



Witta Tennis Club Inc Club Operations Guide

**By-Laws
Management
Policies
Procedures**

Approved by Management Committee

Definitions

By-law – A By-law is a mandatory rule to be upheld by club members. By-laws are enforceable.

Policy – A policy is a stated position and approach adopted by Witta Tennis.

Procedure – A procedure is an operational guide to managing the activities of the club.

Procedures may change to reflect the changing needs of the clubs operations.

Witta Tennis Club Inc. – The name of Witta Tennis Club Incorporated (the association) as per the Associations Incorporation Act 1981.

Witta Tennis – The name of Witta Tennis Club Inc. as used by the membership and referred to on the Witta Tennis logo.

WT – The shortened version of Witta Tennis.

Management Committee – The management committee of the association consists of a president, vice president, secretary, treasurer and any other members of the association members elect at a general meeting.

Executive Committee – The executive committee of the association consists of Witta Tennis Club Inc. office bearers; president, secretary and treasurer.

Member – paid up and registered member of the Witta Tennis Club Inc.

Acknowledgments

Witta Tennis acknowledges the range of sources from which the operations guide has been developed:

- Tennis Australia - www.tennisaustralia.com.au
- Tennis Queensland - www.tennisqueensland.com.au
- UQ Sports - www.uqsport.com.au
- Witta Tennis Club Inc constitution October 2008.

The Operations Guide is made pursuant to the constitution of Witta Tennis Club Inc (herein after called Witta Tennis) and is adopted for the general conduct of the affairs of the Club

Additions or amendments to the Operations Guide may be made by the management committee and in accordance with provisions of the constitution.

All words, expressions and phrases contained in the guide shall have the same meaning prescribed by the Associations Incorporation Act and the constitution unless the context otherwise requires.

A copy of the Operations Guide shall be kept by the Secretary and a copy shall be available for inspection in the Witta Tennis Shed at all reasonable times by any financial member.

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1. By-Laws

1.1 Code of Conduct

Witta Tennis members are required to behave in ways that uphold the Witta Tennis Code of Conduct.

The **Code of Conduct** requires that a member in the course of their membership must:

- **Behave honestly and with integrity**
- **Act with care and diligence**
- **Treat all Witta Tennis members with respect and courtesy, and without harassment**
- **Co-operate and work harmoniously with the elected committee members and other members so as not to hinder or impede them in the performance of their duties nor to act in a manner that may endanger their health and safety**
- **Maintain appropriate confidentiality about dealings with Witta Tennis management committee**
- **Disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with Witta Tennis membership**
- **Use Witta Tennis facilities and resources in a proper manner**
- **Not provide false or misleading information in response to a request for information that is made for official purposes in connection with the member's membership**
- **Not make improper use of**
 - **inside information or**
 - **membership status, power or authority in order to gain, or seek to gain, a benefit or advantage for the member or for any other person**
- **At all times behave in a way that upholds Witta Tennis values and the integrity and good reputation of Witta Tennis**
- **Comply with Tennis Australia Codes of Conduct (general, administrators, coaches, players, parents/guardians)**
- **Operate within the rules of tennis and comply with all applicable Australian laws**

1.2 Member Protection By-Law

Witta Tennis is bound by Tennis Australia's Member Protection By-Law.

The By-Law addresses issues such as:

- Protection of individuals from harassment and discrimination
- Preventative measures such as screening and declarations to ensure that the right people are involved in Junior Tennis

Harassment is any behaviour which is offensive, abusive, belittling or threatening from the point of view of the person receiving the harassment. Harassment can be expressed or implied, physical, verbal or non-verbal. Examples of harassment include abusive behaviour, belittling jokes or comments, unwelcome remarks, innuendo or taunting, offensive e-mails or letters, displaying offensive material and sexual propositions.

Discrimination is treating a person less favourably than someone else on the basis of an attribute or personal characteristic such as age, disability, marital status, parental/carer status, physical features, political belief/activity, pregnancy, race, religious belief/activity, sex or gender, sexual orientation and transgender orientation.

The By-Law includes the procedure for dealing with complaints, attempting mediation and conducting hearings and appeals. The By-Law also deals with the protection of children by requiring mandatory screening of employees and volunteers who are likely to have individual and unsupervised contact with players under 18 years of age.

In Queensland, the screening process includes the "Working with Children Check" conducted by the Commission for Children and Young People. Witta Tennis committee members and persons providing coaching for children and young people are required to hold a current Blue Card.

Complaints by members should be directed to the President (for referral to Tennis Queensland) or directly to the Member Protection Officer, Tennis Queensland, P O Box 2366, Graceville, Qld 4075.

A copy of the full Member Protection By-Law is available from the Tennis Queensland Web Site (www.tennis.com.au/qld).

1.3 Fees

Fees are set after the end of the Financial Year i.e. 30 June each year and must be voted on at the AGM.

Witta Tennis membership and fees are effective for one calendar year, i.e. 1st January until the 31st December. If a person's membership is revoked by the management committee during the year, a pro-rata credit will be issued only on the membership cost component but not on the Tennis Queensland portion as the member can join another club and transfer the insurance accordingly.

Fees are due on 1 January each year. Payment of fees is required by 31 January each year. Renewal notices are sent to members in early December. Failure to pay within these guidelines renders a member:

- unfinancial and
- liable to pay full price for any social matches or court hire and
- ineligible to vote.

Payment of fees may be processed through Maleny Credit Union, direct to the treasurer or Tennis Queensland website.

Membership fees are set out in Appendix A

1.4 Members Playing Fixtures

Once a person has played five times for a Witta Tennis fixture team they must be a member of the club and must have Tennis Queensland coverage. This is the responsibility of the captain of the team.

Players may only play in a Final match if they have played three fixture matches. If a team cannot field four qualified players due to an unforeseen circumstances, special consideration will be given. Teams are asked to contact the management committee and the management committee will consider the request.

2. Witta Tennis Management

2.1 Roles and Responsibilities

The management committee consists of the President, Secretary, Treasurer and up to 6 elected members, totaling 9 persons (the role of Vice President Role is optional, if the position is not elected then another committee member will be nominated as the Presidents representative as required).

The management committee appointments are annual appointments. These roles are appointed at the AGM and any paid up member wanting to be on the committee can be nominated.

The management committee has the power to make and change policies and procedures from time to time for the internal management of the club. Members can challenge the By-Laws at the AGM or Special General Meeting in writing.

Changes to the constitution can only be made at an AGM or Special General Meeting.

