



Operational Handbook

As an incorporated, not-for-profit organisation, Torquay Bridge Club Inc (the Club) operates in accordance with our Club Rules, which are the Consumer Affairs Victoria Model Rules, 2012, herein referred to as the Club Rules.

The purpose of this document is to supplement the Club Rules by documenting the Club's operational processes, policies and procedures. This document is designed to be a 'living' document which will change as the Club changes. Changes may be made to this document by the vote of a simple majority at a General Meeting of the club, however any change that in effect changes or contradicts the Club Rules (Model Rules) will require a 75% majority. Any full member may propose the change with appropriate notice.

Operational Processes and Procedures

The Club runs multiple sessions each week. All face-to-face play is held at Oak Tree Place in Anderson Street, Torquay (OTP). Face-to-face duplicate play is held on Monday and Wednesday afternoons, with expanding membership other sessions may become necessary due to space constraints at OTP. Online bridge is played on the Realbridge platform on Thursday evenings. The Club is affiliated with the ABF, the Victorian Bridge Association (VBA) and the Western Region Bridge Association (WRBA).

1. Activity Roles – all roles provide advise to the Committee as required

Ø ABF Liaison

This role liaises between the ABF and the Club by enrolling new members, cancelling non-financial members and processing correspondence to and from the ABF.

Ø Afternoon Tea Coordinator

This role includes purchasing and transporting tea, coffee, peppermint tea, milk, sugar, sweet and dry biscuits, and gluten-free biscuits, ensuring that there is always a sufficient supply for all face- to-face sessions. The co-ordinator needs to arrive early to set up and turn on the dishwasher. The dishwasher needs to be cleared at the end of the session, provisions returned to the locked Club cupboard and the kitchen left as originally found. Recycling is also part of the kitchen duties.

Ø Dealers

A team of volunteers organized by a coordinator deal the cards for each week. Dealing normally takes place after the Monday afternoon session for the following Wednesday and Monday. The coordinator organises the dealing roster and manages concerns or issues. A hard copy of the dealing instructions is located with the dealing machine and a soft copy of those instructions is on the Club laptop in the *Deals* folder.

Ø Directors

The Club has several Directors, one of whom is their coordinator. The Directors organise their own roster to ensure that a Director is present at all duplicate sessions, both face-to-face and online. The Director sets up the movement in the scoring program making sure a minimum of 24 boards are played, launches the Bridgemates, manages the play and scoring, and posts the results of each session to the Club website. The Director also adds new members and visitors to the Club database and includes their ABF number if they have one. If a visitor does not have an ABF number, they can play on the day but their name and contact details need to be given to the Coordinator of Directors before they play again with the Club.

The Coordinator of the Directors also ensures submission of each session's Masterpoints to the ABF at the end of each month, imports the ABF membership list on a monthly basis, backs up the computer on a similar regular basis and refers to the Masterpoints manual (on the ABF website), when needed. The detailed running of the scoring program can be found on the Club laptop in the *Compscore2* folder. The coordinator also converts the Realbridge files to a csv file which our scoring program requires, to load our Realbridge results to the website if there are enough players of Realbridge to qualify.

Hard copies of the movement and scoring instructions are located with the laptop and a soft copy of those instructions is on the Club laptop in the *Compscore* folder.

Ø Education

The Education role for the Club comprises both the teaching of beginner classes, and post beginner classes. This person also finds experts to teach bridge sessions on specific topics in particular for intermediate and advanced players.

Ø Marketing

The Marketing role requires contact with local media and community organisations to promote the Club and attract new members. It includes the provision of flyers and billboard notices, press releases and visits to community organisations in the Torquay, Bellbrae, Aireys Inlet and Anglesea areas.

Ø Membership Register

A Committee member who updates and maintains the membership register recording any new member or affiliate's details. Including their name, telephone number, email address, street address, date of joining, emergency contact details and whether they have a badge or not and member or affiliate status. If the new member is to be an affiliate the home club is recorded. Records must be kept for an additional 12-month period in the membership register of name and details of members who have ceased to be members either through nonpayment of fees or through written resignation.

Ø Social Events

The Social Events organiser initiates and organises social occasions and celebrations for the Club, with support from the membership as required.

