



# THREE PILLARS OF SUCCESS



This document should be read in conjunction with the **CODE OF CONDUCT** a copy of which will be always on display at the club.

Expanding on the **Three Pillars of Success** presentation at the AGM, the board would like to offer the detail to enhance and clarify the values for which our club stands.

It is our intention that we frame these value statements positively, illustrating the desirable outcomes which will inform and guide the future direction of our club.

The behaviours and values expressed within this document need to be read and understood **by all members** because they are non-negotiable and provide clarity around what is expected from each member.

The board will strongly enforce these pathways.





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## A Welcoming Destination

ABOUT	LOOKS LIKE	HOW DO WE ACHIEVE THAT
Facilities	A clean, neat and tidy environment – inside and out.	People leave the place better than, or at least as good as, they found it before going home.
		People work together to move tables and chairs, return glasses to the bar, wipe tables.
People	Welcome all members by being inclusive and friendly towards them.	Get to know people you do not normally mix with. Take an interest in them and their lives.
		Help new people understand club policies and the way we operate. Invite them to join your table and share a drink with them.
	Be kind and considerate in your dealings with others.	Give others the benefit of the doubt. People seldom deliberately go out of their way to annoy. If you are unsure, ask quietly and courteously in seeking explanations.
	Use social media wisely.	Social media can be highly destructive (and illegal) when used to marginalise, bully or disparage others. Be sensitive and thoughtful in your use of social media.
Seek to promote good acts and achievements online and in real time – whether it be from a club or individual perspective. Self-promotion is rarely viewed as desirable.		
Challenge yourself to be better.	Seek advice from people who have been there and done that. Be prepared to hear things that may surprise you and make the conscious decision to take that advice on board if it means improving your skills.	



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## A Sustainable Future

ABOUT	LOOKS LIKE	HOW DO WE ACHIEVE THAT
Membership	Our membership numbers do not decline but instead continue to grow.	<p>If we achieve the outcomes of creating a welcoming destination, people will want to come to our club. Our numbers will grow organically.</p> <p>We need to make a greater effort to attract social members through night owls, social bowls and other more casual bowls activities. This is almost always the starting point for attracting new bowlers to any club.</p>
	Player retention is valued highly and actively pursued.	Having a caring environment which creates a sense of belonging where members enjoy playing and socialising with each other.
Volunteers	Volunteers are encouraged to participate and assist, as they come to understand that the club cannot grow without their contribution.	<p>Existing volunteers speak to and encourage others to join them on their own specific committees and into their own groups.</p> <p>The volunteer load is shared more evenly across the membership (this is a board responsibility).</p>
	Volunteers feel proud to give up their time for the club.	This can only happen if we all show our appreciation for the work that is done, and if volunteers are acknowledged for the work that they do. When you see people doing things for our club take a second to thank them and make them feel appreciated. We can all do better in this regard.
Financial Responsibility and Stability	A balance sheet that continues to improve year after year.	<p>The board must continue to be prudent and diligent in making sound and responsible financial decisions for the club.</p> <p>Volunteer commitment and workload is effectively managed by the board by selectively favouring those events that optimise the best financial return for effort.</p> <p>The social and sponsorship committees maintain their high standards to ensure alternative income streams continue to flow into the club.</p>
	Getting best value for money.	<p>The maintenance committee works closely with local council and service providers to get best dollar value and minimise ongoing costs of repairs and maintenance to the club.</p> <p>All purchase orders are subjected to treasury scrutiny and if necessary, multiple quotes are obtained to ensure that spending is monitored, achieving best value for money.</p>



# THREE PILLARS OF SUCCESS



## A Competitive Team First Culture

ABOUT	LOOKS LIKE	HOW DO WE ACHIEVE THAT
Respect for All	Appropriate language in communications.	When speaking to others treat them with respect and dignity. This applies to all forms of communication, including face-to-face, phone calls and digital media (email and text).
	Be Self Aware	Very few of us can see how we sometimes come across to others. In the law as it relates to harassment, sexism, bullying or racism, the burden of proof is not based on the intent of the deliverer, but rather on the perception of the receiver. This means that even though we may not intend to offend, we can still cause offense. Please reflect on this and try to be more self-aware.
		If you feel you are on the receiving end of behaviour which you feel does marginalise you, it is possible that the person who delivered it is unaware of the impact they have had. Approaching that person in a calm and considerate way will almost always result in a better outcome, instead of choosing a more confrontational approach.
	Readiness to hold self and others accountable	When disagreements occur seek to find quick resolution yourself and expect that if you cannot, others may step in to assist.
		If you witness behaviour that is inappropriate as defined by these examples, be prepared to be a valuable club member by stepping in (kindly) and seeking to help members understand why the behaviour is undesirable. Everyone has a role to play here.
		If members cannot self-resolve personal issues, then a mediation process will be initiated by the board. This will be non-negotiable as a required first step towards resolution.
Members who find themselves in dispute or disagreement should not bring other members into that dispute as that will be deemed to be acting contrary to the values of the club and will be dealt with accordingly.		



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## A Competitive Team First Culture

ABOUT	LOOKS LIKE	HOW DO WE ACHIEVE THAT
Be a club person first	Seek and accept feedback to improve bowls skills	Accept feedback. It is seldom given for reasons other than to help you improve. Seek it out and welcome it when it comes.
		Understand that personal ambition does not always align with team goals. To be part of a successful team may mean that you need to put your personal ambitions aside to help the club experience team success.
	Accept decisions	Support elected leaders by accepting their decisions even if they impact you negatively. This does not mean you cannot ask questions or seek clarification. Please be measured and considerate in asking your questions.
	Play for the team	Your skipper needs you to play your role for the team. Always follow your skipper's requests regardless of your personal thoughts. Never play a different shot to the one that your skipper directs you to play.
		Encourage your team-mates when they are struggling (even across rinks). Let them know you have their backs.
		Skippers have a responsibility to get the best out of their players. This is best achieved through encouragement, support and making players feel valued.
		Be kind to those who have had a tough day. Most people are harder on themselves than we ever need to be on them. If you need to comment, make your feedback constructive.
	Understand and uphold bowls etiquette	Learn and follow the accepted practices and unwritten rules of the game of bowls.
		When representing our club do so with fairness, good grace and humility. Behaviours which may potentially bring our club into disrepute will not be tolerated.
	Be an active club participant	After the game stay back and socialise with the opposition, your teammates, and our players from our other divisions. When a meal is organised stay occasionally, if you can.
When club social activities are organised try to join in and be a part of the camaraderie. Try to encourage others to participate as well.		