



PRESIDENTS UPDATE – January 2026

Introduction

Welcome back to all our members! I hope you had a wonderful holiday season and are feeling refreshed for the year ahead. In this edition, we're pleased to share the latest updates from around the Club, including news on our facilities, the latest developments on our Masterplan, and a warm welcome to our newest Board member.

We look forward to seeing you at the Club soon!

Cathie Flynn
President
Catalina Club

NEW Board Member – Buck Allen

After seeking expressions of interest from the golfing membership and conducting interviews to fill the casual vacancy, the Board of Directors are delighted to confirm that Mr Buck Allen has taken office as of 1 January 2026.

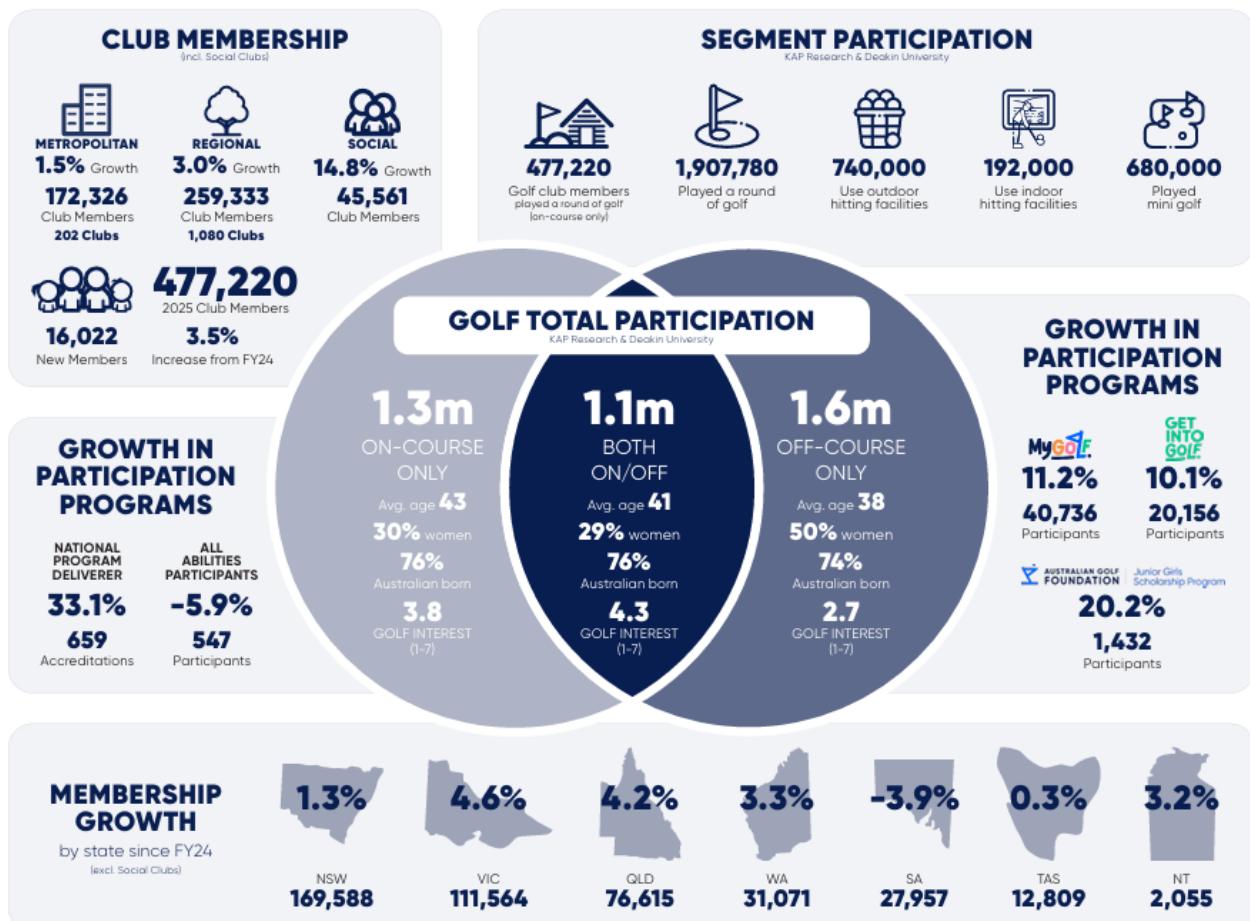
Buck is an avid golfer, and a previous PGA Member, starting out at Concord Golf Club as a Trainee Professional. His working career then took him to Fox Sports News as a Reporter and then to the South Coast where he now works for a family run business. Buck's wife is a schoolteacher where they have two young daughters. Buck is passionate about the Junior Golf Program, the newly proposed course re-design, events and member competitions. Please join me and the other Directors in welcoming Buck to your Board.

