



# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

Schedule – Contract Details

### Oakleigh Tennis Club (Inc. A0012347X) (Club)

**Name:** Oakleigh Tennis Club  
**ABN:** 62 983 228 103  
**Address:** Caloola Reserve, 85 Atkinson Street OAKLEIGH 3266  
**Registered for GST**  Yes  No

### Victorian Tennis Academy (Coach)

**Name:** Victorian Tennis Academy  
**ABN:** 64 098 554 459  
**Address:** 65 Toorak Road West, South Yarra VIC 3141  
**Registered for GST**  Yes  No

### Initial Term – 5 years (approx.)

**Commencement Date:** January 1, 2019  
**Expiry Date:** April 30, 2024

### Optional Terms

**Option(s):** 3 year extensions  
**Deadline for exercising Option(s):** Three months prior to the Expiry Date  
**Expiry dates (if option(s) exercised):** Extension 1: April 30, 2027  
Extension 2: April 30, 2030  
Extension 3: April 30, 2033  
**Conditions relating to the exercise of Option(s):** VTA performing to the satisfaction of OTC.  
OTC maintaining its lease for the courts with Monash Council.  
If OTC's Lease with Monash Council is extended past 2033, this lease can be extended by mutual consent of both parties.

### Head Agreement = OTC's Lease of Courts with Monash Council

**Parties:** Oakleigh Tennis Club and Monash Council  
**Type of agreement:** Courts – Lease / Clubhouse - Licence  
**Expiry date of Head Agreement:** April 30, 2033 (courts).



# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

### Usage Details

<b>Premises:</b>	Caloola Reserve, 85 Atkinson Street, Oakleigh 3166
<b>Number of Courts</b>	Varies, depending on day, time and VTA & OTC requirements.
<b>Times of use</b>	Varies depending on day, time and VTA & OTC requirements. Conduct the professional tennis coaching business in accordance with this agreement.
<b>Permitted Use:</b>	Coaching and tennis-related VTA programs that promote tennis, VTA and OTC.
<b>VTA Fee:</b>	VTA: <b>CONFIDENTIAL</b> annual fee, providing all VTA coaches & participants are financial members of OTC.  VTA Coaches: OTC membership fees paid in advance (as per all memberships). VTA Participants: OTC membership fees for new participants must be paid before their 6-week free trial memberships ("New VTA Tennis Class Participant – Junior" or "New VTA Tennis Class Participant – Senior") end. Coaches and participants to renew and pay for their subsequent memberships by July 1 each year (as per all memberships). Membership fees are to be in accordance with the OTC membership fee structure (paid annually by July 1), which is reviewed at the OTC Annual General Meeting each year.
<b>Additional Payment amounts:</b>	Electricity / lighting charge of <b>CONFIDENTIAL</b> per hour per court when using lights (to be reviewed annually).

### Club and Coach Responsibilities

<b>Programs and coaching services:</b>	Club and Coach will run the programs and coaching services allocated to them as set out in Schedule 1
<b>Administration:</b>	Club and Coach will undertake the administrative tasks allocated to them as set out in Schedule 2
<b>Maintenance:</b>	Club and Coach will perform the maintenance obligations allocated to them as set out in Schedule 3
<b>Competitions and Tournaments:</b>	Club and Coach will run the competitions and tournaments allocated to them as set out in Schedule 4

### Coach Benefits

#### Club will provide the following benefits to Coach:

1. Use of courts (subject to other club usage) to conduct coaching, Cardio Tennis and other approved tennis-related activities.
2. Use of storage facilities at Caloola Reserve.
3. Use of clubhouse facilities (pavilion) at Caloola Reserve in accordance with OTC's licence with Monash Council.
4. Access to the club's internet in the clubhouse at Caloola Reserve.
5. Access to the Book-A-Court and Stripe payment systems (or their future equivalents).



# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

### Coach Insurance

<b>(a) Public Liability:</b>	<input checked="" type="checkbox"/>	Public liability insurance for an amount not less than \$20 million dollars for any one occurrence, insuring the Coach against liability for the death of or injury to any person or loss of, destruction of or damage to property. <b>Note – if Coach (and any coaching employees of the Coach) maintains affiliation and accreditation with the member association in the Jurisdiction during the term it will fulfil its responsibility to maintain adequate public liability insurance.</b>
<b>(b) Professional Indemnity:</b>	<input checked="" type="checkbox"/>	Professional indemnity insurance in respect of liability under this Agreement for an amount of at least \$10 million per claim.
<b>(c) Workers Compensation:</b>	<input checked="" type="checkbox"/>	Any workers compensation insurance as required by Law.

### Jurisdiction

**State or Territory:** Victoria



# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

### Special Conditions

#### Sale of business / Change of VTA Head Coach or MD.

OTC will have the option to continue, renegotiate or cancel this agreement if any of the following occur:

- VTA is sold to another party.
- Tina Keown is no longer Managing Director of VTA.
- Tina Keown is no longer VTA's Head Coach at Oakleigh Tennis Club.

#### Databases

VTA to provide OTC with a list of all coaches and program participants quarterly (at the start of each term), so their membership status can be checked and confirmed.

#### Court Usage Prioritisation

Oakleigh Tennis Club will strive provide VTA with all the courts necessary to run its programs, based on the following court usage prioritisation:

COURT USAGE PRIORITY GUIDE	Monday to Friday				Saturday & Sunday		
	Mornings 7am-noon	Afternoons noon-3pm	After School 3pm-7pm	Evenings 7pm-11pm	Mornings 7am-noon	Afternoons noon-5pm	Evenings 5pm-11pm
	1	OTC Social	OTC Social	VTA	Competition	Competition	Competition
2	Competition	Competition	OTC Social	VTA	OTC Social (Sunday)	OTC Social	VTA
3	Schools	Schools	Book-A-Court	OTC Social	VTA	Book-A-Court	Book-A-Court
4	VTA	VTA		Book-A-Court	Book-A-Court	VTA	
	Book-A-Court	Book-A-Court					

The above is a general prioritisation **guide only**, and may be adjusted as future requirements change, or for special circumstances (e.g., club tournaments, school holiday programs etc).

The above does not guarantee a set number of courts for any activity.

Court numbers allocated to each activity will be assessed as each year, term and competition season changes.

Oakleigh Tennis Club will endeavour to satisfy the court usage requirements of all parties, while noting that:

- Some activities can only be run at certain times such as:
  - Competition tennis – which can only be run at times as dictated by WDTA, VTA & BDNTA.
  - After-school VTA coaching – which can only be run Monday-Friday from 3pm onwards, when children are available.
  - School tennis – which must fit in with school schedules.
- Current court usage in many areas is still somewhat under-subscribed at the time of writing this agreement (e.g., week-day evening competition & OTC social play), so during these times, it is envisaged that all VTA and other usage can be accommodated together.



