation prior to the commencement of play.

**6.8 Dress Standards** Players are expected to observe a reasonable standard of dress. Singlets, thongs, or bare feet are not acceptable.

**6.9 Air conditioning/Ceiling Fans**

Any desired alteration to the air conditioning or the ceiling fans should be directed to the Director who is the only Member with authority to alter settings once play has commenced.



## Reference Material

### 7.1 Current Management Committee Members

President	Tricia Mann
Secretary	Audrey Bonnick
Treasurer	Carol O'Hara
Vice President	Theresa Cluning
Assistant Secretary	
Assistant Treasurer	Terina Lawrence Berne
Committee Members	Des Ward, Paul Smith

### 7.2 Current Annual Appointments

Congress Director	Chris Snook
Congress Organiser	Committee
Entry Coordinator	Theresa Cluning
Dealer Coordinator	Heather Kalinowski
Garden Maintenance	Various Committee and Club members
Librarian	Theresa Cluning
Masterpoint Secretary	Carol O'Hara
Maintenance Coordinator	Des Ward
Providore	Glynis Tipler
Tuition Coordinator	Tricia Mann
Trumpet Organiser	Audrey Bonnick
Website Manager	Audrey Bonnick / Les Bonnick

### 7.3 Approved Directors

Les Bonnick	Gordon Kellerman (Stand by Director)
Maria Rutterman	Leuella Docker, Lynne Layton, Patricia Mann

## **7.4 Schedule of Events**

### **January**

- a) Carpets to be cleaned before Bridge resumes
- b) Pest Spraying before bridge resumes
- c) Appoint Congress Director, Congress Organiser and Congress Entry Coordinator for the upcoming year
- d) Advertise Australia Day / organise Australia Day
- e) Start organising April/ May Congress

### **February**

- a) Advertise Beginners Bridge Lessons
- b) U3A Open day attend to promote Club and lessons
- c) Advertise WBZ Novice Pairs playoff in March
- d) Have Congress Flyer updated.

### **March**

- a) Beginners Bridge Lessons Commence
- b) Advertise Open Pairs Championship
- c) Advertise Novice Pairs Championship
- d) Advertise Easter Teams
- e) WBZ Novice Pairs playoff
- f) Open Pairs Championship
- g) Novice Pairs Championship

### **April**

- a) Commence organisation of food, alcohol & volunteers for April/May Congress
- b) Have a/c serviced, fans cleaned, urinals cleaned

### **May**

- a) Hervey Bay Congress
- b) Register for over 50's Lifestyle Expo
- c) Carpets cleaned after congress if required.
- d) Advertise GNOT Club Playoff

### **June**

- a) GNOT Semi Final and Final
- b) Advertise President's Day

### **July**

- a) Advertise Club Teams Championship
- b) Advertise Novice Teams Championship

### **August**

- a) Start October Congress preparations. Have Flyer approved and MyABF updated.
- b) Advertise Beginner's Lessons
- c) Advertise WBZ Teams Playoffs
- d) Prepare for AGM
- e) Notice of Meeting – 4 weeks prior to meeting date
- f) Call for Nominations for Committee positions – 4 weeks prior to meeting date
- g) Post Nominations – 2 weeks prior to meeting date
- h) Send copies of roles and responsibilities to Executive nominees.

## **September**

- a) AGM
- b) At the 1<sup>st</sup> Committee meeting appoint the following
  - Assistant Secretary
  - Assistant Treasurer
  - Masterpoint Secretary
  - Tuition Coordinator
  - Providore
  - Congress Entry Coordinator
  - Librarian
  - Website Manager
  - Maintenance Coordinator
  - Dealer Coordinator
  - Trumpet Organisers
- c) Start Organising the Club Handbook

## **October**

- a) Commence organisation of food, alcohol & volunteers for October Congress
- b) Congress
- c) Advertise Inter Club Teams Playoff
- d) Advertise and Organise Melbourne Cup Day

## **November**

- a) Advertise QLD Wide pairs
- b) Melbourne Cup Day
- c) Commence organising the Christmas Party

## **December**

- a) Christmas Party
- b) Organise Carpets to be cleaned over the break
- c) Prepare rental Agreements
- d) Commence organising Australia day
- e) Decide who to ask to be Congress Director for the upcoming year.

## 7.5 HERVEY BAY CITY BRIDGE CLUB CONTACT LIST

ACCOUNTANT	Jill Hansen, H.B. Accounting	4124 8833	0435 198 288
AIR CONDITIONER	Wide Bay Air Conditioning Mid Coast Enterprises	4128 2775 4124 4782	
ANTENNA & PROJECTOR	Jim's Antennas		0421 142 369
APPLIANCE REPAIR	Hervey Bay Appliance Repair - Jason		0457 755 773
BRICKLAYER / CONCRETOR	Adrian Kelly	4124 3458	0412 628 598
BUILDING CLEANING	Terry		0411 343 943
CARPENTER	Stephan Hunjas		0408 011 729
CARPET CLEANING	Vanessa, HBC Cleaning		0418 796 232
	Valet Carpet Cleaning	4124 2232	4124 2232
	ASAP Carpets (fans too) (Martin Mathias)		0423906918
CLEANER	Catherine Labancz-Paulin		0457 669 363
DEALING MACHINE	Martin Wilcox		0419 380 392
DISHWASHER REPAIRS	G.W. Electrical - Dan Mackie		0419 777 649
ELECTRICIAN	Alsop Electrical Services (Chris Alsop)		0417 315 034
ENGRAVING	Klein Signs, 11 Kelvin Grove St, Maryborough	4121 4587	
INSURANCE	Tony Bemrose Insurance	3252 5254	
MICROPHONE		4125 1092	
MOWING & GARDEN	Jim, High Quality 4 Lawns		0447 452 967
PAINTER	BJC Master Painters Ben Christie		0400 619 099
PEST CONTROL	Hervey Bay Pest Control	4128 4141	0407 817 122
PLUMBER - General	Stuart, SDA Plumbing		0418 377 187
	Grant's Plumbing (Grant Kiesanowski)		0437 721 241
PRINTING - Club Programmes	Rick Dellosa	5339 4911	0414 186 945
TOASTMASTERS	Mat Eyles <i>oneboldstep@hotmail.com</i>		045 588 6628
BADGES	Bay Time and Engraving		0498013235
WIDE BAY SOLAR	Michael	4128 8222	0424 245 078
QBA	Kim Ellaway	3351 8602	



## 6.1 List of User Manuals (Including Software Manuals)

Dealer 4 PC Software User Manual Version 1.0  
Bridgemate II – Scoring system Manual  
Dealer 4 – Maintenance, Adjusting and Cleaning Manual  
NEC Projector – Important Information

- Quick set up Guide
- Compscore 3 by Altosoft
- Compscore 2 – Running a Bridgemate Session
- Altosoft Website – Management Portal Guide – 2012
- ABF – Masterpoint Scheme
- NBN – Getting Started
- Printer – Kyocera Ecosys M5526
- Fellows – Home Laminator
- Kelvinator – User Manual
- Fisher and Paykel two drawer (online only)
- Dalkin Air Conditioner– User Manual
- Fridge – Instruction Manual
- Birko Hot Water Boiler – Installation and Operational Instructions
- Orbit Watering Timer
- Panasonic Air Conditioner– Operational Instructions
- Seiko Clock
- LG – Owner’s Manual
- RZ – User Manual
- Hand Held Vacuum Cleaner
- MyABF Tournament Organisers Guide and Checklist

Note: All Manuals are kept in the bottom drawer underneath the printer

## 6.2 Masterpoint Secretary

Details of new Members is to be given to the Masterpoint Secretary so the new member can be registered with the ABF. All information including, invoices, ranking promotions and any other relevant information that is sent to the Masterpoint Secretary should then be distributed to the relevant parties.

Ranking promotion certificates are handed out by the Director of the day unless it happens that the Masterpoint Secretary or the President are present on the day.

New ABF membership cards are issued by the ABF after 31<sup>st</sup> March each year *which* show member's relevant details together with their ranking.

Red point allocation. Each October, the Masterpoint Secretary is issued by the ABF their entitlement number of red points, allocated to their Club, for the next calendar year. The Masterpoint Secretary keeps a record of the number of sessions used and ensures the Club does not use more Red Point days than allocated. The red point days are printed in the Club Programme booklet for the following calendar year.

The Secretary uploads green and red masterpoints files to the Masterpoint Centre web site periodically - usually on a monthly basis. Red points (B4c sessions and B5i Interclub events) require pre-authorisation by the State Masterpoint Secretary.

The Secretary also emails red masterpoint files for remote qualifying events (selected regions only as arranged with the QBA), and gold point masterpoint files for GNOT heats, to the State Masterpoint Secretary (currently Peter Busch).

**Note:** this is done by Wide Bay Zone Secretary for all zonal events held within Wide Bay zone.

Documents to be printed for Club notice board:

- Record of each Members ranking after the end of each quarter.
- Masterpoints allocated each month

FILE NOTE: refer to the following web page for further information  
“Guide for Club Masterpoint Secretaries – Qld Bridge”

## Secretarial Reference Material

### 7.7.1 Recording the Minutes

The following is Queensland Government regulations:-

“The minutes should record information at the **start of the meeting**, such as:

- details of the day, date and place of the meeting
- starting time of the meeting
- names of those present
- apologies received from non-attendees
- a statement from the meeting chair that
  - a quorum is present
  - the meeting has been duly constituted
- a statement that the minutes of the previous meeting are correct (signed by the meeting chair).

The minutes should also record the **ongoing procedures of the meeting**. These include details of:

- every resolution or decision, including an overview of the discussions
- if a resolution passed with the required majority
- which members voted against a motion or abstained from voting (only if those members ask for this)
- any appointments made
- any members elected to office
- any member taking a leave of absence.

At the **end of the meeting**, the minutes should record:

- the date and time of the next meeting (if decided)
- the time that the meeting closed.”

**7.7.2** Minute Book is the Secretaries’ responsibility to keep up to date.



7.7.3 Pro Forma Agenda

**HERVEY BAY CITY BRIDGE CLUB INC  
AGENDA**

Management Committee Meeting to be held on Wednesday, Date/Month/Year at 9.00 am

**Present:**

**Apologies:**

**Absent:**

**PREVIOUS MINUTES:**

**Moved by:** ..... **Seconded by:** .....

That the minutes of the previous meeting be accepted. All in favour

**BUSINESS ARISING FROM PREVIOUS MINUTES:**

**CORRESPONDENCE:**

**INWARD: MONTH**

**OUTWARD: MONTH**

**Moved by:** ..... **Seconded by:** .....

That the Inward correspondence be accepted and the outward endorsed. All in favour

**TREASURER's REPORT:**

<b>Income for Month</b>	\$
<b>Expenditure</b>	\$
<b>Total Funds Available</b>	\$

**Moved by:** ..... **Seconded by:** .....

That all payments, as presented and paid, be ratified by the Committee and Treasurer's report be endorsed. All in favour.

