

COMMITTEE CHARTER



Document History

Version	Date	Description
1.0	9/8/2022	Initial version

1 Introduction

The following document outlines the guidelines by which the Committee will act and run on behalf of the East Coburg Tennis Club. The rules and regulations set out in this Charter do not override any of the Model Rules. If there is any discrepancy between this Charter and the Model Rules, the Model Rules will take president.

The East Coburg Tennis Club is managed by a committee of management made up of volunteer financial members. All committee members must be over 18 years of age and join the committee for the benefit of the overall development of the club as an important and integral part of the community.

The East Coburg Tennis Club Committee will undertake the following.

- Plan for the future
- Undertake succession planning for our committee and other key club personnel
- Proactively manage our relationship with key funding sources and sponsors
- Balance and develop the skills within our committee
- Provide leadership for all those in our Club
- Ensure the fair and efficient conduct of competitions or selection trials
- Promote and develop the highest standard of the sport possible
- Create an environment which gives all members the opportunity to develop to the best of their ability
- Conduct the business of the Club through Sub Committees and appointed officers as required on such terms and conditions as it believes appropriate.
- Seek and manage appropriate sponsorship for the Club
- Be active in the development of players, officials and administrators by setting and maintaining quality standards
- Set budgets and be diligent and accountable for the funds
- Understand the issues, priorities and needs of our parents, players, volunteers and administrators
- Make decisions about what we most need to know, and then employ the best resources to get the knowledge we need.
- From time to time in accordance with the Model Rules, make decisions for the conduct of its own proceedings, the control of its funds and property, and efficient management of its administration.

We understand that we are a member-based Club and that we need to work transparently in enacting our responsibilities.

To this end as a Committee we will:

- (1) Systematically seek input and feedback from our members on what we are doing and how we are doing it, and publish this feedback on our website
- (2) Develop and publish both a strategic plan and a business plan, and openly report on both
- (3) Agree, publish and use both a Committee Charter and a Code of Conduct

2 Code of Conduct

The following sets out the standards of behaviour expected of Committee Members at the East Coburg Tennis Club. In agreeing to be part of the Committee, each Committee member must also agree to adhere to these codes at all times.

Committee Members must:

- Be diligent in their role
- Be an active member of the committee volunteering for roles and jobs
- Regularly attend Committee meetings or forward their apology prior to the meeting
- Treat all people associated with the Club, including members, volunteers, partners, external stakeholders, and other Committee Members with respect
- Always consider the welfare of the Club's members above on field success
- Attend to their fiduciary responsibility and make decisions based on what is best for the Club, not for individual interest or gain as set out in Division 3—Duties of office holders of the Associations Incorporation Reform Act 2012
- Not take advantage of their position on the Committee in any way
- Declare any Conflicts of Interest as they arrive and act to ensure that these conflicts do not pose a risk to the organisation
- Be open to feedback from members and respond appropriately
- Be honest at all times
- Act as a positive role model with respect to good sporting behaviour
- Adhere to the policies and procedures established by the Club
- Adhere to the legislative requirements of the Club as set out in the Associations Incorporation Reform Act 2012
- Respect the equipment and resources of the Club and only use these in Club related business
- Not receive gifts that result in personal financial benefit
- Always look for opportunities for improved performance of the Club operations and Committee functions
- Always represent the Club in a professional manner

If a committee member breaks any of the above codes, then disciplinary action may be taken as specified in Section 19 of the Model Rules.

3 Election of Committee

All potential Committee members must be financial and have been nominated by another financial member and must accept the nomination themselves. This is done by way of completing a nomination form (1 form per position) and returning the official form(s) to the club secretary by the due date to be considered for election to the committee.

The election of the executives and general committee members are set out in Division 3 — “Election of Committee members and tenure of office” of the Model Rules

4 Committee Meetings

Committee meetings are held monthly on a designated day determined by the committee after the AGM. Attendance requirements are set out under section 56(2) of the Model Rules.

5 Committee Positions

Below are roles, responsibilities of the available committee positions.

- President
- Vice President
- Secretary
- Treasurer
- Membership Secretary
- Maintenance Coordinator
- Court Captain
- Council Liaison
- Strategic Planner
- Sponsorship and Fundraising Coordinator
- Events Coordinator
- Social Media Coordinator
- Book a Court Coordinator

5.1 President

The role of the President is to provide the principal leadership and responsibility for the organisation and the Committee.