The functions of the management committee are outlined as below:

1. The management committee has the general control and management of the administration of the affairs, property and funds of the association.
2. The management committee has authority to interpret the meaning of these rules and any matter relating to the Act, including and regulation made under the Act.
Note – The Act prevails if the association rules are inconsistent with the Act – see section 1B of the Act.
3. The management committee may exercise the powers of the association:
 - a. to borrow, raise or secure the payment of amounts in a way the members of the association decide
 - b. to secure the amounts mentioned in paragraph (a) or the payment or performance of any debt, liability, contract, guarantee or other engagement incurred or to be entered into by the association in any way, including by the issue of debentures (perpetual or otherwise) charged upon the whole or part of the association's property, both present and future
 - c. to purchase, redeem or pay off any securities issued
 - d. to borrow amounts from members and pay interest on the amounts borrowed, if agreed to the interest rate prior to any such arrangements
 - e. to mortgage or charge the whole or part of its property
 - f. to issue debentures and other securities, whether outright or as security for any debt, liability or obligation of the association
 - g. to provide and pay off any securities issued
 - h. to invest in a way the members of the association may from time to time decide.
4. For sub rule (3)(d), the rate of interest must not be more than the current rate being charged for overdrawn accounts on money lent (regardless of the term of the loan) by:
 - a. the financial institution for the association
 - b. if there is more than 1 financial institution for the association – the financial institution nominated by the management committee.

The President is the club's leader. The President sets the tone and is the public face of the club. The President chairs meetings.

The Treasurer manages the day to day finances of the club, meets audit requirements and reports regularly on financial matters of the club.

The Secretary is the public officer of the club.

The current Witta Tennis management committee members are assigned individual roles and responsibilities to manage, plan, organise, co-ordinate and monitor Witta Tennis affairs.

Mandatory responsibilities are as follows:

President:

- Governance and communication,
- Chairs Management Committee Meetings
- Witta Tennis Operational Guide and By Laws
- Annual Plan – Aims and Objectives
- Grant Applications

Treasurer:

- Financial sustainability and reporting
- Maintain Membership list and administer applications
- Record all Income
- Maintain accurate accounting records
- Prepare monthly income / expenditure reports
- Control Expenditure and pay legitimate creditors
- Reconcile Bank Accounts monthly
- Deposit Income upon receipt
- Organise annual account audit

Secretary:

- calling meetings of the association, including preparing notices of a meeting and of the business to be conducted at the meeting in consultation with the President of the club
- keeping minutes of each meeting
- keeping copies of all correspondence and other documents relating to the club
- maintaining the register of members of the club.
- Insurance for officers and club
- Correspondence and general support
- Liaison with External parties
- Prepare and distribute monthly agenda
- Record and prepare meeting minutes
- Distribute copies of monthly minutes
- Collect mail from PO Box and distribute mail to club and committee members
- In coming / Outgoing correspondence and prepare monthly summary of correspondence

Management committee responsibilities are as follows and undertake as the committee determines appropriate:

- Media and public relations
- Member development and support
- Club Development
- Junior development and coaching
- Fund raising
- Membership Liaison
- Encourage and develop membership
- Develop general knowledge of Operational Guide
- Act as Facilitator for organisational activities
- Witta Recreational Club Liaison
- Club Tournaments – Internal, Inter-club
- Match Point development and editing
- Provide Match point Articles
- Match point publication
- Administer and collate Match Point issue items & Articles
- Liaison with Media providers
- Ensure Club information is up to date with media providers.
- Formulate and produce a social activity programme.
- Plan and Organise Social activities
- Project management – Landscaping
- Project management – Facility upgrades
- Building Extension – Project lead
- Extension programs – Facilitator
- Innovations
- Club Tournaments – Internal, Inter-club
- Provide Match point Article for additional tasks
- Supervision of Club tournaments
- Supervision of Club Championships
- Administer team ball allocations
- Dispute management as required
- Understand divisional by-laws and policy
- Process team registrations
- Ongoing maintenance
- Repair and facilitation
- Preventative and breakdown maintenance
- Develop and maintain Corporate Engagement
- Donor Developments enhancement program

2.2 Meetings

The Witta Tennis constitution requires a minimum of four management committee meetings per annum plus the Annual General Meeting

As required the executive committee meets to focus on the business and financial needs of the club.

The principal agenda items for meetings of the management committee shall be:

- a) Meeting Preliminaries
- b) Meeting Commenced
- c) Apologies
- d) Conflict of Interest Requirement
- e) Minutes from Previous Meeting
- f) Business Arising from Minutes
- g) Governance and Administration
- h) Financial Sustainability and Reporting
- i) Club Development
- j) Fundraising/Sponsorship/ Publicity
- k) Junior Programs
- l) WT Project List
- m) General Business
- n) motions on notice (to be provided prior to meetings)
- o) special business of which notice has been given
- p) Meeting Closed
- q) Next Meeting.

2.3 Communication

2.3.1 Minutes of Meetings

Minutes of all committee meetings are prepared by the Secretary and sent to the President. The President checks the minutes and returns to the Secretary for distribution to committee members. Minutes are generally distributed to members within 7 days of committee meetings.

A quorum of 50% + 1 is required to approve minutes of meetings.

2.3.2 Electronic Communication

All members are required to comply with the electronic communication policy. Email communication between committee members is to be constructive and succinct. Each member is responsible for content and tone of their own communication. All communication should be professional, courteous and respectful of persons. Comments and corrections on minutes of meetings are to be brought to committee meetings for discussion.

2.3.3 MatchPoint newsletter

Witta Tennis is committed to communicating frequently and openly with members. In addition to displaying minutes of meetings, updates and general news on the notice board in the Shed, Witta Tennis publishes MatchPoint, the club newsletter on www.wittatennis.com.au, available for download.

2.3.4 Suggestion Box

A suggestion box is in The Shed. Members are encouraged to make suggestions to improve club management, services and facilities. Suggestions in writing are considered promptly by the committee.

2.3.5 Annual General Meeting

The annual general meeting is held within 6 months after 30 June each year. The procedure for notifying members of the AGM, submitting nominations for committee and the running of the AGM is outlined in section 34 of the Witta Tennis Club Inc constitution.

Subject to the provisions of the Associations Incorporation Act and the constitution, all general meetings of the Club and meetings of the management committee shall be conducted in accordance with the Standing Orders and Rules of Debate.

The principal agenda items for the Annual General Meeting shall be:

- a) opening
- b) apologies
- c) confirmation of minutes of previous Annual General Meeting
- d) business arising out of the minutes
- e) President's annual report
- f) Treasurer's report and Auditor's report
- g) election of management committee
- h) motions on notice (to be provided prior to meetings and promulgated to all members)
- i) election of Auditor
- j) special business of which notice has been given

- k) any other business which under the constitution, the By-Laws or by law ought to be transacted at an annual general meeting
- l) general business accepted by the chairperson for discussion
- m) close.

The principal agenda items for a special general meeting shall be:

- a) opening
- b) apologies
- c) special business of which notice has been given (being the only item of business)
- d) any other business which under the constitution, the By-Laws or by law may be transacted at a special general meeting
- e) close.