**GENERAL BUSINESS:**

**New Members:**

**Moved by:** ..... **Seconded by:** .....

That the application for full membership of ..... be accepted. All in favour

There being no further business The Chairperson declared the meeting closed –

**MEETING CLOSED:** ..... **NEXT MEETING:** .....

### 7.7.5 Letterhead Pro-forma



*Hervey Bay City Bridge Club Inc.*  
*P.O. Box 5092*  
*Hervey Bay Qld 4655*  
*Email: [hb.bridge@gmail.com](mailto:hb.bridge@gmail.com)*  
*Telephone 4124 9151*

.....  
[Insert Presidents Name]

*President*  
*Hervey Bay City Bridge Club Inc.*

## 7.7.6 Welcome Letter to Beginners who join



Hervey Bay City Bridge Club Inc.  
17 Cypress Street, TORQUAY. Qld 4655  
P.O. Box 5092  
Hervey Bay Qld 4655  
Email :[hb.bridge@gmail.com](mailto:hb.bridge@gmail.com)  
[Web: www.herveybay.bridgeaustralia.org](http://www.herveybay.bridgeaustralia.org)  
Telephone 4124 9151

Day Month Year

Chris Smith  
1 Our Street  
Torquay Qld 4655

Dear Chris,

Welcome to the Hervey Bay Bridge Club.

I am happy to advise that your application for Membership was accepted at the Management Committee Meeting held on [insert date].

I certainly hoped you the enjoyed the bridge for Beginners course run by [insert tutor name]. She very much enjoyed having you in the class.

As you are now a full financial member of Hervey Bay Bridge Club, you are entitled to play in any of the Club's sessions. I know you have already taken advantage of our "Supervised" sessions. The next step for you will be to join the Novice sessions, held on a Thursday, which are for players who have less than 50 masterpoints. You can find a complete list of session times on the Club's website.

The Bridge Club is a great place to meet people, make new friends and develop bridge partnerships. Throughout the year the Club runs fun sessions as well as serious congresses, capped off with the Christmas party in December. You are more than welcome to participate wherever you feel comfortable.

I have included with this letter some information you may find useful.

- Our Helpful Information Brochure
- Our Programme of events for the year (which includes members phone numbers & emails)
- The Club's constitution
- 1 free game voucher

Also included is a Skills Survey that I encourage you to complete. It is voluntary though.

Please have a wonderful time at our club and please feel free to contact me should you need further information or have any concerns.

Wishing you well.

.....  
[Insert Presidents Name]

*President*  
*Hervey Bay City Bridge Club Inc.*

## 7.7.6 Welcome Letter to Others



Hervey Bay City Bridge Club Inc.  
17 Cypress Street, TORQUAY. Qld 4655  
P.O. Box 5092  
Hervey Bay Qld 4655  
Email :[hb.bridge@gmail.com](mailto:hb.bridge@gmail.com)  
[Web: www.herveybay.bridgeaustralia.org](http://www.herveybay.bridgeaustralia.org)  
Telephone 4124 9151

Day Month Year

Chris Smith  
1 Our Street  
Torquay Old 4655

Dear Chris,

Welcome to the Hervey Bay Bridge Club.

As you are now a full financial member of Hervey Bay Bridge Club, you are entitled to play in any of the Clubs sessions. You can find a complete list of session times on the Club's website. Should you be a beginner player you can take advantage of our "Supervised" sessions. Or if you have less than 50 masterpoints, you can join the Novice sessions, held on a Thursday.

The Bridge Club is a great place to meet people, make new friends and develop bridge partnerships. Throughout the year the Club runs fun sessions as well as serious congresses, capped off with the Christmas party in December. You are more than welcome to participate wherever you feel comfortable.

I have included with this letter some information you may find useful.

- Our Helpful Information Brochure
- Our Programme of events for the year (which includes members phone numbers & emails)
- The Clubs constitution
- 1 free game voucher

Also included is a Skills Questionnaire that I encourage you to complete. It is voluntary though.

Please have a wonderful time at our club and please feel free to contact me should you need further information or have any concerns.

Wishing you well.

.....  
[Insert Presidents Name]

*President*  
*Hervey Bay City Bridge Club Inc.*

### 7.7.6 Knowledge and Skills Survey

In order for the Club to have an idea of the wealth of knowledge and skills it can draw on, we ask that you complete the following questionnaire. It is entirely voluntary and you will not be committing yourself to anything. However, we may at some time in the future ask if you are still interested.

Name: \_\_\_\_\_

What is/was your occupation: \_\_\_\_\_

\_\_\_\_\_

Do you have any special skills that you would consider useful for the club?

\_\_\_\_\_

\_\_\_\_\_

Do you have any special interests that you would consider useful for the club?

\_\_\_\_\_

\_\_\_\_\_

Please Tick the box or boxes which best suit the areas in which you could help the Club

Kitchen and food service duties

Teaching Bridge

Caddy for Congresses

Sewing

Biscuit/Slice/Cake making

Gardening

Applying for Grants

Accounting/Bookkeeping

Raffle ticket sales

Website building/maintenance

Organising Maintenance work

Become a Director

Committee Member

Computing

Providore

# Welcome



## Contact Us

Hervey Bay City Bridge Club  
17 Cypress Street  
Torquay, Qld 4655

Telephone: 4124 9151

Email: [hb.bridge@gmail.com](mailto:hb.bridge@gmail.com)

Web: [www.herveybay.bridge.com](http://www.herveybay.bridge.com)



*To the*

*Hervey Bay City*

*Bridge Club*

### Library

The Club has a selection of bridge books and DVD's which Members can borrow. The Books range from Beginners to Expert, covering topics such as bidding, card play, conventions and defence. There are also humorous books about what can happen at the bridge table

### Special Days

The Club holds a number of Special Event days that are about having fun.

Australia Day

Easter Teams

Melbourne Cup Day

Christmas Party

### Competition Days

The Club runs two weekend congresses each year, one in Autumn and the other in Spring. Pairs are on the Saturday and Teams on Sunday. Entries come from all over the State. Everyone is welcome to play from Novice to Expert.

Pairs & Teams championships are held for both Open & Novices.

## About the Club

The Hervey Bay City Bridge Club was established in 1990 and initially the members played at the Masonic Hall at Pialba. Incorporation of the Club occurred in 1992. In December 1996 the Club Members voted to purchase the current premises at 17 Cypress Street Torquay for \$95,000 from the Salvation Army. Many Club Members as well as the QBA loaned money for the purchase.

Comprising nearly 100 members, the Hervey Bay City Bridge Club runs Open, Novice and Supervised bridge sessions.

Please visit our website to see the session timetable.

More information regarding other events and member contacts can be found in the Handbook and also on the website.



Many members both former and current have devoted many years to the smooth and harmonious running of the Club.

The HBBC is a community based, not-for-profit organisation run by the members for the members. Each year there is an AGM in September where the Management Committee is elected for the next year. The Management Committee is comprised of 9 members, including The President, Secretary, Treasurer and Vice President (Executive Committee)

The committee ensures that various roles are allocated annually, such as Congress Organisers, Card Dealers, Garden Maintenance, Provider, Teachers, Librarian, Masterpoint Secretary, Zone Delegates, Website Maintenance, IT. Other times, volunteers are called for special events and working bees.

With your membership, there is also an expectation you will be happy to contribute, to the best of your ability, your knowledge skills and time.

To this end there is a skills questionnaire for you to complete if you so wish.

At every session there are a number of tasks that need to be done. For example, on arrival, set up the kitchen for afternoon tea and later help clean up and collect table fees for the Director. Any club member will be only too happy to show you the ropes.

At the end of the day, the Director should be able to do a quick scan of the building and leave. The room should be ready for the next bridge session



*all hearts and diamonds to start  
Then you look for a club and a spade.*

Bridge is a game to be enjoyed and the HBBC has Zero Tolerance to any bad behaviour. The Code of conduct and the Zero Tolerance Policy can be found on the website under "Documents".

Behaviour such as rudeness, bullying, bad language and threats of violence are not tolerated.

It is expected that all Members are polite and courteous at all times and conduct themselves in a mature and inoffensive manner.

Above all we know you will enjoy playing Bridge at Hervey Bay Bridge Club and make some marvelous new friends.

### 7.7.8 CHRISTMAS PARTY CHECK LIST (based on 67 people)

Quantity	Item	Supplier								
80 Slices	Ham (Ask for discount – have given \$2.00/kg)	(Scotty's) Mad about Meats, Pialba near RSL								
11	Red Rooster chickens (cut into eights) - allow 1 to 1 1/2 pieces/person - they deliver	Red Rooster Chicken, Pialba								
	Dinner rolls 1 per person ( 1/3 white, wholemeal and grain)	Baker's Delight – they MAY offer a bulk discount?								
7	Xmas Puddings	Aldi good ones.								
3 x 1 kg	Custards (plain & brandy)	Aldi								
3 boxes	Peters Ice cream slices (12 per box) or substitute	Woolworths								
	Fresh fruit salad	Made by Committee								
1.5 kg	Coleslaw - pre order to collect	Golden Chicken, Urangan								
1.5 kg	Potato Salad - pre order to collect (2.5kg)	Golden Chicken, Urangan								
2 x .5k g	Butter	Aldi								
	<b>Other Salads:</b> committee (suggestion only) - <b>no potato or coleslaw</b>									
	<p>Maria has kindly made salads each year</p> <table border="0"> <tr> <td>Devilled eggs</td> <td>Pasta Salad</td> </tr> <tr> <td>Green Greek salad</td> <td>Mixed Salad Tomato</td> </tr> <tr> <td>Noodle salad</td> <td>Mexican bean salad</td> </tr> <tr> <td>Waldorf salad</td> <td></td> </tr> </table>	Devilled eggs	Pasta Salad	Green Greek salad	Mixed Salad Tomato	Noodle salad	Mexican bean salad	Waldorf salad		<p><b>Need 10 salads in total plus bought coleslaw and potato salads</b></p> <p><b>The Committee each year will usually offer their individual choice of salad.</b></p>
Devilled eggs	Pasta Salad									
Green Greek salad	Mixed Salad Tomato									
Noodle salad	Mexican bean salad									
Waldorf salad										
	Assorted lollies	Woolworths/ Aldi/ Coles/ Big W etc								
	Assorted nuts/pretzels/etc	a/a								
	Xmas bon bons (crackers)	a/a								
	Serviettes (red and green)	HBW /								
	Oval plates for dessert	HBW								
	Alcohol: Punch, red & white wine, beer plus soft drink									
3 /4	Hams for raffle	Aldi / Woolworths/ or a local supplier of your choice								
	Donations for gift hampers	Members								
	Small prizes during bridge play - 10 No (between \$2 - \$3)									
	Thankyou gifts to Directors									
	Christmas Decorations	Doreen usually does tree & decorations								
	Entertainment	Committee to decide each year								
	<b>In memory of Kay her Fruit Punch Recipe - make 2 lots - one with &amp; one without wine</b>									
2 large tins	Fruit salad									
3 x 1 litre	Cartons of fruit juice (freeze into ice cube blocks in advance)									
6 x 1.25 Lt	Bottles of ginger ale									



<i>6 x 2 litre</i>	<i>Bottles of lemonade</i>	
	<i>Sprigs of mint</i>	
<i>1/2 bottle</i>	<i>White wine</i>	

**6.4** Playing Tables and chairs currently owned by the Club. There are also two large fold up tables.

Number	Size
8	850 mm X 850 mm
10	805 mm X 805mm
24	730 mm X 730 mm

## Chairs

Number	Colour	Type
50	Grey	Armless
6	Grey	Armed
22	Red	Armless
25	Blue	Armless
Yet to be counted	Plastic	

For the 2022 Christmas Party various drinks were purchased.

