

PAQ Delegates Day 2026

Listen, Learn and Share

*



WELCOME



EVENT DETAILS



Friday, 4 September 2026
Westside HQ
3 Clewley St, Corinda QLD 4075



Check-in from 9:30 am
Closes 2:15 pm



Registration fee: \$20 per person



Includes morning refreshments,
lunch and tea/coffee
throughout the day



Pre-registration is required.
*Please advise any
dietary requirements.*

NEW — Not to be missed!

AGENDA HIGHLIGHTS



Brief Delegates Meeting



Software launch for Club Secretaries — Secretary Assistant



Club Analysis for Committees
(Let's take a closer look at your club)



NEW software for Treasurers —
Manager accounting package



Key features of the PAQ Website



Zoom meeting discussion



New club promotional material



Interactive 'Listen, Learn and Share' sessions



Lunch and networking



And much more

*Join us for an informative, practical and enjoyable day of
fellowship, ideas, support and networking for Clubs across Queensland.*

Rowan Holzberger MP

FEDERAL MEMBER FOR FORDE
Fighting for Our Community



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**Get in
touch!**

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We acknowledge with
thanks that the PRINTING
of these pages has been
done as a service to the
community by the
Electorate Office of Rowan
Holzberger MP, Federal
Member for Forde.

Programme

Time	Agenda Item
9:30 am - 10:15 am	ARRIVAL AND CHECK-IN - Please advise any dietary requirements. - Tea and coffee available and morning tea will be served. - Opportunity for all attendees to meet and network. - Check out Trade and Travel
10:15 am - 10:50 am	FORMAL DELEGATES MEETING - President Merv Richens - Welcome and opening - Attendance and apologies - Confirmation of previous minutes - as circulated to clubs by email - Business arising from the minutes - President's report and PAQ update - Financial report - Regional Summary - General business (a) Approval draft PAQ Constitution, Standing Resolutions, Schedule A (Procedures) and B (Code of Conduct) - as circulated to clubs by email - Close of formal Delegates Meeting
10:50 am - 12:15 p m	WHAT'S NEW FROM PAQ? Brian Gilmore (a) PAQ Grants (b) Introduce presenters: Mark Illingworth and Mary Helbig Presentation and discussion topics: Our latest INNOVATIONS designed to assist QLD Probus Clubs Club analysis - What the data says about Club X - Mark New documents – Can we help you? Mary Coffee Break Secretarial Assistant Software - Making the Secretary's life easier - Mary Accounting Software for Treasurers - Reports made quicker and easier - Mark More new documents - Mary Trivial Heads and Tails - Mary Zoom Meetings and the PAQ Website – Mary and Mark
12:15 pm - 12:30 pm	FEEDBACK Questions, comments and immediate feedback on the morning presentations.
12:30 pm - 1:10 pm	LUNCH - 40 MINUTES Lunch and networking. Tea, coffee and food. 
1:10 pm - 2:00 pm	Open Session - "Listen, Learn and Share" Club talk, questions, discussions and feedback from the floor, and sharing of practical ideas between clubs.
	Lucky Door Prizes
2:00 pm - 2:15 pm	Video – TED Talk "What does it take to live to 100 and beyond?" Summary and Closing Remarks - President Merv Richens Key points, next steps and thanks to presenters, delegates and attendees.

PRESIDENT'S REPORT – 4TH SEPTEMBER 2026

It was my privilege to be elected as President of this great Association in March, following in the footsteps of Carwyn Arnold, Rob Neary, Brian Gilmore and all those who have served before me.

I have had connections through Rotary with PAQ since 2006 but have never been part of the Management Committee, so taking on the role of President has been a steep learning curve. Thankfully I have had the valued assistance of our new Secretary Mary Helbig, and the other members elected to our Management Committee. Having my wife Margaret as Treasurer, PP Brian Gimore as Assistant Treasurer, and Mark Illingworth as Vice President and RLO Coordinator has been a big help.

Since PAQ was formed in 1992, there have been several changes in the support given to member clubs. In the early years there was more focus on social activities such as Bowls days, a Probus Choir, Annual Friendship Day Picnics and Group tours. PAQ also held an Annual President/Past President Lunch and an Annual Ecumenical Service.

PAQ had a printed version of the Qld Probian, mailed to all member clubs. In recent years, we needed to change from a printed version to a Digital Version, and then sadly last year needed to cease production of this as well. Thankfully our Webmaster, Rob Neary has been able to revise our PAQ Website and make this more user friendly for our member clubs. Clubs are now able to have news of their activities and photos displayed on our website, along with a range of documents in support of our member clubs.

Your new Management Committee is now focussing on how we can best support clubs, and changing this “Delegates Meeting” held each September to a “Delegates Day” to include other club members is part of our way forward.

