

## **President's Patch #1. April 2016**

At the AGM on 18 March a new Committee was elected. The Committee now is:

President: Graeme Thomson

VP: Mereana Cullen

Treasurer: Debbie Marcroft

Secretary: Liz Burrows (also Tuesday night rep)

Elected members: Ken Bateman, Tony Clear, Julia Flavel, Alistair James, Denise Servante, Jan Whyte. Session rep members: Duanne Griffin (Thursday night rep), Kay Townsley (daytime rep). A Monday night rep is still to be appointed

Ross is taking a well earned sabbatical from the Newsletter. However, one person's pet peeve was lack of communication from the Committee. The President's Patch is intended to resolve that pet peeve and will be circulated on a semi-regular basis.

### **Change or be changed**

Change is coming, like it or not. In 2015 NZCBA released a marketing video in which the key message was that Clubs needed to "embrace change". Late last year a group approached me to run a change process. I accepted on the basis that they were committed to such change and would be proactive in implementation. Why do we need change?

Look at NZ Post. For years a quiet drift off in mail volumes, -1-2% per year, nothing to get too excited about. Then the cliff was reached, the decline is now -10-15%. NZ Post did not prepare for this (well, it was handcuffed by government ownership) and is now playing catch up. PNBC has been facing the same sort of quiet drift off as NZ Post. We haven't reached the cliff yet, but you can see it in the headlights. We need to prepare for this and to delay reaching the cliff for as long as possible.

This means we not only have to be very active on recruitment but also we have to provide the highest quality entertainment possible to retain people and increase the desire to attend regularly. Particularly disappointing for the incoming Committee is that the highly successful recruitment drive in 2015 hasn't resulted in improved table numbers in Junior room 2016, ie we haven't retained these new recruits.

The first Committee meeting established a change in the way the Committee is going to function. It is now more like a governing body, with Subcommittees being developed to carry out many of the issues that previous Committees dealt with. Subcommittees can comprise both Committee members and non committee members, so don't be surprised if you are "shoulder tapped". Ray Kemp has agreed to be a member of the Conduct SubCommittee and the Sessions SubCommittee, while Andrew Brodie has agreed to be on the Recruitment and Retention Subcommittee.

Any suggestions you have to improve the Club should be given to your Session Rep, recorded in the Suggestions Book located near the phone, or emailed to the Club.

### **Pet Peeves**

With a membership of near 200 competitive people, some interpersonal issues are going to be inevitable. We don't want people to grumble to themselves. They might stop coming, and worse, others may hear the grumble and also start grumbling. So we have established a position of

Recorder. Go to the Recorder and tell them your grumble, and the Recorder will try to resolve the situation. This is a strictly confidential arrangement, the Recorder cannot release your name to anyone. The Recorder can elevate the issue, if serious enough, to the Conduct SubCommittee, but even then “whistleblower” name protection is in force. The Recorder is a ‘delicate’ position and needs someone filling the role who is known to and has the respect of Club players, I can’t think of anyone more appropriate than Ross Quayle, and fortunately Ross has agreed to be the inaugural appointee. Please use his services.

Separately, Bob and Ev Hurley have agreed to a Consultancy arrangement whereby anybody with a grievance against the Club, Committee, NZCBA, or individuals can consult them about the issue and they can help resolve or assist with progressing the claim. Equally it may be someone who is being claimed against that could make use of their services.

### **From the Subcommittees**

Social: The Butler Pairs “Play the Odds” night on Tuesday night, which was a play some hands cum social cum “post mortem with deal notes” was a great success, and likely to be rolled out to the other nights.

Recruitment and Retention: A drive for new players is now underway for the Beginner lessons starting May 2. One new initiative for this is a group playing some deals in the foyer at Te Manawa on Sunday April 24, 1.00 – 4.00 pm. There is now a LIBRARY CATALOGUE in a black clear file on the grey box next to the cupboard in the back room. All books are listed alphabetically by author as they are placed on the shelves. Some books are also listed separately according to the coloured dots on them: Red Dot = Recommended for Juniors, Yellow Dot = Recommended for Intermediates and Green Dot = Recommended for Entertainment. Ray Kemp has now taken over responsibility for the Library.

Admin: Lorraine has agreed to the Administrator role for a further term.

Sessions:

Hosts. Monday night host Roz Walton has had to relinquish this role due to ill health. Julia Flavel has agreed to be acting host in the interim.

Teams. The Sessions SubCommittee has elected to cancel the Teams on Monday night, which were scheduled to start in July. It’s replacement will be notified soon.

Handicaps. A new simplified handicap system is being trialled for the Thursday night handicap teams Stubbs Trophy starting in April. I designed it, so blame me!

Finance, Legal, Health & Safety: We now have an AED defibrillator installed. We would like as many as possible to familiarise themselves with the procedure. It is simple, and there voice instructions to follow. But a look at a 3 minute video on the St John website would be beneficial.

Maintenance: Those grubby chairs will soon be history. An \$8,000 order has been placed to fully kit out both rooms with backs, seats and armrests. A grant of \$5000 was obtained. But beware, those with power drill/screwdriver capability may be shouldered for a working bee to install.

Graeme Thomson