



PROBUS CLUB HANDBOOK

**Helpful Guidelines for
Management Committees**

2026-2027 Edition

Australia and New Zealand

INTRODUCTION

This Probus Club Handbook is provided to Management Committees to assist with best practice management and good governance. Its contents have been carefully compiled by the PSPL Team who have many years' experience in all aspects of Probus affairs, administration, financial management, strategic planning and membership growth.

The material contained in this Handbook is of a general nature only. While every effort has been made to ensure the accuracy of the information contained in this Handbook, these guidelines should not be regarded as a substitute for professional advice. Should a Club require clarification on any matter, it should consider contacting PSPL for assistance.

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KEY CHANGES IN 2026-2027 EDITION

This edition includes new sections on the 50th Anniversary of Probus in Australia, Resignation and Termination of Membership as well as a section on Disciplinary Matters. The section on Accounting, Audit and Tax now includes the requirements of both the Australian Taxation Office and New Zealand Inland Revenue Department.

This edition also includes the latest Partner offers at the time of publication.

PSPL CONTACT DETAILS

The PSPL Team is your first point of contact. Our staff members are your help line to ensure you enjoy fun, friendship and fellowship in Probus.

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PROBUS SOUTH PACIFIC LIMITED

Our History

The Probus movement had its genesis in two ancestors - both in the U.K. and both established by Rotary Clubs. The first was known as the Campus Club. It was formed in 1965 by the Rotary Club of Welwyn Garden City, 20 miles north of London with Fred Carnhill as the driving force. [Its name was derived from the area of the town in which it was conceived - the Campus.] The second, with Harold Blanchard as the catalyst, was formed by the Rotary Club of Caterham in 1966 and was named the Probus Club, for the “PRO” in professional and the “BUS” in business. Both were formed to meet the need for companionship of their peers and mental stimulation for retired business and professional men.

The first Probus Clubs in the South Pacific region were the Probus Club of Kapiti Coast in New Zealand in 1974 and the Probus Club of Hunters Hill in Australia in 1976. By 1981 there were 44 Clubs in Australia and New Zealand, and this saw the formation of the “Probus Information Committee”. This was the foundation that led to the later PROBUS umbrella organisations initially “Probus Centre - South Pacific Inc” and today “Probus South Pacific Limited” (PSPL).

In 2011 Probus Centre – South Pacific Inc became Probus South Pacific Limited. This involved a change in the corporate structure from an incorporated association to a company limited by guarantee (CLG). A company limited by guarantee is the appropriate structure for not-for-profit organisations (NFPs). The change in legal structure from an incorporated association to a CLG neither changed the accreditation of Probus Clubs nor the financial or tax position of PSPL. In fact, it imposed stricter obligations upon PSPL in respect of governance and financial reporting.

PSPL is a NFP organisation and therefore does not allow the distribution of surpluses (profits) to its members. Any surplus PSPL makes is put back into providing services to Probus Clubs and Probus Club members.

On our inaugural Probus Day on 1 October 2020, PSPL was proud to acknowledge the following members who played a significant role in the formation, establishment and success of Probus in the South Pacific:

<i>Bob Burnett</i>	<i>Frank Carr</i>	<i>Lance Chessell</i>	<i>Wal Freeman</i>
<i>Paul Henningham</i>	<i>Bill Jacobs</i>	<i>Cliff Johnstone</i>	<i>Cec Short</i>
	<i>Jim Stanford</i>	<i>Norman Van Dyke</i>	

We thank these dedicated members for their commitment to Probus.

PSPL Structure

PSPL is made up of the PSPL Board of Directors and the PSPL Team based in Parramatta NSW. PSPL Board members (Directors) act in a voluntary capacity and are dedicated to promoting the development of fun, friendship and fellowship and the advancement of intellectual interests for retirees in the South Pacific region. Detailed information on each of the Directors can be found on the PSPL website at <https://probussouthpacific.org/about-probus/probus-south-pacific-limited/>

Like Probus Clubs, PSPL is governed by a constitution which outlines the objectives and role of PSPL

as well as its membership and Board structure. A copy of the PSPL Constitution can be found on the PSPL website.

PSPL's role is to serve the members of our Probus Community, a community that shares the Probus values that have been developed over many years. It is these values and our motto of fun, friendship and fellowship that are at the core of Probus.

Under the guidance of the PSPL Board, the PSPL Team is responsible for ensuring the efficient and effective delivery of a wide range of services including membership, administration, insurance, and support to Probus Clubs and Probus Club members in the South Pacific region.

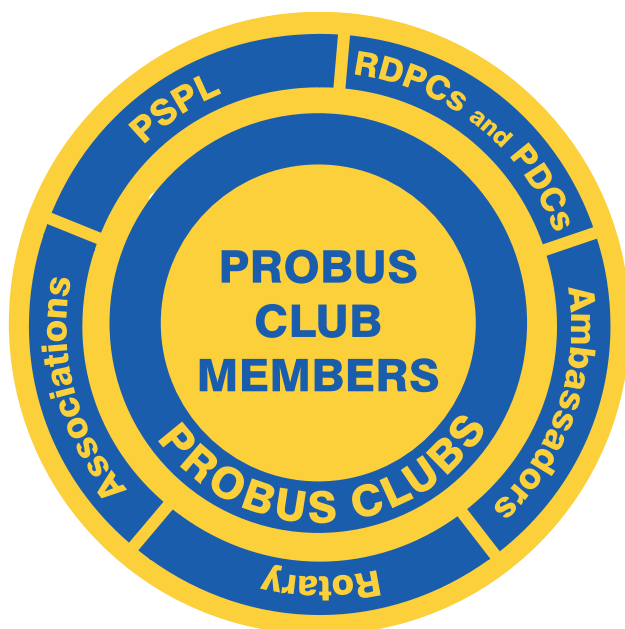
Our Mission

To support the growth of the Probus Community across Australia and New Zealand by providing an efficient range of membership, administration, insurance and support services to Probus Clubs and Probus Club members.

Our Vision

For the Probus Community in Australia and New Zealand to be the most accessible network of Clubs for retirees and semi-retirees, that enhance their social well-being through fun, friendship and fellowship.

The Probus Community



At the centre of our Probus Community are Probus Clubs and Probus Club members. PSPL is one part of the Probus Community formed to support Probus Clubs and Probus Club members.

50th ANNIVERSARY OF PROBUS IN AUSTRALIA



In 2026, Probus has reached a significant milestone, marking 50 years of helping tens of thousands of older Australians stay engaged and connected.

In fact, the very first Probus Club in Australia, being the Probus Club of Hunters Hill (established 3 February 1976) continues to provide the essential connections that seniors need in later life.

Just two years ago, New Zealand celebrated its 50-year milestone with celebrations across the country. Since the first Probus Club was launched in Kapiti Coast in 1974, Clubs across New Zealand have connected retirees with like-minded people through lunches, outings and some truly amazing trips. Like the Probus Club of Hunters Hill, the Probus Club of Kapiti Coast continues to thrive today.

Throughout 2026, PSPL will be showcasing the benefits of joining Probus, encouraging retirees and semi retirees to enjoy more social engagement within their communities.

Just like the 50th Anniversary celebrations in 2024 in New Zealand, 2026 will be an amazing year for the Probus community, where all Clubs will have the opportunity to highlight the social connections they provide to so many members.

We encourage all members to visit the 50th Anniversary page on our website to learn more about the various events, offers and celebration ideas.

PSPL SERVICES

PSPL's primary objective is to act as a service and support centre for the Probus Community in Australia and New Zealand.

PSPL's Services and Responsibilities

The range of services provided by PSPL, and its various responsibilities include:

- Accreditation of Probus Clubs and Probus Associations
- Provision of the National Insurance Programs for Australia and New Zealand
- Funding the excess component of Public Liability and Association Liability Insurance
- Guidelines to assist Management Committee members with Club leadership, membership retention and growth
- Provision of the Probus Club Handbook which sets out helpful guidelines for Management Committees
- Recommended constitutional documentation which incorporates both legislative and accreditation requirements for Probus Clubs and Probus Associations
- Management of the Probus Partnership Program and Member Benefits Scheme
- Powerpoint presentations to assist with membership growth and succession planning
- Complimentary hosting of websites for Probus Clubs and Associations

- Programs to host and run virtual and/or face-to face Information Days
- Administration of the Register of Accredited Probus Clubs and Associations
- Administration of Probus Club membership information
- Administration of the Directory of Probus Clubs and Associations
- An Online Update facility for submission of Club and membership information
- Administration of Guest Speakers' Lists
- Provision of a range of personalised and generic promotional material including flyers, business cards, balloons and posters
- Promotion of the Probus community through various mediums and materials
- Formation of new Probus Clubs
- Management of the PSPL website and social media platforms
- An Online Shop for ordering of resource and promotional material
- Provision of guidelines, templates and forms to assist with Club management
- Publication of the *Active Retirees* magazines for Australia and New Zealand
- Publication of the *Active Retirees* E-Newsletter
- Maintenance of the Probus trademarks in Australia and New Zealand
- Authorisation of licensees of Probus merchandise
- Email and telephone support as required

Capitation Fees

Capitation fees are payable by Probus Clubs on behalf of their members. These fees are set to cover the wide range of membership, administration, insurance and support services available to Clubs and members.

Capitation fees are determined by the PSPL Board each year and every effort is made to ensure that the fees are reasonable as required by the PSPL Constitution.

Clubs are required to pay capitation fees for all categories of members (except non-active members and carers) for the Probus year of 1 April to 31 March. Capitation fees are payable to PSPL by 30 April each year (for the ensuing year) and are based on a Club's membership as at the date of its Annual General Meeting. Clubs are required to make additional capitation fee payments for members who have renewed their membership after the initial capitation fee payment to PSPL or for new members who join during the year.

Clubs should advise us of new members throughout the year via the Online Update facility or by completing the Member Listing Amendment Form. Pro-rata capitation fees are payable for new members as follows:

Members joining between 1st April - 30th June – full capitation fee is payable

Members joining between 1st July - 30th September – 75% of the capitation fee is payable

Members joining between 1st October - 31st December – 50% of the capitation fee is payable

Members joining between 1st January - 31st March – 25% of the capitation fee is payable

In addition to the payment of capitation fees, Clubs are required to provide information about their Club members. The minimum information required for each Club member is their first name and last

name. However, members are encouraged to provide PSPL with additional information that will assist with membership retention and growth.

Club membership information verifies the number of members covered under the National Insurance Programs and allows members to access a range of member benefits. At the request of a Club Committee member, PSPL can provide a copy of their Club's membership listing held by PSPL.

Annual Returns

Each year Clubs are required to submit their Annual Returns to PSPL by 30 April. Annual Return forms are provided to Clubs each year, either online or in printed form, and include:

1. A Club Annual Update Form which is pre-filled with both Club and Management Committee information held by PSPL;
2. A Capitation Form for payment of capitation fees. For New Zealand Clubs this also includes magazine information; and
3. A Member Listing Amendment Form for updating of current member information.

Each of these Annual Return forms can be submitted online via the Online Update facility. Alternatively, Clubs can complete the forms manually and send to PSPL by email or post.

Throughout the year, Clubs are also required to advise PSPL of any changes to their Club or Management Committee information. These changes should be provided to PSPL as soon as practicable through the Online Update facility or by email to admin@probussouthpacific.org

Changes to member information such as new members and/or resignations should also be submitted through the Online Update facility or by email to general@probussouthpacific.org using the Member Listing Amendment Form.

PSPL MEMBERSHIP

Under PSPL's Constitution, Clubs have the opportunity to become members of PSPL. Membership of PSPL is designed to enhance the relationship with each Probus Club through the service, support and accreditation processes. PSPL membership is completely voluntary and offers the following benefits to Clubs that take up PSPL membership:

1. Clubs will attract the same responsibilities from PSPL's Directors as do members (shareholders) of other public companies from their Directors;
2. Notice of all PSPL Members' meetings will be made available to Clubs so that Clubs will have the opportunity to contact their Representative Member/Director beforehand and make their views known; and
3. As a PSPL Member, Clubs will secure the legal right to receive PSPL's Annual Reports which include PSPL's annual financial statements.

It should be noted that:

- Membership of PSPL will not entitle Clubs to attend or vote at Members' meetings.
- As required by law, membership of PSPL will require Clubs (but not Club members) to contribute a one-off amount of up to \$10.00 to the assets of PSPL but only in the unlikely event that PSPL is wound up without sufficient assets to pay outstanding debts. This obligation will continue for a period of up to one year following the winding up of PSPL.
- Although membership of PSPL will provide Member Clubs with the legal right to receive PSPL's Annual Reports, PSPL has, in fact, always made its Annual Reports available to all accredited Probus Clubs and will continue to do so.

Accredited Clubs are free to become a member of PSPL at any time and can change their decision regarding their PSPL membership at any time. A Club's decision regarding membership of PSPL will not in any way affect a Club's accreditation by PSPL or the level of service and support provided to Clubs by PSPL.

Membership and Accreditation

It is important to understand that membership of PSPL has nothing to do with accreditation. Probus Clubs are accredited by PSPL through the adoption of the Articles of Accreditation in the Recommended Constitution provided by PSPL. The Recommended Constitution for Probus Clubs contains the accreditation requirements that each Probus Club adheres to and, provided the Club complies with these requirements, accreditation by PSPL is maintained.

ROTARY AND PROBUS

Probus is one of Rotary's greatest success stories. Since the inception of Probus in 1974 in New Zealand and 1976 in Australia, Probus Clubs have continued to provide social activities and fellowship to those members of our community who are either semi or fully retired. There are many benefits common to both Probus and Rotary. Each organisation plays a vital role in the communities they serve, and the strength of our success results from the partnership of Rotary and Probus working together.

Rotary and Probus are intrinsically linked, both possessing the ability to contribute to the growth of these two vital community service activities. Many Probus Clubs have maintained great relationships with their sponsoring Rotary Club and all Clubs are encouraged to connect with their local Rotary Club in the following way:

- Invite the President of your sponsoring Rotary Club (if applicable) as a guest speaker to provide an update on what is happening in your local community
- Involve Rotary in your Club's milestone events such as presenting life membership certificates, anniversary celebrations and Club functions
- Share your Club newsletters with Rotary and ask Rotary to do the same with your Club. Sharing these newsletters with your members can help them keep up-to-date with what is happening in your community

- Hold a Probus open day to drive membership and invite your local Rotary Club to attend so they can see Probus in action

MEMBERSHIP REPRESENTATIVES

Supporting Clubs in membership retention and growth is PSPL's primary objective. Our membership strategy is centred around a collaborative approach that sees us all working together. There are a number of Membership Representatives within our community who can assist Clubs locally on a range of issues. Our Membership Representatives include Probus District Chairmen, Rotary District Probus Chairmen, Ambassadors and Association Representatives.

Probus District Chairmen (PDC)

Probus Clubs are allocated to Probus Districts. The role of the PDC is to work with PSPL and fellow Membership Representatives to develop and drive membership retention and growth strategies. These strategies include the identification and establishment of new Probus Clubs and local promotional activity. PDCs are appointed by PSPL.

Rotary District Probus Chairmen (RDPC)

The growth of Probus throughout the years has been influenced by the commitment of the many Rotarians who serve as RDPCs. Our RDPCs play an extremely important liaison role between Rotary and Probus and are recognised by PSPL as key partners ensuring the stability and growth of the Probus Community.

Working with PSPL and fellow Membership Representatives, the RDPC's role is to assist in the formation of new Probus Clubs and support existing Clubs. RDPCs play an important role in continuing to build and strengthen the relationship between Probus and Rotary and to encourage Probus Clubs to keep in contact with their sponsoring Rotary Club.

Ambassadors

Ambassadors are members who are nominated by their Club. Ambassadors work with fellow Membership Representatives at a local level to identify and develop strategies within their community to enhance opportunities to grow and strengthen Probus Club membership.

This role is critically important in supporting the future and successful operations of Clubs and the enjoyment of members. Ambassadors act as the conduit for communication among local Clubs. Ambassadors liaise with other volunteer members and PSPL and are proactive in driving the membership strategy locally.

As the PDCs role is to develop and drive the membership strategy for the Probus district, where a PDC is appointed, Ambassadors work with the PDC to agree the actions required to deliver membership growth. Clubs are encouraged to nominate an Ambassador to actively participate in the growth of Probus in their community. To find out more about nominating an Ambassador, contact the PSPL Team.

Associations

Historically Probus Associations were established to assist Clubs with the exchange of ideas and information and assist in social activities. Over time, the role of Associations has evolved, and they play an important role in supporting Clubs locally. Working with PSPL, they play a vital role in the growth of our Community. There are a number of Associations across Australia and New Zealand. However, not all areas have Associations.

Although it is not a requirement for a Probus Club to be affiliated with a Probus Association, such affiliations provide Clubs with opportunities to network with other Clubs at a local level.

MEMBERSHIP GROWTH

PSPL, along with Ambassadors, RDPCs, PDCs and Associations, work with the Probus Community to drive membership growth through existing Clubs and the formation of new Clubs.

The membership strategy centres around Clubs working together locally in either Probus Districts or Clusters. A Cluster is a group of approximately 10-15 Clubs that join together to specifically focus on member retention and growth.

In Cluster meetings, Membership Representatives, along with representatives of each Club within the Cluster meet at least quarterly to develop and implement strategies that will increase membership. Given the number of retirees across Australia and New Zealand, these strategies are likely to be a combination of assisting existing Clubs to increase membership and/or establishing new Clubs. Clubs are encouraged to work as a group to create Probus awareness in their local community rather than combat membership issues individually.

In addition to focusing on the growth of Clubs, Cluster meetings provide great networking opportunities through sharing information about activities, speakers and leadership. These meetings are held locally to ensure that Club representatives are not travelling long distances and are usually co-ordinated and facilitated by a Membership Representative.

To support the membership strategy, PSPL has developed a range of resources to assist Clubs with their growth and vitality. These include:

1. Our Guide on Attracting New Members and Effective Club Leadership covering a range of helpful tips on how to lead vibrant and growing Clubs.
2. Our Club Health Check that can assist in identifying opportunities to improve a Club's overall appeal.
3. Our wide range of personalised and generic promotional material available to each Club. These include personalised flyers, posters and business cards which can be ordered through the Online Shop on the PSPL website or by contacting the PSPL Team.
4. The development of personalised growth plans that identify opportunities for Club promotion at a local level.

All Management Committee members are encouraged to review our membership resources. Most

importantly, we suggest each Club nominate an Ambassador and participate in our membership growth program through their Ambassador, PDC, RDPC, or local Association. Please note that not all States/Regions have local Associations.