We are working in close cooperation with PSPL to form new clubs, and this year have formed new clubs in Boonah and Narangba - and hope to form a new Samford District Probus Club next week. One big change has been that with a Club Constitution change; new clubs no longer need a Rotary Club to be the sponsor. Now we can also have PSPL, PAQ or another Probus Club as sponsor.

We are finding that it is beneficial to have another Probus Club as the sponsor of a new Probus club and then provide guidance through their Management Committee members to the new Management Committee as mentors. This has worked well with Beaudesert Probus club sponsoring Boonah Probus Club, and Burpengary Probus club sponsoring Narangba Probus club. Arana Hills District Probus Club is sponsoring and helping with the formation of the new Samford District Probus Club.

We have also been promoting more group tours and activities, and with support from Trade Travel have over 100 members going on a cruise to Vanuatu and New Caledonia in October as part of our 50 years celebration of Probus arriving in Australia. We also have two group tours to Marvelous Melbourne which will include the Neil Diamond – Magical Noise show.

Secretary Mary has initiated a PAQ-Talk as a regular means of imparting information to all Probus clubs in Qld, something that was lacking in the past. We do rely on Secretaries to share PAQ-Talk with their management personal, and sometimes also with all club members.

Mark Illingworth, and Mary Helbig, working with our RLO's have been conducting a series of ZOOM meetings as a means of better inclusion of member clubs, and contacting and supporting regional clubs.

Mark and Mary have also been working together to update many of our working documents and programs for secretaries and treasurers. We have also drafted an update of our constitution for approval by PSPL, which will better reflect how we can support our member clubs, and meet current legislation requirements.

We do value the support of our governing body Probus South Pacific Ltd, and we have been working closely with staff on promotion of celebrations of the 50th Anniversary of Probus arriving in Australia in 1976. Their new website is also friendlier and easier to access for support materials. Earlier this year, their Marketing Manager, Monika Prasad, joined with us to provide Information and Networking days at Belmont and North Lakes.

In conclusion, I feel that the real value of PAQ is the support we can give to our member clubs in Queensland, to help them to continue to provide the fun and friendship shared by their members, enriching their lives and providing a "Gateway to Living Long and Well"

Yours in Probus

Merv Richens





MINUTES of GENERAL MEETING PROBUS ASSOCIATION OF QUEENSLAND INC

6 March 2026, Mt. Gravatt Bowls Club, Logan Rd. Mt. Gravatt

Merv Richens, acting for Carwyn Arnold opened the meeting at 10.00 am and welcomed Caroline Nelson and Judith Maestracci from PSPL.

Present: Representatives from 40 Clubs

Apologies: Apologies from 45 Clubs

Minutes of the PAQ Delegates Meeting of September 2025 have been distributed and taken as read.

Moved: Lorelle Pacello, seconded Mary Helbig, that the minutes be confirmed. Carried.

Business Arising from the Minutes – no business arising.

President's Report will be given at the AGM following this meeting.

Financial Statement: Treasurer Margaret Richens

Association funds at 1 January 2026:	\$ 38, 206.15
Affiliation fees	\$ 6, 216.00
Income to 28 February 2026	\$ 7, 060.30
Expenses to 28 February 2026	\$ 2,573.79
Association funds at 28 February 2026	\$ 42,692.66

Margaret moved the report be accepted.

Seconded: Judith Maestracci: Carried.

PAQ Membership: 46 Clubs have renewed membership to date. 81 Clubs still to renew.

Regional Liaison region reports: Geoff Leddy gave delegates a summary of the regions and thanked the RLO's for their assistance.

National 50 Year Celebrations: Judith Maestracci, chair of the National committee advised that the committee has 6 director representatives from the states and meets monthly via zoom.

- Heather Ewart (ABC Backroads presenter) has been appointed as National spokesperson for Probus 50th Anniversary Australia.
- Hunters Hill Probus celebrated 50th Anniversary on 3 February with Special Guest John Howard.
- Cruise: Departs Sydney 31 October. 180 Members will be joining this.
- The annual Presidents Pack sent to all clubs will include information about 50 Anniversary merchandise.

- A special \$2 prepaid 50 Anniversary Envelope released by Australia Post. May be useful for Club Welfare Officers.
- Probus Day 1 October: All clubs encouraged to have an event.
- Probus South Pacific Website has been updated. 50th Anniversary information is on the website. Includes access to a video which can be downloaded for Clubs.

Queensland 50 Celebrations: Caroline Nelson. Thanked Judith for her input from the PSPL committee and also thanked the Queensland working party for their efforts.

- PAQ has organised a Cruise to Vanuatu. Caroline is investigating some shore activities for this.
- There is a Government House reception
- October1: Had considered a celebration in Roma Streer Parklands but now looking for a covered venue.
- Clubs encouraged to use the media info pack from PSPL to promote their club.
- PSPL/PAQ Information days in April. Clubs encouraged to participate.

PAQ Website: Has been updated and from the number of hits appears to be well used. Clubs are asked to show members how to use the website and to use the Regional Roundup. The website also has many useful resources.