- As per Section 52 of the Model Rules, the President is elected at the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM as per the Model Rules.

5.1.1 Objectives

- To provide strong, efficient and effective leadership for the Club.
- To act as the figure head of the club in dealings that help develop the club as the leader in the area.
- Ensure the club is run efficiently administratively, financially and socially to support the club's activities.
- To provide support to the Executive & Sub-Committee members to ensure the efficient operation of the Club.
- To provide a safe and enjoyable recreational environment for all Club members and ensure all tennis activities are played in a fair and competitive spirit.
- To promote the Club and its activities in the local media including radio, social media, newspaper and other mediums.
- Be a competent public speaker
- Have a good working knowledge of the Committee Constitution, rules and duties of office bearers
- Be able to work collaboratively with other Committee Members
- Be a good listener and attuned to the interests of members and other interest groups
- Be a good role model and a positive image for the Club in representing the Committee in other forums

5.1.2 Responsibilities

- Chair Committee meetings ensuring that they are run efficiently and effectively
- Act as a signatory for the Club in all legal purposes and financial purposes
- Regularly focus the Committee's attention on matters of Club governance that relate to its own structure, role and relationship to any paid employees
- Periodically consult with Committee members on their role, to see how they are going and help them to optimize their contribution
- Work with the Committee to ensure:
 1. The necessary skills are represented on the Committee and that a succession plan is in place to help find new Committee members when required
 2. Goals and relevant strategic and business plans are developed in order to achieve the goals of the Club.
- Ensure the executive committee members and sub-committee members fulfil their responsibilities to the Club.
- Be familiar with the rules & practices of the Governing bodies including Council and any other body that has governance or affiliation.
- Preside over all meetings of the Club Committee and also ensure matters are kept to within the time constraints.

- Manage any public comment concerning any situation or incident that may reflect on the public well being and goodwill of the Club.
- Attend Association and Council workshops and forums where required or delegate someone to fulfill this.
- Acts as the Club Delegate at Association meetings in the best interests of the Club (or delegate role)
- Assist Council Liaison as required or act as Council Liaison (or delegate role).
- Report activities of the portfolio to the membership at the Annual General Meeting.
- Assist other Committee members in their duties as required.
- Undertake tasks at the request of the Executive or Sub-Committee.
- Serve as a spokesperson for the Club when required
- Assist in the development of partnerships with sponsors, funding agencies, local and state government, shared facility users and organisations that are relevant to the goals of the Club.

5.1.3 Relationships

- Reports to the Members and Club Executive & Committee.
- Supports all executives, members, staff and volunteers.

5.1.4 Accountability

- The President is accountable to the Members and the Committee.
- Oversee all portfolio operations of the Committee when requested.
- Oversee any financial expenditure or action.

5.2 Vice President

The role of the Vice President is to shadow the President in providing leadership and responsibility for the organisation and the Committee and to step into the President's roles where needed. It is often considered that the Vice President will succeed the President and that this role is in preparation.

- As per Section 52 of the Model Rules, the Vice President is elected at the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM as per the Model Rules.

5.2.1 Objectives

- Be well informed of all organisation activities and able to provide oversight
- Be a person who can develop good relationships internally and externally
- Be willing to step in for the President where needed including chairing meetings
- Be forward thinking and committed to meeting the overall goals of the Club
- Have a good working knowledge of the Committee Constitution, rules and duties of office bearers
- Be able to work collaboratively with other Committee Members
- Be a good listener and attuned to the interests of members and other interest groups
- Be a good role model and a positive image for the Club in representing the Committee in other forums
- Be a competent public speaker
- be able to raise concerns with the President where they arise

5.2.2 Responsibilities

- In the event of the President being unable to fulfill his/her duties to step into that role
- In the absence of the President, chair Committee meetings ensuring that they are run efficiently and effectively
- Be an alternate signatory for the Club for legal purposes and financial purposes
- Assist the President in deciding which matters are dealt with by the Executive, the full Committee and delegated to Committees
- Coordinate Club planning to ensure appropriate plans are developed, presented to and reviewed by the Committee, and enacted as required
- Represent the Club at meetings and forums as agreed with by the President
- Other duties as nominated by the President and / or Committee

5.3 Secretary

The secretary is responsible for effective maintenance and management of records of the Association and to assist the president to perform Association duties.

