



## Squash Australia Memorandum – November 27<sup>th</sup> Board Meeting and AGM

### 1. Coach Insurance Flowchart

Following multiple discussions with various States in relation to the balance of affiliated players, coaches being qualified, accredited. Please find attached an updated [coach insurance flowchart](#) which should clarify requirements in a simplified manner.

Accreditation fees have been increased from \$30, to \$39. Recommended course fees have been set.

For a coach to be qualified they would have child protection and ASADA checks.

### 2. Affiliation System 2017

Attached there is a ppt named [2017 Affiliation Model](#). This provides some information on the system for 2017 and approximation of your costs pending insurance premium confirmation. The final affiliation costs will be communicated once we have insurance pricing. Invoices will be issued at four regular intervals as outlined in the 2017 Affiliation Model ppt.

The CRM will be available from the 1<sup>st</sup> January for your registrations. However, we require confirmation of your 2017 State affiliation fees so that we can configure the CRM payment gateway.

This will allow players to register for a club and the State, with fees being split straight to your accounts. The system also allows for cheque or bank payment where you have not manually authorised receipt of payment. Squash Australia receive no money from the use of this gateway, it will go directly to the club and/or State body.

For those requiring paper registration forms, please find individual State by State ones attached with the separate legislation required. We obviously understand there will be a transitional period until we get to complete use of the CRM. In the meantime, States, can collect registration by paper and excel and then upload in bulk to the CRM.

The fee section on the form is totally editable, so please add your various State fees in that section, it just has an example in there for the moment.

#### **Can all States please confirm your affiliation pricing and categories by 8DEC16.**

There are generally very few social categories for capturing data, we would encourage States to capture both social and affiliate data at a State level, as it will drive funding from the Government at a local State and National level.

Social player – players who pay a small fee and are covered for insurance purposes.

Affiliate player – players whose data you collect but pay no fee. Court bookings, junior players etc etc.

As your fees are now fixed to Squash Australia there are no cost for reporting these numbers.

**We also need CRM access registrations with Iain McLennan by the 8DEC16.** These individuals will have State admin access to the CRM.

It is essential we have time to configure the system and **start training States and CRM system use on 12DEC16.**

The training plan will involve:

1. 1-2-1 webinars between Iain McLennan and each States affiliation contact
2. A CRM Manual will be available on the eLearning portal
3. Webinars will be available on the eLearning portal

A delay on receiving State affiliation fees or access requests could delay the training phase so we would appreciate it if you could come back to us ASAP with the information or any queries you may have.

Please contact Richard Vaughan [ceo@squash.org.au](mailto:ceo@squash.org.au) for more information.

### **3. Squash Australia Head Office Location**

Squash Australia are opening a tender process for the location of their head office and HP programme. [Detail around this tender will be available on the opportunities on the website.](#)

All Institute of Sports, Department of Sports and Universities will be contacted with a blanket invitation to tender. Should any Member wish to apply or arrange for a third party to tender this would be welcomed.

Please contact Richard Vaughan for more information [ceo@squash.org.au](mailto:ceo@squash.org.au).

### **4. MARSH Insurance**

Following discussions at the AGM on Insurance value we have arranged for MARSH to be available to come and discuss insurance value to each Member body. We are happy to receive feedback on future cover from each Member.

I confirm as stated at the AGM players not affiliated are not covered for insurance purposes of they play in any event structure, and in doing so open themselves up to liability claims should there be an issue.

The Member Liability cover has been circulated and this is requested to be completed by **8<sup>th</sup> December.**

### **5. Child Protection**

As discussed at the AGM there is a requirement on the national agenda about a detailed child protection policy. Victoria are the first to experience this at a State level and will confirm the intensity of this.

Squash Australia will shortly release the following linked policies:

1. Child Protection Policy
2. Complaints Procedure
3. Code of Conduct

These policies will sit in front of the Member Protection Policy (MPP), linking with the key procedures. It does not replace the MPP.

The requirement at a State level will be around having a State Children's Office to coordinate educational activities and be a point of contact, should there be an issue at a club level. Nationally we would have a National Children's Officer (this will be the Member Services Manager role – see point 6) and provide a framework and annual educational links via new media and webinars.

## **6. Organisational Structure**

Having completed the first year of our Strategic Plan 2016 – 2022, we have had to make some staffing changes due to staff moving on.

Previously Dan Jenson left and we have since been trying to recruit a replacement. During this transitional period, Zac Alexander, has been covering the Performance Coach role and has done a great job.

Due to Zac's good work and the restructuring of High Performance area, we are going to recruit a new Part Time National Coach with a major event focus and a full-time performance coach in which Zac Alexander will continue his role.

The National Coach (Part time) role will be advertised straight away.

Second, our Membership Coordinator Iain McLennan, has decided to move on in the new year, spending some time travelling. We will replace this position with a Member Services Manager in recognition of the importance of service delivery to all States, players, coaches and volunteers. This position will be advertised straight away.

[Both roles will be advertised on our job opportunities section – please click here.](#)