

2024 Members Satisfaction Survey

The participation of our members in the recent Satisfaction Survey has been invaluable, and we extend our heartfelt thanks to each participant.

The insights gathered have been examined by both the General Committee and the Match Committee, ensuring that the collective voice of our members, guides our decisions.

Recognizing the importance of consensus, we have prioritized actions based on the recurring themes in your feedback.

This collaborative process is vital to our continuous improvement and commitment to serving the needs and expectations of our membership.

1. Annual General Meeting

Acknowledging the feedback regarding the Annual General Meeting (AGM), it is clear that members are seeking a more engaging meeting. To address these concerns, AGMs will be structured to include verbal presentations from Office Bearers, ensuring that their reports are not only delivered but also discussed. Additionally, ample time will be allocated for members to raise and deliberate on issues they find significant.

2. Communication

The feedback highlighting the communication gap between the Committee and its Members is being actively addressed. The Committee's commitment to enhancing interaction is evident in the implementation of several key initiatives. Newsletters will serve as a regular update on ongoing activities and achievements, ensuring Members are well-informed of the Committee's efforts. The Latest News section on the website will provide timely and relevant information at a glance. For urgent matters, direct email communications will be utilized to convey critical information promptly, ensuring that all Members are aware of pressing issues as they arise. These measures are expected to foster a more connected and informed community within the Club.

3. Members Induction

Feedback indicated that the Club could Improve the induction process for new members. The Committee are looking to put together a more comprehensive welcome package, schedule detailed information sessions that cover all aspects of the Club's activities and introduce a mentorship system where seasoned members serve as Course Ambassadors. These ambassadors would provide personalized guidance, answer questions, and help new members integrate into the community.

4. Club Website

Feedback has highlighted the necessity for a website modernization to align with current web design standards. As the Committee prepares for an upgrade to the Tier 1 MiClub system, a full review and update will be undertaken of both the Club Website and Facebook page after the proposed upgrade has taken place.

5. Golf – Divisions and Grades

The feedback received highlighted the concerns of some members about the distribution of playing numbers across each division and/or grade. In response, a review of the Ladies Divisions was conducted, resulting in the implementation of measures aimed at balancing the playing field. This initiative is expected to foster a more equitable competition environment. Furthermore, the Match Committee has committed to a more frequent and diligent monitoring of the playing numbers within divisions and grades, ensuring that the integrity and fairness of the competition are maintained.

6. Golf Programme

Golf Competitions - In response to the feedback requesting varied golf events, the Match Committee will consider the addition of some different competition formats to next year's schedule.

More Golf Competitions - The Match Committee has noted the interest from several members to increase the number of Competition Days, with a particular suggestion to make Wednesdays and Thursdays inclusive for both men and women. Although the initial proposal for a combined competition on these days was not met with favour by the majority of women, the Committee is actively seeking alternative solutions. Current negotiations are underway with Billy Minns for the possibility of the Pro Shop hosting competitions throughout the week. Members can expect to receive updates on these developments as the outcomes are finalized.

Nearest the Pins - The decision to revise the Nearest the Pins (NTPs) competition on Wednesdays to include two divisions provides a more tailored and competitive experience for male participants. Maintaining the existing format for Saturdays ensures inclusivity, allowing both men and women to compete together.

Slow Play - Match Committee is committed to addressing the issue of slow play. The Committee's reminders serve as a foundational step in highlighting the importance of pace. However, to effectively manage and mitigate this issue, a multifaceted approach is required. This would include implementing a structured penalty system for repeat offenders, providing educational resources on pace of play, and the introduction of a Pace of Play Policy. These measures, combined with clear communication of expectations and consequences, will hopefully foster a more respectful and enjoyable environment for all players. Ultimately, the goal is to enhance the experience without compromising the spirit of the game.