Including Wine 23 bottles; Cab Sav 5, Sav Blanc 6, Pinot Grigio 1, Chardoney 1, Moscato 1, Champagne 7, Non Alcohol Maggie Beer Sparkling Champagne and Pinot Grigio 1 of each.

Beer 14; V.B 4, Hanh light 2, Great Northern Super Crisp 8.

Soft Drink 6 ; Bundaberg ginger beer2, No sugar Coke 2, Lemonade 2

## **Treasurer's Reference Material**

### **7.8.1 Operational Guidelines**

#### **Banking**

The Treasure will collect the Table Fees and any other moneys from the Club at least twice a week.

Table fees for each day to be entered onto the monthly Spreadsheet for reconciliation at the end of the month.

All other cash received must also be recorded.

Receipts to be issued on request. A duplicated receipt is to be kept.

A register of receipt books is to be kept.

Money to be banked at least once each week and at the end of each month as close as possible to the last day of the month or first day of next month.

#### **QuickBooks**

All monies received (table fees, rent, subscriptions etc), cash, cheques and EFT, to be entered into QuickBooks. File details after each banking into Finance folder.

Similarly, all expenses either by cheque, EFT payments, or purchases on debit cards to be entered into QuickBooks. Filed all paid the invoice in Finance folder.

On first of each month download Bank Statement if necessary. Undertake bank reconciliations for presentation to Committee.

#### **Term Deposits**

Keep a Register of term deposits and also ensure all transactions are entered into QuickBooks. When maturing, check interest rates and have Committee endorse new deposit arrangements (if timing possible).

#### **Monthly Reports**

The following reports to be presented at monthly committee meeting:-

- Income and expenditure for the month
- Bank reconciliation (manual)
- Revenue comparison with previous year and showing year to date figure

#### **Congresses**

Liaise with the Congress Organiser / Entry coordinator regarding entry fees received and those outstanding.

Refund fees as required.

Withdraw cash from the bank for prize money (Ref 7.8.1) and place in envelope ready for presentation. (Note: ensure you are holding \$1 & \$2 dollar coins in the eventuality of tied results and split prize money).

Ensure there is change available for Congress Raffle and also withdraw money for Money Board prizes

After Congresses and other events prepare a summary of income and expenditure for the Committee. The entry coordinator has access prior to the Congress to MYABF payment spreadsheets.

### **Annual Membership Subscriptions**

Club Membership runs from January 1 to 31 December each year. Subscriptions are due by 31<sup>st</sup> January for the Club. Capitation fees but are not remitted to the ABF until after 31<sup>st</sup> March. As per 2018 AGM, the current annual subscription is

- \$40 for members,
- \$30 for alternate members.

The annual subscription amounts can only be set at an AGM's. Details of members who did not renew by 31<sup>st</sup> March to be given to the Masterpoint Secretary.

Receipts to be issued as requested.

### **Suppliers**

All Supplier to be paid by direct deposit.

The current cleaner is Catherine Labanz Paulin. She usually cleans over the weekend or early Monday morning. She submits her invoice fortnightly and leaves her invoice on the office bench. Cleaning cost is \$75.00 per week and is paid by Direct Debit.

### **Rental of Premises**

Toastmasters rent the Club's premises for their meetings every Monday night (excluding Public Holidays and for 4 weeks over the Christmas/New Year period). Currently they pay \$45/night for 3 hours and \$60.00/night for a 4 hour hire (executive meeting once a month). Toastmasters pay monthly in advance as per Rental Agreement.

All permanent must carry their own Public Liability Insurance. Committee decided in August 2023 via a motion not to offer any future Casual rentals.

See Reference Material 7.7 for rental rates – permanent rentals only.

### **After the Annual General Meeting**

Check with bank for any updated requirements for change of signatories. The bank always requires a copy of the AGM Minutes showing the names of the new executive office bearers. Four signatories to be registered with the bank (President, Vice President, Secretary and Treasurer). All new signatories need to visit bank to provide ID and sign new authorisation forms to update the trading account and term deposits. Any two signatories can sign cheques.

The Treasurer will need to organise co-signatory or co-signatories for authorisation of EFT payments.

The President, Secretary and Providore are issued with debit cards. Ensure that the debit cards for outgoing officers are cancelled and new ones issued for the incoming eligible officers.

Access to safe only by President and Treasurer and after AGM the access code (four numbers) to the safe to be changed.

### **Financial Year End**

All books of account (deposits, cheques, statements and term deposit records from the bank, binders, etc.) to be taken to the Auditors (Hervey Bay Accounting, Torquay Road, Pialba) for auditing after the end of the financial year. The Accountants Report must then be presented at the forthcoming AGM for approval.

An audited Report to be given to Secretary after the AGM to submit to the Office of Fair Trading together with the appropriate fee.

Enter all financial adjustments into QuickBooks and ensure QuickBooks agrees with Audited Statements before rolling over to new financial year.

### **Depreciation Schedule**

Update as necessary. Copy to go to the Auditors.

Keep an Asset Register in case it is ever needed for insurance purposes.

### **Archived Documents**

After AGM archive in a box all financial records pertaining to the previous financial year. Archived documents stored in top cupboard in kitchen. According to the Queensland Government Financial responsibilities for incorporated associations financial records must be kept for at least 7 years.

## **7.8.2 ABF Capitation Fees & QBA Levies**

An annual capitation fee is levied by the ABF for each active home club member listed on the ABF Masterpoint Centre database as at March 31<sup>st</sup> each year. The current (2022) annual Capitation fee is \$16.10 per member.

A capitation fee will be invoiced by the ABF Masterpoint Centre for new members as follows:

- In the case of a new member joining between April 1 and September 30 inclusive, the full annual capitation fee.
- In the case of a new member joining between October 1 and December 31 inclusive, 50% of the capitation fee.
- In the case of a new member joining after December 31, no fee for the balance of the year ending 31 March next.

The QBA current (2022) the annual Membership Fee is \$16.10 (GST inclusive) per registered home club member. The QBA invoices its levy on a monthly basis.

### 7.8.3 Congress Prize Money Break-up

#### CONGRESS PRIZES

		Prize Money	Total	Cash Break-up				
<b>TEAMS CHAMPIONSHIP</b>				<b>\$50</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	
1 <sup>st</sup> Prize	4 @ \$85		\$340	\$200	\$80	\$40	\$20	\$340
2 <sup>nd</sup> Prize	4 @ \$65		\$260	\$200		\$40	\$20	\$260
3 <sup>rd</sup> Prize	4 @ \$45		\$180		\$160		\$20	\$180

<b>PLATE</b>				<b>\$50</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	
1 <sup>st</sup> Prize	4 @ \$45		\$180		\$160		\$20	\$180
2 <sup>nd</sup> Prize	4 @ \$35		\$140		\$90	\$40	\$20	\$140
3 <sup>rd</sup> Prize	4 @ \$25		\$100		\$80		\$20	\$100

<b>NOVICE TEAM</b>				<b>\$50</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	
"C" Prize	4 @ \$30		\$120		\$80	\$40	\$20	\$120

<b>PAIRS CHAMPIONSHIP</b>				<b>\$50</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	
1 <sup>st</sup> Prize	2 @ \$85		\$170	\$100	\$40	\$20	\$10	\$170
2 <sup>nd</sup> Prize	2 @ \$65		\$130	\$100		\$20	\$10	\$130
3 <sup>rd</sup> Prize	2 @ \$45		\$90		\$80		\$10	\$90

<b>PLATE</b>				<b>\$50</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	
1 <sup>st</sup> Prize	2 @ \$45		\$90	\$80			\$10	\$80
2 <sup>nd</sup> Prize	2 @ \$35		\$70		\$40	\$20	\$10	\$70
3 <sup>rd</sup> Prize	2 @ \$25		\$50		\$40		\$10	\$50

<b>NOVICE PAIR</b>				<b>\$50</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	
"C" Prize	2 @ \$30		\$60		\$40	\$20		\$60

**Total**

**\$1,980**

**\$1,980**

For the October 2022 Congress the Committee decided to introduce a Teams Encouragement Prize. Each player received \$45.00. This of course is optional, each Committee can decide on prize money.

## **7.8.4 HIRE OF CLUB ROOMS**

PERMANENT RENTAL (The Club is only available for permanent not casual hire).

\$15.00 / hour.

\$25.00 / hour for the first 2 hours

\$20.00 /hour for any subsequent hours

### **FOR ALL HIRE**

The Club rooms are set up for bridge sessions (tables and chairs) and if furniture is moved it must be returned to its original placement. Club members will only clear tabletops, empty bins and remove side tables.

**7.8.5 LICENSE TO OCCUPY HERVEY BAY CITY BRIDGE CLUB PREMISES,**

**17 CYPRESS STREET, TORQUAY, 4655**

**LICENSOR**

Hervey Bay City Bridge Club Inc (ABN 94 640 175 415)

Ph. 41249151

Email [hb.bridge@gmail.com](mailto:hb.bridge@gmail.com)

**LICENSEE**

Fraser Coast Toastmasters Club

The licensor agrees to allow the licensee to occupy the premises and use the furniture and equipment at 17 Cypress St, Torquay under the terms and conditions listed in Schedule A. The licensee acknowledges the terms in Schedule A and agrees to occupy said premises within these restrictions and permits.

**Signed on behalf of Licensor**

Name ..... Signature .....

Position..... Date .....

Witness

Name ..... Signature.....

Date .....

**Signed on behalf of Licensee**

Name ..... Signature .....

Position..... Date .....

Witness

Name ..... Signature.....

Date .....

# **SCHEDULE A**

## **Period of license**

1 January 2023 to 31 December 2023 (Excluding Public Holidays and a designated 4 weeks over the Christmas/New Year period)

## **Responsible officer**

Fraser Coast Toastmaster Club will appoint responsible key-holders who will be liable for the safe-keeping of Hervey Bay City Bridge Club properties during periods of occupancy and notify the Bridge Club Secretary of the details of this appointment and any subsequent changes to the key-holders' details.

## **Area of license**

Fraser Coast Toastmaster Club shall have entitlement to the main club room and kitchen (office excluded) with access to the storage shed. The storage shed is to be used for storing their belongings in their 2 cupboards. The shed must not to be used for any other activity and access to it should not be obstructed.

