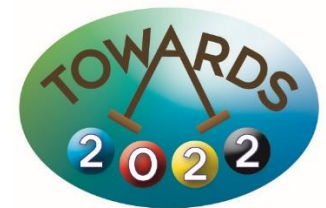


WORKSHOP FOR CLUB SECRETARIES

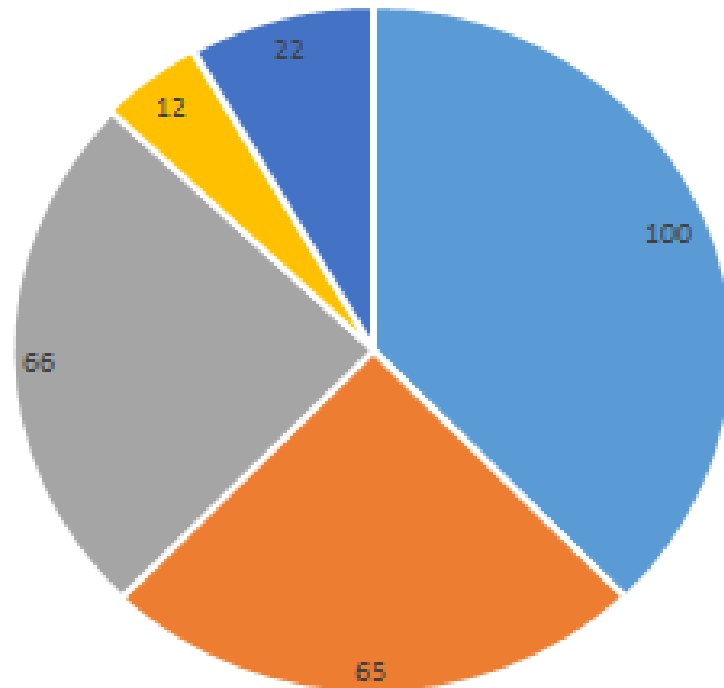


**If you were asking someone to
replace you as Secretary
(honestly)....**

***In one word say how you
find the position!***



Analysis of 12 Months of Secretary Communication - 265 items




- Internal Communication
- CAQ
- Flyers
- Promotional & Charitable Activities
- External Bodies



How one Secretary uses the laptop to keep on top of the job...

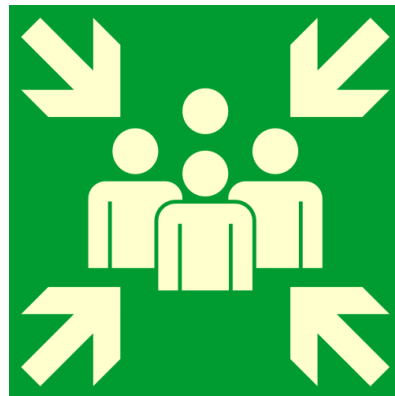


- Email  Excel Record of Correspondence
- Agenda items entered on to Pre-Formatted Management Committee Agendas