∅ Standby Roster

At the end of each year or at another regular interval that suits, the Standby Roster Co-ordinator generates a Standby Roster for the face-to-face duplicate sessions for the coming year. In our inaugural year of running a standby roster, only members and no affiliates were rostered for two sessions each. Members living at a distance may do just one session each year. If a person on standby is asked to play at the session, they do not pay the table fee. If they attend but do not play, they are given a table fee voucher.

Before sending a copy to all members, the Roster Co-ordinator must check that everyone on the roster agrees to have their phone number shared with the Club membership. The original standby document is held by the Roster Co-ordinator. The Standby Roster operation includes two members who act as *Reminders*, one for Monday play and one for Wednesday play. Each week the *Reminders* call the members who are on standby that week. If members wish to change their allocated dates, they need to do this themselves and then contact the relevant *Reminder*.

∅ Supervised Play

As required, several members of the Club occasionally offer supervised play to the Club beginners either online or face-to-face. The day of this session can be varied with the needs of the club.

∅ Table Fee Collection

Table fees are collected at face-to-face sessions on the day of play. The club is moving toward collection by the myABF facility, but these recordings must still be made to reconcile the different payments. The takings are recorded on a “Torquay Bridge Club Door Takings” slip. On this document, cash taken, membership subscriptions paid, vouchers submitted, and vouchers purchased are noted. Once collected, the total of the cash for the day is confirmed and signed (on the takings slip) by two people, one being the Treasurer or delegate and one being any member of the Club.

After verification of the money collected, the money is to be deposited into the Club bank account no later than five working days after receipt of the cash.

A box with a supply of door taking slips, spare vouchers and petty cash (up to \$20) is kept in the locked cupboard at the Club.

The door taking slips are kept by the Treasurer as a record of the amount collected.

Realbridge “table fees” are collected at the end of each school term. Members generally pay by electronic transfer to the Club bank account.

2. Annual Competitions and Awards

The Club holds four annual Championship events. These events are open only to Club members and affiliates and are played for red masterpoints. They are:

- the *Beginner's Championship*, which commenced in 2022, for those with ten or less masterpoints;
- the *Novice Championship*, which commenced in 2022, for those with 50 or less masterpoints;
- the *Open Championship*, which commenced in 2022, which has no masterpoint limitation
- the *Teams Championship*, which commenced in 2021.

The *Oaks Challenge* is held over a nine month period is held on a Monday of each month from March to November inclusive. To be eligible, individuals have to play with six different players during the nine possible sessions. For those who play with a different partner more than six times during the designated sessions, their best six scores will be counted. For 2025 those players with over 100 Masterpoints at the commencement of the competition will have to play at least 3 of their 6 counted scores with a player who has 20 or less Master points at the commencement of the competition. The winner of the event is the person who scores the highest average percentage across their best six sessions. The winner will be announced at the Club's Annual Christmas party.

The annual President's Award is given at the discretion of the President and is given to a Club member who has provided an excellent service to the Club. The winner will be announced at the Club's Annual Christmas party.

3. Committee Roles

The Club Rules state that at a minimum the Committee comprises a President, a Vice President, a Secretary, a Treasurer.

The role of the Committee is to manage the Club in accordance with the Club's Rules, The Mission, Values and Aims, and this Operational Handbook and abide by the legal requirements of an Incorporated Association. It therefore has the power to make binding decisions on behalf of the Club which are not subject to review by the membership. However, the Committee should report to their members on decisions made that they consider warrant reporting and seek member views on any matters that may be considered contentious.

Nominations for committee positions are called for prior to each Annual General Meeting (AGM). All positions are declared vacant at the AGM.

Committee members are eligible to be signatories to the Club bank account and privy to the password for the Club email account. Committee members need to be familiar with and abide by the Club's Rules and uphold the Club's Aims and Values. Below are the Role descriptions for each of the Committee positions.

Ø President

The President is responsible for the leadership of the Club. The President has the following duties:

- in conjunction with the Secretary, arrange for Committee meetings, the Annual General Meeting (AGM) and Special General meetings (SGM) as required.
- chair these meetings, including taking non-agenda items at the end of the meeting.
- welcome visitors and new Club members and affiliates to the Club.
- regularly communicate with the Club membership – via email messages and making announcements at playing sessions.
- in conjunction with the Treasurer, liaise with the Oak Tree Place committee.
- purchase badges for new members as required.
- in conjunction with the Marketing Coordinator, contribute to and review marketing materials for the Club.
- in conjunction with relevant Club members, seek to solve any issues arising for the Club.
- determine the recipient of the President's Award.
- Assist in finding partners for those who don't have regular partners.