Leading your Club

Good leadership ensures the longevity and viability of a Club into the future. Management Committee members are Club leaders who take charge and build momentum. The Committee's focus should be on leadership, membership retention and growth and less on administration. Here are a few simple ways to achieve this:

1. **Enthuse Members** - Understand that members matter. It is not about how many members a Club has, but how many are actively participating in the Club. Create a reason for them to come to meetings regularly by catering to their interests, (not just the Committee's). Get members excited enough to tell their friends about the great things your Club does, and maybe their friends will come along and join in!
2. **Make Everyone Feel Welcome** – Every member in your Club needs to feel appreciated and part of the Probus family. Make them proud to be a member, and proud to be a part of your Club.
3. **Understand what members want** – A healthy Club is one that is growing and changing. Do not presume to understand what members want out of Probus without asking them – use PSPL's Health Check or a suggestion box to find out more about members' interests and ideas.
4. **Avoid "clique groups"** – Clique groups can make some members feel isolated. Create opportunities for members (who do not normally socialise together) to get to know each other through speakers, games and activities.
5. **Keep activities fresh and exciting** – Try new activities that cater to a variety of activity levels and interests. While not every member will participate in every activity, the goal should be to have all members participating in some of them. If they are not participating, ask why.
6. **Do the housework** – Correct and accurate administration makes things easier for the incoming Committee and ensures the Club's smooth progress for many years to come.

Committee members do not have to do everything themselves. Consider appointing assistants or ask members to assist in one-off projects. Most importantly refer to the wide range of resources available from PSPL.

7. **Maintain and grow membership** - To stay viable, Clubs need to have a continual focus on keeping existing members and sourcing new ones. How you will do this will depend on your Club but consider it a matter of urgency and start planning on how your Club can grow and remain viable over the next few years.

Refer to the range of ideas on how to grow your Club included in this Handbook. The PSPL Team can also assist with providing a personalised Membership Growth Plan for your Club.

8. **Have a succession plan** - Ensure that members understand the role of the Management Committee. This can be done by preparing a brief role description for each Committee position. Help members see that being on the Committee is a team effort. This can be done by:
 - a. inviting persons who may be potential Committee members to observe a Committee meeting so they can see firsthand how the process works.
 - b. allocating one-off projects to members who are not on the Committee.
 - c. appointing assistants as this will help in reducing the workload for any one person.

- d. having “general” Committee members as part of your Committee. Some members are happy to be involved in the Club’s management but would prefer not to hold a specific title. General Committee members can assist with whatever function is needed from time to time. This may encourage members to join the Committee if they do not have to hold the responsibility of a specific role.

Refer to the Succession Planning section in this Handbook for further information.

9. **Have fun** - Fun is what both you and your members want, so provide it in truckloads.

Growing Club Membership

Membership is the critical responsibility of all Club leaders. Each member of a Club’s Management Committee has a key role to play by having a constant focus on both membership retention and growth.

Even if a Club is full, this can change quickly if the Club is not providing the range of interests and activities that keep members engaged. It is not just about how many members a Club has, but rather how many members are actively participating in that Club. Members that have a positive experience are more likely to stay in a Club and also share their positive experiences with others.

A Club’s membership is constantly changing, members will leave either through attrition or changes in lifestyle, so it is extremely important that each Club has a membership retention and growth plan.

There are a number of initiatives that Clubs can implement to attract new members:

1. **Promote your Club** – PSPL has a wide range of complimentary personalised and promotional resources available for Club promotions. This includes personalised flyers, posters and business cards. Utilise these resources wherever retirees may frequent such as doctors, dentists, pharmacies, libraries and over 55 communities.

Consider appointing a Publicity Officer within your Club whose sole focus is to generate publicity that will attract new members.

2. **Letterbox drop** – Distribute personalised flyers or business cards throughout the community. Involve your members by asking the walking group to distribute your Club’s promotional material. If the Club does not have a walking group, consider starting one.
3. **Advertise at the Club venue** – PSPL provide complimentary posters that can be personalised with your Club’s meeting information. Place these at your Club’s venue and local businesses where potential members often frequent. Consider offering a “thank you” to these businesses in your Club’s newsletter.
4. **Community announcements in local and seniors newspapers** - Publicise your Club, its meeting date and time, names of recent and planned guest speakers, outings and events, and include contact information for membership enquiries. Provide well written content and use real photos of your Club activities so potential members can see Probus in action. Usually, local newspapers are happy to include this information free of charge given the importance of Probus in the community. PSPL can assist with content, please contact our Team if you would like assistance.
5. **Local community radio** - Take advantage of its community announcements and publicise your Club and speakers. Use the Probus radio advertisement which can be downloaded from the PSPL

website at <https://probussouthpacific.org/about-probus/probus-media-room/> or contact our Team for a copy.

6. **Showcase your Club** – Make your Club more accessible to potential members by providing your Club’s contact information. Use the Club Page on PSPL’s new website to highlight your Club’s activities. Consider creating a website for potential members to find your Club; either one through PSPL (provided complimentary) or one of your own design.

Facebook is another platform Clubs can use to attract new members. Over 55’s are considered to be one of the most active groups on Facebook. Similar to a website, an active presence on the internet assists in generating enquiries from potential members direct to your Club. Clubs with their own Facebook page may consider targeted paid promotional campaigns via Facebook. PSPL can assist with providing a personalised image to use for this form of advertising.

PSPL has developed guidelines to assist Clubs in establishing and maintaining a presence on Facebook.

7. **Have a membership drive at the local shopping centre** - Some shopping centres allow non-profit organisations to staff a display table, free of charge. Use the range of complimentary promotional material available from PSPL for the membership drive. This includes personalised flyers, business cards and posters. PSPL can also supply chocolates and balloons for the membership drive.

Encourage potential members to approach the display table by offering a prize. Local businesses are usually happy to donate a prize in exchange for an acknowledgement in the Club’s newsletter. The prize does not have to be expensive - a small coffee machine, sandwich maker or a gift basket will suffice. A Club could also purchase a prize if unable to source a donation.

Potential members will then be interested in either the prize, the chocolates, or both. To be eligible for a ticket to win the prize, the potential member would need to provide their contact information which then becomes a source of potential members which a Club can follow up.

8. **Probus Publications** - Encourage all members to share the *Active Retirees* magazine and/or E-Newsletters with friends via email. Include an invitation when sharing for potential members to visit the Club to see what Probus is all about.
9. **Involve your members in the Club’s membership goals** – While Club leaders have the overall responsibility for membership retention and growth, they do not have to do all the work. Consider establishing a member-get-member program with prizes for those who introduce the most members into the Club.
10. **Have an Open Day** – An open day is where members are encouraged to bring a friend to see Probus in action. Ensure that the open day is showcasing the Club effectively. Consider having a variety of speakers, a themed event or even play some games to highlight the fun aspect of the Club. Provide an invitation to potential members which can include mention of a free morning tea if this is available on the day.
11. **Keep in touch with visitors** – Those who visit your Club are considering joining, so it is important to keep in touch. Maintain a potential members list and email/post them a copy of your Club’s newsletter. Also share the *Active Retirees* magazine and/or E-Newsletters with them via email.
12. **Local retirement village** - Connect with the local retirement village to let them know about your Probus Club. Many villages are looking for activities for their residents to participate in. Ask if they are willing to promote your Club in their village newsletter in exchange for an acknowledgment in the Club’s newsletter.

13. **Have a variety of outings and activities** - Ensure there are outings and activities for all tastes and capabilities. Survey members about their preferences for different kinds of interest groups, activities or trips/tours. Ask those not taking advantage of activities and outings if there are other kinds of activities and/or outings they would enjoy. Network with other nearby Clubs to help fill buses and share experiences.
14. **How engaged are your members** - Do your members participate in activities and outings and come to all the meetings? How do you measure the success of your Club? It is important to understand what your members want from your Club, consider a survey or a suggestion box asking members what activities they would like, some of the suggestions may surprise. Utilise the PSPL Club Health Check which is available from PSPL in a fillable PDF form or paper form.
15. **Review your meeting format** - Make meetings exciting. The formal part of the meeting should not take very long, play a different game at each meeting or have a theme, such as a style, colour or era. Create games that discourage "clique" groups by having members sit in different seats with prizes for those who learn an interesting fact about a member who they do not know.
16. **Review the average age of your members** - It is important for the future of your Club to attract younger retirees wherever possible. One way to achieve this is to have a wide variety of activities for both younger and older retirees in which to participate and ensure meetings and outings focus on fun and friendship.
17. **Consider your venue** - Is your venue clean, cheerful, with sufficient space, safe, with adequate facilities and parking? Would another venue at the right price be more suitable?
18. **Assess your membership ceiling** - Your Club's membership ceiling is about how many persons can fit in the Club's venue. Is the membership ceiling where it needs to be, or can it be higher?
19. **Make visitors and potential members feel welcome** – It is possible that potential members may be nervous about attending their first meeting, particularly if they do not know many of the members. It is important to ensure that they are made to feel welcome. Consider establishing a "buddy" system for potential members as well as new members. Include visitors on your email list to receive newsletters so they can read more about your Club activities while considering joining.
20. **Keep in contact with your local member** – Staying in regular contact with government representatives creates a range of opportunities for your Club. Regardless of their political affiliation, government representatives understand the value of Probus and the benefit it brings to the local community by keeping retirees engaged and connected.

Ask your government representative to create awareness of your Club through their website, newsletters and social media pages. PSPL can provide artwork for these various mediums. Register your Club on the representative's mailing list to take advantage of any grants that may be available to assist community groups with hosting of events and/or purchase of equipment.

21. **Plan your Probus Month celebrations early** - On 1 October 2020, the inaugural Probus Day was launched. The 1st of October was selected in line with the International Day of Older Persons which is celebrated across the world each year. Since its introduction in 2020, **Probus Day** has been so successful - it is now known as **Probus Month**.

Probus Month is a great way to generate awareness by inviting potential members to see Probus in action. Probus Month celebrations include lighting of landmarks in Probus colours, flying of Probus flags, joint Club activities, morning teas, barbeques and picnics. Probus Clubs and Associations are encouraged to plan their Probus Month celebrations early and seek support from local government to assist with funding and promotion for their events.

22. **Keep in contact with your sponsoring Club** – If your Club has a sponsor, keep in regular contact with them by sharing newsletters so that all members can keep up to date with what is happening in their local community.
23. **Nominate an Ambassador** - work together on growing Probus locally by nominating an Ambassador from your Club to network with other Clubs in your area.

SUCCESSION PLANNING

It is extremely important to have a succession plan in place. Asking members to take on the responsibility of a management position can be quite daunting, particularly when some existing Committee members have been in the role for a number of years. In some cases, members may not want to take on a long-term commitment for fear of the unknown if they do not have a clear understanding of the role. Consider the following when preparing a succession plan:

1. Ensure that members understand the role of the Management Committee. This can be done by preparing a brief role description for each Committee position. There is information on each role in this Handbook which can be used as a guide.
2. Start planning early as it takes time for members to consider taking on these roles. Continually recruit new members onto the Management Committee in preparation for the ensuing year.
3. Invite persons that may be potential Committee members to observe a Committee meeting so they can see firsthand how the process works.
4. Consider appointing one or more assistants for the Secretary, Treasurer and Outings, Activities and/or Tours Officer. This will assist in reducing the workload for any one person and may encourage members to become involved.
5. Consider appointing more than one Vice President. These persons could work together with the current President and Immediate Past President to learn the role prior to their own term as President.
6. Consider engaging potential Committee members to assist in one-off projects such as organising a particular activity. Potential Committee members may be more inclined to assist in a one-off project.
7. Consider having “general” Committee members as part of your Management Committee. Some members are happy to be involved in the Club’s Management but would prefer not to hold a specific title such as Membership Officer or Secretary. General Committee members can assist with whatever function is needed from time to time. This may encourage members to join the Committee if they do not have to hold the responsibility of a specific role.
8. Review the powerpoint presentation on succession planning provided by PSPL. This presentation is designed to encourage members to consider nomination and can be adapted by your Club as required.
9. Have a Membership Growth Plan (as recommended in this Handbook) that continually brings in new members to your Club who may serve on Committees in the future.

These suggestions are designed to let your members know that being on the Committee is a team effort that can be very rewarding.

PROBUS MONTH



On 1 October 2020, the inaugural Probus Day was launched. The 1st of October was selected in line with the International Day of Older Persons which is celebrated across the world each year. The objective of Probus Day for our Community is to have a focal point in our calendar to celebrate Probus.

The inaugural Probus Day in 2020 was a huge success with many Clubs and Associations across our Community taking the opportunity to celebrate Probus through open days, celebratory picnics, morning teas, lighting of landmarks and the flying of Probus flags. Since its inception in 2020, **Probus Day** has been so successful, it has become **Probus Month**. Probus Clubs and Associations are encouraged to plan their Probus Month celebrations early and seek support from local government to assist with funding and promotion.

PARTNERS

PSPL has a Partnership Program that facilitates a range of benefits and services for Probus Club members in the areas of travel, lifestyle, technology and health. Probus Club members are encouraged to show their support for Probus Partners. Visit the Probus Partner page on PSPL's website to stay up to date with their offers.

Over Fifty Insurance – Gold Probus Partner

Australia's trusted brand for over 30 years, Over Fifty Insurance is a specialist in insurance for people aged 50 and over.



Over Fifty Insurance offers a range of high-quality home, car, and landlord insurance products without compromising on service. No fanfare, no hidden agendas. Just good old-fashioned, honest, and friendly service, and a range of options for you to choose from. With 24/7 claims assistance and option to pay by the month at no extra cost¹, Over Fifty Insurance is simple, reliable and easy.

Special online-only offer: As a Probus member, receive up to 10% off your first year's premium^{2,3} and receive a \$25 eGift card when you quote and buy a new Home and Contents, Comprehensive Car, or Landlord Insurance policy online with Over Fifty Insurance using the Promo code: Probus25*.

- [Car Insurance](#)
- [Caravan Insurance](#)
- [Landlord Insurance](#)
- [Home and Contents Insurance](#)

T: 1300 63 50 50 | W: [Car Insurance](#) | W: [Landlord Insurance](#) | W: [Caravan Insurance](#)
W: [Home and Contents Insurance](#)

*Disclaimer: [*T&Cs apply and minimum premiums apply](#). Over Fifty Insurance Pty Ltd ABN 58 007 165 200 AR 295939 arranges this insurance as agent for the insurer Allianz Australia Insurance Limited ABN 15 000 122 850 AFSL No 234708. We do not provide any advice based on any consideration of your objectives, financial situation or needs. Any advice provided is general advice only. Policy terms, conditions, limits and exclusions apply. Before making a decision, please consider the relevant Product Disclosure Statement available from www.over50insurance.com.au. The relevant Target Market Determination is available by calling 1300 63 50 50. 1. If you choose to pay your premium by instalments you do not pay us any more than if you pay your premium in one lump sum annually. The premiums payable by instalments may be subject to minor adjustments (upwards or downwards) due to rounding. Note: Your financial institution may apply transaction fees to instalment payments. 2. Online discount: [Home] When you quote and buy a new home insurance policy online a discount of up to 10% is applied to your first year's premium including **the following optional covers (if selected); Accidental damage, Motor Burnout and Portable Contents**. This discount is not applied on renewal. [Landlord] When you quote and buy a new Landlord insurance policy online a premium discount of up to 10% is applied to your **first year's premium including the optional covers (If selected) Rent Default and Theft by Tenant**. This discount is not applied on renewal. [Motor] The online discount applies to new comprehensive car Insurance policies quoted & purchased online only. Any online discounts offered are applied to our standard rates (excluding optional covers) and are for the first year's premium only (unless stated otherwise). Promotional or other discounts may apply from time to time for customers who apply for insurance via other methods. 3. Minimum premiums: If you are eligible for more than one discount, Allianz applies them in a predetermined order. This means any subsequent discount will be applied to the reduced premium amount after applying any prior discounts and the effect of the subsequent discount will be reduced. For example, the aggregate effect of applying two 10% discounts consecutively means that you will not see the full benefit of both these discounts. Discounts do not apply to taxes or government charges. Discounts do not apply to optional covers for Domestic workers' compensation / Landlord workers' compensation and may not apply to other optional covers (**if available and selected, not available from 21 December 2025**). Any discounts/entitlements may be subject to rounding and may only apply to the extent that any minimum premium is not reached.*

Trade Travel – Gold Probus Partner

A trusted partner of Probus South Pacific since 2005, Trade Travel specialises in delivering high-quality travel experiences tailored exclusively for Probus Clubs and members. From fully hosted Club tours and “Join a Tour” departures to cruises and private holidays, Trade Travel provides an end-to-end service designed to make planning seamless and stress-free.



Club & Individual Travel

Trade Travel offers a diverse range of touring options from short breaks to extended international journeys, thoughtfully curated to deliver enriching, memorable experiences. Each Club tour is supported by a personalised itinerary and dedicated Area Managers, ensuring attentive, hands-on service from planning through to travel.

Individual Probus members can also access a selection of hosted tours, cruising experiences and holiday packages. Explore the full range on the [Trade Travel website](#) or speak to one of our Trade Travel consultants.

Local Support

With local area representatives available, Trade Travel offers the convenience of personalised, face-to-face service. They can meet with your Club to discuss touring opportunities or present at your

next Probus meeting - sharing insights and inspiration across a wide range of destinations.

Exclusive Gold Partner Benefits

As a proud Gold Probus Partner, Trade Travel offers outstanding value through the Probus Members Benefits Scheme. [Click here for more details.](#)

2026/27 Group Travel Offer

Book a 2026/2027 group tour with 20 or more passengers and receive:

- **\$500** credit for domestic travel, or
- **\$1,000** credit for international travel

Credit may be used as a tour discount or added inclusion. **Quote code:** TTG026

T: Australia 1800 034 439 | New Zealand 0800 443 044

W: tradetravel.com.au/probus-clubs | **E:** bookings@tradetravel.com

Aidacare – Silver Probus Partner



Since 1987, Aidacare has been helping Australians live more comfortably, safely, and independently. As one of the country's most trusted providers of healthcare equipment and support services, they're here for individuals, families, and carers who need reliable solutions they can count on.

Whether you're recovering at home, managing a long-term condition, or supporting a loved one, they offer a wide range of quality products – including mobility aids, beds, bathroom safety items, and more – designed to support your health and wellbeing.

Quality Products You Can Trust

They supply and manufacture a full range of mobility, rehab, and daily living aids – all designed with your comfort and wellbeing in mind. They work with leading international brands, as well as their own trusted Aidacare and Aspire products, to give you access to the best in assistive technology.

Hire Equipment When You Need It

Their flexible hire service offers short and long-term solutions, ideal for recovery, rehabilitation, or trying out new products before you buy.

Expert Advice & Support

Across their 90+ showrooms they offer friendly, professional guidance to help you choose the right equipment to ensure every product is set up to suit your lifestyle.

Probus Member Offer

Aidacare offers Probus members a 5% discount across all products purchased or hired in-store or online. Simply present your Probus Membership Card at one of their stores or use.

CODE: **Probus5%** when ordering from shop.aidacare.com.au/pages/probus-partner to receive your

exclusive discount.

T: 1300 017 592 | W: shop.aidacare.com.au/pages/probus-partner

Coach Holidays and Tours – Silver Probus Partner



Discover the Joy of Travelling with Coach Holidays & Tours

Tailored Travel for Probus Members – All-Inclusive, Relaxed and Affordable

Coach Holidays & Tours is Australia's largest all-inclusive coach tour company for retirees. With over 30 years of experience and more than 120 extended tours offered each year, they provide fully escorted, hassle-free holidays designed for like-minded seniors.