General Business:

- New Club at Boonah formed 23 February.
- Potential for new clubs in various areas.
- Established Probus Clubs are encouraged to sponsor the formation of a new Club.

Trade Travel/ PAQ has organised a 3-day tour to Melbourne for the Neil Diamond Musical in August. Brochures were available for delegates and will be sent by email to all clubs.

Close: The meeting closed at 10.50am

Minutes prepared by L Pacello, to be confirmed September 2026.

PROBUS ASSOCIATION OF QUEENSLAND INC.				
Income and Expenditure YTD 1st January 2026 to 31st AUGUST 2026				
EBA Account 31st DECEMBER 2025			\$	1,336.48
Web Saver Account			\$	39,340.42
Less Trust Funds			-\$	2,470.75
Advertising owed				
FUNDS AVAILABLE 1st JANUARY 2026			\$	38,206.15
Income				
Affiliation Fees			\$	17,774.00
Bank Interest			\$	311.16
Delegates Day			\$	2,940.00
Information Days			\$	3,325.00
Probian Advertising			\$	2,400.00
Total Income			\$	26,750.16
Total			\$	64,956.31
Expenditure				
Badges			\$	110.75
Bank fees			\$	2.80
Delagets Day			\$	3,969.16
Equipment Purchased			\$	667.39
Events Clubs			\$	74.72
Forming New Clubs			\$	164.20
Information Days			\$	2,728.96
Licence Fees			\$	425.29
Maintenance			\$	132.00
Meeting Costs			\$	1,023.00
Office Fair Trading			\$	64.25
Probus Day Grants			\$	6,200.00
RLO expenses			\$	200.00
Stationery			\$	530.00
Telephone			\$	1,269.00
Website Costs			\$	1,498.90
Total Expenditure			\$	19,060.42
TOTAL			\$	45,895.89
Bank Reconciliation				
EBA Account	EBA A/C		\$	4,592.92
Bendigio			\$	50,912.70
Advertising Invoices owed			\$	100.00
			\$	-
Less Funds in Trust			-\$	9,709.73
Funds Available 31st AUGUST 2026			\$	45,895.89



CONSTITUTION

As circulated to all Club Secretaries by email

1. Preamble

The PROBUS name and emblem are registered under the Australian and New Zealand Trademark Acts. They may be used only by Probus Clubs, Probus Associations and other bodies accredited by the Probus South Pacific Ltd, and they may not be used for any commercial purpose without the written approval of the Probus South Pacific Ltd. To hold accreditation, a Probus Association must comply with the requirements of the Probus South Pacific Ltd. as included in this constitution.

2. Interpretation

2.1. In these rules

2.1.1. **Act** means the *Associations Incorporation Act 1981*.

2.1.2. **Member Club** - means a Probus Club accredited by Probus South Pacific Ltd and affiliated with the association.

2.1.3. **Club Member** - means a financial member of a Probus Club affiliated with the Association.

2.2. Where the association rules are inconsistent with the Act the Act prevails. (Sec. 1B of the Act).

2.3. A word or expression that is not defined in these model rules, but is defined in the Act has, if the context permits, the meaning given by the Act.

3. Name

The name of the incorporated association is **Probus Association of Queensland Inc.** (the Association).

4. Objects

The objects of the Association are—

4.1. Provide a vehicle for the exchange of ideas and information and discussion of matters of mutual interest between member clubs and club members.

4.2. Act to assist, coordinate and advise on matters of interest and benefit to member clubs and club members, providing guidance, sharing skills and working to develop clubs.

4.3. Confine its activities to the furtherance of these objectives to member clubs and club members.

4.4. Strive to be seen as a worthwhile organisation by the local community.

4.5. Not be, or be seen to be, a fund-raising body.

4.6. To be non-political and non-sectarian. It shall not endorse any candidate for public office and shall not take corporate action at any meeting with the intention of influencing the policies or decisions of governments; however, the merits of any public question may be a subject of fair and intelligent study or discussion at an Association meeting for the information of delegates.

4.7. Advise Probus South Pacific Ltd. where the use of the Probus name and emblem may be unauthorised, in particular for commercial purposes for which a license royalty is payable.

4.8. Comply with the Policy Requirements for Associations as promulgated by the Probus South Pacific Ltd.



STANDING RESOLUTIONS

As circulated to all Club Secretaries by email

Preamble – with definitions

General Meetings:

- 1 General Meetings of the PAQ shall be held normally on the first Friday in the months of March and September, at such place and hour as determined.
- 2 Refreshments at no charge, to encourage fellowship amongst the delegates and visitors, will be provided, usually prior to the commencement of the business session of the general meetings.
- 3 Standing orders for the conduct of General and Annual General meetings shall be in accordance with the procedures set out in Schedule A, Management Committee Procedures.
- 4 Any club member of an affiliated club may attend general meetings of the Association, but only the Delegate of that club shall have voting rights.
- 5 Children shall not be admitted to meetings of the Association.