## **Terms of usage**

- 1) occupancy of the Hervey Bay City Bridge Club rooms and use of facilities at 17 Cypress Street is permitted every Monday evening as a Toastmasters' meeting venue as specified in the above period of license.
- 2) a fee of \$45 is payable for each Monday's meeting of approximately 3 hours from 6.30 pm to 9.30 pm. When an executive meeting is held, the rent will be \$60.00 for a 4-hour occupancy. Rental monies must be paid monthly in advance by direct deposit to the Hervey Bay City Bridge Club bank account. A/C No: 226 470 78 BSB: 124-088, with "Toastmasters" as the reference.
- 3) at the conclusion of each licensed use of the premises, the licensee will restore furnishings to the positions they occupied prior to said usage. Lights, air conditioners and other electrical equipment (including emptying the dishwasher) to be checked as turned off prior to departure. All rubbish must be removed and the premises left in a clean and tidy condition.
- 4) Toastmaster members are asked to be mindful and not to disturb the neighbours.
- 5) any breakages or damage occurring during the licensed occupancy, apart from fair wear and tear, shall be at the risk of the licensee. Further, the licensee indemnifies the licensor from all claims of negligence or damages arising from, during or due to Fraser Coast Toastmaster Club occupancy, and shall hold the necessary insurances to safeguard this indemnity. A copy of the Certificate of Currency for Fraser Coast Toastmasters Club Public Liability Insurance to be forwarded to the Hervey Bay City Bridge Club.
- 6) any future rent increases will be reviewed annually.
- 7) this agreement shall commence on 1st January 2023 and end on 31st December 2023.

*Init .....*



## **PROVIDORE**

### **7.9.1 General Buying Guide**

#### **Supermarket**

Purchase: milk, tea, coffee, biscuits, cheese, sugar, sugar sweeteners and any other requirements for afternoon teas.

Toilet paper, toilet cleaner, tissues, garbage bags, air freshener, dishwashing detergent etc.

**HWB Food Services**, 57 Hunter Street, Pialba (Tel. 4128 4144).

Club Secretary will organize for your use of this account. HWB will invoice Club and hand you the invoice. Please leave invoice in Treasurer's tray.

Plastic cups for dispenser, teabags (box of 1,000 Nerada), paper towels (24x21 size), serviettes for congress & Xmas (otherwise buy cheap ones at Woolworths, "Deb Instantfoam" hand sanitizer for the dispensers scattered around. (Take a bottle with you as there are two different sizes that look the same, ours is the shorter one. The dispensers are opened with the little plastic keys found on a hook in the office). Disposable plates and bowls when needed.

**Torquay Cleaning Supply**, 6 Fraser Street, Torquay (Tel. 4125 2111)

Purchase: Hand soap for dispensers in toilet. Also "Septone Blockettes" for mens Urinal. The cleaner will advise when these are getting low. Bottles of Cleaner and Rinse Aid for the cup sterilizer. (Note: they invoice the Club by mail- Hervey Bay City Bridge Club)

#### **Bunnings**

Purchase: large black plastic bags to fit big rubbish bin in the kitchen.

Note: toilet paper, paper hand towels, liquid soap etc. are stored in the cupboard in the men's toilet. (The key is on the toilet key ring kept on the wall in the office). Check from time to time or the cleaner will advise if items are running low.

## 7.9.2 Congress Preparations

- **1 Month Before the Congress**

Providore asks members if they can contribute cakes, biscuits, slices etc for morning and afternoon teas. Approximately 20 are required.

Enlist volunteers to help in the in the Kitchen for both Congress days. Three are needed for each shift (i.e. morning and afternoon). However, four volunteers are needed over the lunch period.

Determine in conjunction with the Management Committee, how Lunch for each day will be organised.

- **1 Week Before the Congress**

Do a stocktake of supplies and purchase non-perishable goods.

Ensure that all food handling, serving and storing are clean and in adequate condition. Enlist a working bee of volunteers enlisted to help.

- **Days Before the Congress**

Purchase perishable items.

- **Day of the Congress**

**8.00 – 8.30 am** - Refreshments are available on the counter for players to help themselves as they arrive. Past years scones or pikelets and/or other food items are on offer.

Tea and coffee to be available all day to players.

As food donations from members arrive, refrigerate those that need it and place the others on the bench for later sorting. It is preferable to have an extra table in front of door thus providing two serving areas for lunch. So have both doors open until around 9 am then have small table in front of side door.

**9.30 – 12 noon** - Clean up mugs, teaspoons etc. and top up coffee, sugar, tea and milk. Washing up to be done as necessary.

Divide cakes into two – half for Saturday and half for Sunday.

Plate up cakes, fruit, etc. for morning tea break.

Pick up Subway around 11 /11 30 am. This should have a good selection of primarily chicken and ham. Use side windows to pass boxes through to the kitchen. These are then sorted as necessary.

**12.30 pm approx.** (liaise with the Director)

Collect tablecloths, serviettes and place on side tables in card playing room before end of session. Lunch is served from kitchen counter. Probably start serving the lunches when two thirds of the tables are finished playing. There are always 3 or 4 tables that are very late finishing.

Place on servery counter the desserts for lunch – slices, cakes, fruit, etc. Desert to be distributed on plates and players pick up from bench and table at the door of the kitchen.

Collect trays and tablecloths from the playing room and clean up as far as practicable before bridge resumes. Remember to clean up glasses, empty bottles, cans etc. from bar area.

**1.00 pm onwards** – Continue as per morning session.

**3.00 pm Sunday** – Remove frozen food from fridge to start thawing. Turn on oven in readiness to heat/cook food for the end of session.

Assortment of the following: mini pies, sausage rolls, savoury dishes, pizza, cheerios, dim sims.

**End of Session** – Place above food items on serving table together with tomato sauce, small plates, serviettes and toothpicks.

Can also serve a selection of cheeses, dips, gherkins, kabana, savoury biscuits etc.

### **Clean Up**

During the day check the toilets. Do this immediately after play commences each session. Be sure to take gloves.

Do a quick toilet and hand basin clean.

Check there is sufficient supplies, toilet paper hand towels and hand wash.

Ensure that there is a supply of these items as well as disinfectant spray in the cupboard in the Ladies toilet.

### 7.9.3 Congress Suggested Buying Guide

Item	Amount	Item	Amount
<b>Crackers</b>		<b>End of Day Hot Food</b>	
Vita Wheat Cracker (130g)	1	Cheerios (3kg)	1
Original Cracker Snapz (250g)	1	Kabana	3
Water Cracker (125g)	2	Party Pies Party Pack	3
Eton Cracker (250g)	1		
Cracked Pepper Water Cracker	1	<b>Plates, Cups, Serviettes</b>	
Rice Crackers	1	Paper Plates (small)	2 Packs
Jatz	1	Plastic Plates 7" (x50)	4 packs
		Serviettes (x100)	5 packs
<b>Tea, Coffee &amp; Sugar</b>		Plastic Water Cups	3 packs
Coffee (500g)	1	Hand Towels	6 packs
Sugar Raw (2kg)	1	Toilet Paper (20 pack)	1 pack
Sugar White (1kg)	1		
Tea Bags Green (x50)	1	<b>Scones /Pikelets</b>	
Tea Bags Black (x200)	1	Flour	10 kg bag
Milk Full Cream (2 Litre)	5		
Milk Lite (2 Litre)	3		
<b>Lollies</b>			
Partymix (520g)	2		
“ (190g)	6		
<b>Cheese &amp; Dips</b>			
Mersey Valley Peppercorn (235g)	1		
Brie (125g)	1		
Camembert (200g)	1		
Stinton Blue Cheese	1		
Bega Strong & Bitey (500g)	1		
Extra Tasty Cheese (500g)	1		
Assorted Dips	4		
Philadelphia Sweet Chilly Philly	1		
<b>Fruit In Season</b>			
This is dependent on style of fruit served			
<b>Miscellaneous</b>			
Sauce Tomato	2		
Fruit Juice assorted (2Litre)	6		
Strawberry Jam	3		
Raspberry Jam	1		
Cream (600g)	3		
Butter (375g)	1		

## **7.9.4 - AUSTRALIA DAY GUIDELINES**

Previously this day was a full Bridge playing day. And often breakfast and lunch were provided.

During 2021 and 2022 due to Covid this day was cancelled. The 2023 Committee decided to recommence the day for members.

It was decided a BBQ with sausages, onions, bread roll and coleslaw would be served. Drinks provided and dessert would be individual ice creams. The game would start at 9 am followed by lunch. Normal table fee apply and members asked to pay \$5.00 for lunch. Finishing at this time would allow members to the rest of the day to spend with other friends and or family.

## 7.11. Congress Organiser 7.11.1 Congress Organiser Checklist

Traditionally, the Hervey Bay Bridge Club holds two Congresses a year. The first is held in late April/early May and the second at the end of October. The dates and format of events for the Congress are submitted to the QBA early the year before. The Congress Organiser is to be appointed at the January Management Committee meeting and will be appointed for 12 months. (is currently the President supported by the Committee).

### Timeline

#### January

The Committee to decide and appoint a Director (if not previously arranged).

The Committee selects approximate date for opening date for Entries, around 8 weeks before the Congress (The exact date is dependent on when approval, is given by the Director and Q.B.A. website administrator).

#### February

Entry coordinator presents Congress Flyer for Committee Approval.

(See Entry Coordinators' 11. process).

#### Late February / early March

- a) The Entry Coordinator publishes the MYABF Congress Profile to allow 8 weeks for entries. The entries automatically open on the stated date in the MYABF Congress file.
- b) Notify Hervey Bay Club members of opening date.
- c) Secretary sends Flyer and covering email to all Clubs on Congress mailing list.
- d) Entries open.
- e) In conjunction with the Management Committee determine player Prize money and raffle prizes.

#### April

- a) Apply for Liquor Licence Exemption for each day of Congress
- b) Liaise with the Providore to ensure everything is in order and arrange help if necessary.
- c) Check with the Director as to how many boxes of boards need to be dealt & who will create the deal files. A Director may create the files and email these to the Club. If not the Dealing Coordinator or anyone else with the knowledge can develop the files. **Before** dealing email these for the Director to approve. Then advise the Dealer Coordinator of the requirements and ensure that there is sufficient help available.
- d) Ensure that the Director is comfortable with the number of entries received. An uneven number of Pairs entries is not acceptable. It is also encouraged to have an even number of Teams
- e) Recruit stand-by players in case of illness or accident.
- f) Recruit Caddies. Three Caddies per session appears to work well. Advisable to have at least one experienced Caddy per session.
- g) Recruit Raffle ticket and Money Board sellers. Raffle ticket should go on sale at the Club at least 2 weeks before the Congress.
- h) Call for volunteers to help with setting up on both mornings of the Congress.
- i) Ensure that the Bar Fridge is sufficiently stocked.
- j) Purchase Raffle Prizes
- k) Ensure the Treasurer has the Congress Prize money organised.

Day or two before Congress bring all tables / chairs required for room in from garage.

- a) Ensure that the tables are arranged as per the Directors instructions on the Friday before the Congress. Different coloured table clothes can be used to indicate the sections.

#### Day of the Congress

- a) One Marquee goes at the front entrance and the other at the back for the smokers. Chairs to be put in both as well as an ashtray in the smoker's marquee.
- b) Set up a table for the Raffle and Money Board sellers.

#### August

Start the process again for the October Congress

### 7.11.2 MyABF; Process for the Entry Co-ordinator.

Please be aware the MYABF site developers, make regular updated changes. Therefore, the 'buttons' and sections maybe in different places. Keep up to date by reading Julians' column in the A.B.F. monthly publication. For example, until recently one player could not enter a Pair and a Team, an update solved that issue.

A hand over should occur between Entry co-ordinators.