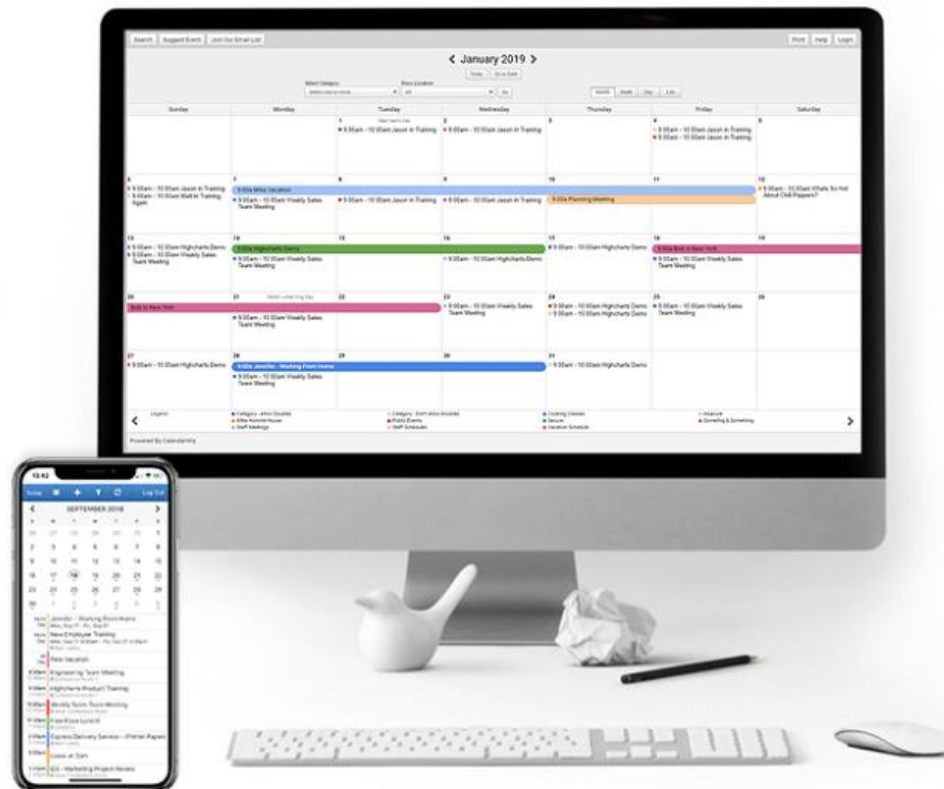
Finer Points

- Each month has its own Record of Correspondence sent out with the Agenda
- New month starts once agenda is dispatched – usually 4 days before the meeting
- Agenda is fully formatted from template – simplifies and speeds up the preparation of the minutes. Assists chairperson in keeping meeting on track.



Calendarwiz

- Everyone has access to all events and activities booked
- Great help to Club Hire Coordinator
- Can be used for a Club Newsletter



The role of Secretary is the lynch-pin, the first port of call, with the Association

Your responsibilities are to deliver good practice and assist with the efficient portrayal of croquet to the community.

Croquet Queensland's appreciation.

It knows Club Secretary roles are voluntary, often taken on because nobody else will, but filling positions in a Club is part and parcel of the deal of being a member.



Even if you consider yourself a social club, **as an Incorporated Body, you do have legal obligations** and your Association has a duty to keep you informed of these obligations.

(Paper and a pen were included in your bag – jot down any questions you have about a particular topic)



WHERE HELPFUL ,RELEVANT INFORMATION CAN BE FOUND

As your State Association, Croquet Queensland can provide three main ways of assistance:

- The office, via email and telephone
- By searching the CAQ website at www.croquetqld.org
- Referring to the Association's "Club Operational Manual"



WHAT IS A SECRETARY RESPONSIBLE FOR?

Your **POSITION DESCRIPTION** sets out just what are your responsibilities and how to go about them. (We will use one provided by Sports Community as an example.)

Position descriptions should be provided by your Club for **all** specified club positions, not just the Secretary and not just those positions on the Management Committee.



They should be written documents that set out what is expected of that position – agreed upon by the President, Secretary and the person appointed to each position.

They do not need to be long documents – they should simply express what responsibilities that position has, what they can and cannot do.

One of the **first actions of the Secretary** following an AGM should be to ensure each office bearer receives current copy



WHAT IS THE ROLE OF THE SECRETARY?

The position has evolved – it is now much more than a person who just “takes the minutes and answers the correspondence”

Put simply: the Secretary is one of the primary organisers of the club and is responsible for effective administration. The Secretary is the integral link between the Club and its stakeholders as well as between the Club and Croquet Association Queensland



The Sports Community set out these responsibilities under six headings:

- 1. Ensuring the club is run according to its core requirements at all times.**
- 2. Generally becoming the club's nominated representative for the purposes of complying with the Incorporated Associations Act.**
- 3. Managing, collecting, reviewing and disseminating the club's information and knowledge**

- 4 Ensuring strong and consistent communication between the club and its members, the management committee and outside agencies.**
- 5 Administering the player registration requirements, and.....**
- 6 Facilitating the key meetings of the club, including committee meetings and the Annual General Meeting.**

Let us now take these one at a time...,

NOW, LET US SEE WHAT THAT ALL MEANS

I begin by saying that you, as secretary do not have to do all of these yourself.

You may delegate, but you are ultimately responsible.

Use your committee Agenda as a way to keep on top, flag items before they are due, then seek help from people who may have more knowledge of a particular item.

Ensuring the club is run according to its core requirements at all times
i.e. COMPLIANCE.

These include:

Club Rules (Constitution),

By-Laws,

Policies and Procedures,

Legal and compliance obligations.



Club Rules (Constitution)

The **Office of Fair Trading** recommends Constitutions should be **reviewed** every few years – suggested maximum **four** - may be only flick and tick, changes can and do occur.