Membership Fees and Charges:

- 6 The membership fees of the Association shall be an Annual subscription \$2.00 for each financial member of the member club.
- 7 The Annual Subscription shall be due on 1 January and payable by 31 March each year.

Banking of Funds:

- 8 PAQMC will operate a bank account. Authorised signatories for PAQMC's bank account will be any two of three executive members of the PAQMC, chosen at the first Management Committee meeting after the AGM each year.

Management Committee

- 9 The PAQMC shall comprise a maximum of twelve, with the following elected members: President, Vice-president, Secretary, Treasurer and Assistant Treasurer as the PAQMC Executive.
- 10 The term of office of the President, Vice-President, Secretary, Treasurer and Assistant Treasurer shall be up to three years, or as otherwise determined and recommended by the management committee to the voting delegates for decision.
- 11 Up to six additional PAQMC members may be elected at the AGM.
- 12 No member of the management committee may serve for more than six consecutive years, except as voted by the delegates.

(Page 1 of 2. Shown here is page 1 only ...)

Schedule A, Management Committee Procedures (refer to 3 above)

Includes Election of office-bearers, Notice of Meeting, Quorum, Voting, etc.

Schedule B, Code of Conduct (refer to point 26 of the Standing Resolutions)

26. PAQMC, Member Clubs and Club Members will adhere to the PAQ Code of Conduct as set out in Schedule B

Printed in full herewith – see next page

CODE OF CONDUCT



The Probus Club of
YOUR CLUB'S NAME



Preamble

The Probus Club of [YOUR CLUB'S NAME] is dedicated to effectively and efficiently promoting the development of fun, friendship and fellowship and the advancement of intellectual interests for retirees in their local community.

Core Values and Principles

This Code of Conduct establishes the principles and expectations for the conduct and ethical behaviour of all members of this Probus Club.

By adhering to this Code, we foster a positive, inclusive and respectful club environment that aligns with the core values and organisational objectives of Probus Queensland (PAQ) and Probus Australia (PSPL).

Scope and Applicability

This Code applies to all Probus Club members, regardless of their position. Visitors and guests attending Probus meetings or other events are expected to adhere to this Code while engaging with Probus Club members.

Integrity and Kindness

Members are expected to ~~conduct themselves with integrity and kindness at all times~~. This includes, but is not limited to, truthfulness, honesty, reliability, empathy, understanding, politeness and good manners, thus facilitating good relations between members and a congenial and friendly atmosphere within the Club. The highest ethical standards are expected.

Respect and Inclusion

We value diversity and are committed to fostering an inclusive environment where all members feel valued and respected. Harassment, discrimination, or any form of bullying will not be tolerated.

Members are expected to avoid conflicts, and to always act in the best interests of building harmonious and friendly relationships within the Club.

Breaches of the Code of Conduct

When breaches of conduct are identified, the following steps may help to resolve the issues:

1. Stop and calm the behaviour.
2. Resolve informally where possible.
3. Should the behaviour continue, record relevant details.
4. Advise the Club's Management Committee for further confidential discussion and ideas for a peaceful resolution.
5. Engage PAQ's Regional Liaison Officer for mediation.
6. Breaches of the Code of Conduct may result in exclusion from one or more events or activities of the Club, or termination of the offending member's Club membership.

A MESSAGE EVERY PROBUS COMMITTEE AND MEMBER SHOULD READ

Why this matters now. The concerns raised about Probus in 2015-2018 - and again in later membership development work - are still live issues: declining or ageing clubs, difficulty filling committees, retention and the challenge of attracting younger retirees. Rob Neary's paper argued that survival depends on **membership development becoming everyone's responsibility**. Current PSPL guidance still places growth, engagement and succession planning at the centre of club leadership.

THE PROBLEMS OF THE PAST / NOW

- **Declining membership and club closures** - already described as a long-term trend.
- **Ageing without renewal** - too few members entering at the younger end of the retirement spectrum.
- **Leadership fatigue** - too few members willing to take committee roles year after year.
- **Technology gaps** - committees and members can struggle with computers, email, websites, online forms and digital communication.
- **Cash to card transition** - clubs increasingly need card, EFT or online payment options rather than cash-only habits.
- **Activities and relevance** - programs need to stay interesting, social and useful for the next generation.

WHAT WE SHOULD DO NOW

- **Keep a 3-year Membership Growth & Succession Plan** and review it quarterly - not only before the AGM.
- **Ask members and visitors what they value.** Change speakers, activities, timing and communication around real preferences.
- **Make leadership easier.** Use co-roles, assistants, task teams, one-off projects, handovers, templates and simple technology.
- **Lift digital confidence.** Support committees with computers, email, websites, payment systems and practical training.
- **Modernise payments and administration.** Move progressively from cash-only habits to card, EFT and easy online processes.
- **Recruit continuously.** Every member can invite, welcome, mentor and follow up - members remain Probus's strongest ambassadors.