3. Witta Tennis Policies

3.1 Conflict of Interest Policy

It is in the best interest of Witta Tennis to be aware of and properly manage all conflicts of interest and appearances of a conflict of interest. This conflict of interest policy is designed to help committee members, members and volunteers of Witta Tennis to identify situations that present potential conflicts of interest and to provide Witta Tennis with a procedure to appropriately manage conflicts in accordance with legal requirements and the goals of accountability and transparency in Witta Tennis operations:

1. **Conflict of Interest Defined:** In this policy, a person with a conflict of interest is referred to as an “interested person”. For purposes of this policy, the following circumstances shall be deemed to create a Conflict of Interest:
 - a. a **committee member, member or volunteer**, (or family member of any of the foregoing) is a party to a contract, or involved in a transaction with Witta Tennis for goods or services
 - b. a **committee member, member or volunteer**, (or a family member of any of the foregoing) has a material financial interest in a transaction between Witta Tennis and an entity in which the **committee member, member or volunteer**, or a family member foregoing is a director, officer, agenda partner, associate, employee, trustee, personal representative, receiver, guardian, custodian or other legal representative
 - c. a **committee member, member or volunteer**, (or a family member of the foregoing) is engaged in some capacity or has a material financial interest in a business or enterprise that competes with Witta Tennis.

Other situations may create the *appearance of a conflict*, or present a *duality of interests* in connection with a person who has influence over the activities or finances of Witta Tennis. All such circumstances should be disclosed to the management committee, as appropriate, and a decision made by the committee as to what course of action should be taken so that the best interests of Witta Tennis are not compromised by the personal interests of anyone in Witta Tennis.

Gifts, Gratuities and Entertainment

Accepting gifts, entertainment or other favours from individuals or entities can also result in a conflict or duality of interests when the party providing the gift/entertainment/favour does so under circumstances where it might be inferred that such action was intended to influence, or possibly would influence, the interested person in the performance of their duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of Witta Tennis.

2. Definitions

- a. a “Conflict of Interest” is any circumstance described in Part 1 of this Policy.
- b. an “Interested Person” is any person serving as a **committee member, member or volunteer** of Witta Tennis or a major donor to Witta Tennis or anyone else who is in a position of control over Witta Tennis or who has a personal interest that is in conflict with the interests of Witta Tennis.
- c. a “Material Financial Interest” in an entity is as a financial interest of any kind which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an Interested Person’s or Family Member’s judgement with respect to transactions to which the entity is a party.
- d. a “Contract or Transaction” is any agreement or relationship involving the sale or purchase of goods or services, the providing or receipt of a loan or grant, the establishment of any other type of financial relationship, or the exercise of control over another organisation. The making of a gift to Witta Tennis is not a Contract or Transaction.

3. Procedures

- a. prior to Witta Tennis committee action on a Contract or Transaction involving a Conflict of Interest, a director or committee member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting. If committee members are aware that members or other volunteers have a conflict of interest, relevant facts should be disclosed by the member or by the interested person if invited to the committee meeting as a guest for purpose of disclosure.
- b. a committee member who plans not to attend a meeting at which he or she has reason to believe that the committee will act on a matter in which that member has a Conflict of Interest shall, prior to the meeting, disclose to the chair of the meeting all facts material the Conflict of Interest. The chair shall report the disclosure at the meeting and the disclosure shall be recorded in the minutes of the meeting.
- c. a person who has a Conflict of Interest shall not participate in or be permitted to hear the committee’s discussion of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert their personal influence with respect to the matter, either at or outside the meeting.
- d. a person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote.
- e. the person having a conflict of interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person’s ineligibility to vote shall be reflected in the minutes of the meeting.
- f. interested Persons who are not members of the committee of Witta Tennis or who have a Conflict of Interest with respect to a Contract of Transaction that is not the subject of committee action, shall disclose to the Chair, or the Chair’s nominee any Conflict of Interest that such Interested Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Interested Person. The Interested Person shall refrain from any action that may affect Witta Tennis’ participation in such Contract or Transaction.

In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to the Chair or the Chair’s nominee who shall

determine whether full committee discussion is warranted or whether there exists a Conflict of Interest that is subject to this policy.

4. Confidentiality

Each **committee member, member or volunteer** shall exercise care not to disclose confidential information acquired in connection with disclosures of conflicts of interest or potential conflicts which might be adverse to the interests of Witta Tennis. Furthermore, a **committee member, member or volunteer** shall not disclose or use information relating to the business of Witta Tennis for their personal profit or advantage, or the personal profit or advantage of their Family Member(s).

5. Review of Policy

- a. each **committee member** shall be provided with and asked to review a copy of this Policy and to acknowledge in writing that he or she has done so.
- b. annually, **committee members** shall complete a disclosure form identifying any relationships, positions or circumstances in which he or she is involved in that he or she believes could contribute to a Conflict of Interest. Such relationships, positions or circumstances might include service as a director of or consultant to another non profit organisation, or ownership of a business that might provide goods or services to Witta Tennis. Any such information regarding the business interests of a **committee member**, or a Family Member thereof, shall be treated as confidential and shall generally be made available only to the Chair, the Secretary, and any committee appointed to address Conflicts of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this Policy.
- c. this policy shall be reviewed annually by each member of the management committee. Any changes to the policy shall be communicated to all members and volunteers.
- d. all meetings shall have on the agenda a reminder to members of their duty of disclosure with regard to any matters to be raised at the meeting.

3.2 Complaint Handling Policy

Witta Tennis supports and encourages open communication between members and the management committee. At all times, feedback and suggestions are welcomed and discussed. Where opinions differ, all attempts are made to resolve differences informally and as soon as they arise. The general policy is to resolve 99% of matters through good relationships, open communication, informally and speedily. The complaints handling policy provides a pathway for matters to be resolved after local informal methods have failed to achieve resolution.

Complaints are handled in the following way:

1. On receipt of a written, signed complaint, the complaint is registered on Witta Tennis complaints register by the Secretary and the President is informed
2. Within **seven days** of receipt of a complaint, an acknowledgement is sent to the relevant complainants.

Acknowledgement of the complaint may include:

- a. confirmation the complaint has been lodged and the date it was received
 - b. any action that has taken place since the complaint was lodged
 - c. how the complaint is proposed to be resolved or investigated
 - d. when it is anticipated that the complaint will be resolved.
3. A complaint investigation is given the highest priority and is investigated by the President or delegated person within **fourteen days** from the receipt of the complaint.

In conducting an investigation, the President or delegate may call upon any documentation relevant to the complaint, or may collect evidence from relevant parties as required. The President or delegate will compile a written report concerning relevant aspects of the complaint. The President or delegate may supply a copy of such file, documentation or report (or any part thereof) to the complainant and the person or organisation against whom the complaint has been made, and afford them a reasonable opportunity to make a written response to such material.

Informal resolution

A complaint may be dealt with informally through discussion with the parties concerned, if the complaint is of a minor nature and the complainant wishes the matter to be dealt with in this fashion. In this event, the President should, as soon as reasonably practicable, make a file note of the complaint and its resolution.

Mediation

The President or their delegate may conduct mediation between the complainant and individual member(s). If an agreed outcome is reached, a synopsis of the agreement shall be prepared by the President or delegate, to be signed by the complainant and the individual member. A copy of the synopsis shall be supplied to both the complainant and the individual member, and the original document retained on the Complaints Register kept by the Secretary.