Golf Participation

“Golf in Australia has never been bigger or stronger.

For the first time, more than four million Australians played golf in some form in the last year. That's one in every seven people across the country swinging a club at a course, a driving range, a simulator, or a mini golf venue. This is a defining milestone for our sport. It tells us that golf is not just growing, it's evolving, with participation up by 5.2% this year”

James Sutherland CEO Golf Australia



Across Australia in 2024/25, Club Membership rose 3.5% year on year across Australia. Young people are flocking to the sport, with 38% of NEW Club members in the last year under the age of 35.

Catalina has currently 1,154 golfing members, up 10.21% on December 2025, with social membership up 8%, with just over 12,200 members.

In December the Clubhouse averaged 423 visitors per day, up 9.25% on December 2024. In December the golf course averaged 252 players per day, compared to 240 players in 2024.

Masterplan – DA Lodged with Council

Just prior to Christmas 2025, the DA for Catalina Clubs Masterplan was lodged. It is envisaged that the Board and Management will be working to progress the DA through council during this financial year with no major expenditures other than the planned installation of a southern carpark bridge for our members that exit the club and travel southbound. In addition to this expenditure, we propose to update our Fleet Carts within the next 3 to 4 months. Other budgeted CAPEX items of note for this financial year are:

Golf Course

- Course furniture
- Course Restrooms x 2
- 26 Bay Members Car Park near 18th ladies Tee

Clubhouse

- Main Bar floor
- Electrical upgrade
- Gaming signage
- Double sided road sign

As mentioned, on the **Members Information Night** in September and the **AGM** in October, components of the Masterplan will only be implemented when the Club's financial position indicates it is viable to do so. A detailed independent **Financial Modelling Report** was undertaken in September 2025. The figures were based on the club's 2024/25 financials and was forecast over a 7-year period with only a conservative uplift to business during that time. The report clearly identified, with responsible financial management, implementation of our Masterplan was viable over a 5-to-7-year timeframe. The Club has been trading exceptionally well in all departments this financial year, exceeding our budgeted forecast, our confidence is very high moving forward.

The DA can be found on Public Exhibition on the Eurobodalla Shire Council website.

Member Survey Results

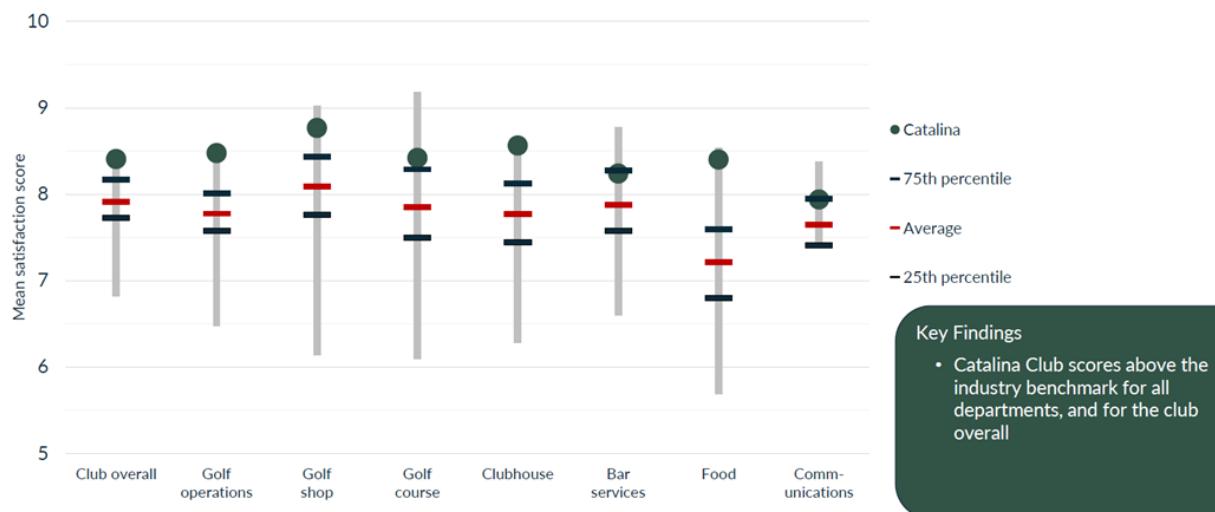
In November 2025, the Club conducted a **Golfing Member Survey** to gauge areas of satisfaction and improvement for the Club, with the results and final report from Golf Business Advisory Services (GBAS) hitting our desktop in early December 2025. A big thank you to the 533 Golfing Members who took the time and effort to respond to the survey.