BABY BOOMERS → GEN X: THE OFFER MUST EVOLVE

This is a transition to a new generation. Clubs should prepare for more flexibility, choice, digital convenience and purposeful use of time.

TRADITIONAL DEFAULT

Full-year titled committee role
Paper-first; information at meetings
Longer formal meeting culture
One main monthly meeting
Cash handling and manual records
Committee does most of the work

CONTEMPORARY OPTION

→ Short, co-shared or project-based roles
→ Email/web/social + paper option
→ Concise meetings with clear value and more connection
→ Choice of interests, outings, learning and social experiences
→ Card/EFT payments and simpler digital administration
→ Member-led ideas, micro-volunteering and ambassadors

Opportunity, not threat: Gen X can contribute strongly - but clubs need to offer flexible, meaningful, well-supported roles, modern communication, easier payments and activities that fit current retirement expectations.

START NOW - THIS IS A TRANSITION TO A NEW GENERATION

1. HEALTH CHECK

Review age profile, membership trend, retention, activities, leadership risk and digital readiness.

2. MEMBER PULSE

Ask what members and visitors want - including activities, timing, communication, payments and ways to help.

3. REDESIGN & PROMOTE

Simplify roles, improve technology and payment systems, refresh activities and measure progress quarterly.

THE TEST FOR EVERY CLUB IN 2026

Are we becoming easier to join, more rewarding to belong to, and easier to help lead?
If not, the issues identified a decade ago will keep repeating. **Survival is a club-wide responsibility.**

What does your membership number really tell you?

Turn simple member data into practical planning information - so your Club can act early, not late.

WHY USE CLUB ANALYSIS?

1

See the real health of your Club

Look beyond today's total membership and understand where your Club is heading.

2

Spot future pressure early

See age pressure, 70+ and 80+ membership, and when the first warning signs may appear.

3

Plan recruitment with purpose

See recent intake, renewal strength and your Balance Point - and whether recruitment is keeping up.

4

Strengthen committee succession

Recognise leadership pressure before the AGM becomes a crisis.

5

Make decisions from facts

Move from "we should be alright" to knowing what action your Club needs to take.

ALL THIS INFORMATION COMES FROM 3 AREAS ONLY

DATE / YEAR OF BIRTH

DATE / YEAR JOINED

GENDER

Simple inputs - strong planning.

WILL YOUR CLUB BE READY?

Being proactive brings longevity to your Club and future generations.



IMPORTANT ANNUAL REMINDERS for PROBUS CLUBS

PAQ annual calendar and key deadlines



MONTH	KEY DATE / ACTION
JANUARY	PAQ Annual Subscription Notice \$2 per member and should be based on number of members at 31st December. - Due by 31 March please. BSB: 633 000; Account: 242 016 673; Reference: your Club's name.
JANUARY	Notice of AGM and committee nominations. - Send out with the February Meeting notice. - Nominations for Management Committee positions need to be lodged by the end of the February meeting at the latest, one month before the Annual General Meeting.
MARCH	PAQ Data Directory Information. Return to PAQ secretary as soon as possible after AGM. No later than 10 April.
MARCH	Office of Fair Trading: Annual return of Association. - Clubs must lodge an annual return within 1 month of holding the annual general meeting - Form 12 – Associations Incorporation Act 1981. - Can submit annual return online on the My Smart Forms portal with the Fair Trading – Annual Return form. Fees apply. - Please keep a copy before sending the form to OFT.
APRIL	PSPL: Capitation and Annual update. - Due 30th April each year - Also include any membership changes not previously advised.
OCTOBER	Probus Month. What will your club be doing to celebrate?
OCTOBER	TAX: Probus Clubs are taxable. - However, we are Not-for-Profit Associations. - All our income is mutual so is not liable for tax. - The NFP company non-lodgment advice must be returned to the ATO before 31 October.
OCTOBER	Succession Planning Start inviting nominations for positions on the next Management Committee. Nominations are due end of February, but start active recruiting now!



SUCCESSION PLANNING for PROBUS CLUBS



Ensuring you have a complete
leadership team for the AGM

THE PROBLEM Finding people to serve on the management committee.

USUAL RESPONSES "I don't have the time", "I can't use a computer", etc.

THE TRUTH It's not really a case that a person has no time, but more a case that they do not want to **give** any time. The community spirit of the past seems to have evaporated these days!

WHAT CAN YOU DO? *See it coming. Put strategies in place. Don't wait until the problem becomes evident. Start to identify potential committee people as soon as possible, even when the present committee look very safe.*

SOME USEFUL STRATEGIES TO CONSIDER:

1. **CREATE ASSISTANTS** to the main positions on your management committee as soon as possible. These assistants are "understudies" and should be mentored by the current position holder. The idea is to give the committee member someone who can "cover for them".