- As per Section 52 of the Model Rules, the Secretary is elected at the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM as per the Model Rules.

5.3.1 Objectives

- To ensure that appropriate administrative support is provided to the President, Executive Committee and sub committees.
- To provide a 'whole of club' approach & planning focus to ensure the overall efficient management of the Club.
- To manage business considered by the Club Committee.
- To provide support to the Executive & Committee members to ensure the efficient operation of the Club.

5.3.2 Responsibilities

- Provide a co-ordinating and support role for Club sub committees.
- Formulate the annual operating plan and manage its ongoing administration.
- Provide secretarial support to the Committee.
- Maintain and manage the clubs email account eastcoburgtc@hotmail.com
- Maintain an accurate copy of the Rules, By-Laws and Policies of the Club.
- Maintain an accurate record of all activities of the Club.
- Prepare minutes of all committee and general meetings of the Club and distribute in accordance with the rules of the Club and distribute within 7 days of the meeting.
- Receive all correspondence directed to the Club.
- Prepare and send correspondence in accordance with the direction of the President and Committee.
- Attend Association & Council workshops and forums where required.
- Prepare a comprehensive report of all activities of the Club for presentation to the membership at the Annual General Meeting.
- Assist other Committee members in their duties as required.
- Undertake tasks at the request of the President, Executive or General committee.
- Lodge the annual Moreland City Council seasonal sportsground allocations application
- Maintain a copy of the Public Liability Insurance certificate with Tennis Australia
- Notify Consumer Affairs of the Secretary appointment or a change of the Secretary's details
- Notify Consumer Affairs of a change of the association's registered address by lodging a Change of Association Details form. No fee is required.
- Within 1 month after the Annual General Meeting, lodge an Annual Statement and other required financial documents with the prescribed fee.
 - Obtain from Treasurer Annual Income and Expenditure Statement and Assets and Liability Statement

- Apply to Consumer Affairs for approval to alter your rules within 28 days after the alteration was passed by special resolution. An Application for Alteration of Rules or Purpose must be lodged with the prescribed fee.
- Apply to the Registrar for approval of a name change within 1 month after passing a special resolution. An Application for Change of Association Name must be lodged with the prescribed fee.
- Notify the Consumer Affairs of a special resolution in relation to wind up and distribution of the assets of the association.

5.3.3 Relationships

- Reports to the President & Committee
- Supports all Secretarial portfolio volunteers
- Liaises with the Executive Committee Members
- Liaises with the Sub Committees
- Liaises with the Association and State Body
- Liaises with the Council

5.3.4 Accountability

- The Secretary is accountable to the President and the Committee.
- Provide a report on any aspect of portfolio operations to the Committee when requested.
- Seek ratification from the appropriate Committee member prior to committing the Club to any financial expenditure or action

5.4 Treasurer

The role of the Treasurer is to be responsible for the financial supervision of the Club to allow the Committee to provide good governance. The Treasurer is responsible to regularly report on the Club's financial status to both the Committee and the Club members.

- As per Section 52 of the Model Rules, the Treasurer is elected at the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM as per the Model Rules.

5.4.1 Objectives

- To ensure that Financial Management and Reporting are in place and operating, to provide the Club Committee with an accurate understanding of the financial status of the Club at all times.
- To support the Committee to ensure the efficient operation of the Club.

5.4.2 Responsibilities

- To collate budgets for areas of the Club and present to Executive Committee for approval
- To record all financial transactions of the Club
- To prepare the Annual Report of the Club
- To ensure all accounts are appropriately audited in accordance with the Rules of the Club
- Ensure individual financial authority limits are not exceeded without approval of the committee
- Perform all general banking activities
- Present all accounts for payment for approval
- Prioritise the payment of accounts
- Make all details of accounts available to the Club Committee and members as provided for in the Corporate Affairs Act
- Oversee and seek financial reports from all areas of the Club
- Manage any Club overdraft facility
- Ensure any surplus funds are profitably invested with the approval of the Club
- Ensure all taxation commitments of the club are met
- Assist committee members to obtain most desirable trading terms
- Manage income and expenses in line with approved budget
- Forecast financial positioning in line with expected income and expenses
- Maintain list of Club assets and liabilities
- Arrange prompt collection of outstanding debts
- Measure and report on budget performances from each stakeholder
- Ensure all stakeholders are accountable for the correct invoicing and debt recovery practices
- Maintain and manage the club's treasurer email account etc.treasurer@gmail.com
- Oversee and assist the Sponsorship Co-Ordinator and Sub-committee
- Oversee and assist the Grants Officer
- Oversee and assist with Fund Raising