The Overall Satisfaction score of 8.4, was well above the average scores from industry GBAS surveyed clients, being 7.9, and in the top 90th percentile.

Satisfaction Benchmarks | Overall & Departmental



Satisfaction scores are compared against industry benchmarks from prior surveys conducted by GBAS



Key Findings

- Catalina Club scores above the industry benchmark for all departments, and for the club overall

Key Summary and Findings:

Catalina Club Net Promoter Score 43%, verses Industry benchmark of 24%

Catalina Club scores above the industry benchmark for all departments, and for the club overall

Overall satisfaction varies slightly by member cohorts, ranging from 8.7 for women down to 8.2 for younger (< 55 yrs) members.

5% of members reported overall satisfaction of less than 7 out of 10, compared to an industry benchmark of 14%.

When asked if you would recommend the Club to friends or colleagues, the response was 8.6 out of 10 compared to a benchmark score of 7.9.

66% of members rate their subscriptions as representing excellent or good value for money, compared to a benchmark score of 49%. Those members reported satisfaction of 8.9 out of 10.

43% of members rate the quality of the course design / layout as being of very high importance to their membership, with the quality of the food & beverage offering only slightly behind at 38%.

Members rated their degree of satisfaction regarding leadership, culture, governance and administration of the Club around 8 out of 10 – moderately high satisfaction.

The highest-performing club function areas are the Golf shop (8.8), Golf operations (8.5), and the Golf course (8.4).

The lowest-performing club areas are Communications (7.9), Club culture (8.1) and Bar service (8.2).

10 individual satisfaction items out of a total of 72 scored less than 7 out of 10, representing areas for improvement:

- For golf operation/experience, low scoring items include Level of non-member access (6.7), Number of annual fitting days (6.7), and the 6pm competition registration process (6.6)
- For the golf course, low scoring items include the Pathways (6.9), Driving range (6.8), Tree removal program (6.8), and Bunkers (5.6)
- For the golf shop, items scoring below 7 out of 10 are the Price of stock (6.9) and the frequency of specials (6.9)
- The only non-golf related to score below 7 out of 10 relates to Club culture, being the members' adherence to course care expectations (6.4)

Club Strengths – Doing Well

In your opinion what is the Club doing well?

1. Course condition and maintenance is highly valued: Members frequently praise the quality, presentation, and ongoing improvements of the course, including fairways, greens, and general upkeep.
2. Golf Shop and golf operations staff receive strong approval: The professionalism, friendliness, and helpfulness of the golf shop team (including specific mentions of Rod and Tim) are seen as a major asset to the club.
3. Clubhouse refurbishment and presentation are appreciated: Many comments highlight the positive impact of recent renovations, the cleanliness, and the modern, welcoming look of the clubhouse and facilities.
4. A welcoming, friendly community and club culture: Members value the inclusive, supportive, and friendly atmosphere, noting positive interactions with both staff and fellow members.
5. Restaurant and café quality is a club strength: The quality of food, coffee, and the overall dining experience in the restaurant and café are frequently mentioned as things the club is doing well.

Club Weaknesses – Could do Better

In your opinion what could the Club do better?

1. Bunkers and course maintenance need improvement: Many members highlight inconsistent or poor bunker quality, drainage issues, and a need for better general course upkeep, including paths, signage, and gardens.