From the red centre of the Outback to the coastal beauty of Tasmania and Queensland's rainforests, their tours explore every corner of Australia – all at a relaxed pace. Favourites include the 10-Day Longreach Adventure, the 12-Day Grand Tasmania Tour and the epic 50-Day Around Australia Journey. Some of the most frequented by Probus Members are 5 and 6 days in length – the perfect cost-effective getaway.

Everything is included: comfortable coach travel, quality accommodation, all meals, sightseeing and entry fees. With no hidden costs, guests can simply sit back, relax and enjoy the journey.

Now under the ownership of Stephen and Louise Tritton, Coach Holidays & Tours is investing in modern, state-of-the-art coaches and delivering even greater value and service. Their friendly, experienced driver/guides and thoughtfully designed itineraries make each trip feel like travelling with friends.

Coach Holidays & Tours also works directly with Probus Clubs to create tailored group experiences and can assist with filling remaining seats through their national network. We include group collection for 10 or more members.

Probus Member Offer

- **12% off** the base price* on any standard Coach Holidays & Tours extended tour itinerary for any member
- **Additional \$50 off per person** for group bookings of 20 or more travellers on tours of **5–9 days** duration
- **Additional \$100 off per person** for group bookings of 20 or more travellers on tours of **10 days or more**
- **Bonus Lucky Door Prizes** when you invite a Coach Holidays & Tours Group Touring Specialist to present at your Probus meeting

Eligibility

Open to all **Probus Club members** and their partners

How to Redeem

- Quote your **Probus membership number** when booking
- Mention the promo code: **PROBUS-COACH12**

Terms and Conditions

Applicable to new bookings only made after 4th August 2025. The discount does not apply to the solo traveller additional component as this is passed on at cost price. Discounts cannot be combined with other promotional offers. Group bonus applies to bookings of 20 or more on the same departure. Lucky door prizes available when a presentation is pre-arranged with a touring specialist and held during a registered Probus Club meeting.

T: 1300 13 44 23 | W: www.coachholidaysandtours.com.au/probus

Levande, Retirement Living – Silver Probus Partner

LEVANDE
Retirement, living

As one of Australia’s leading retirement living providers, Levande is setting a new standard for what it means to live well in retirement through vibrant, supportive communities that encourage independence, connection, and joy. Offering over 50 communities across urban, regional, and coastal locations, each village is thoughtfully designed to support independence while fostering a strong sense of belonging and wellbeing.

Levande communities are built around the idea of “Everyday Exceptional”, where residents enjoy low-maintenance homes, modern amenities, and a lifestyle rich in opportunities for social connection, movement, and personal growth. Levande believe that staying active, connected, and engaged is key to living well—especially in retirement.

With a shared commitment to community spirit and active living, Levande is proud to partner with Probus, an organisation that celebrates lifelong learning, friendship, and fun. Together, we champion the idea that retirement is not an end, but a vibrant new beginning.

Probus Member Offer: Come experience just how exceptional retirement can be at a Levande Retirement Village. Any Probus member who becomes a Levande resident will receive a bonus welcome gift of \$1200.

T: 1800 72 71 70 | W: www.levande.com.au.

Aussie Trains & Cruise – Bronze Probus Partner



Aussie Trains and Cruise is delighted to provide an exclusive offer designed especially for Probus Club members, giving travellers even more reason to explore the beauty and diversity of rail travel across Australia & cruising through the world. For a limited time, Probus Club members can enjoy an additional 5% saving across a range of iconic train journeys and curated cruise holiday packages throughout the world, creating exceptional value on some of the country’s most celebrated rail experiences.

These journeys are more than simply a mode of transport — they are immersive travel experiences combining comfort, cuisine, storytelling, and breathtaking scenery. Whether travelling north through the heart of the continent, crossing vast landscapes from coast to coast, or discovering southern coastal regions, each journey offers something truly unforgettable.

The exclusive Probus offer applies across departures on The Ghan, Indian Pacific and Great Southern, allowing members to choose the adventure that best suits their travel style. Guests travelling aboard The Ghan can experience the dramatic contrasts of Australia's Red Centre, travelling between Adelaide and Darwin while enjoying off-train touring experiences that showcase remote landscapes, Indigenous culture and unique outback destinations.

For those seeking a transcontinental adventure, the Indian Pacific delivers one of the world's great rail journeys, linking the Indian and Pacific Oceans. Travellers cross deserts, mountain ranges and historic towns while enjoying premium dining and attentive onboard service. Meanwhile, the Great Southern offers a relaxed seasonal escape through Australia's south-east, pairing coastal scenery with regional food and wine experiences.

In addition to the extra 5% Probus saving, guests continue to enjoy the signature inclusions that make these journeys exceptional value — spacious cabins, regionally inspired dining, premium beverages and expertly guided off-train excursions. Carefully designed packages also combine rail travel with accommodation and touring, allowing members to extend their holiday and explore even more destinations seamlessly.

This exclusive offer reflects Aussie Trains and Cruise ongoing commitment to supporting Probus communities by providing memorable travel opportunities that encourage connection, discovery and shared experiences. Group leaders and members alike can take advantage of simplified booking support, expert advice and tailored itinerary planning to ensure every journey runs smoothly from start to finish.

Whether reconnecting with friends, ticking off a lifelong bucket-list experience or simply enjoying the romance of rail travel, this additional 5% Probus member benefit makes there has never been a better time to step aboard and discover Australia by train.

T: 13 44 26 | W: www.aussietrains.com.au | E: stuart@aussietrains.com.au

On Course Tours & Travel – Bronze Probus Partner



About Us - The On Course Difference

On Course Tours and Travel specialises in escorted tours designed for mature adults seeking immersive and unforgettable experiences across Australia and internationally. Their multi-award-winning, family-owned company, established in the 1980s, is committed to making your journey as smooth and enjoyable as possible.

- **35 Years of Experience:** For over 35 years, they have been fine tuning their tours and discovering new destinations to create extraordinary itineraries.

- **Personal Approach:** They pride themselves on their personalised service. Whether you're traveling individually or arranging a tour for a group, their team is here to assist with everything from selecting your next destination to coordinating all aspects of your journey, ensuring peace of mind throughout the process.
- **Commitment to Local Communities:** They are dedicated to supporting local communities wherever possible, ensuring their tours provide memorable experiences while positively impacting the regions they visit.
- **Transparent Travel:** All of their tours list inclusions upfront, with prices designed to be as all-inclusive as possible—expect only pleasant surprises!
- **Safety:** Your safety is their top priority. All of their drivers and hosts are First Aid trained, allowing you to travel with confidence knowing you are in safe hands.

They are thrilled to already have hundreds of Probus Clubs as loyal, happy, and regular customers, and they look forward to welcoming many more into their travel family.

Exclusive Offers:

Private Group Tours

All private group tours include a group pickup, and all new clubs travelling with us for the first time on an extended tour receive a surprise welcome gift.

Tours 4+ Days

- Travel with **30 or more** people and receive **\$1200 off your tour**
- Travel with **25 or more** people and receive **\$1000 off your tour**
- Travel with **20 or more** people and receive **\$800 off your tour**

Tours 2-4 Days

- Travel with **30 or more** people and receive **\$600 off your tour**
- Travel with **25 or more** people and receive **\$500 off your tour**
- Travel with **20 or more** people and receive **\$400 off your tour**

Offers applies to all tours listed as part of our **2026 program. Valid until **31 August 2026**.*

Day Tours

- Book a **day tour** and receive **\$15 off per person** on your **first tour** with us.

How to Redeem

Please provide your **Probus membership number** when making your booking.

T: 02 9986 2400 | E: travel@oncoursetours.com | W: <https://oncoursetours.com.au/probus/>

Guardian Plan – Bronze Probus Partner

Planning a funeral can be overwhelming. A prepaid plan takes the burden off families and can give you peace of mind in your



retirement years.

Plan ahead with a prepaid funeral from Australia's leading provider of funerals, cemetery and related services and as a Probus member, receive 5% off the Professional Funeral Director Fees when you purchase a Guardian Plan. [See Terms and Conditions.](#)

Benefits include:

- Lock in your selected funeral services at today's prices
- Plan your funeral the way you want
- Choose from over 250 trusted funeral homes across Australia that are part of the Guardian Plan network, including White Lady and Simplicity Funerals.

Find out why Probus Club members choose Guardian Plan [here](#).

Start Planning Today

To redeem this offer or to learn more, simply call us and provide your Probus member number.

T: 1800 220 888 | **W:** www.guardianplan.com.au/probus

Disclaimer

Guardian Plan is a prepaid funeral plan, where your funds are invested in a funeral bond by the Over Fifty Guardian Friendly Society Limited ABN 81 087 649 063 AFSL 524353. Before making a decision, consider the Product Disclosure Statement (PDS) on our website guardianplan.com.au and consider whether this option suits your needs.

Love Tasmania Tours – Bronze Probus Partner



Fully Inclusive Travel Packages

Love Tasmania Tours is a family-owned, Tasmanian-based company offering memorable tours across Australia. They have had the pleasure of working with Probus groups long before the Probus Partners program existed, and they continue to value these wonderful connections today. For their team, coach touring is all about the journey; relaxing in comfort, enjoying the scenery, and discovering some truly fabulous stops along the way. Their focus is on creating enjoyable, fully inclusive experiences that let every guest make the most of their adventure.

Choose from a wide range of itineraries or let them design a customised tour to perfectly suit your club. With private group travel, you can select the dates that work best for you and enjoy a trip tailored exactly to your preferences. Tours are designed for groups of 10 or more and the packages include everything you need; flights, accommodation, coach transport, meals, entry fees, and even the option of a dedicated tour leader.

Some of the popular destinations they plan tours for include Norfolk Island, Tasmania, Greater Melbourne, Regional Victoria, Top End, Tropical North Queensland, Brisbane, Kangaroo Island & Adelaide, Broome to Perth, Canberra, Sydney and Coastal NSW. On top of this, they also do a range of special interest tours, outback tours, rail journeys and cruises.

Travel Club: Where Dreams Become Journeys

The Senior Travel Club is perfect for individuals, couples or small groups to book a seat-in-coach tour from one of the exciting departures offered within each 6-monthly program release. To see what tours are currently on offer be sure to visit the website!

Nationwide Private Group Tour Packages – 10% Discount

Receive a Probus discount of 10% off any fully inclusive, Australian-based tour package when booking a private group of 10 or more guests.

Tasmanian Transport – 15% Discount

Receive a Probus discount of 15% off transport only bookings (charters and transfers) for any size vehicle in our Tasmanian-based fleet.

Connect with Us

Delve deeper into the possibilities of discovering Australia's pristine nature, remarkable stories and much more! You are invited to reach out to their dedicated travel coordinators at Love Tasmania Tours.

T: 03 6272 2645 | **E:** tours@lovetasmaniatours.com.au

W: lovetasmaniatours.com.au/Probus-Member-Benefits

National Travel – Bronze Probus Partner



Your Passport to Premium Discovery

As a proud bronze sponsor of Probus, National Travel invites members to explore the world through seamless, enriching journeys that are expertly designed and personally meaningful. Whether you're dreaming of a cultural escape, a relaxing cruise, or a multi-generational adventure, we're here to craft your perfect travel experience — with insight, care, and a premium touch.

Why National Travel?

At National Travel, we don't believe in "one size fits all." We specialise in creating handcrafted itineraries tailored to your travel style, interests, and pace — whether you're exploring solo, with a partner, or with family.

Our clients enjoy:

- A **personal travel concierge** to handle every detail from planning to post-trip follow-up
- **Custom-designed itineraries** for immersive, enriching travel
- Access to **lesser-known, premium destinations**
- **Handpicked cultural experiences** you won't find in standard packages
- **Real-time itinerary support** via our intuitive ***My Travel Itinerary*** app, keeping you informed and in control every step of the way
- A strong focus on **sustainability and responsible travel**

Probus Member Benefits

Probus members enjoy exclusive access to National Travel offers:

- **\$100 off** per booking on all international travel packages
- **\$50 off** per booking on all domestic travel packages

- **Value-added perks** through our trusted partners — such as priority benefits, upgrades, and onboard cruise credits

Simply mention your Probus membership number at the time of booking to redeem.

Begin Your Next Chapter

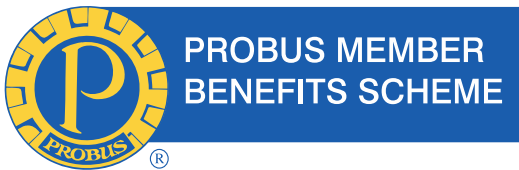
Every Probus member brings a story — and we're here to help you write the next unforgettable chapter. With National Travel, you'll explore with confidence, comfort, and a sense of true discovery.

Explore in style. Travel with purpose. Discover with National Travel.

T: 1800 219 156 | **W:** national-travel.com.au | **E:** probusenquiries@national-travel.com.au

Terms and conditions apply. A travel package is defined as a combination of at least two services purchased together for a single price — including transport (flights, cruises, or trains) plus accommodation for a minimum of three nights, or a tour.

MEMBER BENEFITS



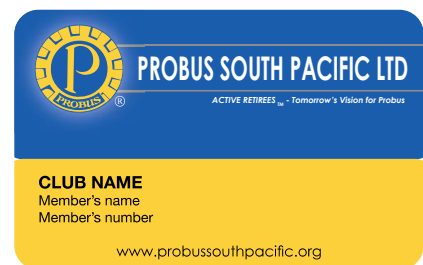
Probus Club members have access to discounts and offers through their Probus membership. These include offers from Probus Partners and the Probus Member Benefits Scheme (MBS) Partners. Information about these exclusive offers can be obtained from the PSPL website or by contacting the PSPL Team. It is

important to note PSPL negotiates these offers for the benefit of Probus Club members. Club members should quote their membership number to access exclusive discounts.

Membership Cards

The Probus Membership Card contains:

- Club name
- Member name
- Individual membership number



The Probus Membership Card does not contain any information other than the above and PSPL will not provide any additional member information to MBS partners.

The Probus Membership Card number is also used as the login and the password for Club members to access the Members section of the PSPL website.

Club member information is collected in accordance with PSPL's Privacy Policy which can be viewed on the PSPL website at www.probusouthpacific.org/pages/probus_privacy_policy This information will not be given or sold to any third party for commercial purposes.

Important Information about Partner Offers

The information provided about Partners is of a general nature only and should not be considered as a recommendation or endorsement by PSPL of any of their products, services or advice. PSPL recommends that Probus Club members (or any other person relying on the information in this Handbook) undertake their own enquiries to determine if a product, service or advice is suitable for them before purchasing. Persons considering these offers should review any terms, conditions, limitations, exclusions or disclaimers that may be applicable. Probus Program Partners and Membership Benefit Scheme Partners acknowledge that they are aware of, and undertake to comply with, the provisions of any applicable legislation in relation to false and misleading advertising or statements and unfair contracts and practices. PSPL negotiates these exclusive offers on behalf of Probus Club members and may receive a commission or payment for advertising costs from the sale of some of the offers. PSPL accepts no liability for any of the products, services or advice being offered by its Partners.

CLUB CONSTITUTION

Club Constitutional Review

PSPL commenced the review of Club constitutions in 2023. The objective was to provide Clubs with updated, concise constitutions that reflect modern practice and current legal requirements. The review commenced with consulting with all Probus Clubs in respect of proposed changes to the accreditation requirements, which are reflected in the Preamble to the Constitution and the Articles of Accreditation (Articles) marked in ***bold and italic*** typeface. The vast majority of Clubs expressed support for the proposed changes to these. Others suggested amendments, many of which were accepted.

Following a consultation process with all Probus Clubs, PSPL worked with external lawyers and regulators to produce updated Recommended Constitutions and Standing Resolutions for Australia and New Zealand. As foreshadowed in previous editions of the Handbook, Standing Resolutions, which are a Club's internal management rules, have replaced By-laws.

These were issued to all Clubs in early 2025 along with information on how to adopt them.

A Club's Constitution and accompanying Standing Resolutions can be adopted at any general meeting provided the required notice is given.

The Constitution

On formation, a Probus Club adopts the Preamble and Articles of Accreditation (Articles) which are set out in its Constitution. Provided the Club complies with the Articles, accreditation by PSPL is maintained.

The Recommended Constitution also includes clauses which are considered appropriate to assist Clubs in their day-to-day management. These clauses cover matters such as the composition of a Club's membership, the functions and election of the Management Committee, how meetings of members are conducted, how decisions (known as resolutions) are made as well as clauses that provide clear guidance around the discipline of members and internal disputes.

In addition, the Recommended Constitution has a number of clauses that are driven by the legal requirements of the relevant legislation which apply to incorporated Clubs.

It is important therefore that the Management Committee be familiar with the provisions of the Club's constitution along with any standing resolutions approved by the members of their Club. It is equally important that the difference between the constitution and standing resolutions that the Club has adopted be fully understood.

All Probus Clubs are required to provide PSPL with a signed copy of their current constitution. While it is not necessary to provide PSPL with a copy of the Club's Standing Resolutions, Clubs can provide these to assist PSPL in addressing enquiries. If an incorporated Club is unsure about which constitution it is operating under, it should contact the relevant regulator. If unincorporated, please contact the PSPL Team.

Incorporation

PSPL recommends that all Probus Clubs become incorporated. Incorporation creates a separate legal entity, distinct from its members, which can sue and be sued. In an unincorporated Club, the members of the Management Committee run the risk of being held personally liable for debts or liabilities incurred by their Club. Because an incorporated Club is a separate legal entity, it is generally responsible for the Club's debts and liabilities.

PSPL provides a Recommended Constitution suitable for adoption by both incorporated and unincorporated Probus Clubs. This Recommended Constitution contains both the Articles of Accreditation and the relevant legislative requirements.

There are a number of requirements that Clubs must adhere to if they are incorporated. These requirements can differ depending upon the applicable legislation and generally include the lodgement of an annual return with annual financial statements as well as the appointment of a Secretary and/or Public Officer in Australia, known as the Contact Person for incorporated Clubs in New Zealand.

The Public Officer/Contact Person is the official liaison person between the Club and the regulator for incorporated associations. Refer to the Public Officer/Contact Person section of this Handbook for further information.

It is up to each Club to understand its requirements with respect to lodgement of various documents with the relevant regulatory authority. PSPL provides a Regulatory Reporting Summary outlining the information required to be lodged with each regulator which is available from the PSPL Team. The regulators for incorporated associations are:

ACT – Access Canberra - www.accesscanberra.act.gov.au

NSW - NSW Fair Trading - www.fairtrading.nsw.gov.au

NT - Northern Territory Government Information and Services - www.nt.gov.au

QLD - Office of Fair Trading - www.fairtrading.qld.gov.au

SA – Consumer and Business Services - www.cbs.sa.gov.au

TAS - Consumer, Building and Occupational Services - www.cbos.tas.gov.au

VIC - Consumer Affairs Victoria - www.consumer.vic.gov.au

WA - Department of Local Government, Industry Regulation and Safety - www.commerce.wa.gov.au

NZ - Registrar of Incorporated Societies - www.companiesoffice.govt.nz/

Standing Resolutions

The Recommended Constitution provided by PSPL requires the adoption of standing resolutions which set out a Club's ongoing internal management rules. For a Club that has adopted PSPL's Recommended Constitution, this is normally referenced in the Club's constitution by the words "as provided for in the Standing Resolutions".

