



Rascal Inc

Spring Newsletter - October 2007

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Your President Alan Laird in Spring Snow (bliss!)

USEFUL CONTACT INFORMATION (till December 2007)

Office Manager: Angela (and Jack) Cornell 02-6259 5980

Mail Address: PO Box 3154 BELCONNEN DC ACT 2617

Online Bookings & renewals: <http://www.rascal.asn.au> double click "Member Login"

General Email address rascal@rascal.asn.au

Your Default Login: use your First Name & Last Name (as you provided to Rascal on your 2007 renewal for m. Your password (UNTIL YOU CHANGE IT) is your first name.

Login example: First Name: **Fred** Last Name: **Jones** Password: **Fred**

2007/08 Committee Contacts

POSITION	NAME	PHONE NIGHT	E-MAIL
President	Alan Laird	6161 4708	president@rascal.asn.au
Immediate Past Pres	Richard Emerton	6230 5538	rjemerton@yahoo.com.au
Vice President	Rod Roberts	6230 2346	VicePresident@rascal.asn.au
Secretary	Ray Atkin	6242 9724	Secretary@rascal.asn.au
Assistant Secretary	Lynne Bentley	6257 6719	nlbentle@bigpond.net.au
Treasurer	Linda Swift	6254 4754	Treasurer@rascal.asn.au
Public Officer	Ian McNeill	6288 4303	ianmcneill69@home.com.au
Lodge Manager	Mike Stomps	6257 1006	LodgeManager@rascal.asn.au
Committee Member	Clive Styles	6258 7437	thestyles@tpg.com.au
Committee Member	Keith McLaren	6258 6074	kmclaren@promortgage.com.au
Committee Member	Wendy Zarb	6231 8138	wzarb@netbay.com.au
Purchasing Officer	Marg Sharp	6161 4708	PurchasingOfficer@rascal.asn.au
Office Manager (till mid Dec 07)	Angela & Jack Cornell	6259 5980	rascal@inet.net.au
Office Manager (from mid Dec 07)	To be advised	To be advised	rascal@rascal.asn.au

Close off date for articles for next *NEWSLETTER* is tentatively the end of January
 - email contributions to the Office Manager at rascal@rascal.asn.au

From your President - Alan Laird

Well what a wonderful winter season it has been - and still is. Marg and I went cross country skiing to Mount Kosciuszko in early October and it was absolutely magnificent. Brilliant blue skies, hardly any wind, virtually the whole place to ourselves and, on return, some delicious tea and alpine scones at Top Station. Just fantastic. You down-hillers don't know what you are missing !

Farewell to Jack and Angela as Office Managers

Sadly Jack and Angela are moving onto other things and have decided to not renew their Office Manager position. Office Managers are the public face of Rascal, the first port of call for general inquiries and for Members seeking assistance in all manner of things. Jack and Angela have set a high standard and I, for one, am sorry to see their departure. I am particularly thankful for their assistance in the transition to the on-line booking and renewal system. This has involved extra work on their part and this was always provided in a cheerful and helpful way and in a way that prioritised the Club's interests. Thank you. I am sure I speak for the whole Club membership in thanking you for your contribution as Office Managers over the last three years and we wish you well in your future exploits.

By the time this newsletter reaches you, we might already have a new Office Manager appointed. The position was advertised to Members by

email and we had a number of applicants. I anticipate the selection process will be completed very soon. The new Office Manager will take over the position in December - working in co-operation with Angela and Jack to ensure a smooth transition of phone numbers and address changes.

Office Manager not "Always Available"

Jack's and Angela's departure, together with the availability of the on-line systems, has offered the opportunity for a reconsideration of the role of the Office Manager and how we might do things differently.

One key area is been the current perception that the Office Manager is "ALWAYS AVAILABLE". This perception is, perhaps in part, driven by the view that because emails are instantaneous, a reply from the Office Manager should also be instantaneously forthcoming !

With the on-line systems, and a new keyless arrangement we are putting in place in the next week or so, the need for the Office Manager to be "Always Available" is low. Indeed, Rascal does not pay the Office Manager to be "Always Available" and we are not requiring, nor paying, for that level of responsiveness in the Office Manager contract.

Rascal is also working to shift much of the work load of the Office Manager to the on-line systems.

