

## **Update from the QCBC Board**

### **Dear Members**

The Board has been busy and its time to update you on a few issues:

### **New payment methods – electronic and cash – COMING SOON**

One of the most common requests from you, our members, is an option for electronic payments. However, some members are very keen to retain cash payments. The Board has decided it is the right time for us to introduce electronic payments while also retaining an option for cash payments. We are exploring a combination of 3 types of payment– cash, eftpos and MyABF credits. We believe this combination will allow all players to access payment methods that suits them. We expect to trial the new payment arrangements in one session (probably Thursday morning) to work out the new procedures and then roll out the new procedures one session at a time. Chris Newbery has kindly agreed to coordinate the planning and rollout, working closely with Toni and Terry Clarke. There will be lots of information and assistance for those of you who are ready to try out the new methods but need a bit of help to get set up. At the completion of this transition, we will cease issuing vouchers and accepting direct debit payments. For the moment, this is simply a first announcement. We will keep you informed as our planning progresses.

### **Rear Car Park Safety Issues**

The carpark behind the Club is prone to significant water flow after rain events, especially from the residential properties behind the carpark where there is a high retaining wall. With all the waterflow, the carpark surface is very uneven. This is a safety issue – there have been a couple of driving challenges and at least one person fell over on the uneven surface. It is a Board priority to get the carpark graded in the first instance (if you know anyone that does grading/earthworks please tell Toni about them). It is also important that we look at the related safety issues including drainage, lighting, and disability access. We are working to develop a plan around these issues. We will need to secure some funding assistance for these works as it is outside our current financial capacity.

### **New bookkeeping/financial arrangements – big thank you to Barry Williams**

Barry Williams has very kindly provided an accountancy and bookkeeping service to QCBC for many years. It has been an extremely generous contribution to the Club. Barry will continue to be a loyal QCBC member but has decided that it is time to hang up his accounting hat for QCBC. We owe Barry a huge debt of gratitude for everything he has done for the Club, and on behalf of the Board, I want to make a very public thank you to Barry. He will finish up this work at the end of the Financial Year.

We need to appoint a bookkeeper in the very near future. We have decided to approach QCBC members first as we believe that some of you have book-keeping expertise and/or know someone who could do this work. The Club has a relatively low volume of transactions so the work could probably be managed effectively on a fortnightly basis. We are working towards introducing a new accounting software package and would seek assistance in setting this up. We also need a communication point with ATO for super and BAS payments and any related taxation matters. Please talk with Toni for more information or submit a short Expression of Interest.

## **Resignation of Rachel Langdon Board member and appointment of new Board member, Rowan Ward.**

Our sincere thanks go to Rachel Langdon who has served as a Board member for nearly 3 years. She has personal commitments that require her attention so decided to step down from the Board. Rowan Ward joined the Board at its April meeting as a new Director. The term of his appointment is till the next AGM (October) as this is when Rachel's current 3-year term expired. Rowan has extensive experience as a Director on private sector boards. He is a relatively new player and brings the perspective of new players. He is also a member of Noosa Bridge Club so has some useful insights about their operations. Welcome Rowan

## **Code of Conduct, Complaints Policy, and Whistle-blower Policy**

Policies and procedures are uninteresting to most members most of the time. However, if you are the subject of offensive communication or behaviour, or you detect some corrupt practices you may want to familiarise yourself with the related policies and your options. Fortunately, most of our members and visitors share a commitment to making QCBC a warm and friendly place to play bridge (while retaining your competitive spirit of course). However, it is important that you feel confident to report any offensive or concerning behaviour and know that it will be addressed with respect and confidentiality.

The Board has approved a new Code of Conduct and Complaints Policy and introduced a Whistle-blower Policy (an ASIC requirement). They are posted on the QCBC website, and the Code of Conduct is displayed in the playing room. The Code of Conduct includes a new provision regarding infectious diseases (cold, flu, COVID etc). We ask members to stay away from the Club if they have an infectious illness and Directors can ask an unwell player to leave the Club. Many of our members are vulnerable to these illnesses and it is important that they feel safe and welcome to play at the Club. Thank you for your understanding and support to keep QCBC safe and welcoming.

## **Where would we be without volunteers? A moment of appreciation**

QCBC would grind to a halt if our volunteers ceased their support to the Club – dealing, directors, scoring, kitchen duties, help organizing events, repairs and maintenance, IT support, Board members, mentoring developing players...and many more contributions. It is volunteer week from 26 May so we plan to thank our volunteers at an event on Tuesday 28<sup>th</sup> May (after the morning session) and in a short break during the evening of Tuesday 28<sup>th</sup> May for those who can't come during the day. If you know someone who should be recognized, please remind Toni about their contributions. If you are a volunteer, please accept this invitation to attend a thank you volunteers event. More details soon

The Board is undertaking a lot more work in the background, but I believe these are the highlights.

Your questions and comments are welcome.

Best wishes

Annette Hogan  
President