2. **ENGAGE YOUR PROSPECTIVE MEMBERS:** While a little contentious, some clubs actually interview prospective members and ask them to commit to a year to serve as an assistant on the management committee as part of their acceptance into the club. Most Probus Club Membership Application forms include a statement about serving on the club committee at some time.

3. **PROVIDE FREE ANNUAL MEMBERSHIP:** A free membership is a very small sum of money compared to the hours of voluntary service provided by a committee member. Change Standing Orders to allow this.

4. **RECOGNITION:** Look for regular opportunities during club meetings and events to give recognition to the contribution of one or some of the committee members.

5. **BUDGET FOR SPECIAL EVENTS** just for the management committee volunteers. For example, as a committee, go on a morning tea or luncheon treat somewhere special.

CONCLUSION: Getting a succession plan is not just the responsibility of the Club Management Committee - it's every member's responsibility as the Probus Club is their club. Planning early for your club's management team succession is critical. Remember: "Failing to Plan is Planning to Fail".

Adapted from an article by Rob Neary, 2023 (Rob is currently PAQ Web-master)

But wait, there's more!

Check the website under CLUB RESOURCES: https://www.paqnetwork.com.au/news-resources/club-resources/SUCCESSION_PLANNING



100 Ideas for Building Probus Club Membership and Retention

Compiled by Rob Neary, Garden City Toowoomba Probus Club

1. Develop a Club member handbook and send it out to all members who have been joined within the last month. Include educational materials such as Probus and Club structure, constitution and By-Laws as well as an up-to-date calendar and incentives to become involved (except for the calendar, the same correspondence can be used each year).
2. Develop a Member Mentor Program and have a New Member Designated Contact group.
3. Give a special incentive to Club members who introduce new members (Pins, clothing, certificates etc.).
4. Contact top Club new membership achievers from the previous year. Thank them and ask them for continued involvement with the new member. Ask them to continue with new member recruitment.
5. Plan a Guest Morning, Afternoon or Night for potential members.
6. Create a new member section on your website.
7. Get members involved in focus groups by email or blogs (new members may prefer this type of involvement.)
8. Develop a list of your (most wanted) delinquent or dropped new members and ask club officers to make personal appeals to reconsider their membership. Consider calling their original proposer to assist. Make a time line to get the results to the Club President.
9. Do a member survey of your least active members. Let those who respond know that you are listening to them by telling them that you will try to do what they suggested on the survey.
10. Identify your most at-risk members and target them for additional contact.
11. Send a "How Are We Doing?" survey to new members six months after they have joined. If they don't return them, give them a call.
12. Send out a monthly email newsletter that is sent out simultaneously with the mailed publication.
13. On the day when a new member's is elected, have them meet with the other Club members after the meeting to be congratulated.

PROBUS SECRETARY ASSISTANT

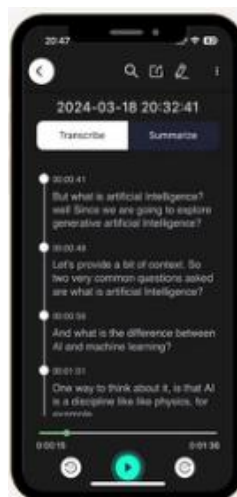
**From meeting recorder to draft minutes
— simple, repeatable.**



1. Record

**2. Send it to your
phone to be
transcribed**

3. Email to your PC



4 The magic happens when you provide the AI program with:

- a. The transcription file from your recording, and**
- b. The PSA Instructions file (available from PAQ)**

5 You type PROCEED, and AI produces your draft Minutes.

TREASURER'S ROLE MADE EASIER

Manager.io for Probus Clubs

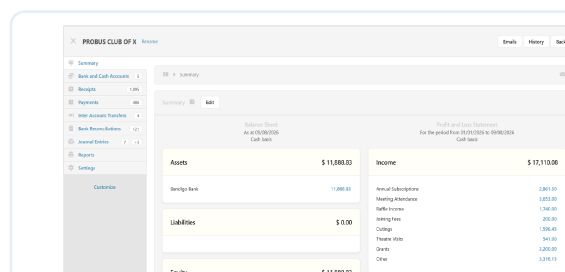
NO-COST DESKTOP ACCOUNTING

A practical, consistent way to manage your club money - from the bank transaction to the committee report.

WHY IT WORKS FOR PROBUS

- 1 NO-COST DESKTOP EDITION**
Fully featured, with no time or usage limits.
- 2 SIMPLE RECEIPTS & PAYMENTS**
Record the everyday money coming in and going out.
- 3 BANK RECONCILIATION**
Check the records against the bank and finish at \$0.00.
- 4 CLEAR COMMITTEE REPORTS**
Profit & Loss, Balance Sheet and cash/bank summaries.
- 5 SEARCH BY REFERENCE**
Use references such as Subs26 to find transactions quickly.
- 6 BACKUP & HANDOVER**
Back up the club file and transfer it to the next Treasurer.