5.4.3 Relationships

- Reports to and liaises with the President, Executive and sub-committees
- Supports all Finance portfolio volunteers
- Liaise with and develop relationships with Club suppliers and other key stakeholders.
- Liaise with Club External Auditor.

5.4.4 Accountability

- The Treasurer and Assistant Treasurer is accountable to the President and the Committee
- Provide a report on any aspect of portfolio operations to the Committee when requested.
- Seek ratification from the Committee of a Club budget, including any debt reduction and thereafter have the authority to act within the limits of the budget and approved financial strategy

5.5 Membership Secretary

The Membership Secretary maintains and manages the membership database at the East Coburg Tennis Club.

- The Membership Secretary is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.5.1 Objectives

- To provide co-ordination of the clubs membership activities
- To provide support to the Executive Committee to ensure the efficient operation of the Club.

5.5.2 Responsibilities

- Develop and maintain strategies for the continual expansion of the clubs membership base and manage its ongoing administration.
- Liaise with stakeholders to ensure membership fees reflect current opinions of the club.
- Develop a proposal and provide recommendations for membership fees and packages for the upcoming financial year for consideration by club committee.
- Ensure that membership renewals are organised and prepared for distribution prior to the commencement of the new financial year
- Ensure Life members remain registered with the club
- Co-ordinate the collection of membership fees
- Maintain an accurate database of all club members.
- Assist other Committee members in their duties as required.
- Undertake tasks at the request of the President and Executive committee.

5.5.3 Relationships

- Reports to the President and Committee.
- Liaises with the Secretary and Treasurer
- Liaises with the Committee, Players and all club members.

5.5.4 Accountability

- The Membership Co-ordinator is accountable to the President and Committee.
- Provide a report on any aspect of portfolio operations to the Committee when requested.
- Seek ratification from the Committee prior to committing the Club to any financial expenditure or action.

5.6 Maintenance Coordinator

5.6.1 Objectives

- The Maintenance Coordinator ensures the club courts, clubrooms and grounds are maintained and kept up to a safe standard

5.6.2 Responsibilities

- Attending to or organising the completion of any urgent maintenance issues
- Liaising with Moreland City Council where appropriate
- Organising working bees including dates/times in advance
- Coordinating participants, duties and materials required for each working bee (including ordering and obtaining materials and tools)
- Reporting working bee dates to Website and Social media Coordinator to include in the member correspondence
- Obtain lists of members/parents of any maintenance skills they possess that can be utilized
- Researching and assisting with coordinating the application of funding grants to assist in the maintenance or upgrading the club facilities
- Providing regular progress reports to the Committee

5.7 Court Captain

The Court Captain is the chief organiser of the Junior, Senior and Social competition tennis at the East Coburg Tennis Club.

- The Court Captain is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.7.1 Objectives

- The Court Captain is the key organizer and go-to person for everything competition and social play related at the club including internal team organization and external communication person to other clubs and the association.
- Ensure every opportunity is given for maximum participation Responsibilities
- Correspond with all parents (guardians) of all current and future juniors for each new season, several weeks prior to 1st June and 1st December each year when team submissions are due.
- Correspond with all players in all current and future senior teams for each new season, several weeks prior to when team submissions are due.
- Ensure all team captains, players and parents are aware of the current rules and regulations of the club surrounding team entries, submissions, fees, emergency players.
- Provide a list of all players to the relevant committee members for follow up for entry fees, ball money and memberships.
- Liaise with the club coach with statistics from NEJTA, NSJTA to grade team members for the new junior season
- Submit teams to NEJTA by due date (1st June & 1st December each year) in correct order of play and section requested, and arrange payment for teams to Association.
- Check that all teams fit the venue each week and arrange outside venues if required.
- To ensure all junior teams have a team manager to draw up a weekly team roster for team for season. When new season grades are received from the NEJTA, contact team managers to arrange a meeting to distribute new season's information.
- To forward any information received during the season from NEJTA to any relevant team managers
- To meet with or communicate with team managers prior to commencement of season to ensure they understand the order of play and all things associated with team play
- Prepare folders for each team with the relevant paperwork for the season, including Team grading and contact details of team members, weekly score sheets, home game scorecards, rules, recommendations for team managers, recommendations for parents and spectators, recommendations for players, season fixtures, season court roster, wash out and heat out procedures, umpiring scoresheets for beginner teams, BBQ duty roster, request results of away matches be forwarded for verification, request for washout team members for the day be confirmed for entry into trolls system.
- Ensure court allocation, sheets, balls, canteen and home supervisors are in readiness for each weeks play.
- Ensure balls are available for each week of the season
- To ensure the Club is open and ready for teams at 7.40am on Saturday mornings during season