## Oakleigh Tennis Club – Victorian Tennis Academy CLUB-COACH AGREEMENT

### Membership requirements:

**All VTA coaches and participants must be financial members of Oakleigh Tennis Club for the following reasons:**

- Access to VTA programs is one of the benefits of membership of Oakleigh Tennis Club.
- VTA program participants are regular users of the courts, which contributes to the wear and tear of the artificial grass surface.
- All users of the courts contribute the wear and tear of the artificial grass surface, so their OTC memberships or Book-A-Court fees (for non-members) contribute in a “user pays” way to the maintenance and ultimate replacement of the surface, for which OTC is financially responsible.
- The “user pays” system of having all is the fairest way to share the long-term financial maintenance responsibility for the courts across all users.
- Being an OTC member means that VTA participants are covered by the Tennis Victoria’s insurance policy.
- Having all VTA participants on OTC’s membership database allows OTC to provide more accurate court usage and participant numbers to Monash Council, Tennis Victoria and potential sponsors or to use when applying for grants that benefit all users of the facility.
- Having all VTA participants on OTC’s membership database allows OTC to communicate them effectively via the membership database’s communication tool.
- It is hoped that the majority coaching participants (especially juniors) will transition into competition tennis, where they must be members of the club to participate. By joining OTC as members when they enter VTA coaching programs, OTC has all the information needed to enter them into teams, such as first name / last name / gender / date of birth – without the need to chase them up at the last minute to gather this information and ensure their membership status allows them to play.

**CONFIDENTIAL**



Oakleigh Tennis Club – Victorian Tennis Academy

CLUB-COACH AGREEMENT

EXECUTED as an Agreement

	<b>Donald Smith</b> OTC President	5-12-2022
<i>Signed for and on behalf of Club by its authorised representative</i>	<i>Name and title of authorised representative</i>	<i>Date</i>
	<b>Tina Keown</b> VTA Head Coach VTA Managing Director	5-12-2022
<i>Signed for and on behalf of Coach by its authorised representative</i>	<i>Name of authorised representative</i>	<i>Date</i>

CLUB-COACH AGREEMENT – COMMITTEE APPROVAL

From the OTC Committee Meeting Minutes of December 5, 2022:

Item # 2

Raised by: Donald Smith

Topic:

Club-Coach Agreement: Oakleigh Tennis Club & Victorian Tennis Academy

Motion:

A motion was moved to implement the contract between Oakleigh Tennis Club and the Victorian Tennis Academy.

Moved by: Donald Smith

Seconded by: Vikki Mount

Result: Carried



# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

### **SCHEDULE 1 – Programs and Coaching**

Refer to the attached schedule.

### **SCHEDULE 2 – Administration**

Refer to the attached schedule and page 7.

### **SCHEDULE 3 – Maintenance**

Refer to the attached schedule.

### **SCHEDULE 4 – Competitions and Tournaments**

Refer to the attached schedule.



## Oakleigh Tennis Club – Victorian Tennis Academy

# CLUB-COACH AGREEMENT

### SCHEDULE 2 – Administration (continued)

1. Provide VTA participant lists to OTC every term consisting of:
  - first name
  - last name
  - date of birth
  - gender
  - coaching session/s
2. Confirm that each VTA participant is an active, paid OTC member. (This can be done via a download from ClubSpark).
3. Provide an annual coaching report each year for the AGM summarising:
  - The coaching programs offered.
  - What days / times each program was offered.
  - How many participants (M/F) were in each program.
  - Special events.
  - Any other items you would like to mention.
4. Organise junior teams for club approval to be submitted for competition each season.
5. Submit approved teams by the due dates each season.
6. Ensure all team members and parents are aware of their responsibilities, playing times, rules etc.
7. Ensure all home match scores are submitted each week by the due time.
8. Provide an annual junior competition report each year for the AGM summarising:
  - The number of teams entered in each season.
  - The numbers of participants playing in in each season.
  - Team results (especially premierships and finalists).
  - Individual results worthy of note.
  - Any other items you would like to mention.





# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

### **Background**

1. Club has an interest in the Premises as a result of entering into the Head Agreement.
2. Coach runs a professional tennis coaching business.
3. Coach is seeking to use the Courts at the Premises for the Permitted Use.
4. This agreement sets out the terms and conditions on which the Club agrees the Coach may use the Courts at the Premises.

### **Term**

5. The term commences on the Commencement Date set out in the Contract Details and continues until the Expiry Date set out in the Contract Details (**Term**), unless terminated earlier in accordance with this Agreement.
6. This Agreement is subject to the Option/s (if any, specified in the Contract Details) and the conditions of exercising the Option/s (if any, specified in the Contract Details). If the parties exercise an Option in accordance with the Contract Details, the Term will be extended in accordance with the Option exercised.

### **Use**

7. Club grants to Coach a non-exclusive right to use the Courts and, if applicable, the Premises for the Permitted Use.

### **Fee**

8. Coach will pay the fee set out in the Contract Details to Club in the manner and at the times set out in the Contract Details.
9. Coach agrees to pay any additional amounts set out in the Contract Details.

### **Club and Coach Responsibilities**

10. Coach agrees to:
  - (a) run the programs and coaching services allocated to Coach in Schedule 1;
  - (b) undertake the administrative tasks allocated to Coach in Schedule 2;
  - (c) perform the maintenance obligations allocated to Coach in Schedule 3;
  - (d) run the competitions and tournaments allocated to Coach in Schedule 4,(collectively, **Coach's Responsibilities**)
11. Club agrees to:
  - (a) run the programs and coaching services allocated to Club in Schedule 1;
  - (b) undertake the administrative tasks allocated to Club in Schedule 2;
  - (c) perform the maintenance obligations allocated to Club in Schedule 3;
  - (d) run the competitions and tournaments allocated to Club in Schedule 4,(collectively, **Club's Responsibilities**)



## Oakleigh Tennis Club – Victorian Tennis Academy

# CLUB-COACH AGREEMENT

12. Coach must (and must ensure that any person undertaking the Coach's Responsibilities):
- (a) act with due care, skill and diligence and to the best of his/her knowledge and expertise;
  - (b) have appropriate qualifications to perform the Coach's Responsibilities;
  - (c) meet any requirements set out in the Schedules, and any reasonable directions given by the Club from time to time;
  - (d) comply with all applicable policies and by-laws of the Club;
  - (e) comply with all applicable laws (including but not limited to occupational health and safety, working with children, liquor licensing), licences, permits and authorisations; and
  - (f) comply with all Tennis Australia National Policies and By-Laws, including the Member Protection Policy & Anti-Doping Policy as amended from time to time and available at:  
<http://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies>.
13. Coach must (and must ensure that any person undertaking the Coach's Responsibilities who may come into contact with children):
- (a) hold a valid Working With Children Check or relevant Jurisdiction equivalent; and
  - (b) satisfy any other background checks (including a current National Police Records Check to the satisfaction of the Club);
- (collectively, **Coach Background Requirements**).
- Coach agrees to provide the Club with evidence of the Coach Background Requirements for all of its employees and/or contractors on request from the Club.
14. Club must (and must ensure that any person undertaking the Club's Responsibilities):
- (a) act with due care, skill and diligence and to the best of his/her knowledge and expertise;
  - (b) have appropriate qualifications to perform the Club's Responsibilities;
  - (c) meet any requirements set out in the Schedules from time to time;
  - (d) comply with all applicable policies and by-laws of the Club;
  - (e) comply with all applicable laws (including but not limited to occupational health and safety, working with children, liquor licensing), licences, permits and authorisations; and
  - (f) comply with all Tennis Australia National Policies and By-Laws, including the Member Protection Policy & Anti-Doping Policy as amended from time to time and available at:  
<http://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies>.
15. Club must ensure that any person undertaking the Club's Responsibilities who may come into contact with children):
- (a) hold a valid Working With Children Check or relevant Jurisdiction equivalent; and
  - (b) satisfy any other background checks required (including a current National Police Records Check)