**If you don't have internet access:
let the Office Manager know of any
needs or changes - Stay in touch!**

In promoting on-line activity, Rascal is always conscious, of course, that some Members do not have internet access or much prefer the personal interaction a pleasant Office Manager provides. **In these cases, please let the Office Manager know that you want paper copies of renewal forms and any other relevant Rascal communications.**

The Office Manager is happy to make bookings and process renewals and respond to Member requests for those Members who choose to not operate on-line, **however Members should be aware that it may be a couple of days before the Office Manager attends to your request.**

On-line Booking

The on-line booking system has been operating throughout winter and has proved very successful, albeit with a few adjustments being required in relation to room allocations.

Keyless Lodge Entry

Key pick up/mail out, key return and key management are very time consuming and time critical tasks for the Office Manager. We pay a lot of money for this level of activity. The Club is therefore installing a coded keypad front door lock to the Lodge. The code to operate the lock will be included in the normal email the on-line system sends out three days prior to the first night of your booking.

The key code will be changed weekly.

Keyless entry means Members avoid the need to obtain a key from, and return the key to, the Office Manager. It makes Lodge access much simpler and means the Office Manager does not need to be available right now should you wish to use the Lodge tonight, for example.

On-line Payment

Members are strongly encouraged to use their own bank's internet banking facility to make payments into the Rascal account. The information your bank requires is provided in the Invoice page of the Rascal web pages. If you forget the details then you can always view your invoices using the link on the Main Menu of the Rascal web pages.

Internet banking avoids the need for the Office Manager to key in your credit card or cheque details and minimises paper work and a weekly visit to the bank. Internet banking also automatically provides you with a receipt.

On-line Renewal

This year Rascal WILL NOT be mailing out paper copies of renewal forms UNLESS Members specifically request paper forms. You do this by completing and returning the "tear off" form included on the back page of this Newsletter.

Renewals and upgrades of Junior to Senior Member can all be done on-line. The system has been improved to enable you to renew yourself and your associated Juniors, and at the same

time renew your partner and his/her associated Juniors.

The Committee will decide on renewal rates in November. An email will be sent in due course to Members advising of the new rates and requesting renewal and payment on-line.

On-line address changes

If you are unsure about what information Rascal holds about your current contact details, then please request a copy by email from the Main Menu of the Rascal web pages. Much of this information is not stored on the web system (it is on the Office Manager database) and so you may not receive a reply for a few days.

You may also change your contact details on-line - again from the Main Menu of the Rascal web pages.

On-line help system upgraded

To further assist Members in using the on-line system the help system has been expanded and includes advice on what to do if things are not going as planned (the Oops! button) and a feedback button (the I give up! button) that asks you to write down what the problem is and click 'send'. This sends the text to the web master so the friendliness of the site can be improved.

Logging on to the Rascal web pages

Log on to the web pages by clicking the link at www.rascal.asn.au . You will be asked for your first name, your last name and your password. Your password has been initially set at your first name, and Rascal asks that you change the password to something less predictable. In changing your password, you can also provide some text that will remind you of your password (should you later forget it).

Fire System Upgrade

The fire system has remained a challenge for the Club, particularly for Richard, but the water connection to the sprinkler system was completed in early October. At the time of writing the Committee had not yet reviewed the work and will make final payment when satisfied that the tasks had been completed to our satisfaction.

Lodge cleaning

Some Members have made comments about the quality of Lodge cleaning throughout winter. The Committee will be reviewing the cleaning arrangements in the next month or so.

Well that is enough from me. Rascal is your Club and I encourage you to make the most of the Lodge and the mountains this spring and summer.

Regards...Alan Laird

Good bye from Angela and Jack

Well all good things come to an end and, as the President mentioned in his message on Page 3, it's time for us to pass the baton on.

We've had a good few years since we took over from Jennifer Bryden and we hope to leave the role in a good condition as when Jen passed it to us. We certainly wish the new Office Manager well in the role and hope that he/she enjoys it as much as we did and makes as many new friends as we did.

This year has been a hard one for us, so we didn't get much time on snow.

The best thing about being Office Manager is that everyone "knows" you and so you make a lot of new friends very fast. The worst?..... well that's probably a story to tell over a nice red in the Lodge in a few years time with good friends!

Being both retired (and hale and healthy), we now want to travel some. We have already arranged to have three weeks in Japan in Feb at Sada House (with most of that spent in the soft snow they get up there. So goodbye and see you in the lodge.

