

**Minutes of Meeting of the HOC GemLife Pacific Paradise  
Held in the Tennis Room  
On the 13<sup>th</sup> of February 2024**

Acting Chairperson Graham Butler welcomed Committee Members, thanked everyone for their attendance and opened the meeting at 9.30 am.

**Present:** Graham Butler (Chairperson), Jillian Rickertt (Secretary), Tanneke Booth (Treasurer), John Harvey (Deputy Chairperson) Glen Hall, Julie Hume (Bar Manager)

**Apologies:**

Jim Walsh, Sonia Smithers, Sue Story

**Social Committee Report.**

Sue Storey submitted her report for circulation prior to meeting. Highlights are as follows:

<b>Discussion</b>	<b>Action</b>	<b>Who</b>	<b>Status</b>
<b>Newsletter</b>	A full annual newsletter recording the many wonderful events which occurred throughout 2023. This was very well received by all.	Social Committee - Greg Blunden	<b>Ongoing</b>
<b>Communication</b>	Social Committee communications continue to provide excellent communication and reports no problem.	Social Committee - Lynn Roper	<b>Ongoing</b>
<b>Bingo</b>	A huge increase in attendance on January 20th, especially from the second phase which in turn increased the prize money.	Social Committee - Dee Beath	<b>Ongoing</b>
<b>Sausage Sizzle</b>	We are pleased to announce a new resident, Ian Stittle, has undertaken the coordination of the Sausage Sizzle starting in February. Supported by the usual team of cooks and helpers i.e.: Stan and Dawn Rasby, Sue Kruger and Lyn Watkins with others offering their services. We are most grateful for their support considering their previous three years commitment.	Social Committee – Ian Stittle and helpers	<b>Ongoing</b>
<b>Numbers Board</b>	This popular money maker will continue on the 2nd, 3rd, &4th Friday in each month.  Thanks to Tanneke for support with the tablet. Most Fridays see it completed with a \$100 in prizes.	Social Committee/ Jude Hall	<b>Ongoing</b>
<b>Bar</b>	Julie continues to manage the bar successfully. The Events Team communicate with the bar manager with regard to upcoming events.	Julie Hume/ Events Committee	<b>Ongoing</b>
<b>Discussion</b>	<b>Action</b>	<b>Who</b>	<b>Status</b>

<b>Raffles</b>	Gail May has been appointed to the Social Committee to coordinate the sale of raffle tickets for the newly introduced food tray raffle held on the first Friday of the month during Happy Hour.	Social Committee/Gail May	<b>Ongoing</b>
<b>Events</b>	We are delighted to report that the HOC have approved entertainment by Totally Charlie on NYE 2024. We are also sourcing other quotes for entertainment throughout the year.	Social Committee/ Jude Hall, Sue Story, Wendy Potter	<b>Ongoing</b>
	<b>Australia Day – 26th January:</b> Everyone attending enjoyed the activities. Thanks to Dee for organising the trivia and the thong throwing. The Ukelele Group entertained residents with their rendition of Aussie songs which really added to the spirit of the occasion.		<b>Closed</b>
	<b>Future Events: St Patrick’s Day – 17<sup>th</sup> Mar 2024:</b> The bar manager has agreed to present an Irish themed bar. The Events Team will organise food for the event at a nominated cost to residents.		<b>Ongoing</b>

### Bar Managers Report

Bar Manager Julie Hume provided an update as circulated prior to the meeting.

<b>Discussion</b>	<b>Action</b>	<b>Who</b>	<b>Status</b>
<b>Liquor Sales Analysis</b> Due to the increase in liquor excise, and other price increases an increase of \$1 was suggested for wine, standard and premium beer. <b>Effective 1<sup>st</sup> March 2024</b>  All agreed that the bar should remain a gathering place for residents, with a profit margin of approximately 30% to cover expenses.	Profit margin for Pacific Paradise GemLife resort to be analysed over the next six weeks, and any increase will occur on <b>1<sup>st</sup> April 2024</b> . Committee member to consult with other GemLife resorts to get a ballpark figure for wine, standard and premium beer.	Jim Walsh	<b>Approved</b>
<b>Logistics of managing multiple bars</b>	Julie/Gerald Keatinge to get together re licensing.  Committee to assist Bar manager re clubhouse logistics.	Bar Manager Gerald Keatinge  HOC	<b>Open – awaiting Park Owners</b>

