



One (1) Club

One (1) Club outlines the desired behaviours and expectations we have of all stakeholders invested in Leongatha Golf Club (LGC) – members, team members/staff, committees and board members.

It is a privilege to be a member of LGC. We jealously guard and are justifiably proud of what we have; recognising that the care and sense of belonging membership of the Club brings – especially in these COVID based times – extends beyond the Club that is LGC, to that of the whole community - One (1) Club. Treating others as we expect to be treated - with respect and openness – provides an opportunity to observe how we achieve success with and through others.

To uphold the principles and values of One (1) Club, the desired behaviours and expectations for each of us includes:

For **Members**:

- Adhering to and abiding by the Rules of Golf
- Displaying golf etiquette, both on the course and in the clubhouse
- Following instructions/requests and advice from senior employees/team members
- Being aware of and adhering to the Leongatha Golf Club “Code of Conduct” and the policies and guidelines associated with the Code of Conduct

For **Operations team members**:

- We have a capable team who are aware of their responsibilities and are **working together** to ensure the One (1) Club concept is apparent in all that they do
- The role of the board, committees and members is to support the Operations team by providing them with the endorsement to perform their roles; providing constructive feedback as /when appropriate
- The General Manager works at this operations level, overseeing and linking with other levels - board, committees, members – to action and implement agreed plans and initiatives consistent with the One (1) Club approach

For the **Board of Management**:

- The focus is to provide input and direction on the Club's future - three (3) years and beyond - based on the One (1) Club concept. This involves addressing critical elements relating to the Club's continuing existence; for example, governance, culture, sustainability, succession, key stakeholder relationships
- To be effective, the board does not need to be involved in day-to-day operational matters. Board decision making and communication needs to be united, clear and transparent; such that the board, committee representatives and operational team members are perceived as "speaking" with one voice to its membership. **One Voice – One Club.**

For **Committee Members**:

- The commitment to enacting the One (1) Club concept can be seen to permeate through all their activities and initiatives, principally by working collaboratively in consultation with the operational team to improve and enhance member enjoyment and involvement
- The focus or timeframe at the committee level is likely more immediate than that of the board – usually up to two (2) years.

One (1) Club emphasises that:

- We provide direction with one united, consistent voice accepting that the One (1) Club concept describes **how** we intend to go about improving and enhancing the future direction and wellbeing of the community that is Leongatha Golf Club
- We know and acknowledge the expectations that we have of each other and "call out" where necessary and in an appropriate manner "non-conformance" to One (1) Club
- We are aware of the responsibilities and **boundaries** associated with our respective roles; whether they be as member, board member, operations member, or committee member
- We respect and expect our operations team to perform in their roles, supporting them in undertaking their duties to the best of their ability. Meaningful, constructive, actionable and appropriate feedback should be sought by operations senior team leaders and provided by representatives at all the above identified "levels". Such feedback should be directed to the relevant senior team leader/manager, e.g. Clubhouse & Membership Manager, Course Superintendent, Club Professional in the first instance or General Manager if/as appropriate.
- Our concerns are raised at the appropriate level – there is no place for "blame" and innuendo in One (1) Club.

Adopting the One (1) Club concept, is not "new" or "different" in terms of the expectations and behaviours we have of each other. It is reinforcing and re-emphasises **how** we intend to go about **what** activities, actions and initiatives we undertake in order to achieve success in providing a total golfing experience at Leongatha Golf Club.