To amend or replace a standing resolution, members must pass either an amendment to an existing standing resolution or pass a new resolution.

A standing resolution must not be inconsistent with any provision in the Club's constitution. If there is an inconsistency, the relevant clause in the Club's constitution will take precedence over anything in a standing resolution.

A standing resolution may be moved at a General Meeting from the floor with or without notice depending on the nature of the motion. If a proposed standing resolution is considered contentious or the change relates to an existing standing resolution, 14 days' written notice should be given to all members.

As per the Recommended Constitution, the voting procedure for adopting additional Standing Resolutions should be the same as the voting procedure for amending Standing Resolutions. This means that a motion should be moved, and once seconded, a vote should be taken either by a show of hands or secret ballot, following discussion by members.

Changes to standing resolutions (including additional resolutions) will normally require a simple majority vote of members present and voting. However, a Club may select a higher majority vote (such as 75%) and that should be clearly stated in its standing resolutions.

A standing resolution remains in place until such time as the resolution is amended, rescinded or a new resolution overrides the previous resolution. It would be advisable to keep a record of all standing resolutions in one document for ease of reference.

A set of Recommended Standing Resolutions is available from the PSPL Team.

Amending a Club's Constitution

When a Probus Club is formed, it adopts the Preamble and Articles of Accreditation (Articles). These Articles, which are reflected in a Club's Constitution in ***bold and italic*** typeface, may only be amended by PSPL in accordance with a Constitutional Review that involves consultation with all Probus Clubs.

Clubs wishing to change any of the clauses, other than the Articles of Accreditation, may do so

with the approval of their membership and in accordance with the Constitution. However, it is important that Clubs seek pre-approval from PSPL prior to submitting changes to their members for consideration. This is because Clubs may inadvertently change clauses that may conflict with either legislative or accreditation requirements which could result in additional work for the Club.

The adoption of a new Constitution, or the amendment of an existing one, by an incorporated Club usually requires regulatory approval or registration before such changes can become effective.

Club Name Change

Clubs should seek approval from PSPL to formally change their name. When considering a name change, there are a number of matters to consider such as:

- the names of other local Clubs in the area
- the time and effort involved in changing the Club's constitution
- whether the proposed name makes the Club's location identifiable (the Club name should contain a suburb that has a postcode)
- the cost imposed by regulators for incorporated Clubs to change their name
- any costs to change material provided to Club members

Model Governing Documents

Each Australian State and Territory provides a set of model governing documents (commonly known as 'Model Rules' or a 'Model Constitution') that an incorporated association (such as a Probus Club) can adopt. These model governing documents contain the matters (if any) that must be included in an incorporated association's constitution under the relevant legislation, as well as many other rules that may be considered best practice for the internal management of an incorporated association.

Similarly, in New Zealand, the Companies Office offers a Constitution Builder which contains the legislative requirements as well as suggested internal management rules.

Consequently, there are a number of provisions in these model governing documents that are not based on legislative requirements. Accordingly, they should not be relied upon when determining whether or not a Club should adopt a particular provision.

Questions or concerns regarding the application of a particular provision should be referred to PSPL for assistance.

CLASSIFICATION OF MEMBERS

A person wishing to become a member of a Probus Club is required to complete a membership application form. The person becomes a member once their membership application has been approved by the Management Committee and their name has been entered in the Register of Members.

The Recommended Constitution issued in 2025 does not require membership applications to be sponsored. However, a Club can retain the requirement for sponsors through the adoption of a standing resolution.

Members who have the right to vote at General Meetings retain that right until such time as they

either resign or have their membership terminated in accordance with the Club's constitution.

There are several approved categories of Probus Club membership. Capitation fees are payable for all classes of membership except for non-active members. The membership categories detailed in the Recommended Constitution are:

Ordinary Member

Ordinary Members form the majority of members of a Club and can include the original foundation members from when the Club was first formed. Minimum attendance requirements apply in accordance with a Club's standing resolutions. Capitation fees are payable for this category.

Honorary Member

Honorary Members may be elected at the discretion of, and on such terms as determined by, a majority of members in a General Meeting. Honorary Members are not required to pay membership subscriptions to their Club and are not eligible to hold office or vote. Given that Honorary Members cannot hold office or vote, it would be unusual to grant honorary membership to an existing member as this would remove their voting rights.

Honorary membership could be considered for those individuals who have contributed to a Club in the past and no longer intend to be an active participant. Honorary Members enjoy all other privileges of membership. Capitation fees are payable for this category.

Life Member

Life membership may be conferred upon a member who has rendered outstanding service to a Club. Nominations should be submitted in writing to the Management Committee for consideration and, if approved, referred to the next General Meeting of the Club for confirmation.

Life Members are not required to pay membership subscriptions to their Club but enjoy all other privileges of membership. A person retains their life membership until such time as they resign from their Club. Life Members that are no longer able to participate due to frailty or ill-health can be transferred to non-active membership while retaining their life membership status.

Capitation fees are payable for this category. Refer to the Induction of Life Members section of this Handbook for suggested induction wording.

Non-Active Member

Non-active membership can assist Clubs with long waiting lists as well as members who are unable to attend meetings due to long-term illness, physical disability or personal carer responsibilities. An example would be a member who is frail and ill and therefore unable to attend meetings or other activities of the Club.

Non-active membership is not intended for a member afflicted with a short-term illness or a disability such as a broken leg or arm requiring a short absence from Club meetings. A member transferred to non-active membership should continue to receive the newsletter and any other information normally provided to members.

Non-active members are not included in the Club's member count which allows those potential members on a Club's waiting list to be approved as an Ordinary Member, provided the maximum membership number is not exceeded. Whether or not a Club wishes to charge non-active members a reduced subscription for receipt of newsletters and/or any other information, is a matter for the Club. Capitation fees are not payable for non-active members.

If a non-active member wishes to resume their ordinary membership, the Club will need to determine if a vacancy exists. If the Club has reached its membership ceiling, the non-active member should be placed on the Club's waiting list until there is a vacancy.

A non-active member should be given preference over other potential members on a Club's waiting list. As with any other potential members on the waiting list, if a Club allows them to participate regularly in activities, then the Club will be required to pay a non-member capitation fee.

RESIGNATION AND TERMINATION OF MEMBERSHIP

Under a Club's constitution, the membership of a member may be terminated for non-payment of annual subscriptions, conviction of an indictable offence or as a result of a disciplinary action.

In all cases, a Club's constitution must be followed in order to minimise the risk of an appeal being lodged by the member.

A member can also choose to resign from the Club, and this would normally be required in writing to avoid any misunderstanding about the member's intent.

If a member cannot resign in writing, due to incapacity, it is expected that such incapacity would have been communicated by a family member to the Club. In this situation, it is considered appropriate for the Club to write to the member concerned confirming their resignation from the Club within one month of the date of the communication unless the member advises otherwise.

In situations where a member has resigned verbally, is not incapacitated, but refuses to submit a resignation in writing, any such verbal resignation should be followed up by a written communication from the Club. The written communication should advise the member concerned that the verbal resignation will be accepted by the Club within one month of the date of the communication, unless the member advises otherwise.

The reason for providing this timeframe is to provide the member with ample opportunity to consider their resignation.

DISCIPLINARY MATTERS

All members have the right to enjoy Probus in a cordial and respectful environment. Sometimes when members come together for a common purpose, there can be disagreements and differences of opinion, perhaps even personality clashes which can lead to complaints.

Disciplining members can be quite challenging depending upon the nature of the situation. While a Club's constitution sets out how complaints and disciplinary matters should be handled, these situations can usually be avoided by setting clear expectations about how members should interact with each other.

This could be as simple as a reminder in the Club's newsletter of the need to treat each other respectfully. The more challenging situations may require a personal approach to the member as they may not fully appreciate the impact of their behaviour.

The first step in any disciplinary matter is to understand the requirements of the Club's constitution and, if in doubt, consult PSPL before any action is taken against a member.

VISITORS

Clubs should establish a protocol for the number of times a visitor may attend Club meetings and/or activities. This protocol should be established in a Club's standing resolutions so as not to overexpose PSPL's insurance policies, and to avoid having visitors enjoy all the benefits of membership without the responsibilities imposed on members.

It is recommended that visitors be allowed to attend up to 3 activities including meetings. After that, it is expected that the visitor will become a member of the Club provided the Club has a vacancy.

If for some reason the person is unable to become a member and the Club allows that person to continue attending meetings, including activities outside the Club's visitors protocol, the Club will be required to pay a non-member capitation fee for that person.

Clubs or Associations that allow persons other than members to participate in Probus activities, including meetings, should ensure they obtain their contact details, emergency contact information and consent in relation to photographs and videos. It is recommended that the Registration Form for Outings, Activities and Tours be used for this purpose. This form is available from the PSPL Team.

NON-MEMBERS

PSPL's goal is to encourage the growth of Probus Club membership. A person who is considering joining a Club is usually invited by the Club to attend as a visitor. Clubs should establish a protocol for the number of times a visitor may attend Club meetings and activities. PSPL recommends that a person who is considering joining a Club be permitted to attend up to 3 meetings and/or activities. This should be sufficient time for a person to determine whether or not they wish to join the Club.

If the person does not join the Club but continues to attend Club meetings and/or activities, outside the protocol set by the Club, this person is classified as a non-member. Clubs that allow non-members should pay the non-member capitation fee. If the person attending a Club's meeting or activity is a financial member of another Probus Club, the non-member capitation fee does not apply.

The Club should not charge a non-member for all or part of the capitation fee applicable to non-

members. Charging the non-member a fee may infer that the person has membership rights under the Club's constitution, which they do not.

While all participants in a Club activity are covered by the National Insurance Programs, it is expected that in the event of an insurance claim, a Club will be able to provide supporting documentation with respect to the claimant's attendance at a Club meeting and/or activity and the nature of their membership. Insurance coverage is subject to the terms, conditions, limitations and exclusions of the relevant policies. Copies of the National Insurance Programs are available from the PSPL Team.

The objective of the non-member fee is to discourage regular participation by a person without membership. It is understood that, in some cases, a person is unable to join the Club either because the Club has a waiting list, or it may be a single gender Club. In these cases, such persons should be encouraged to join a neighbouring Club.

STRUCTURE OF THE MANAGEMENT COMMITTEE

A Club's constitution states that it will be managed by a Management Committee comprising a President, one or more Vice Presidents, a Secretary, a Treasurer and such number of other members as provided for in a Club's standing resolutions.

These other members of the Management Committee would normally include an Outings, Activities and/or Tours Officer, Newsletter Officer, Membership Officer, Guest Speakers Officer, Publicity Officer, Welfare Officer and such other roles as determined by the Club.

Clubs should consider having "general" Committee members as part of their Management Committee. While some members are happy to be involved in a Club's management, they may prefer not to hold a specific title such as Membership Officer or Secretary. General Committee members can assist with whatever function is needed from time to time. This may encourage members to join the Committee if they do not have to hold the responsibility of a specific role.

Each member of the Management Committee is entitled to one vote in accordance with the Club's constitution.

Management Committees are encouraged to consider the appointment of assistants for any or all of the Management Committee positions. Assistants provide support as well as a pathway for succession. Normally assistants are not afforded voting rights as they are not elected members of the Management Committee. However, a Club's standing resolutions may provide voting rights to assistants in the absence of the elected person.

It is possible that a Club may not be able to fill all Management Committee positions. There are a number of options to consider in this situation. One person can hold more than one position temporarily while a suitable member is sourced to fill that position. This person may hold two or more positions but would only have one vote at Management Committee meetings.

ROLE OF THE MANAGEMENT COMMITTEE

The key to a successful Club is effective leadership and regular activities. The Management Committee's overall responsibility is to provide opportunities for social interaction through a wide range of activities that engages its membership.

The role of the Committee is to manage the Club in accordance with the Club's constitution, standing resolutions and the law. It therefore has the power to make binding decisions on behalf of the Club which are not subject to review by the membership. However, Committees should report to their members on any decisions made and are encouraged to seek their member's views on any matters that may be considered contentious.

Each Committee member should be familiar with the Club's constitution and standing resolutions and ensure that there are copies available at meetings. They should also be aware of Club policies and protocols and have access to insurance documents.

More importantly, each Committee member should have a description of their role detailing their responsibilities. It is recommended that these role descriptions include the expectations of a Committee member with respect to their conduct as follows:

Honesty and Integrity – act with truthfulness and sincerity in all Committee interactions.

Act in the best interests of the Club as a whole – always consider what is best for the Club and support the decisions made by the Committee once agreed to.

Fairness and Impartiality – Committee members should treat all individuals fairly and without bias.

Appropriate use of information – members should treat all Committee dealings as confidential and not disclose any information to individuals outside the Committee unless approved by the Committee.

Follow agreed rules – Clubs have a Constitution and Standing Resolutions that reflect the wishes of the membership which should be followed.

Roles and Responsibilities

All Management Committee positions must be filled in accordance with the Club's constitution and standing resolutions. Generally, a Committee includes the following roles:

President

Successful leaders have a united team working with them and good decisions are almost always made by consensus. The main role of the President is to provide leadership and direction to the Management Committee to ensure their Club embodies the true spirit of Probus – fun, friendship and fellowship. While the President and the Management Committee deal with administrative matters as part of their role, the focus should be on the engagement and retention of members and the growth of their Club.

The role of the President can be summarised as follows:

1. Should be familiar with the constitution and standing resolutions and have a copy available for reference at all meetings.

2. Should understand how to chair a meeting and the protocol for motions, debate/discussion and voting. Refer to the Rules of Debate for Meetings section of this Handbook.
3. Should ensure that an agenda is prepared for meetings.
4. Should begin and end meetings on time.
5. Should take the opportunity to meet and greet all members, guests and visiting Club members.
6. Should ensure that Committee recommendations (where required) are brought to the membership for decision/confirmation.
7. Provide leadership and direction to the Management Committee to ensure the Club embodies the true spirit of Probus – fun, friendship and fellowship.
8. Implement and review the Club's Membership Growth Plan which focuses on engagement and retention of members as well as membership growth.
9. Implement a succession plan for all Management Committee positions.
10. Encourage members to contribute stories, articles, letters and photographs for Probus publications, PSPL's website or social media platforms.
11. Should maintain a positive relationship with the Club's sponsor.
12. Before vacating office, brief their successor on the role of the President and any outstanding matters and hand over all records.

Vice President

The main role of the Vice President is to assist the President in providing leadership and direction to the Management Committee to ensure their Club embodies the true spirit of Probus – fun, friendship and fellowship.

The role of the Vice President can be summarised as follows:

1. Should be familiar with the constitution and standing resolutions and have a copy available for reference at all meetings.
2. Should understand how to chair a meeting and the protocol for motions, debate/discussion and voting. Refer to the Rules of Debate for Meetings section of this Handbook.
3. Should work closely with the President to become familiar with the role and responsibilities of the Presidency.
4. Should take the opportunity to meet and greet all members, guests and visiting Club members.
5. Chairs meetings in the President's absence and deals with any presidential issues that may arise in the President's absence.
6. Assists with the duties of any Committee member in their absence or arranges an alternative assistant.
7. Assists any Committee member who has a heavy workload.
8. Before vacating office, brief their successor on the role of the Vice President and any

outstanding matters and hand over all records.

A Club, by resolution of members may, in accordance with its constitution and standing resolutions, elect a Senior and Junior Vice President as part of its succession plan. While any Club member, including an incumbent Vice President, would need to nominate for the role of President, a Club, by resolution of members, may create a standing resolution for the Vice (or Senior Vice) President to be President Elect for the ensuing year. This fulfils the general expectation that a Vice President will nominate for the role of President in the following year.

Secretary

The main role of the Secretary is to support the President to ensure the Management Committee functions smoothly. The Secretary is responsible for ensuring meetings are effectively organised and minuted. The Secretary is required to maintain up-to-date records and be the key point of contact for the Club.

The role of the Secretary can be summarised as follows:

1. Ensures timely and effective distribution of correspondence to Committee members and Club members as required.
2. Should be familiar with the constitution and standing resolutions and have a copy available for reference at all meetings.
3. In consultation with the President, prepares agendas for each Management Committee meeting, General Meeting and Annual General Meeting and issues formal notices of meeting.
4. Records minutes of Committee meetings, General Meetings and Annual General Meetings and presents these minutes at the following meeting for formal adoption as a 'true and correct record'.
5. Ensures approved minutes are signed by the President or Chair at the next meeting. Refer to the Minutes section of this Handbook.
6. Issues notices for the election of Committee members and nomination and proxy forms (if applicable) in accordance with the Club's constitution.
7. Maintains a Register of Members in accordance with the Club's constitution.
8. Maintains a current list of Committee members including addresses, email and telephone numbers.
9. Presents new applications for membership for the Committee's consideration.
10. Ensures that following the Annual General Meeting, the PSPL Annual Return Forms and payment of fees are lodged by 30 April each year.
11. The Secretary or the Treasurer may be authorised to be responsible for the security and custody of Club petty cash. Refer to the Petty Cash section of this Handbook.
12. Ensure PSPL is advised of changes to the Club's membership list including the payment of pro-rata capitation fees as required.

13. Before vacating office, brief their successor on the role of the Secretary and any outstanding matters and hand over all records.

The Management Committee may be authorised under the Club's standing resolutions to appoint assistants to any of the positions on the Committee. Assistants are not elected members of the Management Committee and, as such, are not entitled to vote. However, if an assistant is acting for a member of the Management Committee in his or her absence, then the assistant will have one vote.

Public Officer/Contact Person

Each Club is required by its constitution to have a Secretary. Most incorporated Clubs in Australia require the Secretary, or another member of the Committee, to be designated as the Public Officer. In New Zealand, incorporated Clubs are required to appoint a Contact Person who does not need to be a member of the Committee.

It is common practice for the Secretary to fulfil the role of Public Officer/Contact Person who acts as the official liaison person for the relevant regulator of incorporated associations (such as Probus Clubs). Unincorporated Clubs do not require the appointment of a Public Officer/Contact Person.

Following is a summary of the statutory requirements for these appointments :

Australian Capital Territory: The *Associations Incorporation Act 1991* requires the appointment of a Public Officer.

New South Wales: The *Associations Incorporation Act 2009* requires the appointment of a Public Officer.

Northern Territory: The *Associations Act 2003* requires the appointment of a Public Officer.

Queensland: Under the *Associations Incorporation Act 1981* there is no requirement to appoint a Public Officer as the Secretary is responsible for the duties of the Public Officer.

South Australia: The *Associations Incorporation Act 1985* requires the appointment of a Public Officer.

Tasmania: The *Associations Incorporation Act 1964* requires the appointment of a Public Officer.

Victoria: Under the *Associations Incorporation Reform Act 2012* there is no requirement to appoint a Public Officer as the Secretary is responsible for the duties of the Public Officer.