- To provide a safe environment on Saturday mornings at East Coburg Tennis Club for all juniors
- Gather scorecards at end of day to record the scores for all home matches on NEJTA data base prior to 6pm on Monday evenings
- To check that scores from away matches are correctly recorded by home clubs
- To create a Canteen duty roster for all home teams for the season
- Lock back gate at end of days play and ensure all security is in place
- Attend AGM for NEJTA or a fine applies (Usually July) or delegate
- For senior teams, act as primary contact for all associations for paper/email correspondence, 'Washout Contact Person' for Tuesdays, Wednesday and Thursday Nights as well as weekend Pennant.
- Checking with current Team Captains on their availability for up-coming seasons, team lists, requested section
- Collect relevant association information (e.g. pre-season fixtures, etc..) and distribute to all teams
- Maintain lists of all senior teams and their captains/players/contact information
- Arrange for all senior teams to pay all relevant fees prior to association season start (e.g. ball money/entry fee's/etc.)
- Complete all necessary competition application forms on behalf of all senior teams and submit to relevant associations
- Print and display association competition ladders on clubroom notice board or social media or via email throughout the season
- Attend regular Committee meetings and provide a report on all senior competition information or delegate
- Produce a report for the A.G.M. on relevant year
- Liaising with the Club Coach to check for potential new Senior competition players
- Manage all social play within the club with a view to maximising participation and introducing club members and social players to all aspects of the club
- The Court Captain will oversee the booking of courts for all competition
- The Court Captain will maintain an emergency database for teams short plays on a week to week basis.

5.8 Council Liaison

The Council Liaison's primary role is to be the primary point of contact between Council and the Club.

- The Council Liaison is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.8.1 Objectives

- The role of the Council Liaison / Strategic Planner Coordinator is to form strong relationships with key local council staff including Sport and Recreation staff, Council CEO, Councillors and the Mayor.

5.8.2 Responsibilities

- Ensure the club complies with all applications and permits.
- Undertake a safety review of the Club in accordance with the lease agreement
- Develop relationships with key Council staff, including Sport and Recreation staff, CEO, Councillors and the Mayor.
- Ensure the Club has all required council permits, e.g. food handling, working with children, first aid, police checks etc
- Attend all Council forums and meetings as will be required from time to time.
- Identify Council events throughout the year which the Club may participate in to promote itself and support Council initiatives. (e.g. Australia Day Parades, ANZAC Day marches or other community events where the Club can have a positive presence).
- Ensure all messages and information received from Council are distributed to the appropriate people within the Club.
- Communicate and coordinate the resolution of any facility maintenance issues with Council.
- Review grants made available by Council and coordinate applications of those relevant to the Club.
- Liaise with Council in the planning and the delivery of major Club events and activities.
- Participate where possible in Council held community events.

5.8.3 Relationships

- Reports to the President and the Committee. Liaises with the Council Liaison Officer

5.9 Strategic Planner

The Strategic Planner's primary role is to help drive the future direction of the club and ensure that the club is following the agreed strategic plan.

- The Strategic Planner is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.9.1 Objectives

- Assess the short and long-term goals of our company and suggest ways to accomplish them.
- Responsible for conducting market research and analysing industry trends.

5.9.2 Responsibilities

- Assessing the Club's goals.
- Identifying areas where improvements can be made in the club's management.
- Researching industry trends comparing to other clubs
- Conducting market research.
- Preparing reports on strategy ideas for club management.
- Presenting research findings to committee.