ONE CLEAR MONTHLY WORKFLOW



PROBUS CLUB OF A - Balance Sheet		Profit and Loss Statement	
Assets	\$ 11,000.00	Income	\$ 12,110.00
Bank	11,000.00	Annual Subscriptions	2,000.00
		Meeting Attendance	1,000.00
		Gifts Income	1,000.00
		Interest Income	200.00
		Other	1,910.00
Liabilities	\$ 0.00		
Equity	\$ 11,000.00		

BANK

>

RECEIPTS /
PAYMENTS

>

RECONCILE

>

REPORTS

**ALREADY LAUNCHED WITH 12
QUEENSLAND PROBUS TREASURERS**

SEE IT DEMONSTRATED AT THE CONFERENCE

Easy monthly routine | Consistent records | Better handover | Clear reports

Mark Illingworth - Vice President & Co-ordinator RLOs

Manager Desktop Edition is officially described as fully featured and free forever; Windows, Mac and Linux versions are available.

Source: Manager.io - Download, Features and Guides. Manager.io is a third-party accounting product; this flyer is prepared for Probus Treasurer training.

manager.io



LISTENING TO OUR MEMBERS

A simple one-page guide to a Probus Club member survey



PURPOSE

Identify what the club does well, where members experience difficulties, and the practical changes that would improve enjoyment, inclusion and participation.

1 WHAT ARE WE DOING WELL?



1. What do you think your Probus Club does particularly well?
[Comment]
2. Which activities or events have you enjoyed most this year, and why?
[Comment]
3. Do you feel welcomed and included as a member of the club?
[Yes / No / Sometimes + comment]

2 WHAT COULD BE BETTER?



4. Are any activities or aspects of the club not meeting your expectations?
[Yes / No + explanation]
5. Have you experienced challenges or frustrations in attending club meetings, events or activities?
[Comment]
6. How would you rate the club's communication about meetings, events and updates?
[Excellent / Good / Fair / Poor / Very Poor + comment]

3 OPPORTUNITIES FOR IMPROVEMENT



7. What new activities or events would you like the club to introduce?
[Comment]
8. What could the Management Committee do to make the club more enjoyable and engaging?
[Comment]
9. Are there resources or support the club could provide to better serve members? [Comment]
10. If you could change one thing about the club, what would it be?
[Comment]

4 RECOMMENDED SURVEY PROCESS

- 1 **Keep it anonymous:** do not ask for names unless members may volunteer them separately.
- 2 **Keep it brief:** aim for 5–7 minutes and use a mix of tick-box and comment questions.
- 3 **Make it accessible:** email the link and provide a paper copy for members who prefer it.
- 4 **Allow time:** keep the survey open for about two weeks and send one reminder.
- 5 **Report back:** share the main themes, not individual responses or identifying comments.
- 6 **Act on results:** agree a small number of priorities, nominate responsibility and review progress.



SUGGESTED TOOL

Use a simple online survey platform such as Google Forms or SurveyMonkey. Check current free-plan response limits before choosing the platform.



SUGGESTED INTRODUCTION

'This anonymous survey will help the Management Committee understand what members value and where the club can improve. Please answer honestly. Results will be reported as overall themes and used to guide practical action.'



USING THE RESULTS

- Summarise ratings and common themes.
- Share key findings with all members.
- Select 2–3 achievable actions and review progress.



The value of a survey is not only asking the questions - it is listening, reporting back and taking visible action.



Club Talk: The Future of our Club

An important conversation

Good morning everyone, and thank you for being here. Today, I want to take a few minutes to have a heart-to-heart chat about our Club – where we are now, what we value, and where we might want to go in the future.

Why are we having this conversation?

We all want this Club to stay strong, not just for ourselves but for future members as well. We are part of something special, and we each play a role in keeping that momentum going. We also want to make sure we are evolving with the times, and staying relevant for both our current and future members.

A few thoughts to get us started

Let me pose a few questions, not for answers right now, but to get us all thinking.

- **What kind of Club do we want to be?**
Do we focus mainly on friendship and social connections, or would we like to see more activities and experiences?
- **Are we offering enough variety?**
Can we do more than just lunch and a guest speaker?
Would you enjoy having sub-groups, like walking, men's coffee mornings, gardening outings, photography, craft or woodwork, chess or mahjong.
What other possibilities could you visualise?
Would backstage tours, local mystery drives or theatre matinees be something of interest?
- **How can we best describe the culture of our club?**
Are we more than just a 'drop-in-for-lunch' club? If so, what?

Can we better engage with our members?

Are we doing enough to welcome and understand new members?
Should we know more about guests before they are inducted into membership?
Are we making space for younger members and their ideas?
Are we all doing our bit to keep the energy going, or have we all become a bit passive?