The Entry Co-ordinator needs to be approved by the website administration of MYABF. This will require an email or phone call to Julian Foster (ABF) [Julian.Foster@abf.com.au](mailto:Julian.Foster@abf.com.au) to grant the Organiser and Director "permission" to access the profile. (Previous "permissions" may need to be deleted). Chris Snook the current Director has Authorisation, to access Hervey Bay's congress on MYABF.

Once Authorisation is given, the Entry coordinator has access to the ADMIN section of the MYABF site. Entry Coordinator to liaise with previous coordinator to get access to the email used for entries - [hbbc.entries@gmail.com](mailto:hbbc.entries@gmail.com). Change password if necessary.

Early February the Entry Coordinator asks the Director if there are any special notices they would like published in the Congress profile. The Director may give advice for both Congresses at the beginning of the year (See Ref 11.3 for QBA information to be included in the Flyer).

A Flyer is produced by the Entry Coordinator as a WORD document and in pdf and jpg files. (If copying a previous Congress Flyer remember to change the name to the new file).

The updated Flyer is initially sent to the Director for approval. Following this it **must** be sent to the QBA Webmaster (currently Peter Busch) for approval at least 9/ 10 weeks in advance of the event. Then he will publish on the QBA website under Events. **After** the MYABF website has published the Congress the entry form and the Flyer will be available, all details for entering will be on the Q.B.A. site.

After that it's a matter of putting in the relevant details for the congress on the MYABF site.

Go to MYABF into ADMIN (bottom of left hand side of website opening page).

Create New Congress link at the top right of the Congress listing. Use the dropdown arrows to fill in the Organisation and Series. Use the next dropdown arrow to copy a previous profile. After that it is a matter of editing the profile with the current Congress information

Within the MYABF website the Flyer with all the Congress information is put in under General Information. The Flyer has to be a jpeg file, remember to reduce it to 50% once in the ABF section.

The Director asked that the Tournament regulations go under additional information (again jpeg format and again reduce to 50%)

The Club's Management Committee decided that only payment via MyABF Credits or Bank Transfer would be accepted. The Banking details should go under General Information as well.

Followed the programme prompts through to the end. On the last page it advises if there are any errors.

It would be prudent to have an experienced person at the Club and advise the Director to access and look at the profile before publishing it.

Once the profile has been created it can be rolled over and used as the template for other Congresses. Or start again.



## Registering Others for MyABF

There can be people without access to or unable to register with MyABF.

The entry Coordinator can Register an individual player using their ABF number and your own email address. Use your email as the account has to be activated and it is easier if you are able to do that. Also, create a password for them (something simple). Once the registration is done, go into their profile and change the email address. Send an email to the person and tell them the password that was used and advise that it be changed as soon as possible.

When you now log into MyABF using your own login scroll to your Congress. That are 2 buttons “Edit” or “Manage”. “Edit” will take to the original profile where you can change things if you like, for instance adding another table.

“Manage” shows you what is happening with the entries. If you have to add an entry click on the event you wish to add to. At the top Left- hand side there is a purple button, ‘Actions’’. Click there and a list of actions comes up. Click “Add Entry” and then Choose Player. It will then ask you for Last Name, First Name & ABF No. Do the same for the other player.

You can click TBA if necessary but remember to change it later.

## Adding Payments

When you have to manually add payments (Bank Transfer, Cheque or Cash), open the pertinent event and find the entry you need. Find the “Actions” button. Click open and go to “Details”. Once again there is an action Button. Click open and Edit. Now you can enter payment details. Be sure you put in how it was paid, and the amount received. If you don’t put in the amount received, the entry shows as complete but the payments won’t balance.

Be sure to Balance the Bank Transfers in My ABF with the actual fees received in the bank account. For each event, various reports can be generated. One is “Payment Methods”. This report can be copied and pasted into an excel spreadsheet to help balance to payments if necessary. Do this and print out a day or two before a Congress, send a copy to the Treasurer.

The ABF will forward the payments by MyABF Credits less 2% credit card fee, usually at the end of the month.

## Actions and Reports

Use the “Action” button for the following

- Off System Payments
- Add Entries
- View Logs
- Manage Player Discounts
- Email Event Entrants.

With the “Reports” button you can generate the following reports

- Player Report
- Unpaid Entry report
- Payment Method

On the right -hand side of each Entry listed there is a red “Action” button. This button allows you to

- See “Details” for individual entries
- Make “Notes”
- “Withdraw “the Entry

- “Move” the entry to another event

By clicking on “details”, you are then able to “edit” the entry for that particular player. You can edit payment details as well change the name of the player.

Clicking on “Email” allows you to email that particular player.

Clicking on “Show Event Entries” shows all the events that particular player is entered in.

### CSV Downloads

On the Top Left hand side for each event is a white “CSV Downloads” button. Here you can download a CSV File of

- “Entrants” details including email, ABF No, Masterpoints, payments methods, outstanding fees and status of the entry. Download both hard copy and electronic copies during the lead up to the Congress. A couple of days before the Congress save and print the MYABF CSV payment file. Send a digital copy to the Treasurer. As the ABF take a few weeks to reconcile payment to the Club.
- “Import to Scoring Programme

### Next Congress

The profile for the next congress can be created by copying a previous profile or just do a new one.

## **7.11.3 2023 QBA Regulations – Congress Entry Forms**

### **“Congress Entry Forms**

A copy of the electronic entry form or advertising flyer must be sent to the Webmaster for approval at least six weeks in advance of the event. In QBA Championship events or super congresses, the entry form/flyer must be approved by the QBA Tournament Committee chair. In cases where the entry form/flyer has minor changes such as date, cost etc., the Webmaster may approve the changes. The entry form/flyer must be sent to the Director of the event prior to publication. The form/flyer must include:

- ‘QBA Regulations apply’.
- That the event is subject to the terms of Policies as issued by the Q.B.A and the hosting Bridge Club, and current Queensland Health requirements and guidelines. (The Q.B.A.Health regulations are published on the Hervey Bay Club website to cover, all bridge played at Hervey Bay City Bridge Club including any Congress) Therefore, this item is not added to each flyer.
- The name of the director(s)
- Each day’s starting time which, once published, may not be varied.
- The format of the event if varying from the standard, see page 29.
- Scoring method for a pairs event e.g., ‘Butler Pairs’, ‘Cross-imp Pairs’, ‘Match point Pairs’, ‘Matchpoint Pairs converted to VPs’.
- Graded events – provide full details of grading and contingency plans. See page 29.
- Lunch arrangements
- Maximum number of tables the venue will hold if at all likely that number will be reached
- Systems permitted. See Pairs (page 21), Teams (page 26), QBA Championships (pages 34-44)
- For State events: Contestants entering an event are deemed to have agreed to abide by the Regulations and any supplementary regulations made by the tournament organisers as either:
  - posted on the QBA website prior to the start of the event; or

- by appearing on the entry form; or
- by announcement before the start of the event

Entry forms are being posted on websites of clubs prior to approval and this is not allowed. Entry forms must be published or approved by either Webmaster before you publish on your website let alone take entries.”

## **7.12 Weekly Duties of Cleaners**

### **Kitchen**

- Clean kitchen sink this should sparkle including the stainless steel plugs, taps and handle.
- Clean and disinfect all bench tops and splash back and wipe and disinfect cupboard doors and dishwasher door and fridge door and microwave door.
- Wipe all window ledges, clean skirting boards.
- Empty garbage bin and wash garbage bin if dirty.
- Vacuum floor and wash floor with cleaner and disinfectant.

### **Foyer**

- Empty garbage bin and wash garbage bin if dirty, disinfect lid of bin.
- Clean and disinfect water cooler it should sparkle when clean, disinfect plastic cup holder.
- Wipe and disinfect all window ledges and table and shelves and disinfect all door handles, clean skirting boards.
- Vacuum floor.

### **Main Room**

- Wipe and disinfect all window ledges and disinfect all door handles and 2 hand sanitizers.
- Empty garbage bin and wash garbage bin if dirty, disinfect lid of bin, clean skirting boards
- Clean and disinfect hot water urn.
- Vacuum floor.

### **Toilets**

- Completely clean and disinfect urinal, completely clean and disinfect all toilets and seats and bowl and flush handles, disinfect handles of toilet bowl brushes.
- Wipe and disinfect:-
  - all window ledges
  - all door handles
  - all soap dispensers
  - all paper towel dispensers
  - all hand rails.
- Clean and disinfect all wash basins and splash backs, clean skirting boards.
- Fill soap dispensers if needed, fill paper towels containers, and replace toilet rolls.
- Empty all garbage bins and sanity bin and wash bins if needed and disinfect lid of bins. □  
Vacuum floors and wash with cleaner and disinfectant.

**Sweep landing and wheelchair ramp and steps, clean window ledges on ramp, wash steps if needed.**

## **7.13 Dealing Instructions**

### **Dealmaster Pro Instructions**

If necessary plug in printer, dealing machine and computer. Turn on computer and printer.

Put only one sheet of paper into the printer.

Right click on Deal Master Pro.

Run as administrator. Left click (most clicks are left clicks)

Next screen: first box yes.

Create Random Deals for club play (top box) click

Non Batch mode click

Number of deals 36, OK

OK again,

Continue

NO

If the next screen says “For your information...” click OK

Next screen C and F need to be ticked if not already, OK

Output Files Option OK

Next screen: Name of BRI file box: eg. jan07 or feb1, click SAVE

Hand record OK

Print Hand record: click Format 2, click New, then enter into the bottom box the date those boards are dealt for, eg. Saturday 11<sup>th</sup> November, OK

Hand record for all four hands, OK

It will print automatically, if not Print? Yes

Turn paper over with the top towards you

Print again? No, wait, print will continue

(Put new sheet in printer)

Next screen: Put exact same date into Name of TXT file box, eg. jan07 or feb11 SAVE

Options: OK

To prepare the next day/box start again from “random deals...”/ non batch mode

When all five days are done next screen: Click “Close Dealmaster Pro”

NO to Backup

## **Dealer4**

Take dealer machine protector board out of machine.

Open dealer4 right click

Click on "Run as administrator"

(screen says, "Do you want to allow...") yes

Click file, click load, click date you want to deal, open, check deal number, ok

Click Deal, click show boards, check that North hand is the same on printed sheet and screen

Put cards into slot at right hand side of machine

Put board into Dealer4, check each time that the board has the correct number

Check that 13 card have been dealt

No, at end screen / close

**Please note:** when you have to redeal a board you must click previous and then next. The board number you are dealing again will show

To deal the next day start again from click file

## **Putting files on the web**

Press windows icon and the E button at the same time or File Explorer icon on the task bar and all the recent files should be displayed.

Select the files you have created by highlight the first one, pressing the shift key and then click on the last file. All the files in between should now be highlighted.

RIGHT click in blue area, click on copy (3<sup>rd</sup> from bottom)

Click C:drive (TIF0007900D (C)), left click

Comp score 3, double left click

Web, double left click

RIGHT Click on Deal files,

Paste or Ctrl + V

## **7.14 Beginner Lessons – Tutors Guide**

Currently Beginner lessons are held twice yearly. The first round is usually held early March to coincide with the beginning of the U3A (University of the Third Age) first semester.

### **Recruitment**

Recruitment has been through various avenues.

