

**Core Business Area:
Management & Administration**

Objective:

To establish the best possible management and operating structure with people possessing the necessary skills to fulfil various functional roles which collectively contribute to the well being of Southern Table Tennis.

Action	Responsibility	Timeline	Resources	KPI	Priority
Review Southern TT Constitution	Executive		Sub Committee to review and recommend to Executive. Review inline with Rec & Sport templates and guidelines	committee minutes to reflect review undertaken	
Establish Duty Statements for key Executive Committee positions (President, Vice President, Secretary, Treasurer & Recording Secretary	Executive		sub committee consisting existing office bearers to compile documents and present to Exec for ratification	formal documents prepared	
Document processes and procedures associated with the canteen, financial related, emergency evacuation, security	Secretary and Treasurer		Exec to appoint responsibility for each document to appropriate person.	formal documents prepared	
Online Entries (expanding existing options)	Competition Sub Committee		electronic software and updating of web site to cater for said facility	option exits on the web site or through emails to lodge online entries	
Training of Committee, Volunteers, Coaches and others	Executive		determine training needs of key individuals and monitor available & appropriate training programs	key persons have the necessary skills to fulfill their respective role/s within STT	
Questionnaire / Survey to Members	Executive		prepare questionnaire and distribute by email & at the stadium	feedback provided by members to guide the Executive on measures / actions required	
Affiliation with TTSA (continue discussions to achieve desired outcome and justification to re-affiliate)	Executive		keep communication alive with TTSA on the re-affiliation issue. Meet with TTSA as appropriate. Observe if TTSA are addressing issues raised	Southern re-affiliates with TTSA	
Development of a Procedures Manual	Executive		brainstorm that which needs to be included in the manual	establishment of a procedural manual	
Consider capacity to engage a paid person to undertake activities identified by the Executive	Executive		discuss role, time required and funding. Consider financial strategy to position Southern.	review undertaken and requirements established.	
Look at makeup of Executive positions and roles in terms of current day needs and best operating practice	Executive		Executive to review current makup and resource needs in current environment	review has been undertaken	

Core Business Area:
Marketing, Promotion & Development

Objective:

To develop, maintain and review marketing, promotion and development strategies which are affordable and effective in raising the profile of table tennis and drawing people to our sport and venue.

Action	Responsibility	Timeline	Resources	KPI	Priority
Explore alternative marketing methods (ie fridge magnets, CD's). Maintain existing effective marketing strategies.	Executive		financial resources. Approach promotional businesses, students studying, sponsorship opportunities	new marketing strategies implemented and has positive impact on participation numbers	
Media advertising (local mesenger) schools promotion CD / alternative approach. Promote venue as a table tennis hire facility / acceptable alternative use venue			financial resources. Brainstorm other ideas and follow up on feasibility. Approach & involve others as appropriate	number of new members / hire of stadium increases and formal feedback sheet reflects why.	
As part of school coaching visits and community activity maximise communication with students / parents / community (handouts & other promotional material)			prepare handouts and other promotional materials appropriate to each activity being delivered	handouts and promotional material is provided to participants in STT delivered activities	
Wilfred Taylor Reserve - establish interaction with other tenants re sharing facilities / cross training / etc.			venue to meet and availability of reps from other sports / users of the Reserve	meeting is held of Wilfred Taylor Reserve users. Future user groups meetings established	
Undertake periodic demonstrations / display at local shopping centres. Promote as good for all ages.			appropriate players, promotional material, coaching trailer, marquee & equipment & public well patronised vevue	demonstrations occur at regular intervals (ie at least 3 a year)	
Negotiate mutual promotion of web sites with other table tennis organisations and update the STT site accordingly.			communicate by email with other tt sites to gain agreement / logo	browse of web sites reflects mutual promotion of sites between table tennis bodies	
Approach Uni & TAFE students to undertake ' project' work for STT (ie schools competition, promotion to community groups)			contact appropriate educational institutions	students undertaking project work for STT	
Membership cards issued to STT members where benefits are realised through membership			costs to prepare & issue cards & sponsorship, discounts on local community purchases / services / TT equip from STT	members are issued with membership cards which provides them with benefits	
maximise use of Facebook page to current activites and facilitate discussion and prmote southern			key Southern persons regularly contribute to the content on Facebook	persons reading the Southern Facebook page increases	

Core Business Area:
Finance

Objective:

To manage the financial affairs of the Association in a responsible manner and maintain accurate and appropriate records. Maintain financial viability.

