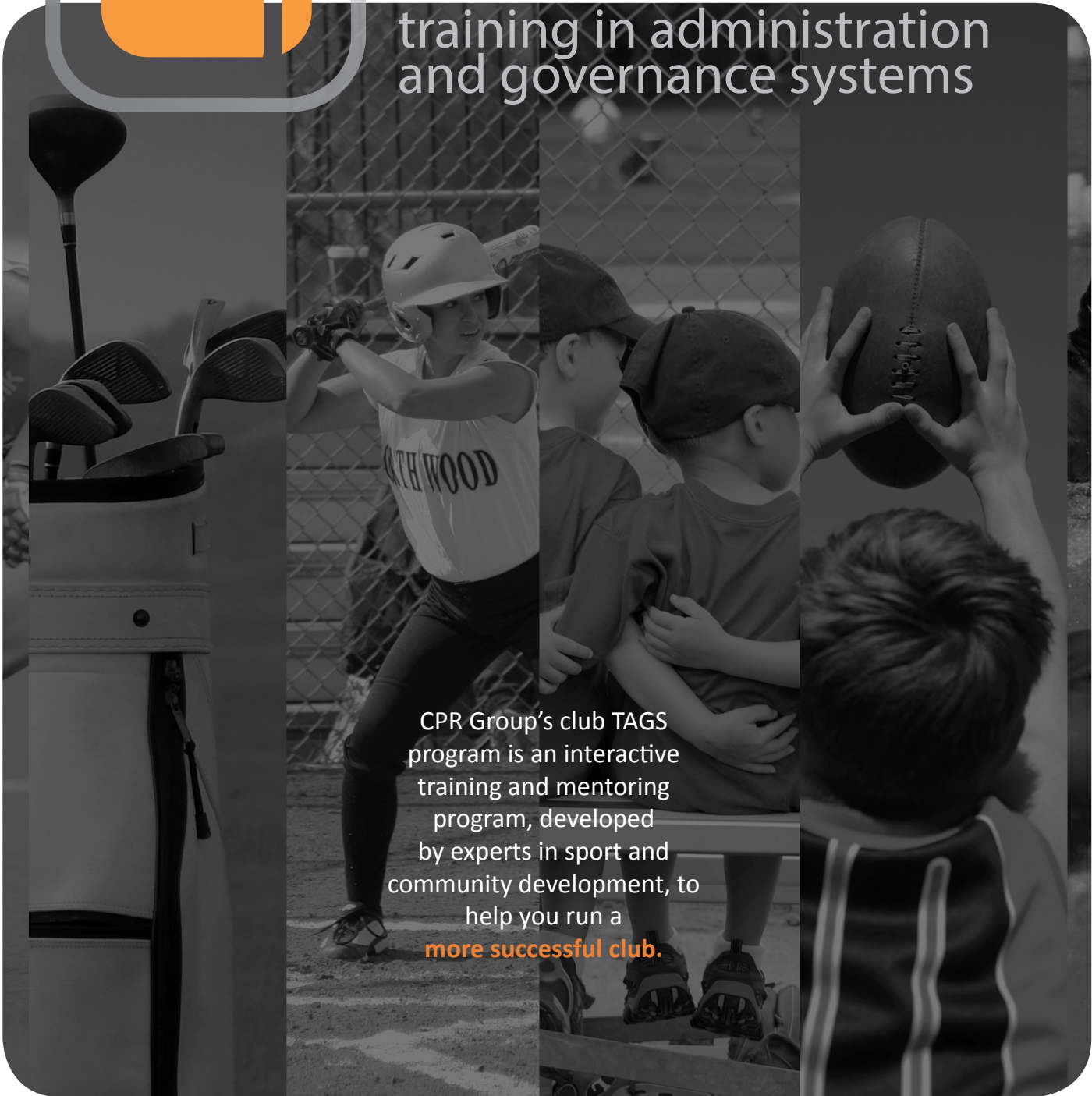




# clubTAGS

training in administration  
and governance systems



CPR Group's club TAGS program is an interactive training and mentoring program, developed by experts in sport and community development, to help you run a **more successful club.**



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Through regular face-to-face contact with your committee, CPR Group personnel will help you advance all areas of your club's operations. We provide tailored, on-the-ground training and mentoring.