## Oakleigh Tennis Club – Victorian Tennis Academy

# CLUB-COACH AGREEMENT

(collectively **Club Background Requirements**).

16. Each party will provide the other with the information and assistance as is reasonably required to enable the other party to perform their obligations under this Agreement.

### **Registration and affiliation**

17. Club agrees to maintain affiliation with the member association in the Jurisdiction throughout the Term of this agreement.
18. Coach agrees to register and maintain accreditation with Tennis Australia throughout the Term of this Agreement, and ensure any tennis coach it employs is registered and maintains accreditation with Tennis Australia throughout the Term of this Agreement.

### **Coach's benefits**

19. Club agrees to provide Coach with the Benefits set out in the Contract Details.

### **Relationship between the parties**

20. It is agreed that Coach enters into this Agreement as an independent contractor of the Club.
21. Nothing contained in this Agreement nor anything done by the Club and Coach, shall be construed as creating an employment, joint venture, partnership or agency relationship between the Club and Coach.
22. This agreement does not give Coach any property interest in the Premises or any part of it. The rights of the Coach are in contract only. This agreement does not operate as a lease or any other tenancy agreement.

### **Head Agreement**

23. Coach acknowledges that this agreement is subject to the Head Agreement.
24. Coach will not do, or omit to do, or permit to be done by the Coach's agents or employees, any act during the Term which would cause the Club to be in breach of the Head Agreement or cause the Club to become liable to pay any additional moneys under the Head Agreement.

### **Intellectual Property**

25. Each party must not use any of the other party's logos or trademarks without the other party's prior written approval.

### **Confidentiality**

26. The parties agree that they will not, either during the Term of this Agreement, or after its termination or expiry, disclose to any person any confidential, proprietary or sensitive information of the other party which is obtained during the Term of this Agreement unless authorised to do so by the other party.



## Oakleigh Tennis Club – Victorian Tennis Academy

# CLUB-COACH AGREEMENT

27. The parties must take reasonable steps to ensure that they, their employees, advisers and agents do not use or disclose any part of this Agreement (with the exception being that the Coach is coaching at the Club), any information in respect of this Agreement or any confidential information of the other party (including the terms of this Agreement) except to the extent that:
- it is required to do so by law;
  - the other party has consented in writing to such disclosure or use; or
  - a party's disclosure is to that party's professional advisers.

### **Privacy**

28. Both parties agree, in respect of any personal information they obtain access to in the course of this Agreement, to comply with the *Privacy Act 1988*, any other applicable legislation regarding privacy and the tennis privacy policy. A copy of the tennis privacy policy can be found at:
29. <http://www.tennis.com.au/privacy>. Both parties agree not to use any personal information they obtain in connection with this Agreement for any purpose other than performing their responsibilities and obligations under this Agreement.

### **Other contracts**

30. The Club acknowledges that the Coach may enter into other contracts and professional arrangements. The Coach agrees to disclose to the Club the nature of any other arrangements or contracts (but not the financial details of such arrangements or contracts) that the Coach has entered which may impact on the performance of the Coach's Responsibilities.

### **Insurance**

31. The Coach acknowledges that the Club's worker's compensation insurance policy does not cover the Coach, and, where applicable, it is the Coach's responsibility to take out worker's compensation insurance in relation to the Coach's Responsibilities.
32. The Coach must maintain adequate policies of insurance as set out in the Contract Details during the Term of this Agreement. On request from the Club, Coach must provide the Club with certificates of insurance evidencing this cover.

### **Disputes**

33. If any dispute or difference arises between the Club and the Coach in respect of this Agreement (other than any issue arising under any Tennis Australia National Policy or By-Law), the parties will meet in good faith to try and resolve the dispute.
34. If the parties are unable to resolve the dispute, the parties will submit the dispute to a mediator. Both parties agree to attend a mediation with the mediator as soon as practicable and to bear the costs of mediation equally.



# Oakleigh Tennis Club – Victorian Tennis Academy

## CLUB-COACH AGREEMENT

### **Termination**

35. The Coach acknowledges that this Agreement will automatically terminate if the Head Agreement is terminated or ends for any reason. If the Coach continues to use the Licensed Area following termination of the Head Agreement, this Agreement may be terminated at any time on one months' notice.
36. If either party fails to comply with any of their responsibilities under this Agreement within 21 days after written notification of the non-compliance by the non-defaulting party, the non-defaulting party may terminate this Agreement by written notice to the defaulting party. If either party breaches a term of this Agreement that is incapable of remedy, the non-defaulting party may terminate this Agreement immediately by written notice to the defaulting party.
37. If any one of the following events occurs in respect of one party, then the other party may terminate this Agreement immediately by written notice to the defaulting party:
- (a) a charge or conviction for a serious criminal offence;
  - (b) theft, fraud, assault, or refusing to carry out a lawful and reasonable instruction consistent with this Agreement; or
  - (c) a determination by Tennis Australia or a tennis disciplinary tribunal:
    - i. to suspend the Coach from tennis coaching for a breach of a Tennis Australia national policy or by-law;
    - ii. to disaffiliate the Club for a breach of a Tennis Australia national policy or by-law; or
    - iii. that the Club or Coach (whichever is applicable) has breached a Tennis Australia national policy or by-law.
- If an allegation or investigation is on foot against one of the parties relating to a breach of clause 36(c), the other party may suspend this agreement pending the outcome of any investigation and/or disciplinary tribunal hearing into that allegation.
38. On the expiry or termination of this Agreement:
- (a) the Coach must return any keys, access cards and equipment belonging to Club;
  - (b) each party must return all documentation and property belonging to the other party; and
  - (c) Coach must make good any damage caused to the Premises and return the Premises to the Club in good working order and condition.

### **Assignment**

39. Coach must not assign or transfer any right or liability under this Agreement without the prior written consent of Club which must not be unreasonably withheld.