Action	Responsibility	Timeline	Resources	KPI	Priority
brainstorm all potential income options and short list those warranting follow up.	Executive		establish small working group and web resources to establish listing for consideration	alternative income activities instituted	
consider introduction of a spectator entrance fee	Executive		undertake investigations as appropriate and report back to Executive for consideration	introduction of such a fee is formally considered	
Consider alternative payments option and implement as appropriate	Treasurer	delivered in part	investigate what is involved to set up mechanisms to cater for payment by 'cards' or electronic means	payment by credit card / electronic funds transfer is being used by the Treasurer and available to the membership	
the facility as an income source (sponsorship)	Executive		prepare sponsorship package to advertise in stadium / sponsor a court for 12 months)	income derived through stadium sponsorship as evident by sponsors boards in the stadium	
sponsorship on our newsletters & website - look at members sponsoring as an income source	Executive		approach members in relationship to promoting their business through STT	income derived through member sponsorship activities	
review hire charges and fee structure	Treasurer		look at cpi, cost recovery analysis, other TT bodies and sports fees & charges	review undertaken on an annual basis incorporating appropriate methodology	
prepare annual budget for Executive approval	Treasurer		prepare a budget outlining funding commitment to recurrent expenditures, activities and new initiatives	annual budget prepared and submitted for approval	
maintain financial records in an appropriate software suitable for sporting club management	Treasurer		consider software options	financial software is used to manage Southern finances.	

Core Business Area:
Membership, Participation & Competition

Objective:

To establish and maintain a membership database, regularly communicate with the membership and endeavour to capture their ongoing patronage of the Association. To undertake such activities which lead to an increase in membership numbers in the areas of competition, social play and juniors.

Action	Responsibility	Timeline	Resources	KPI	Priority
enhance existing membership database to capture all members and relate to a membership number / card.	Executive		computer software and input data with database available to key persons	membership database enhanced	
competition - approach businesses to enter teams (uni)	Executive		emails and phone calls to potential businesses	effort acknowledged in approaching businesses to enter TT teams in STT competition	
alternative competitions / use of un-utilised stadium time during the day and weekends.	Executive		sub committee to brainstorm and explore alternatives to increase use of stadium	better utilisation of the stadium	
competition - organised	Executive & Competition Sub Committee		sub committee to look at the current approach to Winter, spring & summer comps	review is undertaken and documented	
organise an inter association tournament of southern based table tennis groups. Consider a cooperative venture with other southern table tennis bodies	Executive		contact appropriate person in other southern tt groups, discuss and negotiate where and when	inter association tournament established	
promote social table tennis opportunities	Executive & Social reps		sub committee to brainstorm ways to further promote the 'social' aspect of table tennis	ideas implemented and effective	
STT to initiate Southern interclub junior competition on Saturday mornings.	Executive & Junior Sub Committee		contact appropriate person in other tt groups and meet to consider a competition	Saturday morning interclub junior competition established	

**Core Business Area:
Facilities & Equipment**

Objective:

To provide a comfortable and well equipped playing venue for the membership and visitors to the stadium. To ensure wet areas and other areas are maintained in a clean and functional manner. To make the stadium and facilities available for hire.

Action	Responsibility	Timeline	Resources	KPI	Priority
Storage space for tables if need to clear the floor for alternative activity	Executive		identify / create appropriate space to accommodate 11 tables & table surrounds	space identified or created	
floor and table maintenance	Treasurer		undertake annual review and establish program to maintain tables and floor surfaces	program established and maintenance undertaken	
display of the Phil Anderssen memorabilia	Executive		decide requirements to best display Phil Anderssen memorabilia	Phil Anderssen memorabilia displayed	
scorer replacement	Treasurer		obtain prices and trial alternative table tennis scorers	existing TSP flippers are replaced	
lighting - replacement program of fluoro units in the playing area and other facility locations	Treasurer		undertake lux test and establish replacement program	all fluoro lighting is in good working order and functioning at appropriate lux levels	
look at capacity to upgrade stadium facility to provide for family friendly environment and spectator comfort	Executive		Exec to consider 'ideal' requirements and financial resources required.	upgrade of facility is undertaken to provide for family friendly / spectator comfort	
look at capacity to provide more tables to satisfy competition needs and enable reconfiguration for major events	Executive		Exec to consider 'ideal' requirements and financial resources required.	reconfiguration undertaken and / or more tables introduced.	
look at capacity to provide garaging of the coaching trailer at Southern venue	Executive		Exec to consider 'ideal' requirements and financial resources required.	coaching trailer is garaged at Southern venue	

Core Business Area:
Coaching

Objective:

Through accredited coaches, deliver coaching programs in the school environment and community upon demand. Actively promote the capacity of the Association to provide coaching programs both at the stadium and in the field.