Western Australia: The *Associations Incorporation Act 2015* does not require an incorporated association to appoint a Public Officer or Secretary. However, a Club's constitution requires the appointment of a Secretary.

New Zealand: The *Incorporated Societies Act 2022* requires an incorporated society to appoint a Contact Person.

Where the appointment of a Public Officer/Contact Person is required by law, incorporated Clubs

are responsible for ensuring the role is filled in accordance with the relevant legislation.

Treasurer

The main role of the Treasurer is to ensure that clear and accurate financial records are maintained and that all funds are accounted for. It is not essential to have accountancy qualifications. However, it is desirable that the Treasurer be familiar with bookkeeping and banking procedures.

The role of the Treasurer can be summarised as follows:

1. Ensures that processes are in place for the handling of all Club funds in order to minimise risk of loss or theft.
2. Ensures that all payments are approved or ratified by the Management Committee.
3. Ensures that the Club has a bank account(s) which may include cheque or electronic funds transfer (EFT) facilities. Most financial institutions offer accounts where two or more signatories on an account can authorise payments electronically via a secure method. Treasurers are encouraged to review the options available through their financial institution.
4. Arranges payment of annual fees to PSPL by 30 April each year, as well as additional pro-rata payments throughout the year.
5. Prepares and submits a financial report for Committee Meetings, General Meetings and Annual General Meetings in accordance with the Club's constitution and standing resolutions.
6. Prepares a budget each year giving consideration to the annual financial commitments and the Club's existing financial position and recommends the amount of the Club's annual membership subscription.
7. Collects all Club funds and issues receipts in accordance with Club protocol.
8. Ensures that Club funds are banked within two working days to comply with insurance requirements.
9. The Secretary or the Treasurer may be authorised to be responsible for the security and safe custody of the Club's petty cash. Refer to the Petty Cash section of this Handbook.
10. Pays all accounts by EFT facility or non-negotiable cheque. Small accounts can also be paid using petty cash with appropriate supporting documentation.
11. Reconciles bank accounts monthly.
12. Ensures that financial records are submitted in sufficient time for either certification, review or audit as required by the Club's constitution.
13. Updates bank signatories as required.
14. Maintains a register of Club assets.
15. Prepares guidelines detailing what items of expenditure incurred may be considered for reimbursement.
16. Be aware of government concessions and taxation requirements for a Probus Club and ensure that these are complied with.

17. Before vacating office, brief their successor on the role of the Treasurer and any outstanding matters and hand over all records.

The Management Committee may be authorised under the Club's standing resolutions to appoint assistants to any of the positions on the Committee. Assistants are not elected members of the Management Committee and, as such, are not entitled to vote. However, if an assistant is acting for a member of the Management Committee in their absence, then the assistant will have one vote.

A standing resolution may authorise the Treasurer and at least one other Committee member, appointed by the Management Committee, to use EFT for Club accounts.

Immediate Past President

The Immediate Past President (IPP) is normally an ex officio member of the Management Committee in recognition or by virtue of their past service as President. This is not an elected position but rather an appointment to offer support and advice and assist with the succession of the new President.

The IPP does not have any greater authority within the Committee than any other member of the Committee. The IPP is eligible to hold any other position on the Committee. If elected to such a position, the IPP only has one vote in that elected position. Otherwise, the voting entitlement (if any) of the IPP is normally determined by a Club's standing resolution.

Newsletter Officer

Monthly newsletters vary widely in Probus, some providing concise news and announcements on a single A4 sheet and others assuming the proportions of a community newspaper. The size, format and choice of material are the responsibility of the Newsletter Officer (or Management Committee).

The Newsletter Officer should ensure requests by members for privacy are met. A Club's newsletter may include the following:

1. A meeting's guest speaker and subject.
2. Program for the next two or three meetings.
3. Calendar of activities and outings.
4. Future outings and co-ordinators contact numbers for each outing.
5. Report of previous meeting, often with a summary of the guest speaker's address and Club member's talk.
6. News of Club interest groups and co-ordinators contact numbers.
7. Member profiles, particularly for new members.
8. Extracts from PSPL's publications such as *Active Retirees* and *Management Committee Update* highlighting feature articles or special offers.
9. Reminder to visit the PSPL website and social media platforms.
10. Special news regarding members: birthdays, anniversaries, overseas trips.

11. Information from the Committee, PSPL and Membership Representatives.
12. Information on local Rotary projects.

Displaying contact information and/or Club bank account details in the public domain increases the risk of this information being used for unwanted spam or identity theft. Clubs that publish their newsletters on the internet should either remove this information from the newsletter or publish a “public” version of the newsletter without the sensitive information.

With respect to photographs or videos included in newsletters, while consent to appearing in a photograph or video taken during an approved Probus event will usually be implied, Management Committees are responsible for ensuring that they have consent from participants for their photographs or videos to be published in their newsletters. Refer to the Privacy section of this Handbook for additional information on photographs and videos.

Clubs may seek sponsorship or donations from local businesses to cover newsletter printing and postage costs. Such sponsors or donors may receive recognition in the newsletter in the form of a small advertisement or statement. Sponsorship of Club newsletters does not authorise or entitle the sponsor or donor to use the Probus name or Probus logo.

Any newsletter containing advertisements as a result of sponsorship arrangements or donations should include a disclaimer stating that “Probus does not endorse any of the advertisers in this publication”.

It is recommended that a copy of the newsletter be sent to the Club’s sponsoring Rotary Club (if applicable). This will help strengthen the Club’s relationship with Rotary and share what is happening in the local community. Copies of newsletters should also be forwarded to local Membership Representatives and PSPL for inclusion of newsworthy items in Probus publications, PSPL’s website or social media platforms.

PSPL has a newsletter template for use by Clubs which is available from the PSPL Team.

Publicity Officer

The role of the Publicity Officer is to raise Probus awareness by generating publicity in the local community. This includes informing the local media of Club events. Not all local news media send reporters and photographers to events organised by community groups. Accordingly, to have Clubs news and events reported, pro-activity is essential.

The Officer should:

1. Submit articles to local newspapers and radio stations. Please be aware of the requirements of members privacy when submitting articles or news.
2. Check deadline dates and always submit content well in advance.
3. Photographs should be electronically submitted and accompanied by a caption naming those pictured.
4. If an article is used by local media, telephone or send a note of appreciation. A polite word of

thanks will not only make someone's day but also may encourage consideration and acceptance of future articles.

5. Regularly submit articles and photographs of interest to PSPL for inclusion in Probus publications, PSPL's website or social media platforms.

While consent to appearing in a photograph or video taken during an approved Probus event will usually be implied, Management Committees are responsible for ensuring that they have consent from participants for their photographs or videos to be published in PSPL's publications prior to sending these to PSPL. Refer to the Privacy section of this Handbook for additional information on photographs and videos.

Guest Speakers Officer

Each month, members have the opportunity to hear from interesting guest speakers. Many members retain an active interest in Probus because of the diversity of speakers. To hold the interest of members, programs should be well-balanced with informative and thought-provoking subjects presented by accomplished speakers.

The Officer should:

1. Aim to arrange a varied program six months in advance. Utilise Probus Partners as guest speakers on a regular basis to stay up to date with the latest Partner offers.
2. Provide a list of proposed speakers to the Committee to gauge interest.
3. Approach the speaker at least three months before the meeting at which the person is invited to speak. If necessary, explain the objectives of Probus.
4. Ensure the speaker is aware that any arrangement to promote a speaker's products or services must be approved by the Club beforehand.
5. Check payment or any other requirements the speaker may have prior to confirming the booking.
6. Ask the speaker for the title of the talk and biographical notes (for the information of the Newsletter Officer and the member chosen to introduce the speaker).
7. Follow up with a letter/email confirming the arrangements, setting out the location, time (suggest arrival in time to have tea/coffee with members), length of address, transport arrangements and contact telephone number.
8. Follow up with a reminder telephone call about five days before the date of meeting, checking on any special arrangements, equipment required (white board, screen, and projector) and confirm any transport arrangements.
9. Greet speaker on arrival - offer refreshments, introduce to the President, the Committee and the member who will be introducing the speaker.
10. Arrange for a member, preferably one with some understanding of or interest in the subject, to thank the speaker and present a small gift in appreciation. Attractive small gifts with the Probus logo are available from our authorised licensee(s).

11. Try to have a short list of emergency speakers who can fill in with an interesting talk at short notice. Probus Partners can usually fill in for cancelled speakers at short notice.
12. Appreciate that Club members often make the most interesting guest speakers. Such talks help promote friendship within the Club.

While some speakers may offer a product or service, it is not recommended that any sales of the product or service be conducted during a Probus meeting. Any member wishing to use products or services from guest speakers do so in a private capacity. Accordingly, members should understand the speaker's terms and conditions as neither PSPL, nor the Club/Association take responsibility for any product or service provided.

A list of guest speakers is available from the PSPL Team.

Membership Officer

The Membership Officer is responsible for maintaining up-to-date membership records, management of membership applications and assisting with membership retention and growth.

The Officer should:

1. Maintain an up-to-date Register of Members.
2. Advise PSPL of any changes to the Club's Member Listing i.e. new members, resignations. These changes can be submitted through the Online Update facility on the PSPL website or via the Member Listing Amendment Form.
3. Distribute Probus Membership Cards and Passports to Probus. Passports can be ordered through the Online Shop on the PSPL website or by contacting the PSPL Team.
4. Maintain a record of members and visitors at each meeting and advise the Secretary of those present.
5. Ensure that name badges are available at each meeting, that they are handed to members as they arrive and collected before they leave. Alternatively, members may wish to retain their own badges.
6. Ensure that membership application forms are completed correctly. Applications should not be issued unless the Club has a vacancy for membership or has set a protocol for a waiting list. No monies should be accepted prior to acceptance of membership.
7. Prepare induction kits for new members containing a copy of the Club's constitution and information about Probus. Note that Member Induction Kits are available in the Online Shop on the PSPL website or by contacting the PSPL Team. Refer to the sample Induction of New Members section of this Handbook for suggested wording.
8. Ensure that there is a welcoming program in place for the new member's first few meetings through a "buddy" program.

Outings, Activities and Tours Officer

The role of the Outings, Activities and Tours Officer is exciting and rewarding. It requires planning,

organisational skills, patience and imagination. It is recommended that more than one Officer be appointed to fulfil this role.

The Management Committee should approve a Probus activity once they are satisfied that it meets all management guidelines. These activities include any event organised by a Club or Association such as meetings, outings, tours, trips and interest groups.

When assessing whether or not to approve an activity, the Management Committee should consider all of the information related to that activity in order to approve it. This would normally include interest from members, location, availability, cost and risk assessment.

For insurance purposes, the approval of an activity should be reflected in the Club's minutes as being approved. Not all of the information the Management Committee considers needs to be reflected in the Club minutes. However, the minutes should contain sufficient information to understand what is being approved.

The Officer(s) should:

1. Investigate and propose suitable outings and activities to the Management Committee for consideration. In costing each outing or activity, ensure that all expenditure is covered and any cancellation fees are taken into account. Any discounts or "free of charge" offers should be applied so as to benefit all participating members.
2. Maintain liaison with other Clubs with a view to arranging occasional joint outings.
3. Ensure that a risk assessment for each activity is conducted when determining suitability.
4. Ascertain feasibility - costs and booking arrangements.
5. Ask members for suggestions of proposed outings, tours and other activities.
6. Ensure that attendance lists are maintained for all approved activities.
7. Ensure that all members are provided with clear instructions in relation to the activity or outing that minimise risk including contingency plans.
8. Collect money by a nominated date before each activity, keep complete records and issue receipts for all funds received.
9. Give all money collected to the Treasurer for banking with a detailed listing of all funds received.
10. Carefully record all expenses, such as postage and telephone calls, and submit these to the Treasurer with receipts for reimbursement.
11. Consider offers from Probus Partners and MBS Partners given that they normally attract a discount for Probus members.

From time to time, the Officer may be invited to participate in familiarisation programs known as "Famils" programs. This enables the Officer to experience a destination firsthand in readiness for a Club trip. Clubs should set a protocol for free of charge (FOC) benefits offered to Officers.

Welfare Officer

The role of the Welfare Officer is to keep in touch with sick or bereaved members or those members feeling isolated or lonely or who may be in need of moral support or physical help.

The Officer should:

1. Send cards with appropriate messages to sick and bereaved members.
2. Advise the Committee if support is needed, either by member visits or transport to meetings.
3. Consider recommending non-active membership for those with long term illnesses.
4. Ensure that the member is kept up-to-date on Club matters.
5. Carefully record all expenses, such as postage and telephone calls, and submit these to the Treasurer with receipts for reimbursement.

MEMBERSHIP TRANSFERS AND REFUNDS

PSPL does not recognise transfers between Clubs as they are each individually accredited entities with their own membership. Members that choose to be members of more than one Club are required to pay membership fees to each Club. Clubs should implement a protocol as to whether or not refunds will be paid to members who resign from a Club. The timing of the resignation should be considered when setting a refund protocol.

Clubs can provide a letter of introduction to Probus members who relocate and wish to join another Club, however persons relocating should not take precedence over persons currently on a Club's waiting list.

GENDER BALANCE

Probus is made up of mens, ladies and combined Clubs with the majority being combined. Combined Clubs should monitor their gender balance so that there is a similar proportion of males to females. Maintaining a gender balance can be quite challenging as this can be impacted by natural attrition. Clubs can attract new members of one particular gender by promoting activities that would appeal to that gender.

From a legal standpoint, Clubs across Australia and New Zealand are not subject to sex discrimination legislation as clubs such as Probus Clubs are exempt under these pieces of legislation. This means that there is no issue with having single gender Clubs. Clubs can target a specific gender for membership and also accept applications from a certain gender. Clubs should not decline applications simply to maintain their gender balance.

Clubs should maintain separate waiting lists for each gender in date order given that Club membership is by individual application. Clubs should not give preference to married couples over single persons. For further information about waiting lists, please refer to the Waiting List section of this Handbook.

WAITING LIST

Clubs are encouraged to establish a protocol to develop and maintain a waiting list for person(s) wanting to join their Club.

A person wishing to join a Club should register an expression of interest. These expressions of interest should be recorded on a Club's waiting list in order of receipt. As Club membership is by individual application, Clubs should not give preference to married couples over single persons. Combined Clubs should consider separate waiting lists for each gender to ensure that preference is not being provided to couples.

Person(s) on a waiting list should be encouraged to join a neighbouring Club. They can remain on a Club's waiting list while enjoying all the benefits of Probus through their membership of a neighbouring Club.

A Club's waiting list protocol may include the following:

1. Set a maximum limit for the waiting list to avoid anyone having to wait extended periods before they join the Club.
2. Expressions of interest will be recorded on the waiting list by date and gender.
3. A membership application form will only be offered to a person on the waiting list when a vacancy for membership becomes available. It is recommended that Clubs use the Probus Club Membership Application Form. This form contains the necessary consents and information required from each member. A sample Probus Club Membership Application Form can be found at the back of this Handbook.
4. Monies shall only be received or accepted from a person on the waiting list when an application for membership has been approved by the Management Committee.
5. Persons(s) on the waiting list may attend Club meetings and/or activities in accordance with the Club's protocol for visitors. Refer to the Visitors section of this Handbook.

MINUTES

Minutes should be taken for all meetings including Committee Meetings, General Meetings and Annual General Meetings.

The purpose of minutes is to accurately record the proceedings of the meeting. The minutes do not need to provide a word for word commentary. However, they should accurately reflect what was agreed at the meeting and any relevant discussion.

The minutes should indicate whether a motion put to the meeting was carried or not carried unanimously or by a majority. The Secretary may also record any abstentions or dissenting votes on a motion - particularly if the members abstaining or dissenting request that this be recorded in the minutes.

Draft minutes of meetings should be presented to the Chair of the meeting for review. Once reviewed, the draft minutes of any General Meeting should be circulated to members as required either electronically or in printed form. Prior to approving the minutes, members should be given the opportunity to bring forward any suggested amendments to the minutes. Minutes of Management Committee meetings should only be circulated to members of the Management Committee. The Recommended Constitution allows the Committee to refuse access to Committee minutes.

The mover of a motion to confirm the minutes needs to have been present at the meeting to which the minutes relate. This is because a member who was not actually present at the meeting would not be in a position to move a motion stating that the minutes be confirmed as a “true and correct” record of the meeting. The seconder of the motion does not need to have been present.

As the adoption of minutes of General Meetings should be approved by members, any amendments to the minutes should only be approved at a General Meeting. Normally, minutes of an Annual General Meeting are approved at the following Annual General Meeting. However, as a Club’s Annual General Meeting usually results in a change of bank signatories, these may need to be approved earlier depending upon the requirements of the Club’s financial institution. It is recommended that Clubs understand their financial institution’s requirements before their Annual General Meeting to ensure a smooth transition of signatories.

Once the draft minutes are approved by members, they should be signed by the person chairing the meeting at which the minutes are approved, and stored by the Secretary. Refer to the Record Keeping section of this Handbook for additional information.

Some Clubs prefer the Secretary to read out the minutes at Club meetings. Rather than reading these out, as minutes are required to be circulated, it is recommended this be done prior to the meeting at which the minutes are being approved. This allows more meeting time to be spent on fun, friendship and fellowship.

While some Clubs may prefer to store minutes in a “minute book”, this process is somewhat antiquated by virtue of advancements with electronic storage of records. While there is no definition of what constitutes a “book” in terms of the various pieces of legislation that deal with minutes, it is generally accepted that the term “book” has quite a broad meaning under the law. Accordingly, where a “book” is required to be kept or prepared it may be done “by recording or storing the matters concerned by means of a mechanical, electronic or other device.”

If a Club only stores minutes electronically, the electronic versions of these minutes should be stored with a signature. This can be done by scanning signed copies of the minutes or by using digital signatures. While digital signatures are permitted by law, they should only be used with the approval of the signatory.

RECORD KEEPING

The requirement for retention of records varies depending upon the relevant legislation. It is recommended that Clubs maintain minutes and financial records for a minimum of 7 years. For insurance purposes, membership information and attendance lists for all approved events should

be retained for at least 13 months.

Records (including minutes of all meetings) may be stored in either printed or electronic form. However, if stored electronically they must be capable of being reproduced in written form.

If a Club stores records electronically there should be some safeguards in place to protect the information such as automatic back-ups or storage on a separate hard drive. As an added precaution, a copy of all electronically stored records could be provided to one or more members of the Management Committee.

There are various electronic storage methods that Clubs can consider. Rather than storing files on local devices, cloud storage should be considered. Cloud storage through Google Drive currently offers 15GB of free storage which is considered sufficient for electronic storage of Club files. With cloud storage, several people can sign into a Google Drive account across multiple devices to manage files as needed.

Similar to a generic email address, storage of information in one central location is preferred as it will save time in locating files and minimises the risk of information being misused, lost or stolen when stored on local devices.

RISK MANAGEMENT

We acknowledge that Clubs and Associations are led by volunteers who want to help their members enjoy Probus fun, friendship and fellowship. However, in doing so, the risks associated in meeting that objective need to be considered.