- **Is the Club's leadership vibrant and assured?**
What happens if we don't have a committee?
How do we encourage members to see leadership roles as rewarding?
Is there more we could be doing to make the leadership roles less burdensome?
- **How much do we care about the future of this Club?**

Let's talk.

Take some time now for open discussion. There are no wrong ideas. Some thoughts may simply help us to reflect; some may actually lead to action. Either way, this conversation is important, and it matters! Thank you for being part of this journey.

You will need ...

- A scribe or note-taker
- A couple of microphones



Why Probus?



PROBUS: A GATEWAY TO LIVING LONG AND WELL

Connection • Purpose • Activity • Well-being

Strong Social Network: The foundation of living long

Probus has an emphasis on durable social connections. Members have a strong feeling of community, with friends and extended family playing an important role in their daily lives. Probus members gather frequently, forming close bonds of fellowship and friendship and a robust support system. This sense of belonging goes beyond mere fellowship and camaraderie; it provides a feeling of purpose and security, lowering stress and nurturing emotional well-being - strongly correlated to long life.

Beyond Friends: Finding meaning by serving needs of fellow members.

Having a purpose in life is another fundamental idea of Probus. Many members in Probus clubs have a compelling 'why' that motivates them daily. Individuals in these clubs frequently play an impactful role in their families, friends, and communities, making a significant difference. Members get a sense of purpose, satisfaction, and genuine fulfillment when they partake in this impact and engagement, leading to a long and happy life. So many studies confirm volunteering improves perceptions of self-worth, fosters social connection, and lowers stress - all of which are linked to improved health outcomes.

Keep Moving: A key to living longer.

Members of Probus Clubs are renowned for leading active lives - walking, gardening, or just going about their daily lives in walkable places. Though they do not solely focus on physical activity, Probus clubs frequently plan activities that encourage movement. Probus promotes a lifestyle that incorporates being active.

Less Stress: Another ingredient of long life

Prolonged stress is a significant cause of health issues. Probus members have developed various strategies to manage stress. Probus Clubs provide a stress-relieving environment, a sense of purpose and companionship which can buffer against everyday stresses.

Living in the Present: The power of mindfulness

Probus meetings and activities are great opportunities to practice mindfulness. Many of the activities lend themselves to being present, in the moment, and focused.

Being a part of something greater

Probus Clubs have a solid community connection. While Probus clubs are non-sectarian, they promote a sense of belonging to a greater cause, fostering social connections, purpose, and meaning in life.

Probus membership offers an impactful, unique blend of social connection, purpose-driven service, and a naturally active lifestyle. These core values create an atmosphere of longevity and provide a powerful recipe for living a fulfilling life. Probus creates a transformative experience, not just for the community but also for members' health and well-being.

n.b. This message has been adapted by PAQ President Bev Richens from an article composed by PDG Haresh J. Ramchandani of the Rotary International Membership Growth Committee, promoting Rotary as a Gateway to Living Long and Well. PROBUS being an initiative of Rotary International as a Community Service Project.

We work with over 140 Clubs in Queensland

Join our Experience.

Stronger support for your club. Stronger backing for your committee.
Professional support, wider visibility, practical ideas, and experienced
Queensland guidance to help your club plan ahead.

For just \$2 per member each year, your club gains access to a stronger
support network that helps committees lead with more confidence,
strengthen member engagement, improve promotion, support succession
planning, and secure the future of the club.

WHY CLUBS JOIN

- Promote your club through the PAQ website and club information pages so prospective members can find you more easily.
- Benefit from practical ideas, publicity support, grants, and regional networking that strengthen club visibility.
- Access useful resources such as Talk & Travel listings, outing ideas, speaker suggestions, and newsletter material.
- Connect with other clubs through delegate meetings and regional events that build ideas, confidence, and local contacts.
- Offering our expertise to affiliated clubs to assist with:
 - a. Gaining funding grants for a variety of grants that may be available in your area. Such grants are often used for technology devices, functions, buses for travelling to club or other events.
 - b. Support with computer technology, for banking, accessing online information, and related club administration.

WHY COMMITTEES VALUE PAQ

- Regional Liaison Officers help committees work through everyday issues, local challenges, and practical next steps.
- Training and shared strategies give office bearers stronger confidence in growth, governance, and continuity.
- Guidance is available for publicity, community outreach, grants, technology support, and committee planning.
- Going cashless can help facilitate the work and safety of Club Treasurers.
- Experienced support is available when clubs need advice on local concerns, succession planning, and sustaining a successful club.
- Regular Zoom Meetings to discuss club issues with other Clubs committee members.

A strong message for committees

Joining PAQ is more than a fee. It is a practical investment in your committee. It gives volunteers support, guidance, training, and proven ideas that can reduce pressure on office bearers and help your club remain active, visible, and future-focused.

Contact: PAQ Secretary Mob: 0477000645 or email: mail@paqnetwork.com.au
Helpful info: www.paqnetwork.com.au | www.probusouthpacific.org