



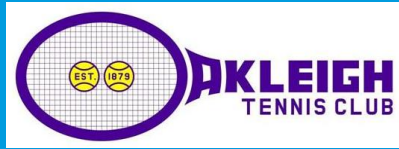
## Coaching / Participation Services Goals and Targets for the Victorian Tennis Academy at Oakleigh Tennis Club

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>	



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|  | <ul style="list-style-type: none"><li>• Player &amp; parent match fixture notification.</li><li>• Securing emergencies.</li><li>• Educating players &amp; parents on rules &amp; etiquette.</li><li>• Match-Day supervision.</li><li>• Entry of home results.</li></ul> | <ul style="list-style-type: none"><li>• Timely entry of teams.</li><li>• Minimisation of fines (forfeits, late team or score entries)</li><li>• No behavioral complaints about OTC players or parents.</li></ul> |  |
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