Effective risk management assists in ensuring the safety of participants and, in turn, the success of Probus activities. Accordingly, Clubs and Associations should take all reasonable steps to protect the health and welfare of their members/visitors at any Probus organised, managed or sponsored activity. These activities include any event organised by a Club or Association such as meetings, outings, tours, trips and interest groups.

PSPL recommends that Clubs and Associations implement a Risk Management Policy. Risk management does not have to be an onerous task. While each Club and Association is responsible for its own risk management, PSPL has developed guidelines to assist Management Committees in the development of their own policy. These guidelines are available from the PSPL Team.

COPYRIGHT

Musical Performances

The performance of music in Australia and New Zealand is regulated by One Music Australia and One Music New Zealand respectively, who license organisations to play, perform, copy or record music. Any music that is subject to copyright can only be performed under a licence issued by One Music. Copyright exists up to 70 years after the death of the writer/composer of the music itself.

A licence from One Music is required for Clubs that perform music that is subject to copyright. This licence is required for performances within Clubs and/or to members of the public and applies regardless of whether or not members and/or guests pay to see a performance.

One Music is unable to provide a blanket licence covering all Clubs given that Clubs are separate entities. For information on how to apply for a licence and the costs involved, please visit www.onemusic.com.au for Australia and www.onemusicnz.com for New Zealand.

Photographic Images

There may be occasions where Clubs or Associations would prefer to use professional images on their website or social media when promoting an event. While there are a wide range of images available online, these may be subject to copyright restrictions. Caution should be exercised when accessing such material to ensure no inadvertent breach of copyright occurs.

To access safe-to-use images, consider using:

- Royalty-free sources with clear usage terms such as Unsplash or Pexels.
- Canva which allows for a selected range of photos to be used with a free Canva account.

To minimise the risk of receiving a claim for unauthorised use of images, we suggest that Clubs and Associations take the following steps:

- Review the photos currently being used across their online platforms (social media and website).
- Remove/replace any images where permission to use cannot be confirmed
- Keep a record of the source or licence for images used.

If a Club receives a claim for alleged breach of copyright, please refer this claim to PSPL in the first instance.

PRIVACY

Clubs and Associations should understand their obligations with respect to privacy. It is recommended that the following be considered when dealing with personal information. PSPL has developed Risk Management Policy Guidelines to assist Management Committees in the development of their own Privacy Policy. These guidelines are available from the PSPL Team.

Australia

Australian Clubs are exempt from the requirements of the Privacy Act 1988 as Clubs do not meet the Act's annual turnover threshold of \$3 million.

While exempt, as a matter of best practice, it is recommended that Australian Clubs follow the Australian Privacy Principles under the Privacy Act when collecting, holding, using or disclosing personal information. Clubs should establish a Privacy Policy for the handling of personal information.

New Zealand

New Zealand Clubs are subject to the requirements of the Privacy Act 2020 and should therefore establish a Privacy Policy that follows the Information Privacy Principles under the Act. These Principles include that the personal information provided to Clubs by members is being collected for a lawful purpose, used in accordance with that purpose, stored appropriately, not provided to a third party without consent and is subject to the relevant individual's control. It is essential that Clubs receive a member's consent to the use of their personal information. This can be achieved by using PSPL's Membership Application Form.

New Zealand Clubs should also be aware that the Act requires them to notify the Privacy Commissioner and any affected individuals if a "notifiable privacy breach" occurs. The definition of a "notifiable privacy breach", and the actions that Clubs must take if a breach occurs are set out in the Act and on the Privacy Commissioner's website at <https://www.privacy.org.nz>

Establishing a Privacy Policy

All Clubs in Australia and New Zealand should adopt a Privacy Policy that includes the following:

Access to Member Information

A Club or Association's Privacy Policy should outline how personal information will be managed and stored and who is authorised to access such information e.g Management Committee members, assistants and/or activity co-ordinators.

Once a Management Committee member's term of office has expired, they are no longer entitled to use any information provided to them while on the Management Committee. Anyone who has access to member information by virtue of their position on the Committee must promptly return or, if appropriate, destroy any of the information in their possession (or on any devices) once their term of office has expired. This applies equally to anyone who may have assisted the Management Committee.

Clubs and Associations are encouraged to have processes in place to ensure that this occurs. This includes advising PSPL of changes to Management Committee members to ensure access to the Online Update facility on the PSPL website is removed.

Register of Members

Clubs and Associations maintain personal information in their Register of Members and such other lists that may be required to be kept e.g. meeting and/or event attendance lists. It is important to ensure that all personal information is securely maintained. Consider using cloud storage for member information rather than storing on local devices as well as password protecting files to restrict access to authorised persons only.

Member's Consent

It is a condition of membership of a Club that each member completes a membership application form and consents to personal information in the form of their name, address, landline and/or mobile number and email address being included in the Club's Register of Members.

It is recommended that Clubs use the Probus Club Membership Application Form. This form contains the necessary consents and information required from each member. Sample Probus Club Membership Application Forms for Australia and New Zealand can be found at the back of this Handbook.

In addition to maintaining a Register of Members, Clubs are required to provide membership information to PSPL. The minimum information required by PSPL for each Club member is their first name and last name.

Management Committees are responsible for ensuring that they have the necessary consents from members for the provision of information to PSPL. This includes any photographs to be published in PSPL's publications prior to them being sent to PSPL.

Photographs and Videos

Consent to appearing in a photograph or video taken during an approved Probus event will usually be implied as it is reasonable to expect that participants would be aware that photos and videos taken at such events are the property of the Club or Association and therefore can be used in Probus promotions.

However, Management Committees should take steps to ensure that all participants understand how photographs and videos may be used. These steps include the use of PSPL's Membership Application Form and/or the Registration Form for Outings, Activities and Tours for participants who are not members. These forms are available from the PSPL Team. Reminders on the use of photographs and videos can also be provided in any material supplied to participants in relation to a Probus event.

Internal Directory of Members

Clubs and Associations that publish and distribute an internal Directory of Members should ensure prior to publication that all members understand the scope of distribution and have given consent for their information to be included. Members retain the right to request withdrawal of their personal details from the Internal Directory of Members at any time.

The Directory should be kept secure at all times and if maintained electronically, ensure that it is only issued to other members in accordance with a Privacy Policy. Any outdated printed copies should be securely destroyed.

A notice should be included in the Directory stating that 'This Directory of Members is for the exclusive use of members and must not be made available to persons who are not members except as required by law.'

Emergency Contact List

Members would normally expect that their next of kin contact information would be readily available to the Management Committee in the event of an emergency. Although members are encouraged to carry a Medical Card that includes emergency contact information, this may not always occur. Accordingly, there should be a process in place to confirm and/or collect next of kin information from all participants. This includes any individuals who are not members.

Access to Emergency Contact Lists should normally be restricted to Management Committee members and/or activity co-ordinators. As a matter of course, the information should be marked 'Private and Confidential and not for distribution.'

Club Newsletter

Clubs are encouraged to publish their own newsletter to keep members informed about what is happening in their Club. While being an excellent communication tool among members, consideration needs to be given to what information is being included in newsletters - particularly if they are published on the internet.

Displaying contact information and/or Club bank account details in the public domain increases the risk of this information being used for unwanted spam or theft. Clubs should either remove this information from the newsletter or publish a "public" version of the newsletter without the sensitive information.

Clubs should also ensure that the necessary consents are obtained before publication. Clubs should include a statement in the Club newsletter that the contents of the newsletter are – 'Private and Confidential - for Probus use only and not to be used for any other purpose'.

PSPL has a newsletter template for use by Clubs which is available from the PSPL Team.

Communicating with Members via Email

When communicating with members via email, it is important to address emails in the 'bcc' address field. While members may have consented to sharing their email addresses with other members, using bcc will ensure that email addresses are not visible to others. This is particularly important if an email is inadvertently forwarded in error.

FUNDRAISING

The main source of income for a Club comes from membership subscriptions and joining fees (if charged). Clubs can source additional funds throughout the year from activities such as lucky door prizes or raffles to assist with a Club's expenditure. Prizes can either be purchased by the Club or donated by local businesses.

Clubs may also seek funds through sponsorship or donations from local businesses to cover expenses such as newsletter printing and postage. Such sponsors or donors may receive recognition in the Club's newsletter in the form of a small advertisement or statement.

A Club's constitution states that it must not be, or be seen to be, a fundraising body. Fundraising can best be described as the raising of money for the benefit of a third party such as a person, charity or specific cause. However, Clubs can engage in an activity, such as running a raffle, door prize or barbecue, provided the funds from these activities are used to offset a Club's expenses and not for the benefit of a third party.

Monies collected from these activities do not amount to fundraising because they are benefitting

the Club and not a third party. Similarly, grants received for the benefit of the Club are not considered fundraising.

Although a Club cannot specifically fundraise for a third party, it can donate funds it already has to a charity or a specific cause, provided the Club's membership approves such a donation.

Club members, as individuals, can choose to assist their local Rotary Club in a fundraising event. The fundraising event would be run by Rotary for a specific purpose and Club members can choose to participate on an individual basis.

NATIONAL INSURANCE PROGRAMS

The National Insurance Programs in Australia and New Zealand provide coverage for approved activities. These activities include any event organised by a Club or Association such as meetings, outings, tours, trips and interest groups and provide coverage (subject to terms and conditions of the relevant policies) for all participants in approved Probus activities.

In Australia the National Insurance Program provides cover for Public Liability, Personal Injury, Association Liability and Club Money Cover for approved Probus Club activities.

While there is no restriction within the Australian National Insurance Program as to the length of Probus activities, it should be noted that the Program is not designed for extended trips and/or tours as it does not provide coverage for incidents that would normally be covered by travel insurance policies. Accordingly, members are encouraged to consider travel insurance for trips and/or tours that involve overnight stays.

In New Zealand the National Insurance Program includes cover for Public Liability, Association Liability and Club Money Cover. New Zealand Club members are covered for personal injury by the Accident Compensation Corporation and as such, personal injury cover is not included in the New Zealand National Insurance Program.

The National Insurance Programs do not provide cover for illness.

The Program is renewable on 30 June each year and an Insurance Coverage Summary and Certificate of Currency are provided to Clubs following renewal. It is important to ensure that all Clubs are aware of the coverage available. Club members can obtain information relating to coverage from the PSPL Team.

The Insurance Coverage Summary contains a brief description of the individual insurances within the National Insurance Programs and highlights the sections of the insurance programs that have relevance to PSPL, Probus Clubs, Probus Associations and Probus Club members. It should not be treated as a replacement for the relevant policy documents which are available upon request. It should also be noted that the insurance coverage provided is subject to terms, conditions, limitations and exclusions which are detailed in the policy documents.

Approving Activities

Activities include any event organised by a Club or Association such as meetings, outings, tours, trips and interest groups. The approval of an activity should be reflected in the Club's minutes. When assessing whether or not to approve an activity, the Management Committee should consider all of the information related to that activity in order to be able to approve it. This would normally include interest from members, location, availability, cost and risk assessment.

Not all of the information the Management Committee considers needs to be reflected in the Club minutes. However, the minutes should contain sufficient information to understand what is being approved.

Attendance Lists

For insurance purposes, attendance lists should be maintained for all Probus activities. Recording a tick against the name of the member/guest in attendance is sufficient. Attendance lists should be kept for a minimum of 13 months and can be stored electronically.

Accidents or Injuries

Clubs should report any injury, accident or incident involving Club members or guests to PSPL by lodging the Incident Report Form as soon as practicable. A report should be lodged by the Club regardless of whether or not medical attention was required. The Incident Report Form is available from the PSPL Team.

It is recommended that Clubs maintain an Incident Register ensuring all relevant details are recorded.

Car-Pooling

There are no restrictions in either the National Insurance Programs or PSPL's guidelines that restrict car-pooling for approved Probus activities.

The Australian National Insurance Program provides personal injury coverage for travel to and from Probus approved activities which includes meetings. This means that participants are covered, subject to the terms and conditions of the policy, during a trip to and from an approved Probus activity or meeting. This includes picking up and returning another member to their home or original pick-up point. New Zealand Club members are covered for personal injury by the Accident Compensation Corporation and as such, personal injury cover is not included in the New Zealand National Insurance Program.

It is important to note that the Programs do not provide coverage for damage to a motor vehicle used in an approved Probus activity as any damage to the motor vehicle is expected to be covered by the vehicle's insurance. It is also important that the owner of the vehicle understands that in the event of an accident where an excess may be required to be paid, this excess is not covered and is the responsibility of the vehicle's owner and not the Club.

The Australian National Insurance Program does provide personal injury coverage in the event that a participant in an approved Probus activity is injured in a vehicle. However, consideration will be given to where the vehicle is registered, and coverage would be assessed by the insurer on a case-

by-case basis.

When using a participant's vehicle, as part of a Club's risk assessment, we suggest that Clubs seek verbal assurance from the owner of the vehicle being used that the vehicle is in good roadworthy condition, appropriately registered and insured. The Club should also confirm that the driver has a current drivers' licence.

Hired Vehicles

The National Insurance Programs do not provide cover for damage to any motor vehicle (including hired vehicles) nor do they cover the excess payable by the hirer in the event of a motor vehicle accident. In the situation where a Club hires a vehicle, the hire fee normally includes insurance for any damage to the vehicle.

Before hiring a vehicle, please refer to the relevant regulatory authority for any specific licensing or registration requirements that may be applicable.

If a hired vehicle is damaged, an excess may be payable by the hirer. In some cases, the insurance excess can be waived by paying a higher rental fee. The National Insurance Programs do not provide cover for any excess payable for a hired vehicle. However, travel insurance may be considered to provide coverage for the excess component.

Carers

All participants in an approved Probus activity, including carers, are covered under the National Insurance Program, subject to the terms and conditions of the relevant policies. Club members can obtain information relating to the coverage from the PSPL Team.. It is a matter for each Club to determine what fees, if any, they charge a carer and their level of participation. PSPL does not charge capitation fees for carers.

Management Committees should consider the adoption of a Standing Resolution that requires carers attending meetings and/or activities be approved by the Committee.

Club Property

The National Insurance Programs do not provide cover for the loss or damage to property owned by a Club or Association. A Club wishing to insure any of its assets should obtain their own insurance.

PSPL WEBSITE - www.probusouthpacific.org

The PSPL website is a platform to showcase Probus and the many benefits of Probus Club membership as well as assist Management Committees with the day to day running of a Club. At the time of updating this Handbook, certain parts of the PSPL website are in development. The key areas of the PSPL website are outlined below:

Club Locator

For those interested in joining Probus, the Find a Probus Club tool helps potential members find

their local Club based on a Club's meeting location.

Each Club has its own public page that links their Club's website and/or Facebook page, if a Club has them. The public Club Page allows a Club to display their own contact information and highlight up to 8 activities.

Clubs are strongly encouraged to make themselves accessible to potential members by including their contact information which does not need to be a member's private information. It is suggested that Clubs have a generic email address and phone number to avoid using a member's number and email address, and to minimise the need to make changes to the contact information held by PSPL.

Probus News

The best way to showcase Probus is for potential members to see Probus in action. Clubs are encouraged to regularly submit interesting editorial and images about what activities, trips or interest groups are keeping members engaged and connected. Editorial should be sent by email to editorial@probussouthpacific.org for inclusion in Probus publications, PSPL's website or social media platforms.

Membership Benefits

Probus members can access a range of Partner offers and member benefits through the Probus Member Benefits Scheme. All members are encouraged to regularly visit the PSPL website to stay up-to-date with the latest offers.

Members Section

The Members section of the PSPL website contains vital information, resource material and documents to assist Management Committees in effectively running their Club. This section includes guidelines, forms, templates, and presentations. This section also has an Online Shop for ordering of Probus resources and promotional material, the online Directory of Probus Clubs as well as an Online Update facility for Clubs to update their Club and member information held by PSPL.

Each Management Committee member can access this section of the PSPL website. This access is provided to all Management Committee members that have an email address and a mobile phone number which is required for two factor authentication. Management Committee members that share common email addresses will need to contact PSPL to arrange access.

Club members can also access the Members section. However, members who are not on the Management Committee do not have access to the online Directory of Probus Clubs or the Online Update section due to privacy of the contact information.

Directory of Probus Clubs

The Directory of Probus Clubs is for the exclusive use of accredited Probus Clubs, Probus Associations and other persons authorised by PSPL in accordance with PSPL's Privacy Policy.

Management Committee members can access the online Directory of Probus Clubs through the Members section of the PSPL website.

The information and content of the Directory may only be used in accordance with PSPL's Privacy Policy. Such information and content may not be made available to others for any purpose whatsoever without the prior written consent of PSPL; nor may it be used by Club members or others as a commercial mailing list.

Online Shop

The Online Shop on the PSPL website is convenient and easy to use. Clubs can order a wide range of complimentary personalised and generic promotional material as well as additional resources such as induction kits, certificates, medical cards, presentation folders, balloons and Probus Passports.

A sample of the promotional material is outlined in the Guide on Attracting New Members and Effective Club Leadership which is provided to Clubs in the President's Kit each year.

Online Update

The Online Update facility allows Management Committee members to update the Club, Committee and member information held by PSPL. Access to submit changes online is available to all Committee members provided that PSPL has been supplied with an email and mobile phone for two factor authentication. Committee members who share common email addresses will need to contact PSPL to arrange access.

CLUB WEBSITES

Clubs are encouraged to have their own website as a website assists in showcasing Probus to potential members. A website provides information about a Club and its activities and can also be used to communicate with existing members by including upcoming meetings, events and newsletters.

PSPL can provide Clubs with a complimentary website that sits within the Probus website. This is also known as a microsite. At the time of updating this Handbook, the new Club microsites are in development and further information on the new microsites will be provided to Clubs separately.

CLUB EMAIL ADDRESSES

PSPL encourages Clubs to have generic email addresses that belong to the Club rather than using the private email addresses of individual members. This ensures that all the correspondence is in a single location and allows for a smooth transition when there are changes in Management Committees.

A Gmail account is the preferred option as it is user friendly. Sample generic email addresses can be created for each Management Committee position such as presidentsampleprobus@gmail.com, secretarysampleprobus@gmail.com. The benefits of having generic email addresses through Gmail are:

- Consistent email addresses that do not change as different people fill management roles within the

Club

- It is simple to transfer control of the email account to new Management Committee members
- Email can be accessed from any internet connected device including smartphones and tablets
- Correspondence can be retained in a single location over many years which minimises the need to maintain paper-based records
- There is no requirement for email backups as the email information is not stored locally
- Software is usually upgraded automatically with little user effort required
- There is usually no cost associated with Gmail accounts

Every Gmail address automatically comes with a Google Drive facility which allows Clubs to store their files in the cloud. This has the benefit of one central storage point for all Club information and assists with the protection of information as it is stored on the cloud rather than on local devices.

ACTIVE RETIREES PUBLICATIONS



The *Active Retirees* magazines, published quarterly, are the flagship publications for the Probus Community. Complementing these magazines in Australia is the *Active Retirees* E-Newsletter. These publications keep members informed about the latest Club news, feature articles, special events and competitions. They also contain great articles of interest on lifestyle, technology, health and travel.