University of the Third Age (U3A)

Since 2020 the Club has offered Beginners Classes through the auspices of U3A. U3A hold their open day in February and the Clubs Bridge Tutors attend. The event is only in the morning and is held at the RSL. Contact for U3A is the Course co-ordinator, telephone 0431 366 264 or email

[HerveyBayU3A@yahoo.com.au](mailto:HerveyBayU3A@yahoo.com.au)

Over 50's Expo

For Senior's Week the Club usually get a stand. The club has recruitment posters for the stand. .

Flyers

Flyers are distributed at various locations around Hervey Bay and its environs. A list of places previously used is attached. The templates for the flyers can be found on the laptop used for Tuition (Bridge Tuition(F:)/Advertising). Flyers go out about a month prior to classes beginning. The recruitment rate from the flyers is very low.

Word of Mouth

Approximately 50% of recruitment come from word of mouth. A flyer is put on the Notice Board and the Directors are asked to mention the Beginners Classes at each session. This process should commence 3-4 weeks prior to classes commencing.

First Club Open day was held in June 2023.

### **Lesson Format**

Currently there are six lessons run over six weeks. Each lesson takes between 2 and 2<sup>1</sup>/<sub>2</sub> hours and are held on a Tuesday afternoon.

A PowerPoint presentation is used to explain the topic followed by pre-dealt hands to demonstrate particular aspects of the topic. Student Handout notes, Lesson Plan and PowerPoint presentations can be found on the laptop (Bridge Tuition (F:)/Beginners Lessons).

Currently offer Paul Marsden's "Introduction to Bridge" for reference reading. These may be able to be purchased at a discount price.

### **Additional Lessons**

Additional lessons on Preempts, Strong 2 Openings and Slam bidding are held twice yearly at an appropriate time after lessons have finished and the students have had experience in Supervised play. This student notes, lesson plans & PowerPoint presentations ca be found on the laptop (Bridge Tuition (f:)/Additional Lessons).

## 7.15 Master List

<b>AUTHOR</b>	<b>ID</b>	<b>NAME OF BOOK OR FLIPPER</b>
ACBL Series	A2	Defence - 2
ACBL Series	A3	Defence in 21st Century
ACBL Series	A4	Commonly used Conventions in 21st Century
ACBL Series	A5	Commonly used Conventions in 21st Century
ACBL Series	A6	More Commonly used Conventions
ACBL Series	A7	More Commonly used Conventions
ACBL Series	A8	Play of the Hand in 21st Century
Bird, D	B1	Famous Leads and Defences
Bird, D & Forrester, T	B2	Secrets of Expert Card Play
Brown, D	B4	Improvers Bridge
Brown, G	B5	Learn to Play Bridge
Burrie, J	B7	Director Speak English Please
Butts, J	B8	Opening other than One Bid
Butts, J	B9	Practice your Bridge
Butts, J	B10	Play Bridge a Workshop for the Absolute Beginner
Butts, J	B11	Play Bridge a Workshop for the Absolute Beginner
Butts, J	B12	Play Bridge a Workshop for the Absolute Beginner
Butts, J	B13	Partnership Defence
Butts, J	B14	Introduction to 2/11 Game Force
Cohen, L	C3	The Law of Total Tricks
Dick, R	D1	Common Bidding Mistakes to Avoid
Dick, R	D2	Common Bidding Mistakes to Avoid
Dunstan, H & Hook G	D3	Two Old Geezers tell you about Bridge
Grant, A	G2	32 Hands for Practice Bridge
Grant, A	G3	Bridge Basics 1, An Introduction
Grant, A	G4	Bridge Basics 1, An Introduction
Grant, A	G5	Bridge Basics 2, Competitive Bidding
Grant, A	G6	Bridge Basics 2, Competitive Bidding
Grant, A	G7	Bridge Basics 3 - Popular Conventions
Grant, A	G8	Bridge Basics 3 - Popular Conventions
Grant, A	G9	Improving your Judgement 1, Opening the Bidding
Grant, A	G10	Improving your Judgement 1, Opening the Bidding
Grant, A	G11	Improving your Judgement 2, Doubles
Grant, A	G12	Improving your Judgement 2, Doubles
Grant, A	G13	The Impact of Opening Leads against NT Contract
Grant, A & Butts, J	G14	Partnership Defence
Grant, A & Rodwell, E	G15	Bridge Maxims - Secrets of Better Play
Hardy,	H1	Two over One Game Force
Kantar, E	K5	Advanced Bridge Defence
Kelsey, H	K6	Test your Communications
Kelsey, H	K7	Bridge Wizardry
Klinger, R	K14	Playing to Win at Bridge
Klinger, R	K15	Acol Made Easy
Klinger, R	K16	Bidding to Win at Bridge
Klinger R	K16a	Bidding to Win at Bridge
Klinger, R	K17	Bridge Basics
Klinger, R	K18	Bridge without Error



Klinger, R	K19	Guide to Better Card Play
Klinger, R	K20	Guide to Better Bridge
Klinger, R	K21	Improve your Bridge Memory
Klinger, R	K22	The Bridge Player Who Laughed
Klinger, R	K23a	Winning Bridge Trick by Trick
Klinger, R	K23	Winning Bridge Trick by Trick
Klinger, R & Kambites, A	K27	Card Play made Easy
Klinger, R & Kambites, A	K28	Basic Bridge
Lawrence, M	L2	Winning Bridge Intangibles
Lawrence, M	L3	Hand Evaluation
Marston,P	M5	The Language of Bidding
Marston,P	M6	The Principals of Card Play
Marston,P	M7	Introduction to Bridge
Marston,P	M8	Introduction to Bridge
Mollo, V	M10	Bridge in the Menagerie
Mollo, V	M11	Winning Bridge with Menagerie
Senior, B	S1	The Amazing Book of Bridge
Silberstang, E	S4	Handbook of Winning Bridge

### FLIPPERS

Woolsey, K	2	Modern Defensive Signals
Lawrence, M	4	Balancing
Anderson, R	5	Counting
Hamman, R	6	Squeeze Play
Shuman, K	7	Drury
Anderson, R	8	Killing their No Trump
Anderson, R	9	Match Point Tactics
Bernstein, A	10	Splinter Bids
Klinger, R & Brightling, R	11	Extended Stayman
Sanders, C & T	13B	Swiss Team Tactics
Sanders, C & T	13A	Swiss Team Tactics
Grant, A.	17	Bridge at a Glance
Klinger, R	18	Basic Acol Bridge Flipper
Klinger, R & Brightling, R	19	Modern Duplicate Methods

### DVD's

Klinger, R	K29	Card Combinations for Declarer
Klinger, R	K30	Competitive Bidding 1
Klinger, R	K31	Competitive Bidding 2
Klinger, R	K32	Defensive Play
Klinger, R	K33	Opening Leads 1
Klinger, R	K34	Opening Leads 2
Klinger, R	K35	Signals and Discards
Klinger, R	K36	Tips on Bidding

## 7.16 Membership Application Form

### HERVEY BAY CITY BRIDGE CLUB Inc.

ABN 94 640 175 415

### APPLICATION FOR MEMBERSHIP

#### Applicant details

Surname: ..... Given Name: .....

Address: .....

Suburb: ..... Post Code: .....

Email: .....

Telephone: (H)..... (M).....

Date of Birth [day & month required] (ABF identification purposes only): .....

Please tick if you agree to have your phone number  and email address  published in the annual Club Program booklet. This booklet is distributed to all members as well as other clubs

#### Confirmation of Application

I hereby apply for membership of the Hervey Bay City Bridge Club Inc. and undertake to abide by the Constitution and By-Laws thereof.

Signature: ..... Date: .....

Proposer: ..... Signature: .....

Seconder: ..... Signature: .....

#### Emergency Contact Details

Name: ..... Contact No: .....

#### ABF Affiliation Status

ABF No: .....

- I have never been issued with an ABF number
- I do have an ABF number, but I am not currently registered.
- I wish to transfer my current membership from my home Club to this Club.
- I am a member of a Club outside of Queensland & want to be an Alternate Member
- I want to remain with my current Home Club in Queensland & be an Alternate Member

#### Financial Year Subscriptions

The Financial year is January to December

Home Club Member 1 year \$40.00

Alternate Member 1 year \$30.0

Payment Methods: (Please circle your method of payment)

Cash/Cheque/Direct Deposit (BSB 124088, Account No: 22647078 Ref: Your Name

#### Office Use Only:

Approved by Committee Management Meeting on \_\_\_/\_\_\_/\_\_\_ Secretary Signature: \_\_\_\_\_

ABF Notification \_\_\_/\_\_\_/\_\_\_ QBA notification \_\_\_/\_\_\_/\_\_\_ Date Paid \_\_\_/\_\_\_/\_\_\_

## **7.17.1 AGM Timeline**

### **FOUR WEEKS PRIOR TO AGM**

- NOTICE of AGM with date, time etc put on Notice Board
- Send Notice Of AGM to all members by email or letter
- Advise all members that submissions for discussion must be received by the Secretary 2 week prior to the meeting and must be signed by 2 members
- NOMINATION Forms made available to all members

### **TWO WEEKS PRIOR TO AGM**

- Take down Nomination forms, collate the forms under each Committee position and in alphabetical order. Nominations are now closed.
- Place Listing on Notice Board for all positions as nominated.
- Email all members of Nominations for all positions
- Post AGM Agenda and any written submission, signed by 2 members, for discussion at the AGM.

### **SECRETARY TO:-**

- Rule up Attendance book with a column for apologies
- Have a record registration book of Absentee Votes and forms available for anyone who requests same. Put in safe keeping. This must agree with the list on the wall. No Proxy Votes allowed.

### **BEFORE THE DAY**

- Treasurer will prepare copies of the Treasurer's report and also copies of the Auditor's Financial Report. 40 copies. Treasurer to ensure to have available a few full copies of auditor's full report for those Accountants in the Club.
- Copy Minutes of Previous year's AGM. 40 copies
- Print off a few copies of the President's report. This will appear in the next Trumpet.
- If a proposal for Life Membership - Copy sufficient voting forms for voting on Life Membership. This is a secret ballot.

## 7.17.2 AGM Nomination Form

### NOMINATION FORM – ELECTION OF OFFICE BEARERS

Hervey Bay City Bridge Club Inc. AGM Monday, ?? September 20?? at 12 noon

Print: Name: \_\_\_\_\_ to be nominated for the position of

Print: Position \_\_\_\_\_ for the upcoming year 20??– 20??

Print: Proposed by \_\_\_\_\_ Proposer's Signature: \_\_\_\_\_

Print: Seconded by \_\_\_\_\_ Seconder's Signature: \_\_\_\_\_

Signature of Acceptance by Nominee: \_\_\_\_\_ Date: \_\_\_\_\_

### NOMINATION FORM – ELECTION OF OFFICE BEARERS

Hervey Bay City Bridge Club Inc. AGM Monday, ?? September 20?? at 12 noon

Print: Name: \_\_\_\_\_ to be nominated for the position of

Print: Position \_\_\_\_\_ for the upcoming year 20??– 20??