.

Put Constitution on Agenda at beginning of each year – seek suggested changes – debate them – pass at a General Meeting – advise Department of Fair Trading. As I said, the review could be just a flick and tick.

Remember: You must consult Croquet Queensland's Constitution, ensure clubs do not contradict.



State Constitution always over-rides .

Copy of the Association's Constitution's Current Rules can be found on-line at About Us – Rules - Croquet Association of Queensland Rules.

The screenshot shows a website page with a dark blue header and a light blue sidebar. The main content area is white. The page title is 'Rules'. There is a breadcrumb trail: 'Home > About Us > CAQ Administration > Rules'. The sidebar contains two links: 'Croquet Association of Queensland Rules' and 'Code of Conduct', each with a document icon. The main content area has a section titled 'CAQ Administration' with three links: 'Strategic Plan 2017-2019', 'Rules', and 'By-Laws'.

Home > About Us > CAQ Administration > Rules

Rules

-  [Croquet Association of Queensland Rules](#)
-  [Code of Conduct](#)

CAQ Administration

- [Strategic Plan 2017-2019](#)
- [Rules](#)
- [By-Laws](#)

Policies and Procedures

Policies, or the lack of them, are now what makes the world go around.

Clubs may have their own Policies, but again, cannot contradict any of the Association's Policies.

Modern thinking now is that Policies precede By-Laws, so many By-Laws have now become separate Policies as separate documents, , with the relevant Procedures included in each document.

Croquet Queensland plans to convert their By-Laws into Policies after the draft Rules are put in place.

**The Association already has a number of Policies,
all which Clubs are expected to comply.**

Can be found on-line at About Us – Policies.

Some relevant Policies are

ACA Sun Smart Policy

CAQ Conflict of Interest Policy

Code of Conduct – Complaints – Disciplinary

CAQ Healthy Active Club Policy

CAQ Privacy Policy

CAQ Risk Management Policy

CAQ Hall of Virtual Recognition Policy



All Policies are reviewed regularly:

- at present the Coaching Policy, and the Representative Team Selection Policy are being reviewed.

Please remember – **any National (ACA) Policy takes precedence over CAQ (State) Policies.**

ACA Policies Can be found on-line at **[croquet-australia.com.au/information/regulations and policies](http://croquet-australia.com.au/information/regulations_and_policies)**.

It is here  **Member Protection Policy** can be found.

Legal and Compliance Obligations

The Secretary is responsible for making sure the club runs according to the core documents set out above at all times, including position descriptions.

The secretary should be consistently referring to these documents and notifying the president and the committee of any **RISKS**



One of the RISKS – Official Complaints by a Member or Members

Each Club should have someone designated as their **Complaints Officer**.

May be one of the Management Committee – including the Secretary - or someone separate – their job is **only** to receive the complaint and gather information on it in a confidential manner.

Responsibility of resolving the complaint is by, either the Management Committee or a separate Disciplinary Panel – how this happens should be set out in the Club's By-Laws.



The Association does have an honorary solicitor - does not look after the Clubs - club needs to appoint its own honorary solicitor, even if probably will never use it.



shutterstock · 98980427

Pro bono representation - best interest to make local enquiries about this service.

Sports and Recreation - workshop on Complaints Management, - watch when it comes to your Region.



Generally becoming the club's nominated representative for the purposes of complying with the Incorporated Associations Act.

Notifying the relevant Bodies of their appointment

Usually this includes

Croquet Queensland,

Department of Fair Trading,

the Local Council and

any other entity that the Club might deal with.

Croquet Queensland needs to be advised immediately following the Club's Annual General Meeting.

Croquet Queensland needs to be advised immediately following the Club's Annual General Meeting.

(a) on-line form under Forms, sent to .
secretary@croquetqld.org.

(b) on the Membership System, which can be found under Clubs – Club Roles. Once all clubs become proficient with (b), there will be no need for (a) Any changes to be updated during the year.



Another area that requires prompt attention - **Club's Home Page on the CAQ Web.**



Find each Club, listed by Region, at **Clubs – Clubs in Queensland** -

Check all information, particularly club postal address, club contacts, email address, playing times.

The Web Officer has explained to you how this is done at the previous session, but there is also help in the **on-line LIBRARY**.

The secretary is responsible for this, as you are the official person to receive the Club password.