## Oakleigh Tennis Club – Victorian Tennis Academy **CLUB-COACH AGREEMENT**

### **General**

40. This Agreement may be varied only by agreement in writing between the parties.
  
41. This Agreement, including the Schedules, replaces all previous written or oral agreements or understandings, if any, reached between the Coach and the Club in relation to the Coach's Responsibilities.
  
42. This Agreement shall be governed by and construed in accordance with the law in force in the Jurisdiction and the parties submit to the exclusive jurisdiction of the courts in the Jurisdiction.
  
43. The clauses entitled 'relationship between the parties', 'confidentiality', 'privacy' and 'insurance' will survive the expiry or early termination of this Agreement.



## Coaching / Participation Services Goals and Targets for the Victorian Tennis Academy at Oakleigh Tennis Club

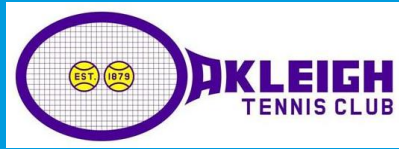
As per reporting requirements outlined in the coaching services agreement, the club expects the coaching services team to report at designated times throughout the year highlighted progress and/or challenges in each of the key areas as well as highlighting the work being undertaken to make them a success.

Area / Goal	Targets / KPIs	Timelines, Responsible Person/s	Reporting Notes and Commentary
<p><b>Deliver a well-structured and operated coaching business</b></p> <ul style="list-style-type: none"> <li>Sessions and programs on offer for most ages, abilities and affordable.</li> <li>Player pathways available and well communicated.</li> <li>Management of coaching staff and clients efficient and delivery of programs to a high standard.</li> <li>Maintaining a viable and ideally successful coaching business.</li> </ul>	<ul style="list-style-type: none"> <li>Reliable delivery of player pathways and programs as per schedule 1 of the contract.</li> <li>Share progress or status of coaching business plan annually to show a viable and ideally successful business operation.</li> </ul>	<p>Provide a report on VTA programs for the AGM every year.</p>	
<p><b>Grow coaching participant numbers</b></p> <ul style="list-style-type: none"> <li>Introduce new players to coaching programs.</li> <li>Retain players in coaching programs.</li> </ul>	<ul style="list-style-type: none"> <li>Increase in total coaching participant numbers from year to year.</li> <li>Contribute to club's players/membership goal with all program participants joining a club membership package before their second session.</li> <li>Report coaching lists every term to validate membership uptakes.</li> </ul>	<p>Provide a report coaching on lists every term to validate membership uptakes.</p>	



<p><b>Drive new participation through promotions and community partnerships</b></p> <ul style="list-style-type: none"> <li>Actively promote coaching services and club playing opportunities to students, family and friends of students, club members and the local community.</li> <li>Partner with local primary and secondary schools</li> <li>Assist with club promotions and events</li> </ul>	<ul style="list-style-type: none"> <li>Engage in (or maintain existing) partnerships with local schools and convert those students to club programs (= new members).</li> <li>Engage community partnerships or programs where possible.</li> <li>Engage local business for sponsorship, membership or functions to generate new coaching participants (= new members) for OTC.</li> <li>Coordinate and attend club promo events such as club open days in partnership with/support from club committee.</li> <li>Regular promotions, advertising and campaigns of coaching services.</li> </ul>	<p>Provide a report on school / business / community engagements, partnerships &amp; programs for the AGM every year.</p>	
<p><b>Assist in development and operation of club competitive play opportunities</b></p> <ul style="list-style-type: none"> <li>Provide internal competition or squads to groom coaching participants for competition play such as Hot Shots Match Play.</li> <li>Convert and put forward coaching participants into district competition/s.</li> <li>Assist in formation, selection and entry of junior/senior competition of teams in partnership with club committee.</li> <li>Deliver club championships or tournament style events.</li> </ul>	<ul style="list-style-type: none"> <li>Run at least 1 internal competition or event and/or squad group to help player transition and match play development.</li> <li>Contribute new players and club teams each season/year for district competition/s.</li> <li>Promote and deliver annual club championships – in collaboration with the club.</li> </ul>	<p>Provide a report on competition tennis for the AGM every year.</p> <p>KPIs:</p> <ul style="list-style-type: none"> <li>Increasing / satisfactory (sustainable) numbers of competition participants.</li> </ul>	





<p><b>Deliver strong communication, relationships and customer service with stakeholders</b></p> <ul style="list-style-type: none"> <li>Attend club committee meetings and/or provide reports on coaching services.</li> <li>Build a positive relationship and good communication with Coach Liaison/s and relevant committee members.</li> <li>Coaching staff communicate well with coaching participants and their parents and community stakeholders, delivering good customer service and reliability.</li> </ul>	<ul style="list-style-type: none"> <li>Attend committee meetings as required and provide reports to committee on coaching services.</li> <li>Positive feedback and satisfaction with coaching services from parents, coaching participants and other key stakeholders on coaching services (via general feedback or formal surveys).</li> <li>Establish a strong online presence with coaching website and social media to engage participants and members in services.</li> </ul>		
<p><b>Coaching Services Team committed to delivering progressive and industry leading programs and services</b></p> <ul style="list-style-type: none"> <li>Ongoing professional development and compliance to Tennis Australia Coaching Standards.</li> </ul>	<ul style="list-style-type: none"> <li>Signed up annually to Tennis Australia Coach Membership.</li> <li>Upgrading to and delivering key and relevant Tennis Australia programs: ANZ Hot Shots (Coaching, Match Play, Schools) and Fitbit Cardio Tennis etc where viable.</li> <li>Coaching provider staff attending relevant Tennis Victoria and Tennis Australia workshops, forums, meetings.</li> </ul>	<p>Provide a report on VTA professional development for the AGM every year.</p>	
<p>Undertake Additional Services on behalf of the club</p>	<p>Saturday &amp; Sunday Junior Competition Match Convenor duties, including:</p> <ul style="list-style-type: none"> <li>Team selection</li> <li>Team entry.</li> </ul>	<p>KPIs:</p> <ul style="list-style-type: none"> <li>Increasing / satisfactory (sustainable) numbers of competition participants.</li> </ul>	



- Player & parent match fixture notification.
- Securing emergencies.
- Educating players & parents on rules & etiquette.
- Match-Day supervision.
- Entry of home results.

- Timely entry of teams.
- Minimisation of fines (forfeits, late team or score entries)
- No behavioral complaints about OTC players or parents.



## Oakleigh Tennis Club – Victorian Tennis Academy

### Club – Coach Agreement

#### SCHEDULE 1 - Programs & Coaching

Programs and coaching services delivered at **Oakleigh Tennis Club** will support national strategies and meet the needs of the local community. All programs are to be delivered using best practice principles and ensure high levels of service to all customers. Programs delivered at **Oakleigh Tennis Club** are to be inclusive and accessible to all, with sustainable business practices driving attendance, occupancy and customer price points.