Members are encouraged to share these publications with their friends as these are a great way to showcase our community.

For the Australian publications, Management Committee members have the option to subscribe members to receive these publications directly via email. Members can also subscribe to receive these publications via the PSPL website or by contacting the PSPL Team. In addition to *Active Retirees*, PSPL also publishes a monthly *Management Committee Update* to further support Clubs and their members in delivering fun, friendship and fellowship.

INFORMATION AND PARTNER DAYS

Management Committee members are encouraged to attend their local Information Day each year. These may be held either face-to-face or via technological means. These days provide a great opportunity for Committee members to come together to:

- Learn about what is happening in our community.
- Learn about the services and support provided by PSPL.

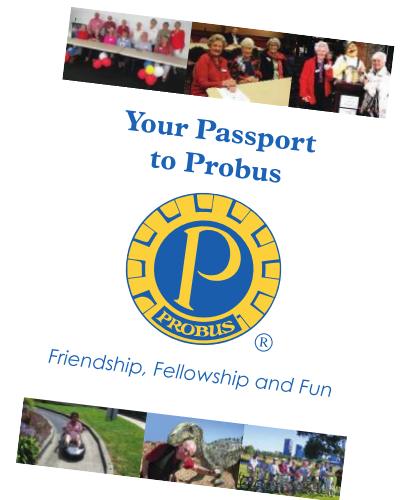
- Share valuable information that will assist Committee members in Club leadership and administration.
- Learn about strategies for membership growth.
- Share ideas, experiences and network with all participants.
- Hear directly from Probus Partners about their exclusive offers.
- Ask questions and meet PSPL representatives.

For details of dates and venues please contact the PSPL Team.

PASSPORT TO PROBUS

The Passport has been designed to assist and guide Club members in enjoying the full benefits of Probus Club membership by providing awareness on a wide range of unique products, services and benefits.


Management Committees are encouraged to include a Passport in the induction kits for new members. Clubs may order Induction Kits and complimentary Passports through the Online Shop on the PSPL website.



MEDICAL CARDS

Medical Cards are provided complimentary by PSPL as a service to members. Clubs may order Medical Cards for members through the Online Shop on the PSPL website

The information contained in the Medical Card is the sole responsibility of the individual whose name appears on the card. It is recommended that the card should be carried by individuals at all times.

COMMENTS/MEDICATION	IN AN EMERGENCY CONTACT	MEDICAL CARD
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	NAME _____ PHONE _____ NAME _____ PHONE _____	 PROBUS CLUB OF _____ _____
<small>This medical card is provided by Probus South Pacific Limited as a service to Probus club members.</small>		<small>The information contained in this medical card is the sole responsibility of the individual whose name appears on this card. This card should be carried by the individual at all times.</small>

PROBUS MERCHANDISE



BLUE MOOSE PRODUCTIONS

Clubs and members are encouraged to purchase products bearing the Probus marks from our authorised licensee, Blue Moose Productions. They specialise in print services, including banners and the supply of Probus badges and merchandise.

A catalogue outlining the range of badges, pins, name tags and general merchandise is available

from the PSPL Team.

Blue Moose do not take orders by phone as this eliminates the risk of errors occurring. The most efficient way of ordering is online via their website. However, Clubs can also send them an email with their order information.

E: probus@bluemooseproductions.com.au W: www.bluemooseproductions.com.au/probus

ACCOUNTING, AUDIT and TAX

Club Financial Year

A Club's financial year is set out in its constitution and cannot be the same as the Probus year which is 1 April to 31 March.

PSPL recommends that a Club's financial year end on 31 December as this allows sufficient lead time for the preparation of financial statements as well as their certification, review or audit prior to the Club's Annual General Meeting (AGM), which must be held before 31 March each year.

Setting Joining and Annual Membership Fees

The Recommended Constitution states that a Club should set its annual membership subscription and joining fee (if any) by the end of February each year. This allows sufficient time for members to pay their annual subscription by 31 March each year.

The capitation fees payable by Clubs are set by the PSPL Board in November of each year. Clubs are then advised of these fees in December. Treasurers should review the joining and annual membership fees payable as part of their budget process once the fees payable to PSPL are known.

Management Committees should ensure that annual membership subscriptions and joining fees (if charged) sufficiently reflect the costs associated with managing a Club which include the capitation fees payable to PSPL as well as ongoing running costs.

While Clubs are not profit-making entities, it is recommended that Clubs maintain one year's operating costs as a surplus. Refer to the Surplus (Profit) Level of this Handbook for further information. The PSPL Team can assist Clubs in determining fees.

Financial Reporting

Financial statements should be prepared on a monthly basis and reported to members either monthly or quarterly in accordance with a Club's standing resolutions. Financial statements normally include a Balance Sheet and a Profit and Loss Statement. The annual financial statements, along with their certification, review or audit (as required by a Club's constitution) must be presented to members at the Annual General Meeting. Where a Club is incorporated, reporting is required to the relevant regulatory authority. PSPL provides a Regulatory Reporting Summary detailing these requirements. This summary is available from the PSPL Team.

At both General Meetings and Annual General Meetings, members receive the Club's financial

statements which provide an overview of the financial performance of the Club. There is no requirement to have these financial statements approved or accepted by members as approval is the responsibility of the Management Committee prior to presentation.

Clubs should also complete a bank reconciliation as part of the reporting process. If a Club maintains a separate bank account for outings or activities, this account must also be reconciled monthly. Most Clubs would not need to prepare a Balance Sheet as the only asset/s that a Club would normally have would be one or more bank accounts. If a Club or Association has purchased asset/s, it would need to consider whether to expense the purchase through the Profit and Loss Statement or have the asset/s listed in a Balance Sheet. As there is no requirement for a Club or Association to adopt an accrual accounting method, the asset/s can either be expensed or capitalised.

PSPL provides a template for a Profit and Loss Statement which can be used by Clubs. This template can be used for both monthly and annual financial reporting and contains examples of income and expenditure items that Clubs may have. Clubs may also have other items that are not listed. The template is available from the PSPL Team.

Certification, Review or Audit

If a Club is incorporated, there may be a legal requirement to either certify, review or audit its financial statements. PSPL provides a Regulatory Reporting Summary detailing these requirements. This summary is available from the PSPL Team.

The Regulatory Reporting Summary outlines who can certify, review or audit the financial statements of incorporated Clubs if there is a legislative requirement to do so.

Regardless of whether Clubs are legally required to have their financial statements certified, reviewed or audited, it is appropriate for all Clubs (including those that are unincorporated) to have their financial statements reviewed by a person who is not involved in the preparation of the financial statements. This could be a member of the Club or even the Treasurer of a neighbouring Club. This requirement should be provided for in the Club's standing resolutions.

The National Insurance Programs do not provide coverage to any person conducting the certification, review or audit.

Surplus (Profit) Level

It is important that Clubs maintain an acceptable surplus to ensure that they are in a sound financial position at all times.

While Clubs are not profit-making entities, it is recommended that Clubs maintain one year's operating costs as a surplus. Generally, operational costs are the ongoing or regular expenses incurred in the normal day-to-day running of a Club such as venue hire, morning tea fees, equipment hire, postage and/or printing costs and bank fees.

This recommendation is designed to cover any unexpected expenses that may occur. For example, following COVID, some Clubs got caught out when their venues unexpectedly significantly increased their hire fees.

Having said that, this is only a recommendation, and the level of the surplus Clubs maintain is a matter for each Club to determine. If a Club has accumulated a large surplus, steps should be taken to reduce this surplus.

Any subsidy should benefit all members such as subsidising annual subscriptions or activities where all members participate. A Club may also host a Probus Month event or membership drive using surplus funds. It is not recommended that subsidies be applied to trips as this may only benefit a limited number of members.

Petty Cash

Petty cash may be used for small outgoings, such as printing and stationery, postage, telephone calls and morning tea expenses. The Treasurer or the Secretary may be authorised to be responsible for the safe custody of petty cash and for its proper reconciliation.

Activities, Trips and/or Tours

Income from activities, trips and/or tours from members are not considered to be either taxable for the purposes of income tax or turnover for the purposes of GST. This is because Clubs generally do not make any surpluses on such activities, trips and/or tours. Clubs are simply collecting funds on behalf of their members for payment to a third party that is providing the activity, trip or tour.

Although unintended, it is possible that a Club may inadvertently make a surplus on an activity, trip or tour. Sometimes this can occur when the charge per participant is lower than originally anticipated, often due to more participants undertaking the activity, trip or tour.

As these unintended surpluses are usually small amounts, it is impractical to provide refunds to each individual participant. Clubs can consider returning the surplus to members on the day of the activity, trip and/or tour in the form of an additional benefit such as extra food or beverages.

Clubs and Associations should establish a policy covering payments and refunds for approved activities. The policy should clearly indicate the circumstances in which participants are entitled to a refund.

In some cases, the Outings, Activities and Tours Officer or designated organiser may be offered a 'free of charge' (FOC) ticket or discount from the provider. Any such offer or discount should be applied so that it benefits every person participating in that particular outing, activity or tour. Guidelines on how to establish this policy are available from the PSPL Team.

Business Numbers

In Australia, an Australian Business Number (ABN) is a public number provided by the Australian Business Register that gives enterprises in Australia a unique identification number which is used when dealing with Government bodies and/or third parties.

While Clubs do not undertake activities normally associated with a business, the main benefit of having an ABN for a Probus Club is that it will be able to access services that might otherwise be unavailable to it, such as EFTPOS facilities. Some grant applications also require a Club to have an ABN. For further information about how to obtain an ABN, please refer to our Information Sheet

and ABN/TFN Application Guides which are available from the PSPL Team.

All entities with an ABN, including Probus Clubs, are listed on the Australian Business Register (ABR). The ABR is used by the ATO to maintain the contact information for all entities that hold an ABN.

Unfortunately, with the change of Management Committee members over time, many Clubs have not kept their ABR information up to date. In some cases, the authorised contact person listed on the ABR for the Club is the person who applied for the ABN originally.

All Clubs that hold an ABN need to keep their authorised contact information with the ATO up to date. Even if the current authorised contact is correct on the ABR, we suggest that all Clubs add two more authorised contacts within the Club. This will minimise the risk of having out of date information on the ABR and will allow multiple persons to be able to update and lodge information as required by the ATO.

To update the information held on the ABR, a Club will be required to complete a Change of Registration details form which is available on the ATO website.

In New Zealand, a New Zealand Business Number (NZBN) is a globally unique identifier that allows entities in New Zealand to interact with third parties efficiently. New Zealand incorporated Clubs are automatically assigned an NZBN when they are registered as an incorporated society.

All Clubs that hold an NZBN need to keep their authorised contact information up to date. It is suggested that all Clubs have at least two authorised contacts within the Club. This will minimise the risk of having out of date information on the New Zealand Business Register.

Goods & Services Tax (GST)

Goods and services tax is a broad-based tax on the sale of goods and services. If a Club meets the annual GST turnover threshold, it must register for GST. The thresholds are:

- For Australian Probus Clubs - \$150,000 annual turnover
- For New Zealand Probus Clubs - \$60,000 annual turnover

Turnover is a Club's gross income (not profit) and includes joining fees and annual membership subscriptions. Monies collected from activities, trips or tours are not classified as turnover as these funds are being collected by the Club for payment to a third party that is providing the activity, trip or tour.

While joining fees and annual membership subscriptions are classified as turnover, it is unlikely that a Club will reach the annual turnover threshold for GST purposes.

Income Tax – Australian Clubs

All Probus Clubs are not-for-profit as they do not carry on business for the purposes of making a profit.

The non-profitability status of a Club is governed by clauses within its constitution that prohibit the distribution of funds to its members. These clauses are included in both the incorporated and

unincorporated Constitutions provided by PSPL.

Being not-for-profit does not mean that a Club is exempt from having to pay income tax. If a Probus Club has annual taxable income of \$416 or more, it will need to lodge a tax return and pay tax at the applicable tax rate. Note that this applies to both incorporated and unincorporated Clubs.

Understanding Taxable Income

Taxable income is the amount of income that tax is payable on and is the difference between assessable income and deductible expenses. Not all income for a Club will be 'assessable' and not all expenses will be deductible.

The majority of income received by a Club would be considered income in the form of mutual income. 'Mutual income' is income derived by a Club from mutual dealings with its members. For income tax purposes, mutual income is non-assessable income and therefore not taxable.

Any income from an individual that is not a member of the Club such as a visitor, guest or non-member is assessable income and is therefore taxable.

Examples of the various forms of income and their tax treatment are outlined below:

Income type	Tax Treatment
Joining fees and annual membership subscriptions (from members)	Mutual income – not taxable
Donations and gifts (from members)	Mutual income – not taxable
Raffles (from members)	Mutual income – not taxable
Income from activities, trips and/or tours (from members)	Monies collected for activities, trips or tours from members is mutual income and is not taxable. As this income is usually being collected by the Club for payment to a third party that is providing the activity, trip or tour, the payment to the third party is not deductible.
Income from activities, trips and/or tours from persons who are not members	Non mutual income – taxable. Monies collected for activities, trips or tours from persons who are not members is taxable income. As these monies are usually being collected by the Club for payment to a third party that is providing the activity, trip or tour, the payment to the third party for these persons would be a deductible expense. This should result in a net zero position.
Any other income from persons that are not members	Non mutual income - taxable
Interest income from either interest bearing accounts or term deposits	Non mutual income - taxable
Grants or subsidies	May be taxable depending on the circumstances of the grant or subsidy

As a Club's mutual income is derived from its mutual dealings with its members, any expenses

incurred in those mutual dealings (such as rent, badges, activities) are not deductible for tax purposes.

However, if a Club receives income from an individual that is not a member of the Club such as a visitor, guest or non-member, the income is taxable. Any associated expenses when dealing with non-members are deductible i.e. a non-member pays money to the Club for a trip – this is taxable income – the Club then pays the tour operator for the trip – that is a deductible expense. The leaves the Club in a net zero position because the Club is simply collecting money on behalf of the third party provider.

Australian Taxation Office (ATO) Requirements

Probus Clubs are not exempt from paying tax i.e. Probus Clubs are taxable not-for-profit entities. If a Probus Club has annual taxable income of \$416 or more (in the standard financial year of 1 July to 30 June), it is required to lodge a tax return and pay tax at the applicable tax rate. This applies to all Probus Clubs, regardless of whether a Club holds an ABN.

It is expected that a Club's taxable income is unlikely to exceed \$416 p.a. as the majority of income a Club receives is from members which is not taxable. Further information on Understanding Taxable Income is outlined in this Handbook.

Probus Clubs that do not reach the \$416 threshold of annual taxable income are required to complete an annual Non-Lodgement Advice (NLA) form. The purpose of the NLA form is to advise the ATO that the Club has not reached the \$416 threshold of annual taxable income. Although unlikely, if a Club does exceed the \$416 threshold of annual taxable income, it will need to lodge an income tax return.

Only a person who the ATO has listed as an authorised contact for a Probus Club can lodge either an NLA form or tax return for a Club.

The NLA form can be lodged either by completing the ATO's NLA form which can be downloaded from the ATO's website or by phoning the ATO on 13 11 42.

Income Tax – New Zealand Clubs

Probus Clubs are not-for-profit as they do not carry on business for the purposes of making a profit.

The non-profitability status of a Club is governed by clauses within its constitution that prohibit the distribution of funds to its members. These clauses are included in both the incorporated and unincorporated Constitutions provided by PSPL.

Being not-for-profit does not mean that a Club is exempt from having to pay income tax. Probus Clubs in New Zealand are required to pay tax on their taxable income. This applies to both incorporated and unincorporated Clubs.

However, the applicable tax rate will be determined by whether or not a Club is incorporated. To lodge a tax return, a Club will need to apply for an Inland Revenue Department (IRD) number.

Once a Club has received its IRD number, it can then apply to have its taxable income reduced by \$1,000. This is known as an income deduction. To take advantage of the income deduction, the IRD

will need to confirm that a Club's Constitution meets the relevant requirements. These requirements are covered in the Constitutions provided by PSPL.

Applications for the income deduction can be made by writing to the IRD. Further information about how to apply is available at <https://www.ird.govt.nz/roles/not-for-profits-and-charities/before-you-start/get-confirmed>

Understanding Taxable Income

Taxable income is the amount of income that tax is payable on and is the difference between taxable (assessable) income and deductions.

Examples of the various forms of income and their tax treatment is outlined below:

Income type	Tax Treatment
Joining fees and annual membership subscriptions (from members)	Not taxable
Donations and gifts (from members)	Not taxable
Raffles (from members)	Not taxable
Income from activities, trips and/or tours (from any participant)	Not taxable. Monies collected for activities, trips or tours are not taxable as these funds are being collected by the Club for payment to a third party that is providing the activity, trip or tour. This is regardless of whether the participant is a member or not.
Any other income from persons who are not members	Taxable
Interest income from either interest bearing accounts or term deposits	Taxable
Grants or subsidies	May be taxable depending on the circumstances of the grant or subsidy

Any expenses incurred in relation to non-taxable income are not deductible for tax purposes. An example of a non-deductible expense would be the cost of badges for members. A deductible expense would be fees for bank accounts that earn interest.

Inland Revenue (IRD) Requirements

Clubs that have successfully applied for the \$1,000 income deduction only need to file a tax return if their income is over \$1,000.

GENERAL MEETINGS

General Meetings are normally held monthly at a set time and date as decided by the members. Members come together in meetings to enjoy the company of fellow members and hear from interesting speakers.

While the Club's constitution and standing resolutions should be observed, the purpose of these meetings is to focus on fun, friendship and fellowship.

Minutes should be taken for Committee meetings, General Meetings and Annual General Meetings. The purpose of minutes is to accurately record the proceedings of the meeting, they do not need to be a word for word record of the meeting. Please refer to the Minutes section of this Handbook for further information.

The agenda for General Meetings varies depending upon a Club's preference. The following sample agenda is provided for consideration:

General Meeting Agenda

1. President opens meeting and welcomes members, guests and introduces any special or official guests. Outlines housekeeping/safety and evacuation information.
2. Apologies
3. Confirmation that a quorum is present
4. Induction of new members, Life Members and Honorary Members (if applicable)
5. Confirmation of minutes of last meeting
6. Business arising from minutes Correspondence
7. Treasurer's report
8. Announcements
9. Reports by Committee members (as required)
10. Option for mini speaker (Club member)
11. General business
12. Morning tea
13. Introduction of guest speaker
14. Guest speaker
15. Question time
16. Vote of thanks to speaker
17. Confirmation of next meeting date
18. Meeting closes

In the reports by Committee members, these generally include how the Club is progressing with its Membership Growth Plan, level of member participation, status of waiting lists and upcoming activities.

Attendance and Apologies

For insurance purposes, attendance lists should be maintained for all Probus activities. These activities include any event organised by a Club or Association such as meetings, outings, tours, trips and interest groups. Recording a tick against the name of the member/guest in attendance is sufficient. Attendance lists should be kept for a minimum of 13 months for insurance purposes and

can be stored electronically.

Clubs should also establish a protocol to receive and record apologies.