Action	Responsibility	Timeline	Resources	KPI	Priority
ensure coaches working in schools on behalf of STT are accredited and appropriately educated and regularly update their skill set.	Executive		attend training courses as appropriate. Consider what training is appropriate	formal accreditation credentials	
develop annual school coaching program based on available human and financial resources (non ASC)	Executive & Junior Sub Committee		STT budget / funding allocation. Promote opportunity to schools and community	budget allocated and formal program exists in documented form	
establish program to attract potentially gifted players as follow up from school coaching	Junior Sub Committee		discussion with school coaches & design approach which can be adopted and used	formal process in place, recording offers and observing follow up from students	
ensure students following coaching are provided with STT promotional material to take home	Junior Sub Committee		leaflets and other promotional material created and provided to coaches. Consider check list for coaches.	coaches verify leaflets handed out. Students respond to handouts.	
identify what general community coaching can be undertaken	Executive		meeting to discuss approach, including budget available. Use City of Onk Community info to assist identify groups.	log maintained of coaching. Log reflects community coaching, not just schools	
ensure new Tuesday night juniors have access to a introductory coaching program	Junior Sub Committee		availability of coach to deliver 5 week introductory program. Maintain participants workbook as handout	maintain log reflecting those undertaking coaching course.	
recruitment of new coaches to fulfil STT activities as long term coaches step aside.	Junior Sub Committee		encourage and approach potential coaches and assist them financially to gain accreditation	number of active coaches undertaking activities on behalf of Southern TT	

Core Business Area:
Umpiring & Officiating

Objective:

Encourage the membership to undertake Umpiring accreditation courses. To deliver inhouse training to STTA players to encourage compliance with the rules of table tennis in match play.

Action	Responsibility	Timeline	Resources	KPI	Priority
offer and deliver inhouse umpires course with opportunity for participants to obtain a formal qualification if desired	Secretary		appropriate person and materials to deliver course	course is offered annually	
deliver short presentations on table tennis rules at appropriate times members are present.	Secretary		appropriate person and materials to deliver course. Handouts provided to players and promoted in newsletters, web and emails	short presentations are held with rules changes or prior to match nights	
snippets of rules introduced on a weekly basis to Southern Players	Secretary		introduce on newsletters	appears on newsletters or other resources provided to palyers	
provide resources at the stadium to assist with player education of the rules, legal equipment and other reference materials	Secretary	delivered December 2014	create a resource folder and make available strategically	folders in place	

Core Business Area:
Volunteers and Succession Management

Objective:

Ensure volunteers are recognised, supported, trained and valued. Undertake a pro-active approach to succession management in maintaining volunteer levels and suitable persons to fulfil Executive Committee and sub committee roles to protect the longevity of Southern Table Tennis Inc.

Action	Responsibility	Timeline	Resources	KPI	Priority
look outside STT and table tennis to find volunteers for all aspects of running STT	Executive		brainstorm strategy to look at alternative sources for volunteers, including Office for Volunteers	additional volunteers from outside the sport join STT	
review payments to volunteers (payment of out-of-pocket expenses)	Executive		working party established to review assistance provide to canteen helpers and assess if any other persons should be recognised.	review is undertaken and documented. Review undertaken annually	
formally consider concept of establishing a specialist paid position to achieve desired STT outcomes	Executive		Committee to consider value of this approach and how funding would be achieved	review of option undertaken and documented	
succession management - consider best approach and alternatives to attract appropriate persons to the administrative side of the sport	Executive		brainstorm strategy to look at alternative sources for volunteers, including Office for Volunteers	review is undertaken and other STT members take on some form of operational role	
make members aware of the key roles and associated duties associated with each position.	Executive		through newsletters and email, make known to members who does what at STT.	evidence information is communicated to members	
provide induction, support and training to existing volunteers	Executive		consider what support and training is appropriate to enable volunteers to undertake specific roles	evidence reflects volunteers have been inducted at minimum	

Core Business Area:
Risk Management

Objective:

Risk Management is taken seriously and each activity and operational area is assessed in terms of likelihood and consequence. Identified risks are minimised and reviewed regularly. New operations and activities are assessed prior to introduction.

Action	Responsibility	Timeline	Resources	KPI	Priority
identify all risks and undertake a formal risk assessment on all aspects of STT activities and assets.	Executive		brain storming exercise to identify all risks. Classify each risk to determine if further attention / risk strategy needs to be developed	establish a risk register, undertake an assessment and evidence it is reviewed annually.	
create appropriate policies, procedures and / or documents from the risk assessment, publish and promote to the membership	Executive		from the risk assessment, identify processes and strategies and document as appropriate	policies, procedures and documents exist and are reviewed annually	
ensure training in delivered in respect to emergency evacuation and members are clear in respect to their role in such situations.	Executive		ensure evacuation procedures and responsible persons is documented. Brief volunteers and members on procedure	evacuation detail is displayed and promoted to the membership. Volunteers undertake retraining annually	
ensure through the joint management approach, STT and SCSSC undertake a joint approach to risk management issues where appropriate	Executive		each organisation to undertake own assessment, then convene meeting to consider joint responsibilities	a joint management risk register exists and is reviewed annually	