VTA will offer tennis programs to club members, which may include the following, or others as needs arise, depending on what it deems is in the best interests of promoting & maximising participation in these programs at Oakleigh Tennis Club:

Program	Description	Responsibility	Notes
<b>ANZ Hot Shots (Blue)</b>	<i>Introductory program for ages 3-5</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>ANZ Hot Shots (Red)</b>	<i>Introductory program for ages 5-8</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>ANZ Hot Shots (Orange)</b>	<i>Introductory program for ages 8-10</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>ANZ Hot Shots (Green)</b>	<i>Introductory program for ages 9+</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Private Lessons</b>	<i>One on one lessons with coach for all ages</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Junior Development Squads</b>	<i>Talent identification and performance pathway for promising junior players</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Junior Group Coaching</b>	<i>Small group coaching for Juniors aged 12-16 years</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>School Holiday Clinics</b>	<i>School holiday program for primary and secondary students</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>School Holiday Performance</b>	<i>School holiday program for primary &amp; secondary students based on performance</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>School Programs</b>	<i>In-school program and on-site program offerings</i>	VTA	Run in conjunction with schools.
<b>Performance Program</b>	<i>Talent identification program</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Adult Group Coaching</b>	<i>Small group coaching for adults aged 16+ years</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Ladies Morning Clinics</b>	<i>Adult ladies only coaching sessions</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Cardio Tennis Programs</b>	<i>Group tennis-based fitness for all ages</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).



<b>Fitness based programs</b>	<i>Fitness based classes (e.g., Boot camp, spin) as alternative group sessions for adults aged 16+</i>	VTA	All participants must be OTC financial members (before 6-week free trial membership ends).
<b>Free Tennis Days</b>	<i>Venue open days accessible for all</i>	OTC	To be run in conjunction with VTA.



## Oakleigh Tennis Club – Victorian Tennis Academy

### Club – Coach Agreement

#### SCHEDULE 2 - Administration

Administrative services delivered at **Oakleigh Tennis Club** will support day to day operations by following best practice policies and procedures.

Area	Description	Responsibility	Notes
<b>Bookings</b>			
<b>Corporate functions</b>	<i>Coordinate corporate bookings and functions ensuring compliance with all relevant permit / license and safety requirements</i>	N/A	<i>There are no plans to run corporate functions.</i>
<b>Court hire – VTA programs &amp; coaching</b>	<i>Manage VTA court bookings and oversee courts during staffed hours in accordance with court usage priorities.</i>	Club	
<b>Kids parties</b>	<i>Coordinate children's party bookings ensuring compliance with all relevant permit, licence and safety requirements</i>	N/A	<i>There are no plans to hold children's parties.</i>
<b>Court Hire – members &amp; general public</b>	<i>Manage all court bookings for schools, social groups, members &amp; casual users in accordance with court usage priorities.</i>	Club	
<b>Rooms</b>	<i>Coordinate and organise rooms to accommodate bookings</i>	Club	
<b>Venue</b>	<i>Coordinate venue bookings and functions ensuring compliance with all relevant permit / licence and safety requirements</i>	Council	
<b>Facility</b>	<i>Manage all other facility bookings and associated requirements</i>	Council	
<b>Business Systems &amp; Procedures</b>			
<b>Accounting</b>	<i>Measure, process, record and communicate financial information (e.g., recording transactions, preparing financial statements)</i>	Club	
<b>Facility Management Systems</b>	<i>Administer systems used for management of the facility</i>	Club	
<b>Policies &amp; Procedures</b>	<i>Ensure documents that outline how the venue, club and members should operate are in place, current and communicated (e.g., Safeguarding and Welfare, Code of Conduct, Data Protection, Equity, Privacy, Health and Safety)</i>	Club	



<b>Point of Sale System (POS)</b>	<i>Manage POS system to handle payments, track sales, manage inventory, identify customers and manage customer database</i>	N/A	
<b>Risk Management</b>	<i>Administer risk management processes (e.g., annual risk review, implementation of processes)</i>	all	<i>All parties have responsibility for identification, assessment and treatment of risks</i>

### Marketing & Promotions

<b>Social Media</b>	<i>Develop and manage clubs social media e.g., blogs, YouTube, social networks (Facebook, Twitter)</i>	All	
<b>Website</b>	<i>Develop and manage the club website, keeping content up to date and relevant</i>	All	Club (mainly) but VTA will help maintain its pages on the website.
<b>Advertising</b>	<i>Target delivery of messages to positively influence membership numbers, usage, volunteers and sponsorship</i>	Club	Input / assistance of VTA always welcome.
<b>Open Day</b>	<i>Plan, coordinate and host open days to connect with local schools and communities</i>	All	Combined club-coach effort.
<b>Sponsorship</b>	<i>Promote opportunities and packages to prospective sponsors, administer contracts and manage relationships with existing sponsors</i>	Club	Input / assistance of VTA always welcome.
<b>Business Development</b>	<i>Design and implement a plan to improve business performance of the venue</i>	Club	Input / assistance of VTA always welcome.

### Member Relations

<b>Communications</b>	<i>Manage member communications</i>	Club	VTA also communicates directly with its participants.
<b>Enquiries</b>	<i>Manage membership enquiries</i>	Club	Coaching enquiries are forwarded on to VTA.
<b>Facility Tours</b>	<i>Deliver facility tours for site visitors</i>	Club	
<b>Membership Management</b>	<i>Club memberships administration and member relationship management</i>	Club	
<b>Social Events</b>	<i>Plan, coordinate and host social events to connect with members, volunteers and regular user groups</i>	Club	Input / assistance of VTA always welcome.
<b>User surveys</b>	<i>Gain feedback and views of players, members, coaches and volunteers</i>	Club	Input / assistance of VTA always welcome.

### Operations

<b>Fitness Centre</b>	<i>Tasks associated with management of gym facilities (e.g., checks, access control, monitor users, signage, screening)</i>	n/a	
<b>Opening &amp; Closing (operating hours)</b>	<i>Open and close the facility throughout agreed hours</i>	All	Last person to leave to ensure all gates & doors are locked & secure.
<b>Facilities Management</b>	<i>Tasks relating to management of the facility coordinating spaces, infrastructure, people and business services</i>	Club	Input / assistance of VTA always welcome.