Discussion	Action	Who	Status
<b>New Stubbie Holders for Bar – Julie provided various options.</b>	Committee explore the option of approaching local businesses to provide stubby holders advertising their business. Check with Park Owners that it is OK to explore such commercial opportunities.	John Harvey/Jim Walsh  Chairperson Secretary	<b>Open – Awaiting Park Owners</b>
<b>Bar Manager Debit Card</b>	<b>Motion:</b> HOC to obtain a debit card in the name of HOC GemLife in order for bar manager to purchase bar supplies.	HOC	<b>In Progress</b>
<b>New Shirts for Bar Staff</b>	Volunteers to explore options for cooler shirts for Bar Volunteers. Request for HOC to fund the shirts.	Ross Paine to explore and report prices back to HOC for consideration.	<b>Open</b>
<b>Bar Manager Role Description</b>	Bar Manager provided an accurate, comprehensive Role Description as part of her report for HOC review and approval.	HOC Committee	<b>Approved - Closed</b>
<b>Recruitment Campaign for Bar Volunteers</b>	Bar Manager to consult with Social Committee Communications	Bar Manager	<b>Approved- Closed</b>
<b>Additional Loan Fridge in downstairs storeroom</b>	Currently insufficient refrigeration for customer demand.	HOC to approve	<b>Approved – Closed.</b>
<b>New Club House Liquor Licence Gerald Keatinge attended and provided an update for the Club House Licence. Three options were presented:</b> <b>1. Extend existing Pavilion licence.</b> <b>2. Obtain a new licence for Club House, which would mean two licences in place.</b> <b>3. Transfer existing Pavilion Licence to Club House and leave Pavilion unlicensed.</b>	Gerald will consult with Jacinta and the new GemLife Bar Licensing contact to determine next steps.	Gerald Keatinge/Julie Hume/Park Owners	<b>Closed- future progress will be communicated via Bar Managers Bar Report</b>

Julie Hume left the meeting at 10.15am.

### **Garden Gems Report**

Chairperson spoke to the Garden Gems report as circulated prior to the meeting.

<b>Accepted: Social Committee Report, Garden Gems Report, Bar Managers Report</b>	<b>Moved: Tanneke Booth</b>	<b>Seconded: John Harvey</b>
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### Minutes from Previous Meeting

The Chairperson called for discussion on the minutes of the previous meeting and reviewed action items.

There being no amendments to the Minutes, the Chairperson asked for the Minutes to be adopted.

<b>Accepted:</b> Minutes of HOC Meeting 12 <sup>th</sup> December 2023	<b>Moved:</b> Graham Butler	<b>Seconded:</b> John Harvey
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**Treasurer's Report:** Tanneke Booth did not add to her report as circulated prior to the meeting.

**Secretary's Report:** Jillian Rickertt did not add to her report as circulated prior to the meeting.

Discussion	Action	Who	Status
<b>Accepted:</b> Treasurer's & Secretary's Report for January 2024		<b>Moved: Glen Hall</b> <b>Seconded: Graham Butler</b>	

### Progress Reports – Activity Centre and Lawn Bowls

Discussion	Action	Who	Status
<b>GemLife Pacific Paradise Lawn Bowls Club way forward</b>  Ross Sloane provided a documented plan for sketching out what we want to achieve as a community from having a lawn bowls facility available.	<b>Considerations:</b> <ul style="list-style-type: none"> <li>• What is GemLife providing and are they adequate? <ul style="list-style-type: none"> <li>○ Lighting</li> </ul> </li> <li>• Visits to other resorts to help develop understanding.</li> <li>• . Budget &amp; Access to funding sources</li> <li>• Communication</li> <li>• Timeline to chart progress</li> </ul>	Ross Sloane	<b>On Hold – Awaiting Park Owners Response</b>
<b>Communication with PP GemLife, Neighbouring resorts Residents and Wider Community</b>	Jill to collaborate with Ross to begin communication with relevant stakeholders.	Ross Sloane Jillian Rickertt	<b>Ongoing</b>
<b>Activity Centre Progress report pending.</b> Communication required with interested residents and Park Owners.	Follow up with David Cawte and Ross Sloane	Ross Sloane David Cawte	<b>On Hold – Awaiting Park Owners Response</b>

### Agenda Items

Discussion	Action	Who	Status
<b>Topping up of Villa Cards</b>	Treasurer is researching the option of a portable till that could be used specifically to top up Villa Cards away from the bar to free up bar service. Tanneke to consult with Graeme Simpson regarding next steps.	Tanneke Booth/Graeme Simpson	<b>Ongoing</b>
<b>Events Booking System and Extra EFTPOS machine to top up Villa Cards away from Bar</b>	Treasurer is researching software. Tanneke to consult with Graeme Simpson regarding next steps.	Tanneke Booth/Graeme Simpson	<b>Ongoing</b>