The following are optional activities which the President may choose to carry out or may delegate to other Club members:

- Club activities such as teaching, running competitions, developing the standby roster, dealing, directing etc.
- Liaise with the Welfare Officer where special needs arise.
- assist people to play at the Club – for example, helping them to find transport, or sit in a particular direction.

Ø Vice President

The Vice President's role is to:

- chair Committee meetings or General meetings in the absence of the President.
- assist the President in the execution of assigned duties.
- update the website as required, including photos.
- ensure the updating of the membership form after the AGM, as required
- attend Committee meetings as required.
- overseeing the membership roster.
- liaises between the ABF and the Club by enrolling new members, cancelling non-financial members and processing correspondence to and from the ABF.

Ø Secretary

The Club Secretary carries out the following activities:

- access Gmail Correspondence and maintain the account.
- in conjunction with the Committee members, set the agenda for these meetings.
- when a Membership request is received by email:
 - -forward the request to the rest of the Committee for approval.
 - -when the Treasurer confirms that fees have been paid, email the Vice President and the new member/affiliate's email address to the Gmail account contacts and the members group.
 - -print the form and give to the Vice President to go into the member register.
- register as Secretary with Consumer Affairs Victoria (CAV).
- lodge the Annual Statement with CAV. Pay the fee and submit a claim form to the Treasurer.
- forward VBA emails to members and affiliates.
- attend Committee Meetings as required.
- prepare the Agenda for Committee meetings, the AGM and SGMs and ensure it is sent out a week before the Committee meeting and as required per the Club rules for the AGM and SGMs.
- produce Minutes for meetings including information on any votes.
- in conjunction with the President, ensure the updating of the membership form after the AGM, if required.
- send condolence messages when the Committee is informed that the immediate family of a Club member/affiliate has died.

Ø Treasurer

The Club Rules specify that:

- The Club must keep financial records that
 - (a) correctly record and explain its transactions, financial position and performance.
 - (b) enable financial statements to be prepared as required by the Act.
- The Club must retain the financial records for seven years after the transactions covered by the records are completed.
- in conjunction with the Committee, organise for the annual renewal of the insurance for Club equipment.
- The Treasurer must keep in his or her custody, or under his or her control
 - (a) the financial records for the current financial year.
 - (b) any other financial records as authorised by the Committee.

It is the responsibility of the Treasurer to manage all income and expenditure for the club (see below). The treasurer will prepare quarterly financial reports (the Club financial year is each period of 12 months ending on 31 March). The quarterly reports are presented to the committee with the full twelve-month report being presented at the AGM.

The treasurer includes in the quarterly report foreseeable projections of income versus expenditure to guide the committee about the Club's financial viability. The Treasurer pays the accounts incurred by the Club and keeps receipts of any expenses. The Treasurer administers the voucher system. The voucher system is another way for members to pay for their table fee. When appointed, the Treasurer arranges to be a signatory to the Club bank account. Two committee members are required to make any payments on behalf of the Club.

Records: The Treasurer is responsible for maintaining and keeping records. A retiring Treasurer will hand over all documents, both paper and electronic, for the last seven years - bank statement, receipts, minutes, etc. and all monies on hand. When a record is no longer needed, due to the completion of seven years, the Treasurer notifies the Committee about the specific expired records which will be destroyed.

Income: Income is largely derived from membership, joining fees, table fees, Realbridge fees and the purchase of vouchers. These are paid for either in cash or by direct credit to the Club's account: Bendigo Bank, BSB 633000; Account Number 176 322 923.

It is the Treasurer's responsibility to identify the income paid to the Club account and to perform any action associated with the deposit. This includes noting the name of the depositor, purpose of the deposit

For example: If a Club member transfers money to the Club account for a packet of vouchers, the Treasurer is to ensure that member receives the vouchers, within seven working days of receipt of that deposit. If an affiliate member pays their membership fee by direct deposit to the Club bank account, the Treasurer is to notify the Vice President of the receipt of that fee.

Receipts for payment.

When members pay any monies by direct credit to the Club bank account, it is not necessary to give that member a receipt as an electronic record has been generated for both parties. If a member pays for membership by cash, a carbon copy receipt is given to the payee.