5.9.3 Relationships

- Reports to the President and the Committee. Liaises with the Council Liaison Officer

5.10 Sponsorship and Fundraising Coordinator

The Sponsorship and Fundraising Coordinator's primary role is to.

- The Sponsorship and Fundraising Coordinator is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.10.1 Objectives

- The Sponsorship and Fundraising Coordinator organises a range of social and fundraising events with the objective to obtain a profit to assist the club financially and to encourage a community spirit within the club.
- The Sponsorship and Fundraising Coordinator may have multiple assistants to help with this role.

5.10.2 Responsibilities

- Setting and reporting dates for club events to the Website and Social media Coordinator to include in club correspondence
- Organising and coordinating each social/ fundraising event which includes volunteers & participants, promoting and publicising events (with assistance from the Website and Social media Coordinator) and the organisation of required materials, resources, venues, prizes, etc...
- Seeking community/local business assistance in obtaining cash donations/sponsorships/goods/gift vouchers to be used in fundraising events for prizes for club programs
- Setting a fundraising target for the year and costing related expenses (budget)
- Coordinating the collection of revenues and payment of expenses from social/fundraising events and reconciling with the Treasurer
- Continually sourcing fundraising/sponsorship opportunities for the club
- Attending all regular Committee meetings and providing regular progress reports
- Arranging necessary Fundraising team meetings at appropriate intervals.
- Gather reports from Sponsorship/Fundraising Assistants for reporting back to Committee

5.11 Events Coordinator

The Events Coordinator's primary role is to.

- The Events Coordinator is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.11.1 Objectives

- The Events Coordinator supports the Sponsorship and Fundraising Coordinator with the organisation, coordination and implementation of all social and fundraising events.
- Some events may be under the direct control of the Sponsorship and Fundraising Assistant.

5.11.2 Responsibilities

- Providing reports on assigned tasks to the President and Committee.
- Attending Sponsorship and Fundraising team meetings
- Seeking community/local business assistance in obtaining cash donations/sponsorships/goods/gift vouchers to be used in fundraising events for prizes or for the club
- Continually sourcing fundraising/sponsorship opportunities for the club
- Manage annual events such as Beer, Wine Tasting, Trivia Nights and the Christmas Party

5.12 Social Media Coordinator

The Social Media Coordinator's primary role is to manage all social media accounts and website related content.

- The Social Media Coordinator is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.12.1 Objectives

- To provide co-ordination of the clubs website activities and/or social media activities
- To provide support to the Executive Committee through the efficient operation of the Club website and/or social media sites

5.12.2 Responsibilities

- Ensure all social media accounts are managed under the ectcsocial@gmail.com account.
- Develop and maintain the clubs website/social media platforms and manage/delegate the ongoing administration.
- Liaise with stakeholders to ensure the website/social media reflects current opinions of the club.
- Maintain an accurate website/social media on behalf of all club members & provide details to the club Secretary when required.
- Liaise with the Club Coach to promote all activities at the club inclusive of the coaching programs, events and news.
- Ensure all website articles/social media posts comply with Federal and State legislation in relation to privacy, gender, race and religious regulations
- Ensure competition fixtures and results are accessible/displayed on the website and/or social media

5.12.3 Relationships

- Reports to the President and the Committee.
- Liaises with the President, Executive Committee and all club members.

5.13 Book a Court Coordinator

The Book a Court Coordinator's primary role is to manage the onsite issues that arise with the Book a Court system.

- The Book a Court Coordinator is elected by committee members at the Meeting after the Annual General Meeting (AGM) and is appointed for 1 calendar year from the date of the AGM to the next AGM.

5.13.1 Objectives

- To be the front of line in as close to real time as possible to ensure the smooth operation of the Book a Court program for all members and club visitors

5.13.2 Responsibilities

- Have their name and number on the club website, book a court site and courts for troubleshooting
- Assist with new users accessing the facility
- Settling disputes when incorrect court bookings are made
- Ensure the club is secure outside of competition, coaching and club sanctioned events
- Provide a FAQ sheet for the club website
- Analyse customer behaviours where applicable

5.13.3 Relationships

- Reports to the President and the Committee.
- Liaises with the Membership Secretary