Pro shop & kiosk	<i>Manage the pro shop area and kiosk, optimising secondary spend opportunities and complying with all relevant WHS and permit requirements</i>	All	Details yet to be determined.
<b>Partnerships</b>			
Community groups	<i>Liaise with and accommodate community groups who use the facility</i>	Club	
Other sports	<i>Liaise with and accommodate other sports who use the facilities</i>	Club	East Oakleigh Cricket Club Monash Villareal Football Club
Schools	<i>Promote services within schools and coordinate associated programs</i>	Coach	
User groups	<i>Liaise with and accommodate other user groups of the facilities</i>	Club	
<b>Reporting</b>			
Facility usage	<i>Track average unique visits to the facility (playing and non-playing) per week for the purpose of annual reporting and evidencing usage to stakeholders</i>	Club	Only if automatically trackable by Book-A-Court / ClubSpark with pre-existing reporting tools. There will be NO manual tracking or evaluating of data.
Court usage	<i>Track average usage of the courts per week for the purpose of annual reporting and evidencing usage to stakeholders</i>	Select or type	Only if automatically trackable by Book-A-Court / ClubSpark with pre-existing reporting tools. There will be NO manual tracking or evaluating of data.
Participation	<i>Record information relating to specific activities conducted, listing groups and times, for the purpose of annual reporting and showcasing types of usage to stakeholders</i>	All	VTA to provide Coaching & Competition reports for AGM. Other data only if automatically available from Book-A-Court / ClubSpark with pre-existing reporting tools.
Financial Reports	<i>Recording all income &amp; expenditure for the venue, retaining associated proofs (e.g., banking details) of transactions.</i>	Club	
Maintenance Reporting	<i>Record all information related to maintenance (e.g., audits, requests, correspondence, repairs, quotes and invoices).</i>	Club	
Operational Health Check	<i>Lead the annual OHC process undertaking data collection, submission and evaluation of results / action planning</i>	Club	Only if deemed necessary by the committee.
Operational review	<i>Undertake periodic in-depth and objective review of facility / clubs operations (e.g., communication, procedures, sustainability, financials)</i>	Club	Only if deemed necessary by the committee.
<b>Secretarial &amp; Office</b>			
Finance	<i>Short and long term planning of finances consistent with appropriate standards and approved goals and budgets (e.g., cash flow management)</i>	Club	Only if deemed necessary by the committee.



Business Planning	<i>Develop and implement an annual Business Plan to measure operations and provide insight to stakeholders</i>	Club	Only if deemed necessary by the committee.
Annual General Meeting (AGM)	<i>Coordinate, communicate and administer documents associated with the AGM to review previous years information and discuss direction for year ahead</i>	Club	VTA to provide Coaching & Competition reports for AGM.
Capital Improvements	<i>Administration associated with addition of a permanent structural change / restoration to the facility (e.g., lights, fencing), consulting the asset owner where appropriate</i>	Club	Only if Monash Council approval is given.
Major Capital Projects	<i>Administration associated with long term investment projects of capital assets including scope, timelines, tender of goods &amp; services, and obtainment of necessary approvals in consultation / partnership with asset owner</i>	Club	Only if Monash Council approval is given.
Procurement	<i>Purchase of products and services in the best interests of the club and users</i>	Club	
Strategic Planning	<i>Long term mapping the future of the club and facility by setting goals, objectives, vision and values</i>	Club	Only if deemed necessary by the committee.
Funding	<i>Planning for, researching and writing funding applications</i>	All	Successful previous grant application collaboration between OTC and VTA should continue.
Mail	<i>Daily management of letters and parcels sent by post</i>	Club	
Meetings	<i>Attend and contribute to regular meetings between relevant parties as required</i>	All	As appropriate, depending on the meeting.

### Stakeholder Management

Council Engagement	<i>Proactive relationship management with Local Council (e.g., inviting to open days, consultation during strategic planning)</i>	Club	
Asset owner	<i>Proactive relationship management with asset owner (e.g., keeping up to date, reporting important or relevant information)</i>	Club	
Human Resources (HR)	<i>Manage employees and volunteers, qualifications, registrations, recruitment, rosters, performance and development</i>	All	Club – volunteers. VTA – coaches.

### Subscriptions & Licenses

Liquor Licence	<i>Comply with responsible service of alcohol requirements and maintain correct permit(s)</i>	Club	
Member Association Affiliation	<i>Maintain up to date affiliation with the State Member Association</i>	Club	





## Oakleigh Tennis Club – Victorian Tennis Academy

### Club – Coach Agreement

#### SCHEDULE 3 – Maintenance

Maintenance will support both immediate and long-term upkeep of Oakleigh Tennis Club by prolonging useful life of assets, ensuring safety of the facilities and optimising the appearance of the venue, making it a welcoming shop front for tennis. This schedule sets out the maintenance tasks to be performed and who is responsible for these tasks at the facility. The party that agrees to be responsible for the maintenance tasks below is to meet all costs associated with fulfilling these tasks, including paying for outsourced works by qualified contractors (if required).

Area	Description	Responsibility	Frequency	Notes
<b>Court Surfaces</b>				
Minor Repairs	Coordinate and pay for repair of minor defects and damage (e.g., small cracks paint works)	Club + Council	As needed.	Refer to Lease Agreement.
Major Repairs	Coordinate and pay for repair of major defects and damage (e.g., large cracks infills and painting)	Club + Council	As needed.	Refer to Lease Agreement.
Replacement	Coordinate and pay for rectification of structural condition (e.g., foundation / base major works)	Council	As needed.	Refer to Lease Agreement.
Daily maintenance / cleaning	As per court installer recommendations, usage, location and season (e.g., sweeping, squeegeeing)	OTC & VTA	Daily / weekly - as needed.	Refer to Lease Agreement.
Drainage	Monitor and maintain drainage of surface water (e.g., removal of debris, squeegeeing)	OTC & VTA	As needed.	Refer to Lease Agreement.
Irrigation	Ensure irrigation systems are maintained and safe (e.g., sprinklers and taps)	Council	As needed.	Refer to Lease Agreement.
Materials	Ensure surfaces are sufficiently topped up and spread evenly (e.g., sand and clay)	OTC	As needed.	Refer to Lease Agreement.
Periodic maintenance	Ensure appropriate action is taken to prolong life of surface as per court installer recommendations (e.g., rejuvenation, power washing)	OTC	As needed.	Refer to Lease Agreement.
Re-colour / coating	Application of new colour coatings to improve aesthetics and slip / trip resistance	N/A		Not necessary with artificial grass surface.
Regular maintenance	As per court installer recommendations, usage, location and season clean and free of moss, algae and debris (e.g., washing, watering, brushing)	OTC	As needed.	
Safety	Ensure surface is playable (e.g., slip resistant, without cracks)	OTC & VTA	As needed.	
<b>Court Lines</b>				
Regular Maintenance	Ensure lines are safe and visible (e.g., flatten, remark)	N/A		Not necessary with artificial grass surface.
Remarking	Replace / remark lines at end of useful life	N/A		Not necessary with artificial grass surface.
<b>Court Lighting</b>				