Print: Proposed by \_\_\_\_\_ Proposer's Signature: \_\_\_\_\_

Print: Seconded by \_\_\_\_\_ Seconder's Signature: \_\_\_\_\_

Signature of Acceptance by Nominee: \_\_\_\_\_ Date: \_\_\_\_\_

### NOMINATION FORM – ELECTION OF OFFICE BEARERS

Hervey Bay City Bridge Club Inc. AGM Monday, ?? September 20?? at 12 noon

Print: Name: \_\_\_\_\_ to be nominated for the position of

Print: Position \_\_\_\_\_ for the upcoming year 20??– 20??

Print: Proposed by \_\_\_\_\_ Proposer's Signature: \_\_\_\_\_

Print: Seconded by \_\_\_\_\_ Seconder's Signature: \_\_\_\_\_

Signature of Acceptance by Nominee: \_\_\_\_\_ Date: \_\_\_\_\_

### 7.17.3 Listing of Nominations Received

<b>NOMINATIONS for AGM on Day Month Year</b>			
	<b>Nominee</b>	<b>Nominated by</b>	<b>Seconded by</b>
<b>PRESIDENT</b>			
<b>VICE PRESIDENT</b>			
<b>TREASURER</b>			
<b>COMMITTEE - In alphabetical order</b>			

### 7.17.4 AGM Ballot Paper

<b>Hervey Bay City Bridge Club Inc</b>	
<b>Ballot Paper</b>	
<b>Position</b>	
Mark the box next to the candidate of your choice. Only mark one box	
<input type="checkbox"/>	Abe Lincoln
<input type="checkbox"/>	Harold Holt
<input type="checkbox"/>	Diana Spencer
<input type="checkbox"/>	Donald Trump
<input type="checkbox"/>	Indira Ghandi
<input type="checkbox"/>	Julia Gillard
<input type="checkbox"/>	Bob Menzies
<input type="checkbox"/>	Hilary Clinton
<input type="checkbox"/>	Scott Morrison

<b>Hervey Bay City Bridge Club Inc</b>	
<b>Ballot Paper</b>	
<b>Position</b>	
Mark the box next to the candidate of your choice. Only mark one box	
<input type="checkbox"/>	Abe Lincoln
<input type="checkbox"/>	Harold Holt
<input type="checkbox"/>	Diana Spencer
<input type="checkbox"/>	Donald Trump
<input type="checkbox"/>	Indira Ghandi
<input type="checkbox"/>	Julia Gillard
<input type="checkbox"/>	Bob Menzies
<input type="checkbox"/>	Hilary Clinton
<input type="checkbox"/>	Scott Morrison

### 7.17.5 Scrutineer's Summary

## SCRUTINEER'S COUNT FOR COMMITTEE 20??

Scrutineers please write the number of votes for each nominee and list the top 5 only in order of the highest number of votes to the lowest.

### Committee Nominations:

- |                          |                |
|--------------------------|----------------|
| <input type="checkbox"/> | Abe Lincoln    |
| <input type="checkbox"/> | Harold Holt    |
| <input type="checkbox"/> | Diana Spencer  |
| <input type="checkbox"/> | Donald Trump   |
| <input type="checkbox"/> | Indira Ghandi  |
| <input type="checkbox"/> | Julia Gillard  |
| <input type="checkbox"/> | Bob Menzies    |
| <input type="checkbox"/> | Hilary Clinton |
| <input type="checkbox"/> | Scott Morrison |

### RESULT: Committee members for 20?? – 20??

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Policy Name	<b>Internal Hervey Bay City Bridge Club Inc. (HBCBC) Complaints, Grievances and Misconduct Policy</b>
Head of Power	Associations Incorporation Act 1981 (Section 47) Associations Incorporations Regulation 1999 (Part 3 Div 1 – Model Rules) HBCBC Constitution Section 12
Version Control	Version 1: Endorsement HBCBC Management Meeting (11/01/2023)

This Policy relates to managing internal conflict and resolution. It does not include conflicts arising from outside of the Club<sup>1</sup>.

## 1. DEFINITIONS

### a) Complaint

- i. A complaint is where a member of the Hervey Bay City Bridge Club Inc. ('the Club' or HBCBC) communicates to the HBCBC Management Committee (the 'Committee') that they are dissatisfied with a decision, action, or the conduct of a member of the Club, or a member of the Management Committee, or of the Management Committee.
- ii. The complaint process seeks resolution of matters involving the HBCBC; however, the Club reserves the right not to action complaints as outlined in Section 4(c) of this Policy.

### b) Grievance

- i. A grievance is where a member of the HBCBC perceives a wrong causing resentment or a feeling of being unfairly treated by another member of the HBCBC or by a Director (where it is outside of the Bridge Laws 2017, Australian Bridge Federation, or Queensland Bridge Association).
- ii. A grievance includes disruptive behaviour where a member subjects another member to significant rudeness, harassment, bullying, insinuations, profanity, threats of violence either during a bridge session, in relation to a Club matter, or on Club grounds. Bad manners or transient unpleasantness is not included in this definition.<sup>2</sup>

### c) Misconduct and Gross Misconduct

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<sup>1</sup> Complaints or grievances not covered by this policy include events hosted by other Bridge Clubs or conflicts involving the QBA, ABF or any supplier. Policy does not relate to events arising outside the Club.

<sup>2</sup> In line with Queensland Bridge Club Policy Managing Complaints



- i. Misconduct is defined as an unacceptable or improper behaviour not consistent with the Code of Conduct.
- ii. Gross Misconduct relates to serious illegal acts by HBCBC members including theft, fraud, physical violence, dishonesty, discrimination, harassment or an infringement of Club Rules and By-Laws.

**d) Disciplinary Provisions**

- i. Disciplinary provisions (Section 12 HBCBC Constitution) identify the range of outcomes and penalties that can be applied to breaches of the Rules and By-Laws.

**2. MAKING A COMPLAINT OR GRIEVANCE**

- a) Before a complaint or grievance is lodged, the complainant or grievant ('complainant') is encouraged to discuss the matter with the other party with a view to seeking resolution. If the complaint concerns bullying, harassment, or intimidation, then the complaint or grievance is to be lodged in writing to the Committee.
- b) If resolution cannot be achieved, the complainant may lodge a complaint or grievance via email or letter. This letter or email must include the name and contact details of the complainant and the other party.
- c) The complainant should send a written copy of their complaint addressed to the HBCBC electronically to [hb.bridge@gmail.com](mailto:hb.bridge@gmail.com) or by letter to PO Box 5092 Torquay.

**3. HANDLING A COMPLAINT, GRIEVANCE, MISCONDUCT OR GROSS MISCONDUCT**

- a) All complaints or grievances should be acknowledged within 3 working days, noting that the information has been received and will be forwarded to the Committee for consideration.
- b) All complaints or grievances must be recorded in the Confidential Complaint Register ('Complaints Register') managed by the Secretary or the Complaint Sub-Committee ('Sub-Committee') as determined by the Committee. The Complaints Register is confidential and not for general perusal and will not be released to any person outside the Committee. The Complaints Register will accurately record dates, names of complainant, initial assessment, allegations, and outcomes. The Complaints Register will be on the agenda and reviewed at each Committee meeting to ensure all complaints are being completed in a timely manner and successfully finalised.
- c) The HBCBC may choose to take no further action on a complaint if it is assessed that the complaint does not relate to a HBCBC matter, the complaint is more than 6 months old, the complaint lacks substance, is trivial, vexatious, frivolous or not made in good faith, the

complainant does not name the other party, or the complainant has not provided additional information when requested.

- d) When the HBCBC receives a number of vexatious complaints or grievances from the same member, the Committee may choose to issue a warning to the Complainant.
- e) HBCBC focuses on finding solutions or changing behaviour rather than attributing blame. The Committee will encourage informal resolution of complaints or grievances where possible. Informal resolutions of complaints or grievances include, identifying and agreeing on the issue and seeking a resolution. The resolution may include acknowledging the concern without further investigation or offering an apology.
- f) All parties have the right to be treated with respect and to be supported through the process.
- g) No committee member can participate in the management of a complaint, grievance or investigation into misconduct if a conflict of interest could be seen to exist. A conflict of interest includes; situations where the personal interest of the committee member conflict with the complaint, if the complaint relates to close personal relationships (spouse/de facto partner/parent/child/brother/sister etc) of the committee member, or in cases where the committee member may derive some personal or financial benefit.
- h) When dealing with a confidential complaint or grievance during a regular Committee meeting, a closed session<sup>3</sup> will be called by the President or Vice President<sup>4</sup>. Content of the closed session remains confidential and record keeping is done outside of the Minutes and is part of the complaints process.
- i) When the Committee agrees that the matter should be investigated further, they should refer to the Complaints, Grievance and Misconduct Management Procedure.
- j) The Complaints, Grievances and Misconduct Management Procedure ('the CGMMP') requires the permission of the complainant to be sought before a copy of the complaint can be provided to the subject of the complaint. If permission is not granted, a summary of the issues can be provided to the subject of the complaint.
- k) When a complaint grievance or incident of misconduct is investigated both the complainant and the subject will receive individual letters with the outcome.

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<sup>3</sup> A meeting within a meeting with its own rules and record keeping.

<sup>4</sup> To reflect individual right to privacy and reputation and the privacy principles regarding sensitive information.

- l) In instances where a member is the subject of multiple<sup>5</sup> complaints, or a member makes multiple complaints, the matter may be addressed by the Committee.
- m) If a complaint, grievance or misconduct can't be resolved using this process, the HBCBC can ask both parties if they would be prepared to undertake mediation with a recognised independent mediator with a view to resolving the matter. The mediated solution agreed by both parties is final and the matter considered resolved.
- n) All incidents of gross misconduct must be reported immediately to the HBCBC Committee in writing. The Secretary is to call a Special Committee meeting of the Committee as soon as possible (preferably within 7 days) to discuss the management of the issue<sup>6</sup>. Given the serious nature of these issues, external professional advice may be sought.

#### **4. WITHDRAWAL OF A COMPLAINT OR GRIEVANCE**

A Complainant may withdraw a complaint at any time during the process. If a complaint is withdrawn the complaint is considered void and is listed in the complaint registered as void. No further action will be taken in regard to withdrawn complaints unless exceptional circumstances exist (ie if the Committee determine the substance of the complaint could result in serious reputational or legal jeopardy for the Club). The content of withdrawn complaint will remain confidential.

#### **5. DISCIPLINARY PROVISIONS**

- a) Section 12 of the Constitution empowers the Management Committee to undertake disciplinary provisions in regard to members of the Club who fail to observe the Rules or By-Laws<sup>7</sup>; who commit an act deemed to bring discredit on the game of bridge or the Club or its Members.
  - i. Section 12 (b) identifies the range of actions available to the Management Committee in regard to breaches.
  - ii. If a member has initiated a complaint or grievance, in relation to the HBCBC no disciplinary action can be taken until the complaints' procedure has been completed.
  - iii. The Committee has the power to investigate any breach:
    - any investigation will undertake a fair hearing of the facts involved as outlined in the procedure;
    - the investigation will consider reliability and sufficiency in assessing evidence or allegations;
    - the investigation will observe the principles of natural justice; and

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<sup>5</sup> Multiple complaints in this policy is 3 or more.

<sup>6</sup> As outlined in Section 22 (f), (g), (l) of the HBCBC Constitution.