Dispute resolution

If an agreed outcome cannot be reached through mediation, the President or delegate shall prepare a report of the mediation, supply a copy of such report to the complainant and the individual member.

4. The President or delegate shall then make a decision concerning the complaint and shall supply a copy of the decision, together with reasons for the decision, to the complainant and member. The written response shall be sent within **fourteen days** from date of mediation.
5. All documentation relating to complaints is to be given to the Secretary for inclusion in the Complaints Register and for tabling at the next management committee meeting.

Outcomes

Some complaints will be resolved shortly after they are made, by the simple provision of clear information, or the copy of a particular document. Other complaints will involve a more complex process and investigation. A range of outcomes are possible from a complaint and may include:

- the provision of reasons for a particular decision being made at first instance
 - the provision of a particular document or documents
 - disciplinary action against a member
 - a finding that the complaint was without merit, frivolous or vexatious
 - referral of the matter to Tennis Queensland for further investigation or review
 - introduction of operational or administrative procedures, policies or practices
 - changes to existing operational or administrative procedures, policies or practices
 - redress for the complainant.
6. Some complaints must be referred externally for action. For example if a complaint concerns corrupt or fraudulent conduct by a member or committee member, or in cases of alleged criminal conduct.

3.3 Discipline Policy

Any member acting or reported to be acting in ways which are not consistent with Witta Tennis Club Inc. rules, by-laws, policy and procedures may be subject to disciplinary action.

As per section 10 (3) of the Witta Tennis Club Inc. constitution, the management committee may terminate a member's membership if the member:

- a) is convicted of an indictable offence
- b) does not comply with the provision of these rules
- c) has membership fees in arrears for at least 12 months
- d) conducts themselves in a way considered to be injurious or prejudicial to the character or interests of the club.

Before the management committee terminates a member's membership, the committee must give the member full and fair opportunity to show why the membership should not be terminated

If, after considering all representations made by the member, the management committee decides to terminate the membership, the Secretary of the committee must give the member a written notice of the decision

Right to appeal

A person has the right to appeal as per Section 11 of the constitution.

3.4 Privacy Policy

Although non-profit organisations like Witta Tennis are not covered by the private sector provisions of the Privacy Act (1988), Witta Tennis is committed to the National Privacy Policies.

Information collected by Witta Tennis includes name, address, phone numbers, e-mail address, sex, date of birth. This information is required for identification purposes, for the conduct of competitions and for the determination of membership categories. A nominated committee member will be responsible for maintaining the confidentiality of the above information.

In accordance with the National Privacy Principles, our members' private information will be made available to them upon request. Unless a written direction to the contrary is received, such contact information as is deemed necessary for the conduct of competitions will be made available to other members (e.g. name and phone numbers) and the relevant Fixture Associations.

Witta Tennis will provide such personal information about its members to Tennis Queensland and other tennis bodies as is required as a condition of affiliation.

To facilitate the promotion of the game of tennis, Witta Tennis may share contact information about its members with other tennis bodies provided those bodies have adopted appropriate privacy policies.

Except for the above instances, Witta Tennis does not provide member's private information to third parties without their written consent unless:

- required by law
- we believe it necessary to provide the member with a service which he or she requested
- it is necessary to protect the rights or property of Witta Tennis or any member of the public
- to reduce a threat to a person's health or safety

Witta Tennis does not collect or hold sensitive information about its members.

Witta Tennis will send members information about tennis and tennis-related activities by post and e-mail.

Witta Tennis will not send members other advertising material without first asking members whether they wish to receive such promotional information. If members are receiving promotional information from Witta Tennis and do not wish to receive such information any longer, they may remove their name from Witta Tennis's contact lists by informing the Secretary in writing or by email. Please allow seven days for this request to be processed.

Witta Tennis will endeavour to take all reasonable steps to keep secure any information which it holds about its members, and to keep this information accurate and up to date. Member information is stored in secure environments. In addition, committee members and volunteer workers who provide services for us are obliged to respect the confidentiality of any personal

information held by Witta Tennis. However, Witta Tennis will not be held responsible for events arising from unauthorised access to your personal information.

From time to time our policies will be reviewed and may be updated. Witta Tennis reserves the right to change its privacy policy at any time and notify members by posting an updated version of the policy in The Shed.

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's website (www.privacy.gov.au).

3.5 Electronic Communication Systems Policy

What are Electronic Communication Systems?

Electronic communication systems include any computer, computer network, internet service, intranet, email, telephone (including mobile phone), fax or other electronic communications device or service utilised by Witta Tennis.

Principles:

- electronic communication systems are utilised for Witta Tennis management and member communication and should be used in a diligent, careful and professional manner
- communication shall be courteous and polite, and protect others' rights to privacy and confidentiality
- electronic communication systems shall not be used for the purposes of accessing, creating, copying, downloading, displaying, storing or sending material which may reasonably be regarded as inappropriate, as the term is defined in this policy
- all communication is within the spirit of the Witta Tennis Code of Conduct.

What is inappropriate?

Examples of inappropriate material include:

- pornographic/sexually explicit material (includes sexual acts, nudity)
- sexually implicit material (includes sexual concepts)
- cruel, malicious or violent material (includes people or animals that are fighting)
- material that may cause offence, intimidation or may amount to harassment or discrimination on any of the grounds in the Anti-Discrimination Act (Qld) 1991
- material that threatens, bullies, harasses or defames any person or organisation
- other inappropriate material not listed here that is offensive and/or unethical i.e. is a breach of the Code of Conduct (includes material that is offensive, racist or sexist)
- material that may breach copyright
- material that interferes with or potentially risks the security of any network, information service, equipment or any other user
- material for personal commercial purposes or personal gain (includes gambling websites)
- unsolicited bulk email
- illegal/criminal material
- material that uses more space on the network than is appropriate.

Policy Acknowledgement

All Witta Tennis committee members are required to acknowledge the Witta Tennis policy statement on Appropriate Use of Electronic Communication Systems on taking up office.

Complaints

Complaints in writing will be dealt with as per the complaints handling procedure.

Consequences if this policy is breached

A member found to be in breach of this policy may be subject to disciplinary action, up to and including termination of Witta Tennis club membership, exclusive of any other legal or criminal penalty that might be pursued.

3.6 Community Use Policy

Witta Tennis has a responsibility and community obligation to the Sunshine Coast Regional Council to provide tennis facilities to the general public. As part of this obligation, Witta Tennis has a policy of not allowing permanent bookings on Sundays, so as to make available, at least on one day of the week, ready availability of a court for casual bookings to the general public.

3.7 Donation Policy

Witta Tennis allocates a maximum of \$500 (total) amount annually for donation purposes. Up to 3 charitable activities may be supported each year. Suggestions for donations to charity may be submitted by any member to the management committee for approval.

4. Witta Tennis Procedures

4.1 Use and Member Categories

User Categories:

Casual User is any member of the general public who uses the courts on a one off basis.