**You will receive customised governance and administration** tools to guide your current and future management personnel. CPR Group's training and mentoring is based on nationally recognised governance procedures and sport and recreation industry best practice.



CPR Group is recognised as the leading expert in sport and community development. Through our training, mentoring and planning projects, CPR Group has assisted over 5,000 organisations to grow and prosper.

Our innovative and popular club TAGS program has helped Australian not-for-profit clubs and associations to improve their operations.

CPR Group has developed facility and strategic plans, supporting projects worth in excess of \$150 million. Our programs help to make the best use of public open space. Our projects support and reward volunteers who devote their time to sport, recreation and community organisations.

# Which club TAGS module is right for your organisation?

Answer these simple questions



# clubTAGS MODULES



Are your committee meetings running for too long?

Yes

## COMMITTEE COACHING

- Meetings and meeting procedures
  - Personalised meeting assessment and mentoring to streamline meetings
  - Agenda and minute keeping templates
  - Meeting roles
  - Quorums
  - Dealing with difficult people
- Reviewing your organisational structure to streamline operations
  - Roles and responsibilities
  - Subcommittees
- Understanding your constitution



Do you understand your legal obligations?

No

What does it mean to be incorporated?

### GOVERNANCE

- What is governance?
- Introduction to Incorporation
  - Advantages of Incorporation
  - Incorporation legislation
- Understanding your constitution and bylaws
  - Training and mentoring to update your constitution
  - Support with writing or reviewing bylaws
- AGM returning officer duties or support
- Maintaining your register of members
- Ensuring compliance of your membership application process
- Developing suitable policies

What are our financial reporting requirements?

### FINANCIAL MANAGEMENT

- Training in financial management basics
  - What is financial management?
  - Why do we do it?
  - Bookkeeping basics
  - Office of Fair Trading requirements
- Financial reporting and cash handling
- The role of the Treasurer
  - Bookkeeping, budgeting, reporting and managing grants and acquittals
- Historical financial performance analysis and identification of key profit and cost centres
- Preparing an informed budget
- How to make more money
  - Making it easy for customers to give you money
  - Mentoring support to set up affordable point-of sale solutions
- Using your budget to set your prices properly
- Tax Issues
- Income tax exemption
- Unravelling the GST

Do you want to increase profit?

Yes

How can we improve our budgeting and reporting?

How do we get and keep sponsors?

### SPONSORSHIP

- Understanding the sponsorship philosophy
- The sponsorship flowchart
- Making sponsorship work in the real world
- Training in the preparation of competitive sponsorship proposals

How do we make the most out of fundraising and grants?

### FUNDRAISING AND GRANTS

- Appropriately managing fundraising and grants
- Office of Liquor and Gaming Regulation requirements
- Mentoring to keep proper gaming records, including provision of suitable templates
- Training and mentoring in the preparation of competitive funding applications
- Where to go for grants and understanding the 'Funding Cycle'

Are your volunteers happy?

No

How can we encourage a positive volunteer culture?

### PEOPLE MANAGEMENT

- Identifying the demographic profile of your catchment area to inform recruitment initiatives
- Changing your organisation's volunteer culture to get more people sharing workloads
- Reviewing your organisational structure
- Preparing realistic, up-to-date position descriptions (roles and responsibilities)
- Volunteer induction and training
- Implementing systems for volunteer reward and recognition
  - Implementing volunteer agreements, if necessary

How can we keep our members safe?

### MEMBER AND CHILD PROTECTION

- Keeping your members safe
  - Harassment and abuse
  - Discrimination
  - Dealing with difficult volunteers and conflict resolution
- Child protection
  - Your obligations, legislation and resources available
  - Preparing a compliant Blue Card Register
  - Preparing a Child and Youth Risk Management Strategy to ensure legal compliance
- Preparing your member protection policy, including codes of conduct
- Risk management

Do you have adequate policies in place?

No

How can we keep our members safe?

What are the steps to effective risk management?

### RISK MANAGEMENT

- Risk management
  - Why do we need risk management?
  - Types of risk
  - Steps to effective risk management
- Conducting risk management inspections
- Preparing a risk management plan
- Completing an organisational risk assessment
- Preparing a preventative maintenance schedule for facilities
- Understanding insurance

How can we protect our assets?