Leave of Absence

A leave of absence may be granted to a member in cases of sickness or on any other reasonable grounds. Upon written application to the Management Committee, provided sufficient reasons are given, a leave of absence may be granted excusing a member from attending meetings for a specified period of time.

In certain cases, a member who has been granted a leave of absence may be transferred to non-active membership. Non-active membership is not intended for a member afflicted with a short-term illness or a disability such as a broken leg or arm, requiring a short absence from Club meetings.

During the period of granted leave of absence the member remains a member of the Club provided they remain on the Club's Register of Members. A sample Leave of Absence form is available from the PSPL Team.

Induction Of New Members

The induction of a new member should be carried out with dignity and a modest ceremony befitting the occasion. A common practice is for the President to introduce the member, clearly announcing the new member's name, former vocation and current interests.

The President then very briefly outlines the purposes of Probus, inducts the new member, presents the inductee with a Probus pin or badge and asks the members to extend a welcome, which they do by acclamation. The President may use the following wording for the induction of a new member:

Probus Clubs throughout Australia and New Zealand provide opportunities for retired members of our community to stay engaged and connected through fun, friendship and fellowship. I invite you to become a member of our community and to participate in the activities of our Club.

I now have pleasure in inducting you into the Probus Club ofand present you with your Probus pin as well as your name badge.

Clubs usually provide new members with an Induction or New Member Kit at this time. These kits normally include:

- an Induction Certificate
- a copy of the Club's latest newsletter
- the Club's internal Directory of Members
- a Passport to Probus highlighting the benefits of Probus Club membership. (The Passports can be ordered through the Online Shop on the PSPL website or by contacting the PSPL Team)
- a copy of the Club's Constitution and standing resolutions

Induction Kits, Certificates and Probus Presentation Folders are available for purchase in the Online Shop on the PSPL website.

Induction of Life Members

The President may use the following wording for the induction of Life Members:

..... (NAME) you have been awarded Life Membership of the Probus Club of because of your loyalty, commitment and excellence in support of Probus ideals of fun, friendship and fellowship.

As a respected member of our Club, you have continually displayed those qualities of membership which have helped all of our current and past members stay engaged and connected.

We sincerely thank you and have pleasure in presenting you with life membership of the Probus Club of.....

Life Member pins can be ordered through our authorised licensee, Blue Moose Productions. Their contact details can be found in the Merchandise section of this Handbook.

ANNUAL GENERAL MEETING

Planning for the AGM

A Club's constitution requires an Annual General Meeting (AGM) to be held on or before 31 March each year. The AGM is the last meeting of the Probus year, which runs from 1 April to 31 March.

Each Club's constitution sets out the requirements for the issuing of notices, agendas and proxy forms (if applicable). If permitted under a Club's constitution, proxy forms should be provided with the notice of the AGM.

Planning for the annual election of the Management Committee should be undertaken well in advance of the AGM. This includes the appointment of a Returning Officer by the Management Committee. The Returning Officer oversees the election process and should not be a person who is standing for election for a position on the Management Committee. An election will be required for a particular position if more than one nomination for that position has been received. While it is possible that an election may not be required, for example, if a Club receives only one nomination for each position, it is prudent that a Returning Officer be appointed well in advance. The Returning Officer may be the Immediate Past President or a member of the Club who is entitled to vote at the election.

As the AGM must be held on or before 31 March, nominations are usually called for at the General Meeting preceding the February General Meeting. Under PSPL's Recommended Constitution, nominations should be lodged with the Secretary by the February General Meeting. However, nominations can be called from the floor on the day of the AGM if no nominations have been received for a particular position.

Nominations are usually proposed and seconded by two Club members. A sample Nomination Form

is included in this Handbook. To encourage nominations, the Management Committee should prepare a brief description of each role and include these descriptions with the call for nominations. This could be done through the Club's newsletter.

Encouraging Management Committee Nominations

It is possible that a Club may not be able to fill all Committee positions. There are a number of options to consider in this situation. One person can hold more than one position temporarily while a suitable member is sourced to fill that position. This person may hold two or more positions but would only have one vote at Committee meetings.

Under the relevant legislation, incorporated Clubs in the ACT, NSW, QLD and New Zealand require a minimum of three Management Committee members. Other States and Territories do not have a minimum requirement, in which case we recommend a minimum of two Management Committee members. Although this is not ideal, it does allow a Club to continue to operate while sourcing assistance from PSPL or a local Membership Representative.

It is strongly recommended that Clubs contact PSPL for further guidance where there are insufficient nominations well in advance of the AGM. Please also refer to the Succession Planning section of this Handbook for further information.

Considering Closure

At some point it may be necessary to consider winding up a Club. This could be as a result of decreasing membership numbers and/or the inability to fill Management Committee positions.

Finding members to serve on the Management Committee can be challenging as members can be reluctant to take on these roles. There are a number of steps that Clubs should undertake before making any decision to close. PSPL provides an information sheet outlining these steps.

Probus Clubs play such an important role in the lives of members as they help them stay socially connected, which is vitally important, especially in retirement. In many cases, closure can be avoided by working with PSPL and/or local Membership Representatives.

Before any motion with respect to closure is considered, Clubs are asked to contact the PSPL Team for assistance.

Annual General Meeting Agenda

The following sample Annual General Meeting agenda is provided for consideration:

1. President opens meeting and welcomes members, guests and introduces any special or official guests. Outlines housekeeping/safety and evacuation information
2. Apologies
3. Confirmation that a quorum is present
4. Confirmation of minutes of last year's AGM (if not already confirmed at a previous General Meeting)
5. Business arising from last year's AGM minutes
6. Correspondence (addressed to this year's AGM)

7. Presentation of the Annual Report (President)
8. Presentation of the Annual Financial Statements (Treasurer)
9. Reports on other activities (if required)
10. Appointment of reviewer or auditor (if applicable)
11. General Business
12. Handover to the Returning Officer for the election of the Management Committee
13. Induction of Management Committee members
14. If applicable, appointment of a Public Officer (Australia) or Contact Person (New Zealand)
15. Meeting closes

Incorporated Clubs in Queensland may be required to include an additional agenda item in relation to remuneration or benefits.

Incorporated Clubs in Queensland are required to disclose any remuneration or benefits given during the previous financial year to Management Committee members, and/or their relatives at the Club's Annual General Meeting.

"Remuneration" includes salary, allowances and other entitlements but does not include reimbursement of out-of-pocket expenses. Benefits could include offers or discounts provided to Management Committee members by third parties. As detailed in the Activities, Trips and/or Tours section of this Handbook, any offers or discounts provided to Management Committee members by third parties should be applied for the benefit of members.

Election of Management Committee

At an AGM, all Management Committee positions are declared vacant and, if necessary, an election is held for positions.

Under PSPL's Recommended Constitution, nominations are called for at the meeting preceding the general meeting in February, and close at the February general meeting. This allows sufficient time for the current Committee to source additional nominations.

Whether or not an election is required will depend upon the number of nominations received:

1. If only one nomination is received for a particular position, then the member nominated will be deemed elected.
2. If more than one nomination is received for a particular position, an election is required to held either by ballot or by a show of hands as decided by members.
3. If a nomination has not been received for a particular position, the Returning Officer must call for nominations from the floor of the AGM for that position. If more than one nomination is received from the floor, an election is held either by ballot or by a show of hands as decided by members.
4. If a nomination from the floor is not received, the Returning Officer will declare the position vacant. The vacancy may then be filled at a later date by an appointment made by the newly

elected Management Committee.

While it is possible that an election may not be required, for example, if a Club receives one nomination for each position, it is prudent that a Returning Officer be appointed well in advance of the AGM.

Presentation to New President

The following wording may be used for a new President:

*....., you have been elected as President of the Probus Club of
and as such it becomes your responsibility to uphold the Aims and Objectives as set out in the Club's constitution.*

As the leader of your Club, emphasis should be placed on the core values of fun, friendship and fellowship within our Probus Community.

It is my honour to present you with the President's Chain of Office as the new President of the Probus Club of

Voting

Members who have the right to vote at General Meetings retain that right until such time as they either resign or have their membership terminated in accordance with the Club's constitution.

Under a Club's constitution, the financial status of a member does not affect their right to vote.

Members who are unfinancial may have their membership terminated in accordance with a Club's constitution. However, this will require the approval of a Club's membership in a General Meeting.

Proxies and Quorum

A proxy vote is where someone else is authorised to vote on behalf of a member who is unable to attend a meeting. A Club's constitution would normally indicate whether or not proxies are accepted.

The Recommended Constitution provides that proxies are accepted up to 48 hours before a meeting to give members the opportunity to exercise their right to vote.

Members who hold one or more proxies are only counted once when determining whether a quorum is present. Proxy Forms should be provided with the notice of the General Meeting. A sample Proxy Form is available in this Handbook.

Terms of Office

As outlined in the Club Constitutional Review section of this Handbook, PSPL issued new Recommended Constitutions to Clubs in 2025. These removed the constitutional restrictions on terms of office of Management Committee members.

While Clubs will still be required to hold an Annual General Meeting (AGM) each year, there are no more constitutional restrictions on the number of years a Committee member can hold office. A Club will be required to have a standing resolution in place that states whether or not it has set a maximum number of consecutive terms in a particular role.

Clubs that do not adopt the Recommended Constitution will be required to comply with their existing Constitution which restricts the term of office of the President to one year, and all other Management Committee members to three years.

GUIDELINES FOR EFFECTIVE MEETINGS

The overall goal of Probus is to provide retirees with the opportunity to engage in fun and friendship in a social environment. Probus Clubs are run entirely by volunteers who are committed to helping their Club thrive.

Sometimes when individuals and volunteers come together for a common purpose, there can be disagreements and differences of opinion, perhaps even personality clashes. It is how we deal with these situations that can be quite challenging, but at the same time quite rewarding, especially if positive outcomes prevail.

Productive discussions and meetings are essential to a Club's success. PSPL has developed Guidelines for Effective Meetings which can assist Clubs with this process.

It is suggested that Management Committees use the information in these Guidelines to establish their own Code of Conduct which each Committee member should have input into developing. The Guidelines are available from the PSPL Team.

A Code of Conduct based on these guidelines will help prevent misunderstandings and manage conflict before it occurs and will create an effective management team that others will be happy to join.

Once agreed, the Code of Conduct should be included in the position descriptions for each role. This will ensure that members who nominate for Committee roles are well aware of the expectations.

RULES OF DEBATE FOR MEETINGS

Members come together in meetings to manage the affairs of the Club and to enjoy the company of fellow members. While the Club's constitution and standing resolutions should be observed, the purpose of these meetings is to focus on fun, friendship and fellowship.

Where a meeting needs to determine a matter, a motion or an amendment, it will do so by each of its members casting their vote - usually either in favour of or against the proposal/matter put forward (although a member may abstain from voting if they so wish). The following information is provided to assist Clubs understand the rules of debate:

Motions - All motions, questions, statements and comments must be directed through the Chairman. A motion must be moved and seconded before being debated. If it is not seconded, the motion lapses. The mover of the motion may (and usually does) speak in support of the motion after it has been formally moved and seconded.

The seconder, after formally seconding a motion, may speak immediately after the mover or may reserve the right to speak later in the debate. However, the seconder forfeits this right if a vote is called for before she/he has had a chance to speak.

Each member may speak once only in favour of, or against, the motion within the time allowed by the Chairman.

At the conclusion of the debate and before the motion is put to the vote, the mover of the motion has the right of reply. Neither the seconder of the motion nor the mover of an amendment - even when the amendment has been carried - has the right of reply.

There is nothing to prevent the Chairman of the meeting from moving or seconding a motion. However, in order to maintain impartiality or avoid a conflict of interest, the Chairman would not normally do so and would usually invite another member to move or second a motion. Nevertheless, it is common practice for the Chairman to move motions such as motions of congratulations, thanks or condolence. It is open to the members in a General Meeting to rescind any motion previously passed.

Management Committee members may move a motion that their reports be received. There is nothing that prevents a Treasurer, or other member of the Management Committee, from moving a motion that their report be received given that any such motion would need to be seconded and voted upon.

Amendments - An amendment may be moved by a member who agrees with the motion in principle but wishes to suggest a change to some detail in the original motion. An amendment cannot be accepted if it negates the substance of the motion.

The Chairman shall accept only one amendment to a motion for consideration at any one time. The amendment must be disposed of before a further amendment can be considered.

An amendment must be moved and seconded, and each member has the right to speak once for or against the amendment, even if she/he has spoken previously on the motion.

A member who wishes to “amend an amendment” or suggest a more acceptable amendment may foreshadow a further amendment, to be moved after the vote on the amendment under consideration. This is a useful device for advising members of another option.

When an amendment is carried, the amended motion becomes the substantive motion, subject to further amendment. If it is not amended further, the motion as amended, is put to the vote.

Resolution - When a motion is carried it is recorded as a resolution of the meeting.

Withdrawing a Motion - The mover of a motion, with the consent of his seconder, may seek

permission to withdraw the motion. Permission to withdraw is granted by resolution of the meeting. However, a motion may not be withdrawn if an amendment has been moved and seconded, until the amendment has been debated and voted upon.

To save the time of the meeting a mover of a motion may, with the consent of the seconder, seek permission to withdraw the motion in favour of the amendment under consideration. In this event, if permission is granted, the original motion is nullified and the mover of the amendment, which has become the substantive motion, is the mover who has the right of reply.

Terminating the Debate - After members have spoken for and against the motion, the Chairman indicates his/her intention to put the motion. At this time, the mover may exercise or waive the right of reply. No further debate is allowed after the mover has replied.

Any member, at any time during the debate, may move "that the motion be now put". This motion is not debatable and must be put immediately. If the motion "that the motion be now put" is carried, then the motion under discussion (the substantive motion) must then be put without further debate, provided that the mover may still exercise their right of reply.

Points Of Order - a point of order should be raised only to direct the attention of the Chairman to a procedural error, a departure from the rules of debate or a motion or an amendment that, if carried, would be unconstitutional or unlawful.

When a member raises a point of order (by standing or raising a hand and saying: "Point of Order, Mr or Madam Chairman!") the Chairman must halt proceedings and ask the member to state the point of order.

After the member has stated the reason or reasons for raising the point of order, the Chairman gives a ruling, either upholding or disallowing the point of order. The debate then continues.

A point of order must not be accepted if it is raised to refute a statement made in debate. A point of order may be raised, for example, to remind the Chairman that the person who is speaking has spoken earlier in the debate, or that a speaker's time has expired, or that the material being introduced by the speaker is not relevant to the debate, or that the Chairman has neglected to apply any rule of debate or procedure.

Motion of Dissent - If a member disagrees with the ruling on a point of order, a motion of dissent may be offered as follows: "With respect, I move dissent from the Chairman's ruling." If the motion is seconded, the Chairman vacates the Chair, which is then occupied by the Vice President (or Deputy Chairman). The Chairman states the reasons for the ruling, quoting the relevant rules or constitutional provisions on which the ruling was based. The following motion is then put, without debate: "That the Chairman's ruling be upheld." After the vote, the Chairman resumes the Chair.

Leave To Make A Statement - A member who has spoken once in a debate may, under certain circumstances, be granted leave to make a statement, to provide an explanation or clarify a misunderstood or misinterpreted point.

Leave to make a statement may be granted only by resolution of the meeting. A motion that leave

be granted, if seconded, is put without debate.

If leave is granted, the statement must be limited to the provision of factual information only. This device may not be used as an opportunity to introduce further argument.

Rescinding A Resolution - If a member disagrees with a resolution that has been passed, a motion to rescind that resolution may be put at the following General Meeting provided sufficient notice has been given in accordance with the Club's constitution. If carried, such a motion nullifies the original resolution.

Suspension Of Standing Orders - Standing Orders are the procedural rules by which meetings are normally conducted. On some occasions it may become necessary or desirable to depart temporarily from the prepared agenda to deal with an extraneous matter. In such case, standing orders may be suspended by resolution.

Usually, the Chairman asks for a motion for the suspension of Standing Orders stating the reason eg. to welcome a new member; to introduce a distinguished guest; to deal with an emergency; which, if offered and seconded, is put without debate.

After the extraneous matter has been dealt with the meeting, again by resolution, resumes Standing Orders.

Casting vote - Depending upon a Club's constitution the Chairman may have a second or casting vote. When a casting vote is called for, the Chairman traditionally casts a vote so as to preserve the status quo.

PSPL provides a diagram which depicts the order by which motions are to be moved. This diagram is available from the PSPL Team.

TRADEMARKS



The Probus name and the Probus logo are registered trademarks owned by PSPL.

They may be used only by accredited Probus Clubs, accredited Probus Associations and other bodies authorised by PSPL. They may not be used for any commercial purpose without the prior written approval of PSPL.

Guidelines for authorised use

- The Probus logo must stand alone and not be embodied in any other marks or adulterated
- Official colours for the Probus logo are Blue PMS 286, Gold PMS 871 and Yellow PMS 129
- The ® symbol where possible should appear when the Probus logo is used to indicate that it is

a registered trademark

- Club stationery bearing the Probus name and Probus logo may be reproduced using approved artwork in either the PMS colours or in black and white. Artwork for the Probus logo is available from PSPL
- Clubs may use the approved Probus name and Probus logo for death notices
- Clubs may use the approved Probus logo for funerals
- Etching is acceptable when using the Probus name or logo on glassware and mugs
- Clubs are required to provide PSPL with sample artwork for approval prior to commissioning embroidery or screen printing on Club garments

Probus Clubs and Associations:

- May not authorise the use of the Probus name and Probus logo to any third party
- May not allow any unauthorised use of the Probus name and Probus logo and must report any such breaches
- Must ensure the integrity of the Probus logo and not obstruct or interfere with the logo in any way
- Are not authorised to give permission to use the Probus name and Probus logo to any person or body for any purpose whatsoever without the prior written approval of PSPL
- May not produce merchandise, posters or banners for commercial sale using the Probus name and Probus logo

Unauthorised use of the Probus name or Probus logo for commercial purposes may result in legal action being taken by PSPL.

Trademark Licensing System

Part of PSPL's responsibility is to maintain and preserve the Probus name and Probus logo and associated trademarks by maintaining a licensing system.

Any individual or company wishing to manufacture or sell goods containing the Probus name, the Probus logo or any of the other Probus trademarks must be authorised by PSPL.

Any unauthorised reproduction or sale of the Probus trademarks, in any form, infringes the Probus trademarks. By licensing vendors or manufacturers of Probus merchandise, PSPL maintains control over reproduction and/or sale of its intellectual property. This control helps to maintain a consistent quality in the reproduction of the Probus logo and other Probus trademarks, ensuring accurate and faithful reproduction.

Clubs and Club members are encouraged to purchase products bearing the Probus trademarks from authorised licensee(s).

ANNUAL REPORT

Each year PSPL publishes its Annual Report which includes the audited financial statements for the year. The financial statements are prepared in accordance with the requirements of the *Corporations Act and* Australian Accounting Standards. To view PSPL's Annual Reports visit the PSPL website at <https://probussouthpacific.org/about-probus/probus-south-pacific-limited/>

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