Social User is a group of members who uses the courts on a regular basis and is sanctioned by the club to do so (members of the public may also participate).

Team User is a group of members who uses the courts on a regular seasonal basis.

Regular Booking User is any member or the general public who has a regular pre paid booking. The booking may be reviewed by the management committee on a three monthly basis and terminated if in the interest of the club.

Coaching User booking is made by the responsible coach who may or may not be a member of the club and can be on a casual or regular basis.

Membership structure:

Adult Member - includes TQ Membership, Witta Recreational Club Membership and full voting rights.

Junior Member – includes TQ Membership – under 18 years of age, non-voting.

Membership fees are set out in Appendix A

Public liability

The Witta Tennis Club Inc. is required to advise all existing and future members of our Public Liability Cover.

Witta Tennis has \$20M of Public Liability Insurance (including participation & participant to participant liability), \$10M Professional Indemnity Insurance and \$5M Directors & Officers Insurance. Members receive TQ Membership, which includes Personal Accident Insurance cover.

New members and renewing members must fill in a Witta Tennis membership form and send it to the Treasurer, for club records and updating in the Tennis Queensland System. The Registration and Renewal Form states the costs of membership, and the TQ registration fee.

4.2 Conditions of Use – Witta Tennis Courts

All persons (players) hiring the courts on a casual basis must understand and agree on the following “conditions of use”. Confirmation of your agreement is required by signing the booking form and including your contact details, together with the proscribed fee.

1. **Insurance Coverage.** The WTC has Public Liability Insurance Cover providing protection for the club against any claims by the public or players for negligence when using the clubs facilities.
2. **Personal Injury.** Players using the court facilities are not covered for personal accidental injuries sustained which have not been caused by negligence of WTC. Any injuries sustained and caused by other players are the responsibility of the players involved. The WTC is not involved in any claims procedure or settlement between players. The accident reporting form is encouraged to be completed.
Personal Injury Coverage only applies to club organised events, e.g. socials, club organized tournaments and representative team games.
3. **Footwear.** All players are to use shoes suitable for playing Tennis and must not to mark the court surfaces.
4. **Clean Up!** All players and their guests are requested to leave the court, the shed and environment in a clean and tidy condition.
5. **WTC Members.** WTC members are offered a discount to normal casual hiring fees, but are advised that the Personal Injury Coverage they have with Tennis Qld (TQ) does not cover them for casual hire of the courts.

4.3 Playing Tennis

Witta Tennis encourages members’ use of the Shed, the courts and its facilities.
Tennis Australia Code of Conduct applies to all players and guests at Witta Tennis

4.4 Tennis Court Hire

Booking Procedure:

- Witta Tennis courts are to be booked for use via **0437295501**
- availability of courts can be checked on Witta tennis Calendar at www.wittatennis.com.au.
- the court padlock combination code will be changed frequently
- the management committee monitors and reviews the booking procedure at regular intervals
- the Treasurer collects court booking monies from the Shed weekly.

Tennis Court hire charges are set out in Appendix B

4.5 Keys

Witta Tennis has a registered set of master keys. The register of key holders is maintained by the Secretary. Each set of keys includes a key to unlock the tennis courts and light switches, and a key to unlock the Shed kitchen door. A key is available in the Shed to unlock the store shed. Casual users will only get the one key to unlock the courts and court light switches.

Key holders are required to sign for their keys. They include:

- all committee members
- all team captains
- allocated shed cleaner
- all Social group organisers
- regular booking user (pre-paid).

All keys are to be returned to the management committee at the AGM each year for reissue to incoming office bearers and captains.

Regular Booking Key Holders

Special application may be made to the Secretary for allocation of a set of keys for regular booking holders. Regular bookings are regular weekly bookings for social play by members. Regular bookings and key holders are reviewed every 3 months by the management committee.

A fully refundable deposit of \$50 is to be paid on receipt of keys by the member responsible for the regular booking. Payment for court hire is made monthly and the regular booking user is required to complete a player registration sheet with dates and payment itemized on the form. Payment is made to the treasurer monthly via the slot in the Shed or the Witta Store.

A register of all key holders is kept by the Secretary.

4.6 Social Play

4.6.1 Fees

Members

Members pay a fee for those social days organised by the club members during the day, if a member wishes to hire the court separately during the day a charge applies. (See Appendix C)

Non Members

Non members pay a fee for those social days organised by the club members during the day. (See Appendix C)

4.6.2 Social Guidelines

Club Organised Socials

- usage of all club facilities and kitchen facilities (consumables)
- new balls – 2 per court (min 4 balls)
- personal Injury Coverage is with Tennis Qld (TQ members only*, non TQ members are not covered at any time)
- social session's duration – max 5 hours.
- cost see Appendix C
- If less than 4 players casual rates apply - use of facilities only.

4.6.3 Player Registration Sheet and Payment for Social Tennis

All players must sign their name, member status and playing fee on the player registration sheet for every social play.

Either a member of the committee or the key holder present is required to tally the player registration sheet or total cash to ensure all players have paid the correct amount for social play. Cash is placed in an envelope with the registration sheet and placed in the Treasurer's slot in the Shed at the end of the social play.

4.7 Casual Hire

Does **not** include:

- Usage of club facilities and kitchen facilities (consumables)
- New balls
- Personal Injury Coverage with Tennis Qld (TQ members only*, non TQ members are not covered at any time)
- cost see Appendix B
- Usage of the kitchen/The Shed can be made by special/standing arrangement with the committee.

****When are you covered?*** *In the event of an accident occurring while performing tennis or associated competition, tournaments, practice events, training, associated training, activities connected with the sport of tennis whilst staying away from the insured persons usual residence including but not limited to a tour, camp or event or involved in any voluntary labour, club/association business including administrative activities, meetings, presentation nights and/or any other organised functions including any travel to and/or from and/or between the locations of the activities and/or events. Any activity must be authorised by the association and/or club.*

4.8 Tennis Teams

4.8.1 Team Registration and Playing fees

All proposed team registration forms must be submitted to the Witta Tennis Treasurer by:

- Wednesday midweek ladies – ‘autumn’ 31 January, ‘spring’ 30 June
- Friday ladies – ‘autumn’ 31 January, ‘spring’ 30 June
- Sunday veterans – 31 January.

The core make-up of team players must be financial members of Witta Tennis at that time.

That is:

- ladies Wednesday and Friday - 4 financial members
- Sunday veterans – 4 male and 2 female financial members.

The Witta Tennis Treasurer will verify the financial member status and will pay the nominated registration fee as set by the district association.

Teams are not permitted to represent Witta Tennis if the above procedure is not followed.

Home game fees may change at the discretion of the management committee.

Non-members playing for a representative team must become financial members after playing five games.

Team fees are set out in Appendix E

4.9 Tennis Balls

Witta Tennis purchases tennis balls in bulk at regular intervals. Bulk stock of new tennis balls is maintained by the Treasurer. Playing stock of new tennis balls is kept in the Shed.