### ASSET MANAGEMENT

- Preparing an asset register and establishing a sinking fund
- Introduction to facility risk management
- Conducting facility risk management inspections and complete associated checklists
- Preparing a facility management plan and preventative maintenance schedule
- Preparing a fire and evacuation plan and suitable signage
- Preparing a facility development map
- Preparing a disaster management plan



Is your membership growing?

No

What marketing and social media should we do?

## MARKETING AND SOCIAL MEDIA

- Preparing a marketing plan
  - Core businesses
  - Customer and competitor analysis
  - Marketing objectives
  - Demographic analysis
- Marketing strategies
  - E.g. media promotion, web, email and social media, publications, speaking engagements, displays and demonstrations, flyers and brochures, mementos and merchandise
- Preparing a social media strategy and policy
- Evaluation – measuring success

How can we improve our events?

## EVENT MANAGEMENT

- Creating suitable events
  - Who, What, When, Where, Why, How?
- Preparing an Event Management Plan
  - Aims and objectives
  - Target markets
  - SWOT analysis
  - Budgeting
  - Project planning
  - Contingency planning
- Preparing and using an Event Management Checklist
  - Event marketing
  - Staffing and volunteers
  - Event funding
  - Working with the media
  - Event risk management
- Evaluation
- Event sustainability



Are you planning for the future?

Yes

How can we support current and future committees?

### SUCCESSION PLANNING

- Creating a positive organisational culture
- Valuing current and future committees
- Writing a succession plan
- Preparing a model development plan
- Preparing realistic, up-to-date position descriptions
- Making use of technology to streamline committee change over

No

How can technology help us move into the future?

### MAKING BETTER USE OF TECHNOLOGY

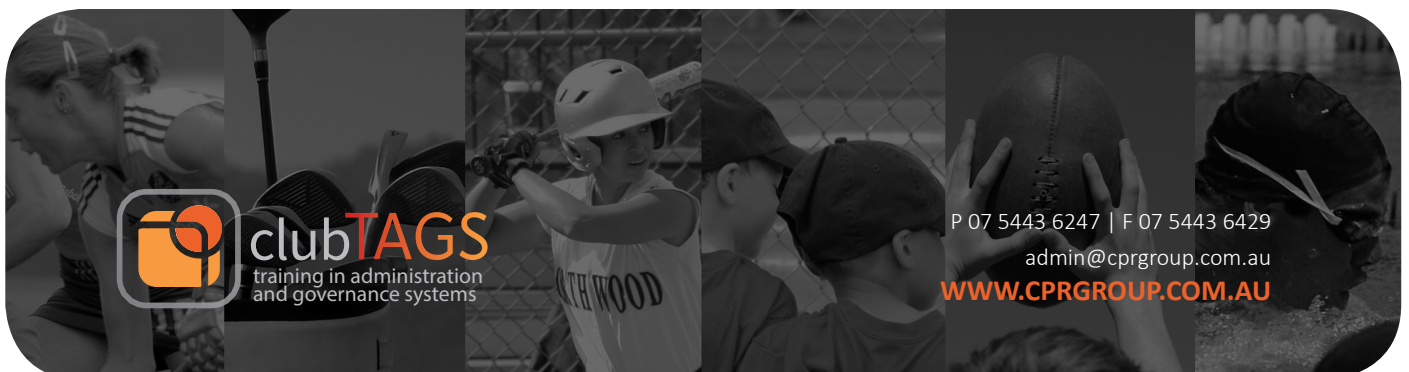
- Training in the implementation and use of a range of cloud computing systems, software and hardware solutions to streamline operations
- Setting up and using affordable point-of-sale and EFTPOS systems
- Review of social media, suitable website, club management and financial management resources
- Preparing a social media strategy and policy

Let us help you

How can we plan for the future?

### PLANNING FOR THE FUTURE

- Core businesses, customer and competitor analysis
- Opportunities and constraints
- Setting objectives and targets
- Action planning and budgeting
- Preparing a model development plan, business plan or strategic plan for your organisation
- Preparing a facility development plan or master plan



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