Our best wishes to you all for Xmas.



Kej, Jack and Angela at Floriade this September

Making the most of the Web site's Rascal Members Pages

Members are encouraged to actively use Rascal Members Pages on the Rascal web site to undertake:

- Bookings
- Membership renewal and upgrading of Juniors
- Keeping your contact details current, particularly your email address
- Viewing past invoices should you forget the payment details

Members are also strongly encouraged to make payments using direct deposits into the Rascal account. Details about how to do this are included on the invoices issued by the web site. These can also be viewed after the event from the site's Main Menu.

Stay in touch - Renewal requests will be sent by email

Rascal is increasingly moving on-line and will send renewal requests out by email.

If you don't have internet access: let the Office Manager know - Stay in touch

In promoting on-line activity, Rascal is always conscious, that some Members do not have internet access or much prefer the personal interaction a pleasant Office Manager provides. **In these cases please let the Office Manager know that you want paper copies of renewal forms and other relevant Rascal communications.**

The Office Manager is happy to make bookings and process renewals and respond to Member requests for those Members who choose to not operate on-line, **however Members should be aware that it may be a couple of days before the Office Manager attends to your request.**

RASCAL FIRE ORDERS

These orders are posted to alert lodge users of the fire evacuation procedure to be followed in the event of fire in the building. Occupants evacuating a building upon activation of a fire emergency in an alpine area have to deal with four issues;

**Escaping untenable fire conditions
Accounting for all persons in the building
Adverse weather conditions
First Aid**

As soon as you settle in to your room do a tour to familiarise yourself with the building, show your children.

The fire alarm is dual-tone; an **electronic hooter and a high pitched screamer**, each operating in scrambled bursts of three. When it operates you must **evacuate the building immediately**. The system alerts Fire Brigade, **you do not need to call 000**. Jindabyne Fire Station is staffed full time, year-round.

Escaping Untenable Fire Conditions

Upon activation of the alarm and warning system occupants have about **two minutes** to avoid asphyxiating smoke and gases. **Leave the building** via the nearest exit.

Directions of travel to exits are **shown on plans** in the two corridors, at the top of the stairs, alongside the fire indicator panel in the entry foyer and in your room.

Walk quickly without running to avoid falling or slipping on ice once outside. Hold hands to keep groups together. You may have to crawl if smoke has obscured emergency lights and exit signs.

Once outside move away from the building to avoid flame and falling debris. **Do not go back into the building**.

Ensure the safety of yourself and others, **evacuate immediately**. If the fire is larger than a bar fridge do not attempt to fight it with extinguishers **unless you are competent** in their use.

Accounting For All Persons In The Building

Move to the farthest side of the carpark or other position upwind of smoke travel. People will leave the building by different exits, form a single group.

Help others to check that members of their group are located. External lights may have failed, **search the grounds** for **injured or distressed people**.

Adverse Weather Conditions

When you go to bed place your **car keys, clothing, head and footwear** in an orderly manner so they are **easy to locate in the dark**, general service lighting may not be operating. Take a blanket from your bed, you may be outside a long time before you may re-enter the building or find alternative accommodation. Get into your car to stay warm and dry.

Emergency lighting in the common areas will operate.

If the sprinkler system activates **you may be wet** before you leave the building.

Children are susceptible to rapid temperature change and may quickly become distressed at the rapid onset of fire and evacuation trauma.

First Aid

Provide First Aid to anyone who may be burned, injured or distressed. Obey Fire Brigade or Police directions.

WORKING BEE

There will be a working bee on Saturday 27th October to clean up after winter and do some general tidying around the lodge including fitting the new keyless entry system to the front door.

An email with fuller details will be sent out by the President.

To book in for the Working Bee, go to the Rascal website, login on the Member Login page and use the online booking system to book a No charge room for either Friday and Saturday or just one of these nights. Work usually commences around 9am if you would want to drive down to Jindabyne on the Saturday.