New tennis balls are used for social play.

Members may purchase new tennis balls at a cost set by the management committee. The member is to request a can or cans be made available when required. (see Appendix D)

4.10 Shed Cleaning Duties

The committee members are responsible for:

- Maintaining the cleanliness of the Shed
- Ensuring the Shed is stocked with basic supplies - tea, coffee, milk and sugar

Witta Tennis members have access to general kitchen facilities and refreshments as part of their membership whenever the Shed is open.

The committee may purchase general supplies as and when required. On presentation of receipts the committee member or nominee is reimbursed for all such expenses by the Treasurer.

4.11 Beverages

Witta Tennis members may consume their own beverages at their discretion.

4.12 Security

The responsible key holder for any event is responsible for opening up and locking the tennis courts, the Shed and the storeroom. Should the key holder observe any damage to property or theft from Witta Tennis the following policy applies:

4.13 Stolen or Damaged Assets

In the case of a suspected theft or malicious damage to Witta Tennis assets the following action must be taken:

- Advise the Secretary or President as soon as the theft or damage is noticed
- The Secretary or President will advise the police of the suspected theft or damage as soon as possible, ensuring all available information in relation to the incident is provided to assist them in their investigations
- Details such as the date the matter was reported to the police, the investigating officer's name and incident number are to be recorded and placed on file
- The Secretary to lodge insurance claim, if required.

Appendix A

Membership fee structure – 2019

\$60 - Adult Member – **includes TQ Membership and Witta Recreational Club membership and Maleny Golf Club Bronze member benefits**, with full Witta Tennis voting rights.

\$55 – Adult Member for Maleny Golf Club memberships, same benefits as above.

\$0 (free) – Junior Member – **includes TQ Membership** – under 18 years of age, non voting

Fee Structure:

Annual - 1st January to 31st December

Appendix B

Casual Court hire fees following 2018 AGM

Does **not** include:

- Usage of club facilities and kitchen facilities (consumables)
- New balls
- Personal Injury Coverage with Tennis Qld (TQ members only*, non TQ members are not covered at any time)

Members	\$5 per court per hour
Non members	\$8 per court per hour

Usage of the kitchen/The Shed can be made by special/standing arrangement with the committee.

Fee Structure:

AGM to AGM (new fees will be applied immediately following agreement at AGM)

****When are you covered?*** *In the event of an accident occurring while performing tennis or associated competition, tournaments, practice events, training, associated training, activities connected with the sport of tennis whilst staying away from the insured persons usual residence including but not limited to a tour, camp or event or involved in any voluntary labour, club/association business including administrative activities, meetings, presentation nights and/or any other organised functions including any travel to and/or from and/or between the locations of the activities and/or events. Any activity must be authorised by the association and/or club.*

<http://australia.marsh.com/Programs/Tennis/TennisPrograms>

Appendix C

Club Organised Social fees following 2018 AGM

Social User is a group of members who uses the courts on a regular basis and is sanctioned by the club to do so (members of the public may also participate).

- the usage of all club facilities and kitchen facilities (consumables)
- new balls – 2 per court (min 4 balls)
- personal Injury Coverage is with Tennis Qld (TQ members only*, non TQ members are not covered at any time)
- social session's duration – max 4 hours.

Members **\$5 with new balls**
 \$3 without new balls

Non Members **\$8**

If less than 4 players casual rates apply - use of facilities only.

Fee Structure:

AGM to AGM (new fees will be applied immediately following agreement at AGM)

****When are you covered?*** *In the event of an accident occurring while performing tennis or associated competition, tournaments, practice events, training, associated training, activities connected with the sport of tennis whilst staying away from the insured persons usual residence including but not limited to a tour, camp or event or involved in any voluntary labour, club/association business including administrative activities, meetings, presentation nights and/or any other organised functions including any travel to and/or from and/or between the locations of the activities and/or events. Any activity must be authorised by the association and/or club.*

<http://australia.marsh.com/Programs/Tennis/TennisPrograms>

Appendix D

Tennis Balls following 2018 AGM

- Witta Tennis purchases tennis balls in bulk at regular intervals.
- Bulk stock of new tennis balls is maintained by the Treasurer.
- Playing stock of new tennis balls is kept in the Shed.
- Members may purchase new tennis balls at a cost of \$12/can.
- The member is to request a can or cans be made available when required.

Fee Structure:

AGM to AGM (new fees will be applied immediately following agreement at AGM)

Appendix E

Team registration and match fees for home games 2019

Team registration fees

All proposed team registration forms must be submitted to the Witta Tennis Treasurer by:

- Wednesday midweek ladies – ‘autumn’ 31 January, ‘spring’ 30 June
- Friday ladies – ‘autumn’ 31 January, ‘spring’ 30 June
- Sunday veterans – 31 January.

The core make-up of team players must be financial members of Witta Tennis at that time.

That is:

- Ladies Wednesday and Friday - 4 financial members
- Sunday veterans – 4 male and 2 female financial members.

The Witta Tennis Treasurer will verify the financial member status and will pay the nominated registration fee as set by the district association.

Teams are not permitted to represent Witta Tennis if the above procedure is not followed.

Home game fees may change at the discretion of the management committee.

Non-members playing for a representative team must become financial members after playing five games.

Match day at home playing fees

Each Player \$6

2 courts will be booked for 4 hours

All teams will receive 4 new balls

Home game fees may change at the discretion of the management committee.

Match day at home (alternative courts) playing fees

Each Player \$6

Team captains will determine which team will play at home.

There is to be an equal distribution of home games between teams per competition.

It is the responsibility of the team captains to organise away courts.

The cost of hiring away courts is to be paid by the home team.

Witta Tennis will subsidise the difference between home court fees and capped away court fees of \$50.

The team captain will need to submit an invoice to the Witta Tennis Treasurer.

All teams will receive 4 new balls.

Match day away playing fees

No fees apply

Fee Structure:

Annual - 1st January to 31st December

Attachments

1. Complaints Register

Date	Complaint Received From	Action	Outcome	Responsible committee member	Date Resolved

2. Coaching Agreement



Witta Tennis Membership

- any tennis coach offering coaching at Witta Tennis must a member.
- the coach is to sign up any juniors attending coaching sessions as members. Membership forms are posted on the notice boards in The Shed.

Court hire

- The cost to the coach of hiring the Witta courts will be the member hire rate effective at the time per court used.
- The coach will book, hire and pay for Witta tennis courts as per the Witta Tennis Club Operations Guide court hire procedure.

Coaching

- The coach has the sole responsibility for managing their class sizes, compatibility of student ability within classes etc. Additional classes may be organised by the Club, utilising additional coaches, if the demand exists.

Competitions / Junior Clinic

- Inter-club competitions, including competitions, will be organised and administered by Witta Tennis. Competitions organised by the coach with the pupils of other coaches, or competitions other than between clubs in the region, may be organised by the coach and all proceeds (net of court hire or other costs to Witta Tennis) are the earnings of the coach.
- Witta Tennis will make every reasonable effort to facilitate Saturday morning competitions. The Club will be given at least two weeks notice of such a competition being held so that other Club activities can be re-scheduled.