Ø Welfare Office

- contact those Club members and affiliates who have not played at the Club for a while or who are known to be going through a difficult time.

4. Committee member term lengths

The terms of the President, Vice-President, Treasurer and Secretary they are limited to one year as per the model rules of an Incorporated Association.

5. Disciplinary procedures

The Club may take disciplinary action against a member, in accordance with Division 2 of the Club Rules which can be found under the 'Documents' tab on the Club website. A separate policy document in line with that published by VBA is planned.

6. Expectations of players at duplicate sessions

- Arrive by 12.15 pm for a 12.30 start.
- Pay the table fee.
- Help to set up the room if physically able to do so.
- Treat others as you would like to be treated.
- Dummy may neither touch nor move the cards until directed by partner, nor make any comments on the card play.
- Players who have not started the play of the last hand when the three minute warning sounds, must take an average so that they will be ready to move in time for the next round. Please do this as a courtesy to the other members without having to be reminded to do so by the Director who is also playing. If you do not have time to play the last board, enter the score as "0" and the Bridgemate will show "No Play".
- North generally operates the Bridgemate. South generally passes the boards to the next table.
- Please make sure that the boards are in the correct playing order and all turned in the same direction.
- Players are not to bend the cards when playing or putting down dummy; bent cards cause the dealing machine to malfunction.
- As a courtesy to all, players are asked to remain quiet until the final bell ending play has sounded.
- To wear their nametag for the benefit of new and other "forgetful" members!
- Assist with cleaning up after play – putting away tables and equipment, cleaning up the kitchen and generally leaving the hall as we found it.

7. Insurance

Club equipment is insured through Tony Bemrose Insurance Broker which is the insurance broker used by ABF. At the beginning of each year the Committee reviews and pays for equipment insurance.

8. Life membership

Life Membership may be conferred upon a member who voluntarily has rendered outstanding service to the Club. Life Membership of the Club is a very special honour and so these awards are rare. Nominations must be seconded and submitted in writing to the Committee for consideration and possible approval. The nomination must describe the services of the nominee. Both the Nominator and Secunder must be financial members or affiliates of the Club.

The timing of the presentation of Life Membership is determined by the Committee and is made at a significant Club event such as the Christmas lunch or AGM. The Life member is also presented with the gift given to those who receive the President's Annual Award.

Life Members are not required to pay the Club's annual membership subscription and shall enjoy all other privileges of membership. A person retains their life membership until such time as they resign from the Club.

In the case of an objection to a nomination the member must provide strong written reasons that directly counter the selection criteria. Retraction of Life Membership may occur where the recipient has been proven to conduct themselves in a manner that reflects directly and adversely on the image or activities of the club. This requires exceptional circumstances and requires a super majority of all

the committee. The Life Member concerned is to be given an opportunity to present their case for retention of their status. Any recommendation by the committee for revocation or retraction of Life membership must be ratified at the next AGM or SGM by a simple majority.

9 Members and affiliates representing our Club

At the discretion of the Committee, entry fees may be paid on behalf of any member or affiliate *representing* the Club at any Western Region or a higher level event. Other costs may be reimbursed at the discretion of the Committee.

10. Membership, joining and table fees

Membership fees cover the cost of association with the ABF, the VBA and the WRBA. The annual subscription is from April 1 to March 31 of each year. To vote at the AGM which is usually held early in April, members need to have paid their membership fee for that year. At the AGM, the Committee will recommend membership fees for the following year (not the current year), as per our Rules.

At the AGM the Committee will recommend to members table fees for that year.

New members are also required to pay a joining fee which covers the cost of their name badge and bidding box. Affiliates are not required to pay a joining fee but may do so if they wish to have a name badge.

11. New member/affiliate registration

A new Member or Affiliate needs to complete the membership form and be recommended by two current Members/Affiliates of the Club. Once the Membership/Affiliate membership form is submitted to a Committee member and the fee is paid, the Committee will consider the application and inform the applicant of the outcome. If they are not granted Membership or Affiliate membership, their fee will be returned to them. No reason for this decision need be given.

Signing the application is an agreement to abide by the rules of the club.

If the applicant is granted membership, they will be added by the Vice President to the Club email account. If they do not have an ABF number their name, address, phone number and email address need to be given to the ABF liaison so that they can be registered for an ABF number. When this number is provided, it needs to be added to the Club database.