THE WINTER THAT WAS

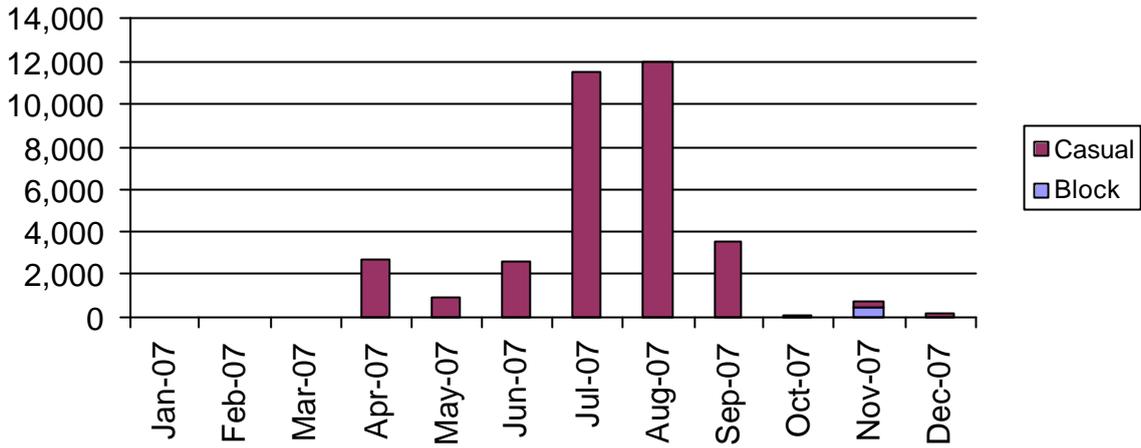
Every month, the Committee monitors lodge occupancy, incoming revenue, expenditure and also the status of membership.

The online systems provide the Committee with a number of graphs to assist with this.

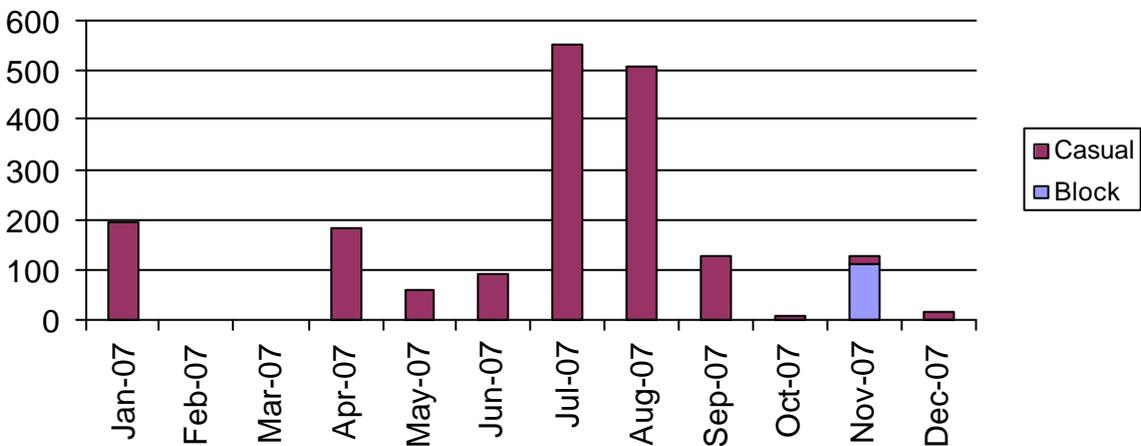
For your interest, on the following two pages are some of that booking and membership information for this year

Rascal Inc.

Block and Casual Booking Income



Block and Casual Booking Bed Nights



Lodge capacity is 868 bed nights for a 31 day month and 840 for a 30 day month.

PAPER OR ELECTRONIC NOTIFICATION

The default form of communication between Rascal and members is now by email.

Renewal information will be sent to you by email.

A link to access the Newsletter on the Rascal website will be sent to you when the next Newsletter is ready for you to either download or read it online.

Remember that choosing electronic saves Rascal quite a lot of money in not having to pay for paper, formal printing and also enveloping and postage (upwards of \$20 per year in total). If you care about the environment, you will also be saving on energy and green house gas emissions.

However, if you still want to receive paper copies of Newsletters and renewal notices, complete the "Tear-Off" form below and send it to the Office Manager (before 30 November 2007) using the following address.

REPLY PAID 3154
PAPER COPY ELECTION - RASCAL INC
PO BOX 3154
BELCONNEN DC ACT 2617



 I want to receive renewal notices for the following people by mail

I want to receive the Newsletter by mail

I want a paper booking form sent to me by mail

NAME(s) _____

Address: _____

Email Address: _____