Members

- The coach has an obligation to encourage membership and/or family membership at Witta Tennis but is not obligated to coach only Witta Tennis members.
- All members of a team representing Witta Tennis must be financial members of the Club

Referral

- The Club will refer all new enquiries for coaching services to those coaches currently providing tuition at the Witta courts. MatchPoint will give equal prominence to the availability of coaches providing coaching services at Witta.

Date: _____

Witta Tennis signature: _____ (President/Secretary)

Coach Tennis signature: _____

3. Basic Conflict of Interest Disclosure Form

Date: _____

Name: _____

Position (office bearer, committee member): _____

Please describe below any relationships, positions you hold (as a volunteer or otherwise), transactions in which you are involved or other circumstances that you believe could contribute to a conflict of interest between Witta Tennis and your personal interests, financial or otherwise:

Date: _____

Signature: _____

I have no conflict of interest to report.

Date: _____

Signature: _____

4. Accounting Instructions

June 2017
Andrew Moser

1.0 Overview

This document explains the accounting procedures for Witta Tennis Incorporated and the actions required of the treasurer to maintain banking and accounts.

Witta Tennis Incorporated currently maintains 4 bank accounts:

- Operating Account 200055257
- E-Saver 200055241
- Term Deposit 200105834
- Term Deposit 200135067

Papercopy receipts, invoices, banking records, and audit records are also maintained in an annual leverarch file.

The operating account receives cash and electronic payments and is drawn on to pay all day to day club expenses. The remaining 3 accounts serve as funds towards major upgrades and maintenance, and replacement of club fixtures and contents not covered by insurance. Accounting records are comprised of a spreadsheet with multiple worksheets and paper records for receipts, invoices, banking records etc. Banking of cash takings is undertaken on a minimum monthly basis, and accounting reports are produced on a monthly basis.

The accounting spreadsheet is called “2016-2017 Witta Tennis Accounts.xlsx” or similar to reflect the current financial year. Worksheets within the spreadsheet are:

- Meeting Graph – a running total and graph of all 4 account balances;
- PL Statement All Acct – monthly and year to date profit and loss statement for all accounts;
- PL Statement Op Acct - monthly and year to date profit and loss statement for operating account;
- Operating Account 200055257 –listing of all transactions including individual cash takings and disbursements for the main operating account. This worksheet also classifies incomings and expenditure for the profit and loss statements, reconciles received bank deposit amounts with recorded takings, and reconciles monthly credits and debits with bank records;
- Banking – record of individual cash takings making up each bank deposit;
- E-Saver 200055241 - listing of all transactions;
- Term Deposit 200105834 - listing of all transactions;
- Term Deposit 200135067 - listing of all transactions;
- Dropdowns – drives the classification of incomings and expenditure in the Operating Account worksheet;
- Membership – a listing of individual members, date of payment, transaction number of payment, the issued receipt number, membership fee and if they are a new or renewing member;
- Cover Page – this is updated each month as the front page of the monthly treasurer’s report.

2.0 Cash Takings / Banking Procedure

When banking cash takings, there are 2 main tasks – making sure the money is counted and bagged correctly for deposit, and recording the transactions for accounting purposes. The first task is undertaken in the “*Banking*” worksheet, and the second in the “*Operating Account 200055257*” worksheet. Each individual transaction has a unique transaction number that is linked between the worksheets, and there are checks to ensure that the two worksheet entries tally.

The “*Banking*” worksheet consists of a section on the right with the transaction numbers across the top in red, and the count of the individual note/coin denominations below in black, and a section to the left in blue which tallies the total count of denominations and calculates the total of the banking run, which should be printed and accompany the deposit to the bank.

The “*Operating Account 200055257*” worksheet records the date of all transactions (cash banking and electronic which is described in the Monthly Accounting Procedure), what they were, their credit/debit value, banking run number, transaction number, if the required paperwork has been received and filed, the receipt number issued by the club for memberships/sponsorships etc, and a dropdown categorisation of what kind of transaction each item was that allows semi-automated generation of profit/loss statements. Cash banking transactions are recorded in blue, electronic transactions in black. Each entry corresponds in order to the bank statement entry, but cash deposits, which appear as a single line on the bank statement, are replaced by the itemised entries that make up each banking run (in blue) so that the profit/loss accounts can be maintained and so that every transaction has an individual transaction number.

Step by step instructions when banking:

1. Go to the “*Banking*” worksheet, select all the rows of the previous banking run, and copy them immediately below the previous run.
2. Change the banking run number to the next in the sequence – eg, the 6th banking run in the 2016/2017 financial year should be labled 2016/2017-6.
3. Delete the black denomination count numbers, and put and replace the first red transaction number with an “x” (this will not be able to be completed until after the money is banked, usually when the monthly accounts are completed).
4. Arrange the takings in date order. If an envelope does not have a date, or for memberships and donations fridge entries, simply assign them the date that the money is counted.
5. Take the money from the earliest transaction, arrange the various denominations and enter the numbers of each type of note/coin in the cell corresponding to the first red transaction number and the row corresponding to specific note/coin. The total for the transaction is calculated at the bottom of that column.
6. If you receive a cheque, leave the denominations counts blank, and overwrite the total at the bottom with the cheque amount. Fill in the cheque details at the bottom of the blue section.
7. Go to the “*Operating Account 200055257*” worksheet – banking entries are blue, electronic entries are black. Copy down one or multiple whole rows from the previous blue cash banking run, and paste it 10 or so lines below the bottom of the rest of the spreadsheet.
The simplest way is to copy individual rows which are similar in nature to the entries you are recording, and just change the relevant details – eg, if you are entering a Saturday Social cash

taking, copy a similar row and then just change the date, amount, banking run and transaction number.

8. For each cash taking, ensure the date received is correct - the effective date will not be able to be entered until the cash deposit appears on the bank statement.
9. Enter the transaction amount in the credit column – it must correspond to the same transaction amount in the “Banking” worksheet.
10. Ensure the banking run number is correct and corresponds to the “Banking” worksheet.
11. Enter “tba” for the transaction number, it will not be able to be entered until the banking appears on the bank statement.
12. For cash takings, you should be able to enter “OK” in the “Paperwork Filed” column.
13. For memberships and sponsorships, a receipt must be issued, and the number entered into the “Incoming Receipt” column.
14. Hit the dropdown arrow in the “Category” column and choose the correct type of transaction. Currently, the transaction categories are –

Court Hire
 Social Fee
 Donations Fridge
 External Competition Entry, Fees, Court Charges
 Court / Grounds Maintenance
 Club Special Event / Fund Raiser
 Electricity, Utilities, Insurance, Incorporation, TQ Affiliation, MCU m'ship, Solicitors fees etc
 Kitchen Supplies
 Annual Witta Membership Fee
 Sponsors / Donations
 Tennis Balls
 Interest
 Transfer to / from E-Saver 200055241
 Transfer to / from Term Deposit 200105834
 Transfer to / from Term Deposit 200135067
 Other

15. When you have completed for all transactions in the banking run, go back into the “Banking” worksheet, go to cell which records the “Spreadsheet total” amount, click in the header which shows =SUM('Operating Account 200055257'!F???:F???) and amend it to correspond with the credit entries in the “Operating Account 200055257” worksheet. This amount should correspond with the “Count Total” amount at the bottom of the blue section, and your “Balance” should say “OK”. If it doesn't the “Balance” will show how much out the two worksheets are to help you backtrack where the error has occurred.
16. Bag all coins in bank zip-lock bags in the amounts specified on the bags. Put the notes, coins, and the printed out blue boxed banking run record from the “Banking” worksheet into a zip-lock sandwich bag or similar for deposit.