Area	Description	Responsibility	Frequency	Notes
Minor Repairs	Coordinate and pay for repair of minor defects and damage (e.g., painting)	OTC	As needed.	Refer to Lease Agreement.
Major Repairs	Coordinate and pay for repair of major defects and damage (e.g., unstable poles)	Council	As needed.	Refer to Lease Agreement.
Replacement	Coordinate and pay for replacement of lights and poles at end of useful life	OTC	As needed.	Refer to Lease Agreement.
Consumables	Ensure globes are working and replaced as required	OTC	As needed.	Refer to Lease Agreement.
Regular Maintenance	Ensure poles and consumables are in clean and in working order	OTC	As needed.	Refer to Lease Agreement.
<b>Court Fencing</b>				
Minor repairs	Coordinate and pay for repair of minor defects and damage (e.g., curled fence bottoms, breaks, holes)	OTC	As needed.	Refer to Lease Agreement.
Major repairs	Coordinate and pay for repair of major defects and damage (e.g., fencing posts and cross arms)	Council	As needed.	Refer to Lease Agreement.
Replacement	Coordinate and pay for replacement of court fencing at end of useful life	OTC	As needed.	Refer to Lease Agreement.
Gates	Ensure gates are functional and undamaged (e.g., examine hinges)	OTC & VTA	As needed.	Refer to Lease Agreement.
Regular Maintenance	Ensure fences are clean and undamaged (e.g., inspect cable ties, check all posts for deterioration)	OTC & VTA	As needed.	Refer to Lease Agreement.
Wind breaks	Ensure wind breaks are clean, undamaged and functional	OTC & VTA	As needed.	
<b>Court Accessories</b>				
Equipment	Ensure equipment is accounted for, well maintained and stored correctly (e.g., trolleys, Hot Shots nets)	OTC & VTA	As needed.	
Furniture	Ensure furniture is accounted for, well maintained and stored correctly (e.g., maintain asset register for umpire chairs, scoreboards)	OTC & VTA	As needed.	
Nets & posts	Ensure nets and posts are well maintained and safe	OTC & VTA	As needed.	
<b>Court General</b>				
Presentation	Ensure court area looks attractive and well cared for at all times	OTC & VTA	As needed.	
Storage	Ensure equipment is appropriately stored (e.g., sweepers, baggers, brooms)	OTC & VTA	As needed.	
Vegetation	Ensure overhanging branches do not obstruct or impede on court area	Council	As needed.	Only courts & clubhouse are OTC responsibilities.
<b>Venue Grounds</b>				
Minor repairs	Coordinate and pay for repair of minor defects and damage (e.g., painting, securing fixtures)	Council	As needed.	Only courts & clubhouse are OTC responsibilities.
Major repairs	Coordinate and pay for repair of major defects and damage (e.g., structural rectifications)	Council	As needed.	Only courts & clubhouse are OTC responsibilities.
Replacement	Coordinate and pay for replacement of items at end of useful life	Council	As needed.	Only courts & clubhouse are OTC responsibilities.



Area	Description	Responsibility	Frequency	Notes
Buildings (other)	Report all defects and maintain all buildings on site (e.g., cracks, damp, painting)	Council	As needed.	Only courts & clubhouse are OTC responsibilities.
Cleaning	Ensure the venue is clean and presentable at all times (e.g., litter picks, sweeping)	OTC & VTA	As needed.	
Electrics	Ensure electrics are regularly tested, in working order and safe (e.g., wiring and fittings)	Council	As needed.	Refer to Lease & Licence Agreements.
Emergency systems	Ensure emergency systems are regularly tested and in working order (e.g., alarms, fire indicator panel (FIP), access control, lighting)	Council	As needed.	Refer to Lease & Licence Agreements.
Fire safety	Ensure fire safety equipment is available, accessible and in good working order (e.g., sprinklers, hose reels, extinguishers, smoke detectors)	Council	As needed.	Refer to Lease & Licence Agreements.
First Aid	Ensure First Aid equipment is available and maintained / in date (e.g., kits, defibrillators)	OTC & VTA	As needed.	
Gutters & downpipes	Ensure gutters and downpipes are functional and free from debris	Council	As needed.	Refer to Lease & Licence Agreements.
Horticulture	Ensure gardens and plants are well maintained and protect playing surfaces from vegetation (e.g., garden beds, weeding, pruning, mowing)	Council	As needed.	
Infrastructure	Ensure infrastructure is well maintained and safe (e.g., fences, windbreaks, gates)	OTC & VTA	As needed.	
Irrigation Systems	Ensure irrigation systems are well maintained and safe (e.g., water tanks, pipes)	Council	As needed.	Refer to Lease & Licence Agreements.
Machinery	Only use appropriate machinery to maintain surfaces (e.g., pressure washers, clean sweeps)	OTC	As needed.	
Outdoor furniture	Ensure fixed and portable furniture is maintained, clean and stored correctly	OTC & VTA	As needed.	
Pest control	Ensure facility is free from pests	Council	As needed.	Refer to Lease & Licence Agreements.
Presentation	Ensure the environment looks attractive and well cared for at all times (e.g., litter picking, tidying)	OTC & VTA	As needed.	
Signage (external)	Ensure signage is visible, clean and current	OTC & VTA	As needed.	
Vandalism & graffiti	Ensure venue is free from graffiti and protected from vandalism	Council	As needed.	Refer to Lease & Licence Agreements.
Waste	Ensure waste is managed and recycled where possible	Club	As needed.	
<b>Clubhouse</b>				
Minor repairs	Coordinate and pay for repair of minor defects and damage (e.g., painting, securing fixtures)	Council	As needed.	Refer to Licence Agreement.
Major repairs	Coordinate and pay for repair of major defects and damage (e.g., structural rectifications)	Council	As needed.	Refer to Licence Agreement.
Replacement	Coordinate and pay for replacement of clubhouse at end of useful life	Council	As needed.	Refer to Licence Agreement.
Access Control	Manage access in and out of facility including security, locks and keys	Council	As needed.	Refer to Licence Agreement.
Changing rooms	Ensure amenities are kept clean and in good condition (e.g., taps, ventilation)	Council	As needed.	Refer to Licence Agreement.
Cleaning - general	Ensure general cleaning is undertaken	OTC & VTA	As needed.	



Area	Description	Responsibility	Frequency	Notes
	<i>(e.g., furniture)</i>			
Cleaning - high level	<i>Ensure high level cleaning is undertaken (e.g., windows, gutters, court lights)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Cleaning – low level	<i>Ensure low level cleaning is undertaken (e.g., floors, skirts)</i>	Club	<i>As needed.</i>	
Consumables	<i>Maintain sufficient supplies of consumables (e.g., order stock, manage suppliers)</i>	Select or type	<i>As needed.</i>	
Curtains, drapes & blinds	<i>Ensure window coverings are clean and maintained</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Doors	<i>Ensure doors are functional, clean and undamaged (e.g., examine hinges)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Electrics	<i>Ensure electrics are regularly tested, in working order and safe (e.g., wiring, fittings)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Fire safety	<i>Ensure fire safety equipment is available, accessible and in good working order (e.g., sprinklers, hose reels, extinguishers, smoke detectors)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Fitted cabinetry	<i>Ensure fixtures are secure, maintained and clean</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Furniture	<i>Ensure furniture is accounted for, maintained and stored correctly (e.g., kept tidy, listed on asset register)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Gym equipment	<i>Maintain gym equipment (e.g., coordinate services, order parts, keep clean)</i>	N/A		
Heating and cooling systems	<i>Ensure systems are clean and functional</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Horticulture	<i>Ensure gardens and plants are well maintained and protect playing surfaces from vegetation (e.g., garden beds, weeding, pruning, mowing)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Kitchen	<i>Ensure kitchen is well maintained and clean (e.g., stoves, canopy, equipment)</i>	OTC & VTA	<i>As needed.</i>	
Lighting (indoors)	<i>Ensure fixtures and consumables are in working order</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Plumbing	<i>Ensure systems are functional and well maintained (e.g., water tanks, pipes)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Roofs	<i>Ensure ceilings, roofs and eaves are well maintained</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Signage (internal)	<i>Ensure signage is visible, clean and current</i>	OTC & VTA	<i>As needed.</i>	
Toilets	<i>Ensure amenities are kept clean and in good condition (e.g., taps, ventilation)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Vandalism & graffiti	<i>Ensure clubhouse e is free from graffiti and protected from vandalism</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Walls	<i>Ensure defects are reported and both internal and external walls are maintained (e.g., cracks, damp, painting)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>
Windows	<i>Ensure windows are clean and undamaged (e.g., glass, frames, coverings, flyscreens)</i>	Council	<i>As needed.</i>	<i>Refer to Licence Agreement.</i>