<b>Discussion</b>	<b>Action</b>	<b>Who</b>	<b>Status</b>
<b>Concrete repairs in Stage 1</b> No communication has been received by HOC as to where these repairs are at.	Glen Hall to investigate	Glen Hall	<b>Ongoing</b>
<b>Mahjong and Canasta</b>	HOC Request for new felt on card table for a cost of \$75.	HOC	<b>Approved</b>
<b>Cards Interest Group</b> HOC request for two new packs of cards. Card game not specified, and cost not specified.	Requestor to provide further details to treasurer and if satisfactory may be approved out of Committee meeting.	Dennis Sheean/Tanneke Booth	<b>Ongoing</b>
<b>Coffee Machine:</b> It may be possible to convert the coffee machine to accept a Villa Card tap for coffee. Cost of conversion around \$700.	On hold until new clubhouse is complete, as we may acquire a larger coffee machine,	HOC	<b>Ongoing –awaiting response from Park Owners</b>
<b>HOC Insurance</b> Insurance due on 10 <sup>th</sup> Mar. Business pack \$2364.39 (up from 2183.61 last year).	Awaiting quote for Voluntary Workers Personal Accident policy	Jillian Rickertt	<b>Open</b>
<b>No Dogs sign in pool area</b>	Park Managers have advised sign not necessary as only isolated cases, and induction advises no dogs in pavilion/pool area.	Park Managers	<b>Closed</b>
<b>Dept of Fair Trading and GemLife Pacific Paradise Resident Association</b>	Change to Model rules for Grievance Procedure. Update required to Constitution. Can be approved at a general meeting. Constitution changes must be lodged with Dept. of Fair Trading by 30 <sup>th</sup> April 2024 for implementation on July 1 <sup>st</sup> , 2024.	Jillian Rickertt	<b>Open</b>
<b>Special Interest Groups:</b> Provide a list of Special Interest Groups to Webmaster for inclusion on our website	Jill to ask residents to submit details of: <ul style="list-style-type: none"> <li>• Special Interest Group</li> <li>• Small description</li> <li>• Contact details of Organiser</li> </ul> To be collated and sent to Web Master.	Jillian Rickertt	<b>Ongoing</b>
<b>Budgeting for Social Committee:</b> Secretary has developed a spreadsheet to assist budgeting for events. It will calculate breakeven/profit for each event and track results over all events.	Implement spreadsheet for future events.	Jillian Rickertt/Sue Story	<b>Closed</b>
<b>Police Drive Through</b>	Letter sent to Maroochy Superintendent requesting occasional drive throughs throughout the resort.	John Harvey	<b>Ongoing</b>

Discussion	Action	Who	Status
<b>Online Booking System –</b> There is a requirement for at least one other Committee member to be a backup administrator of the online booking system and associated calendar.	Glen Hall volunteered to take this on and Jillian Rickertt agreed to accompany him on a training session.  Jillian to contact Web Master to organise a convenient date/time for training to take place.  Training to take place on 3 <sup>rd</sup> Mar 2024.	Jillian Rickertt/ Glen Hall/Graeme Simpson	<b>Ongoing</b>
<b>NAB Administration and Customer Service</b> Despite numerous requests to list the current Committee Office Bearers with NAB, more than 12 months down the track they are still unable to complete the request and have sent Verification Requests to past committee members.	Explore options with different Banks. Start with Bendigo local bank and determine whether they can provide the technology and expertise required. If not, next option ANZ.	Tanneke Booth/Jillian Rickertt	<b>Ongoing</b>
<b>Large Buggy in Storage</b> Currently inoperable	Email Park Manager to check out and fix. Explore option of weatherproof cover. Follow up at next Park Managers meeting.	Graham Butler	<b>Ongoing</b>
<b>Date for Next AGM</b> The Constitution states that Annual General Meeting must be hold within 3 months of 30 <sup>th</sup> June 2024.	Meeting date set for Tuesday 6 <sup>th</sup> August 2024.	HOC	<b>Closed</b>
<b>Training for HOC Members when Managers Off Site</b>	Take up at Park Managers Meeting	Park Managers	<b>Closed</b>
<b>Microsoft Office 365 Family Subscription – up to 6 HOC users</b>	Purchase subscription for \$139 per annum and allocate to HOC related users as required.	Secretary	<b>Complete - Closed</b>

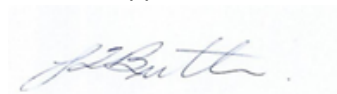
### General Business

No General Business was discussed.

**Meeting closed at 11.28am**

Next Meeting: to be held on March 12th, 2024, in the Tennis Room at 9.30am.

Minutes approved:



Signed Graham Butler  
Acting Chairperson