<sup>7</sup> By-Laws are written rules of conduct made through resolution and endorsement of the Management Committee and published to its members.

- each party is to be given an opportunity to be heard on the matter, including appointing a person to act on their behalf.
- iv. The Committee must comply with Section 47 (A)-6 of the Associations Incorporation Act 1981<sup>8</sup>.
  - v. The Committee has the power to demand and direct apologies, reprimand, censure, warn, restrict, suspend or expel a member deemed guilty of an offence as determined by an investigation.
- b) In the event that mediation is declined or fails, the Committee may:
- i. Send a letter of caution<sup>9</sup> regarding the inappropriate behaviour and outline the expectations required by the HBCBC
  - ii. Depending on the seriousness of the breach or the persistence of the behaviour, send a letter of censure<sup>10</sup>, concerning the inappropriate behaviour and outlining the consequences of persistent breaches, including the ability to demand and direct apologies, reprimand, restrict, suspend or expel a member.
  - iii. Should the behaviour continue, or should the person complained of prove unwilling to comply with the Rules and By-laws of the Club, the Committee may resolve to restrict, suspend or expel the member.
  - iv. In the event of Gross Misconduct, the Committee reserves the right to enact the most severe penalties including suspension or expulsion.

The rights of appeal under this Policy are in accordance with the Hervey Bay City Bridge Club.

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<sup>8</sup> Queensland Government, Associations Incorporation Act 1981, Part 5 Rules, Division 1, 47A Grievance Procedures  
[\[https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1981-074\]](https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1981-074)

<sup>9</sup> A letter of admonishment or warning requesting the recipient to avoid such behaviour.

<sup>10</sup> A letter expressing severe disapproval of the behaviour and identifying further consequences

Procedure Name	Hervey Bay City Bridge Club (HBCBC) Complaints, Grievances and Misconduct Procedure (CGMP)
Head of Power	Associations Incorporation Act 1981 (Section 47) HBCBC Constitution Section 12 Hervey Bay City Bridge Club (HBCBC) Complaints, Grievances and Misconduct Policy
Version Control	Endorsement HBCBC Management Meeting (12/04/2023)

## Managing Complaints

This procedure outlines the steps to be taken to resolve complaints, grievances and allegations of misconduct received by HBCBC.

Investigations will follow the principles of natural justice, including providing each party a fair hearing and ensuring evidence is assessed based on credibility, reliability, and sufficiency.

### Procedure Complaints, Grievance or Misconduct

#### 1: Complaint received

- a) Complaints, grievances or reports of misconduct can be received in writing. Members of the Management Committee ('Committee') receiving a complaint should refer it to the Management Committee President ('President') for action.
- b) The correspondence will be acknowledged within three (3) working days.

#### 2: Assessment and initial actions

- a) On receipt of a complaint, grievance or misconduct the President will make an initial assessment. Should the issue concern the President, the Vice President will make the initial assessment. The assessment process will:
  - i. Determine the elements and any potential breach of Rules or By-Laws.
  - ii. Identify if it is a complaint, grievance, or misconduct.
  - iii. Consider any conflict-of-interest concerns.
- b) The President or Vice President may consult the Committee and refer it to a Sub-Committee if required.
- c) The President, Vice President or Sub-Committee can undertake initial inquiries.
  - i. Review known facts and any documentary evidence available.
  - ii. Present the outcomes of the review to the Committee for consideration and action.
  - iii. The review outcomes should include any findings and recommendations.
- d) Should the President, Vice President or Sub-Committee determine further inquiries are necessary.
  - i. They will ask the Complainant's permission to share information with the Subject of the complaint.
  - ii. If permission is denied by the Complainant, the President, Vice President or Sub-Committee will prepare a summary of the complaint for the Subject to respond to.

#### 3: Disruptive behaviour and insubstantial matters

- a) Under Section 4 (d) of the Policy 'no further action' may be taken for an issue assessed as not relating to HBCBC; involving a complaint more than 6 months old; and when a complaint lacks substance, is trivial, vexatious, frivolous, or not made in good faith.
  - i. If no further action is necessary a letter will be sent to the Complainant explaining the decision.
  - ii. The Subject of the complaint may not be advised if the complaint is deemed frivolous, vexatious, not in good faith and dismissed without further action.
- b) Disruptive behaviour during play or in the Club should be dealt with by the Director of the Day.
  - i. Any player leaving a session before its conclusion without offering an explanation to the Director, or arranging for some-one else to explain on their behalf, may be suspended from sessions until the next Management Committee meeting.
  - ii. Persistent disruptive behaviour may be referred to the Committee.
  - iii. Referral to the Committee is at the Director's discretion.

*4: Dealing with Non-Urgent Complaints, Grievances, or Misconduct (do not need immediate resolution or are unlikely to result in disciplinary action)*

- a) If the matter is non-urgent the Committee can investigate based on written submissions only.
  - i. The Committee will advise the Subject and the Complainant of the decision to progress using written submissions.
  - ii. Both parties will be invited to provide written submissions.
  - iii. The Committee or a delegated Sub-Committee may seek additional information, including face to face interviews or documentary evidence, if required.
- b) A Sub-Committee can be formed to review submissions and provide a report to the Committee.
  - i. The final decision must be endorsed by the Committee through a vote.
  - ii. Personalised letters will be sent to both the Complainant and Subject outlining the decision.
  - iii. Correspondence between the Committee and the Complainant or Subject are confidential and will not be disclosed further.
- c) As outlined in Section 12 of the Constitution a member charged and notified in writing with a breach of the Rules or By-Laws has the right of answering the complaint by appearing before the Committee.

*5: Dealing with Urgent Complaints, Grievances and Misconduct (require immediate resolution or are likely to result in disciplinary action)*

- a) On receiving an urgent complaint, grievance or report of misconduct, a Special Committee meeting of Committee members will be held as soon as possible (within 7 days) to discuss management of the issue.
- b) The Committee may appoint individual members or form a Sub-Committee to manage the investigation.
  - i. With appropriate approval, both the Subject and the Complainant, will be advised of the investigation.
  - ii. The Complainant or Subject may appoint a person to act on their behalf if they so choose.
  - iii. The Complainant will be asked to provide any additional information about their complaint in writing or verbally.
  - iv. The Complainant may bring a support person to any face-to-face meetings.

- v. The Subject, having been advised of the allegations, may provide a written or verbal response.
  - vi. The Subject may bring a support person to any face-to-face meetings.
  - vii. A support person provides emotional support, takes notes, or requests breaks during a meeting. The support person does not take part in discussions or speak on behalf of the Complainant or Subject.
- c) The Committee may interview additional persons able to provide information relevant to the investigation.
  - d) The Committee may collect further information in relation to the investigation, including documentary evidence or witness statements.
  - e) A written record of meetings with the Complainant, Subject or witnesses will be made.
  - f) At the conclusion of the investigation a written report will be provided to the Committee. The report will include:
    - i. scope of the investigation,
    - ii. facts uncovered in the investigation,
    - iii. if the allegations were substantiated or unsubstantiated, and
    - iv. recommended actions.
  - g) The final decision, endorsed by the Committee through a vote, will be sent individually to both the Complainant and Subject in writing.
  - h) Correspondence between the Committee and the Complainant or Subject are confidential and will not be disclosed further.

*6: Additional steps when dealing with Gross Misconduct (incidents of fraud, theft, sexual assault or behaviour that threatens the safety, health and reputation of members, are injurious or prejudicial to the Club or Association; or involve serious indictable offences)*

- a) A Special Committee meeting of the Management Committee will be held as soon as possible.
  - I. Given the serious nature of an allegation of gross misconduct the Committee may engage legal advice regarding liability.
  - II. In clear cases of criminality (theft, fraud, assault), the Committee may make a police referral.
  - III. If a police referral is required all investigative activities will cease and the Committee will cooperate fully with any requests from police.
- b) If the Special Committee meeting determines the matter is disciplinary (harassment or failure to comply to Rules or By-Laws) the investigation will comply with the investigation standards set out in Section 5 b-g.
- c) If the Subject is found to have committed gross misconduct, they will be advised in writing of the nature of the gross misconduct, the disciplinary provisions being applied, and the appeals process.

*8: Appeals*

- a) A Member found to have breached the Rules or By-Laws or engaged in misconduct or gross misconduct has the right to an appeal.
- b) As outlined in Section 12 of the Constitution a member charged and notified in writing with a breach of the Rules or By-Laws has the right of answering the complaint by appearing before the Management Committee.

- c) Pending the determination of such appeal the member shall be allowed all the Membership privileges accorded to their class of Membership.
- d) No Member shall commence any action against the Club, the Management Committee (collectively or individually), or against any Club Member until all processes provided by the Rules, By-laws or the avenues of appeal to the Committee and Special General Meeting have been exhausted.
- d) A Member found guilty of an offence has the right to request the Secretary call a Special General Meeting of the Club for the purpose of dealing with the appeal.
- e) If the Secretary receives a notice of intention to appeal, the Secretary must, within 14 days after receiving the notice, call a Special General Meeting to decide the appeal and allow 14 days' notice of the General Meeting to participants as per Section 27 of the Constitution.
- f) An appeal to the Special General Meeting should:
  - ii) allow the appellant to present their case to the Special General Meeting and the Management Committee to present the grounds for their decision;
  - iii) the Special General Meeting will hold a secret vote, for or against the appeal, with a majority vote being needed to resolve the matter;
  - iv) the President or Chair has the deciding vote in the event of a tied vote; and
  - v) the decision of that meeting will be final.



## Fees Policy

<b>H.B.C.B.Club Policies and Procedures</b>	Associations Incorporation Act 1981 (Section 47) HBCBC Constitution Section 10, Section 14, Section 21, Section 26
Version Control	Endorsement HBCBC Management Meeting (14/06/2023)

1. Hervey Bay City Bridge Club charges membership fees, table fees and congress fees.
2. Membership fees:
  - Membership fees are to be reviewed by the Management Committee prior to each Annual General Meeting.
  - The Management Committee can raise a motion at the AGM to amend the membership fee for all classes of membership.

The motion must receive a majority vote.

### Membership fees:

- Membership fees are to be reviewed by the Management Committee prior to each Annual General Meeting.
- The Management Committee can raise a motion at the AGM to amend the membership fee for all classes of membership.
- The motion must receive a majority vote of members present at the AGM to be endorsed.
- Membership fees must be paid by 31 January each year, failure to pay membership fees within one month may result in cancellation of membership.
- Membership fees are only refundable if a membership application is rejected.

### 3. Table fees:

- Table fees can be amended by the Management Committee as required.
- Table fees are charged based on the class of membership (supervised, home, dual, temporary, or visitor).
- Table fees are to be paid at each session and are not refundable.

### 4. Congress fees:

- The Management Committee can set or amend congress fees as required.
- As a recognised Australian Bridge Federation (ABF) or Queensland Bridge Association (QBA) event congress fees can be paid by via MYABF or directly via bank transfer to the Club.
- The Management Committee will designate a cut-off date for automatic refunds for a congress.
- Cut-off dates for automatic refunds will be included in congress advertising.
- Congress fees paid through MyABF will be subject to the refund policies of the ABF.
- The Management Committee will consider applications for refunds after the designated date in exceptional circumstances.

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