#### Processes



Area	Description	Responsibility	Frequency	Notes
Consumables	Manage and store stock of cleaning and maintenance consumables (e.g., chemicals)	OTC	As needed.	
Filing	Electronic or manual filing of quotes, invoices, maintenance sheets, certifications etc.	OTC	As needed.	
Inspections / Audits	Routine checks of the venue to record general wear and tear, faults, reliability of systems and general housekeeping (e.g., paths of travel unobstructed)	OTC & VTA	As needed.	
Provision of machinery	Hire or purchase of required machinery to undertake maintenance tasks (e.g., pressure washers, clean sweeps)	OTC	As needed.	
Maintenance Reporting	Record defects as they occur, notify relevant person(s), secure area and coordinate rectification works	OTC & VTA	As needed.	
Risk Management	Identify, assess and report risks as required, reporting in line with risk management processes	OTC & VTA	As needed.	
Meetings	Implement, manage and review operation of maintenance schedule	OTC & VTA	As needed.	



## Oakleigh Tennis Club – Victorian Tennis Academy

### Club – Coach Agreement

#### SCHEDULE 4 – Competitions & Tournaments

Competitions and tournaments delivered at Oakleigh Tennis Club are to be delivered using best practice principles and ensure high levels of service to all customers.

#### **Definition of terms:**

**Competitions** – team based leagues which play across a defined period of time, also referred to as ‘Leagues’ and ‘Fixtures’

**Intra-Club Competitions (internal)** - club hosted competition (leagues / fixtures) for all ages grouped together based on skill level

**Inter-Club Competitions (external)** - teams entered in to external competitions (leagues / fixtures) for all ages grouped based on skill level

**Tournaments** – individual events (including doubles) played in a short defined consecutive period of time e.g., 3 days

**Events** - events hosted at venue in conjunction with local associations & council, both tennis & non-tennis related

Name	Description	Responsibility	Notes
<b>Tournaments</b>			
Hot Shots	<i>One-day tournament formats encompassing match play for junior players recently participating in Hot Shot programs, aimed at players aged 5 to 9+</i>	VTA	For club members only - if deemed viable.
Junior Development Series	<i>Introductory competitive tournaments for junior players aged 10 to 17</i>	VTA	For club members only - if deemed viable.
Australian Ranking Junior	<i>Competitive tournaments for junior players aged 10 to 18 that award Australian Ranking points</i>	N/A	
ITF Junior	<i>Highly competitive junior tournaments (13 to 18 years old) that offer world junior ranking points</i>	N/A	
Senior	<i>Competitive tournaments for the Seniors age group (35+) that offer either Australian seniors ranking points or World Seniors ranking points</i>	N/A	
Open	<i>Competitive tournaments run by clubs that offer low amounts of prizemoney (less than \$1000 total)</i>	N/A	
Australian Money	<i>Competitive tournaments primarily aimed at players 15+ that offer prizemoney and Australian Ranking points</i>	N/A	
Wheelchair & Intellectually Disabled	<i>Tournaments that offer match play for wheelchair and intellectually disabled players</i>	N/A	
Pro Tour	<i>Highly competitive tournaments that offer prize money and ATP/WTA world ranking points</i>	N/A	



Name	Description	Responsibility	Notes
Social	<i>Tournaments offered that are formal, but ideally aimed at ensuring players experience is fun and sociable.</i>	OTC & VTA	Collaborative effort between club & coaches.
Club	<i>Competitive tournaments between members of a club to determine the annual club champion</i>	OTC & VTA	Collaborative effort between club & coaches.
School Team	<i>Tournaments where players represent their school against players from other schools</i>	N/A	
Championships / Carnivals	<i>Periodic tournaments that are formal with a festival atmosphere and fun experience</i>	OTC & VTA	If deemed viable.
<b>Competitions / Leagues / Fixtures</b>			
School	<i>Junior only competitions between school teams</i>	N/A	
Team Management	<i>Select, manage and coordinate school teams</i>	N/A	
<b>Intra-Club Competitions / Leagues / Fixtures</b>			
Hot Shots Leagues	<i>Intra-club competition for Hot Shots players</i>	VTA	If deemed viable.
Junior	<i>Intra-club competition for Junior players</i>	VTA	If deemed viable.
Adult	<i>Intra-club competition for players 18+</i>	OTC	If deemed viable.
Fast4 Tennis	<i>Intra-club shortened tennis match format for juniors, adults and corporates</i>	OTC & VTA	If deemed viable.
Tie Break Tens	<i>Intra-club shortened tennis match format for juniors, adults and corporates where only 10-point tie-breakers are played</i>	OTC & VTA	If deemed viable.
Social	<i>League competition ideally aimed at ensuring players experience is fun and sociable</i>	OTC & VTA	If deemed viable.
Team Management	<i>Select, manage and coordinate competition teams</i>	OTC & VTA	VTA – Juniors OTC - Seniors
<b>Inter-Club Competitions / Leagues / Fixtures - Team based competition against other clubs</b>			
Junior	<i>Inter-Club competition for Junior players</i>	VTA	WDTA
Adult	<i>Inter-Club competition for players 18+</i>	OTC	WDTA, BDNTA, Pennant
Team Management	<i>Select, manage and coordinate competition teams</i>	OTC & VTA	VTA – Juniors OTC - Seniors
<b>Events</b>			
Event administration	<i>Administer event information (e.g., record results, upload fixtures)</i>	OTC & VTA	VTA – Juniors OTC – Seniors
Team management	<i>Manage and coordinate teams</i>	OTC & VTA	VTA – Juniors OTC – Seniors
Team selection	<i>Selection of teams</i>	OTC & VTA	VTA – Juniors OTC – Seniors
Team entry	<i>Administer team entries</i>	OTC & VTA	VTA – Juniors OTC - Seniors