2. Communication and member consultation: There is a strong desire for better communication from management, especially regarding major decisions like course redevelopment, with calls for more transparency and opportunities for members to vote or provide input.
3. Competition fees, membership value, and pricing: Concerns are raised about high competition fees, membership costs (especially for retirees), and the need for better value or more transparent prize structures.
4. Food, beverage, and café service: Members request more variety and healthier options in food and beverages, faster coffee service, and better planning for peak times and major events and menu rotation
5. Dress code, behaviour, and clubhouse culture: There are repeated calls to enforce dress standards, address inappropriate behaviour (such as intoxication or offensive language), and maintain a welcoming, respectful club environment.

Food & Beverage / Café Service, wait times and limited choice frequently noted, generally from the Competition golfers; women; health-conscious members.

Access, Booking & Pace of Play was a regular source of frustration across survey comments, namely the 7 Day members and competition golfers.

Course Maintenance & Bunkers was frequently raised, especially by older members, namely the 55+ members; long-term members; visitors.

Club Culture & Inclusiveness, strongest driver of satisfaction across all segments, especially newer, younger, and female members.

A Clubhouse copy of the full Member Survey Report is available for reading at Reception.

The Board and management will continue to focus on what the Club is doing well and intend to address and improve on those elements where we need to “do better”

Major Promotion – “GONE FISHING – WIN a share of \$20,000 worth of prizes”.

Starting this Sunday 1 February 2026 and running until the end of April, the Catalina Club will be giving away a **QUINTREX 350 Explorer Boat** with all the accessories, valued at over \$13,600.

The Major Draw will be conducted on Wednesday 29 April 2026, starting at 6:30pm.

We also have four (4) Fishing Kits valued at \$1,600 each to WON on the night in addition.
SAVE THE DATE.

GONE FISHING

WIN A SHARE OF **\$20K** ACROSS 5 PRIZES

A FULLY-EQUIPPED BOAT PACKAGE TO LAUNCH YOUR NEXT ADVENTURE

+

FOUR RUNNERS-UP FISHING KITS, PACKED WITH QUALITY GEAR TO UPGRADE EVERY TRIP

THE DRAW TAKES PLACE ON WEDNESDAY 29 APRIL
Plenty of time. Plenty of chances.
One incredible prize pool.

Terms & Conditions are online now.

CATALINA CLUB

Authorised Under **Trade Promotion Licence Number TP/03453** issued 28 April 2025 for 3 years.

Chas Gray

The General Manager this week, had the pleasure of meeting Brian and Yvonne Hall from Grafton, relatives of Chas Gray. Chas was Catalina's first unofficial golf professional. After the recent loss of his brother, Brian was exploring his family roots and history, of his Uncle Chas Gray, who was the inaugural winner of the **1931 NSW Open** held at Manly Golf Club, winning a 36-hole playoff after a three-way tie after regulation. Chas was also fundamental in teaching many young locals how to play the game of golf here in the Bay area.



Chas Gray above – 1933, The Australian Golf Club.

Member Reward Kiosks

Towards the back end of February, the Club will be upgrading our **two Member Reward Kiosks**, which will provide better member engagement, better flexibility and functionality to deliver a premium loyalty and member experience. Members will see a more diverse range of games to be played, more prizes and offers, with greater connectivity and integration to the current various platforms used throughout the club.

Golf Competitions

Monthly Medals

From the January Monthly Medal our C & D Grade Men will play for their medal under a Stableford scoring system.

From Member Feedback, the recent Member Survey and discussions at the Golf Operations Committee meetings it was decided to trial this for 2026 to see if patronage in the lower grades increased due to the change of format.

Ladies 9 Hole Monday Competition

The Monday morning ladies 9 Hole Competition is gaining some traction of late.

We have a number of Ladies taking up the game who are using this Competition to ease their way into competitive golf.

Numbers are regularly pushing 30 players.

Thursday Veterans

Our Veterans section has also seen some great growth across the past 12 months.

When comparing 2024 to 2025 there was 9.1% growth but since we extended the timesheets on 1 September 2025, this growth has seen an additional 8.7% increase on top of this, averaging 157 players each Thursday.

Timesheet Pressure

Our Tuesday and Saturday Members Competition Timesheet are reaching capacity, particularly across the Xmas holiday period. Management is compiling an analysis of the data to determine the best way forward.

Thank you for your continued support and engagement with Catalina Club. We look forward to keeping members informed as these initiatives progress.