3.0 Monthly Accounting Procedure

3.1 Graph of Balances and Update of Transactions

1. Log onto the club account at mcu.com.au.
2. Choose the operating account, specify the date range for the month, and download to a .csv file.
3. The download will be latest date first - re-order into oldest date first.
4. Copy just the date and balance onto the end of the relevant data columns in the 'Meeting Graph' worksheet.
5. Copy all the columns from the .csv file into the "*Operating Account 200055257*" worksheet so that the date and description columns line up under the existing data, and move the credit, debit and balance data across 1 column so that the reconciliation column is free.
6. Download a .csv file of the E-saver data for the month, re-order the transactions to earliest first, copy the balance into the "*Meeting Graph*" worksheet, making an extra row if the relevant date does not exist for the operating account data. Make sure the final balance is copied to the last row, and fill in blank rows with the preceding balance. Copy all of the columns from the .csv file to the "*E-Saver 20005524*" worksheet.
7. Repeat step 6 for both term deposit accounts in the appropriate worksheets, making sure to update the Progress Balance date to the end of the accounting month if there has been no activity.
8. Go into the graph and update the time axis limit and data ranges to cover the new data.

3.2 Update Operating Account Worksheet and Complete Reconciliations

1. Following on from Step 5 in section 3.1, go into the "*Operating Account 200055257*".
2. Locate the cash deposits in the transaction list, and insert enough rows above to accommodate the itemised transactions which should be below in blue (see section 2.0), then cut and paste the blue itemised transactions into the new rows.
3. Copy the banked amount to the left of the last blue credit amount, copy a green highlighted "Banking Reconciliation OK" cell above it, and edit the formula in this cell to sum the individual credits. If the individual blue cash takings balance with the banked amount the cell will change to say "Banking Reconciliation OK".
4. Copy the account balance corresponding to the cash takings banking row two cells to the right of the last blue credit amount. Now delete the whole row containing the remaining details of the cash deposit.
5. For the black transactions from the bank records, complete one row at a time from left to right:
 - a. note if the entries were EFT (electronic funds transfer) or a cheque. If a cheque record the cheque number.
 - b. Allocate the sequential transaction number.
 - c. Ensure you have a receipt for any outgoings, in which case you can enter OK in this column (if not chase the person for the receipt). Write the transaction number on the

receipt and file it sequentially in the lever arch file for this purpose. Preferably you should have the MCU electronic banking record of payment which should be stapled to the receipt and filed also.

- d. If a receipt has to be issued (mainly for memberships and sponsorships, see section 7.0) then note the number.
 - e. Use the dropdown menu to categorise the type of transaction.
6. Copy the two green highlighted “Monthly Reconciliation OK” cells adjacent to the last 2 entries for the month. The formula takes the balance at the end of the previous month, adds all the credits and subtracts all the debits and then compares it to the balance from the current month to ensure there are no errors. Edit the ranges and check that the monthly accounts reconcile.
 7. Note the first transaction number of individual blue cash deposits, go into the “Banking” worksheet, replace the first red x with it, and the formula should sequentially number the remaining transactions so that there is a direct link between the takings and the operating account spreadsheet.

3.3 Update Profit and Loss Statements

In the “*PL Statement Op Acct*” worksheet;

1. In the black incomings section, copy the previous month’s row down into the current month.
2. Edit the formulas to cover the data ranges in the “*Operating Account 200055257*” worksheet to cover the entries for the new month. This is most easily done by changing the range in the first cell (column B) then copying this cell across all the cells to the right apart from the Totals column (ie up to column Q).
3. Repeat the process for the red outgoings section.
4. The totals section down the bottom should update automatically.

In the “*PL Statement Op Acct*” worksheet;

1. In the black incomings section, copy the previous month’s row down into the current month.
2. The Operating Account cell should update automatically.
3. Update the data ranges for the other 2 accounts by editing the formulas. If there hasn’t been any activity, just insert a “-“.
4. Repeat for the red outgoings section.
5. The totals section down the bottom should update automatically.

3.4 Compile Monthly Treasurers Report for Committee Meeting

Print out and staple together sufficient copies for committee members of:

1. The cover page, updated to show the correct month;
2. The graph of account balances;
3. The Operating Account records (only as far right as the Category column);
4. The profit and loss statement for the operating account and for all accounts;
5. During membership renewal season (approximately first quarter), the membership status page.

4.0 Membership Records

It is essential to maintain accurate membership records. Payment of membership activates club privileges such as discounted social fees and the entitlement to represent the club in subsidised competition. Registration of membership with Tennis Queensland ensures our members are properly insured. Membership also assists us when applying for grants. It is very important to ensure that members contact details are correct for Tennis Queensland, which is why we require the completion of a Membership Application along with payment.

The membership year runs from 1st January to 31st December. We usually start the membership drive at the Christmas events.

Memberships can be difficult to reconcile. Payment is made by cash, cheque and eft. Payments are often made separately to the submission of forms, and cheque and eft payments are often in names which are different to the member's name which can be difficult to cross match.

For these reasons, it is particularly important to track membership. A receipt is issued for every membership. The receipt number, the transaction number, and the date of payment are all recorded in the "*Membership*" worksheet to assist with identification of payments.

5.0 Issuing Receipts

Receipts are issued for anything that the club has been paid for directly (apart from court hire, honesty box payments etc where the payee may not be able to be located). The main items for which receipts are issued are memberships and sponsorships. The club issues hand-written receipts from a commercial receipt book on a chronological basis. Apart from the details required on the receipt (payment amount, goods/service provided, date signature, payee) the receipt must state that it is issued by Witta Tennis Inc, as sponsors will use the receipt for tax purposes.

6.0 Keeping Proper Paper Records

All costs that are incurred require proof of goods or services provided. This is usually the tax invoice or bill from the vendor. It is preferable to also keep proof of payment or reimbursement for costs incurred by members on behalf of the club. This would normally be the Witta Tennis cheque number or a printout of the electronic funds transfer for the payment or reimbursement. Both of these paper records should be stapled together, with the transaction number and if applicable cheque number written on the front, then filed sequentially in the annual lever arch file.