There are Privacy Laws, as you will find in the **Privacy Policy** (*mentioned* previously).

SUGGESTION: If you DO devolve this role on to someone else and pass on the password, for that specific purpose, it is included in that job description, and the name of the person is included in your minutes.

Email web@croqutqld.org. for password – It will only be sent to the current Secretary.

The password should be kept in a secure place and should be passed over to the new Secretary

Lodging on behalf of the club all reports and notices
as required by the relevant Incorporated
Associations Act.

Usually the **Department of Fair-Trading** forwards a form around the time when your Club usually holds your Annual General Meeting.

This form should be filled out with the new information and returned, together with the specified fee and a copy of your financial statements, within 30 days of the AGM.



Maintaining the club's membership database

This is a **secretarial position requirement**. In large clubs or organisations, it might be devolved to a particular person or department, but it is still the responsibility of that Business or Association's Secretary.

As Croquet Queensland requires information on all your members for various reasons, it is responsible for that collected information, as it forms part of the **Privacy Act**.



The Association has devolved the role to the **Registration Officer**, but ultimately it is the responsibility of the Secretary to ensure it is not used incorrectly.

To ensure that the information is always correct and up to date, the Association can – and now does – **give access to Clubs so they can monitor their own Club members' information.**



The previous session has stepped you through the process, it is simply an on-line database.

Access to your Club's membership list, is via a personal **Club Password**. (see section preceding).

You will be able update each member's address, telephone number and email if and when it changes – please keep this up to date, there are times when the office may need to contact a member direct. You will **not** be able to enter a new member, transfer or delete a member, that is the responsibility of the Registration Officer.

Club can appoint Membership Officer, - make sure password confidentiality is written into that position description and the name is included in the minutes as the password.

SUGGESTION: if Club DOES publish a membership list on noticeboard or in newsletter, include only the member name and email address of each person

This is problematic in that (a) some members still may not be on email and (b) there are times when another member may need to contact other members on club business.

A person's address and telephone number are considered to be private and should not be published, unless specific permission is given.

Not scare-mongering, just being careful.



Maintaining the ' conflict of interest register

There are strict Rules about Conflict of Interest.

Suggest read **CAQ's Conflict of Interest Policy**, as a guide.

Simply, a conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of the organisation, i.e. the Club.

Management Committee members must indicate at any meeting if there is conflict of interest and secretary notes in minutes. The person **CANNOT** participate in any discussions about this.

There can be a separate book where Conflicts of Interest are recorded, but, so long as it is specified in the minutes, it is not really required.

SUGGESTION:

Make Conflict of Interest a permanent Agenda Item.

Always ask at the meeting if there is any Conflict of Interest; this way it is not forgotten.

When / if occurs i.e. if a person makes a declaration, then include it as a Minuted Item.

Ensuring the club holds its Annual General Meeting

You will find the requirements set out in your Club's Constitution.

The main requirements are:

To be held within six months of the end of the Club's financial year.

To give notice in writing – this can be a notice on the Noticeboard or a notice by email, to all members of the AGM date.

This sets out the nature of the business, nominations for positions and any resolutions or Notices of Motion)

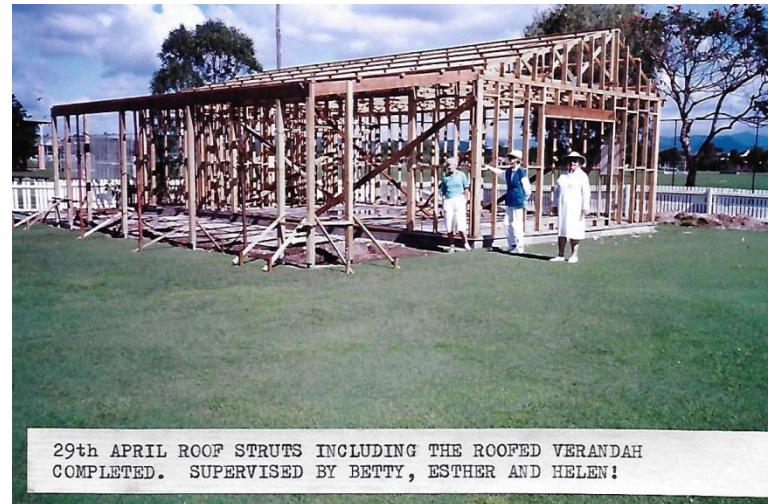
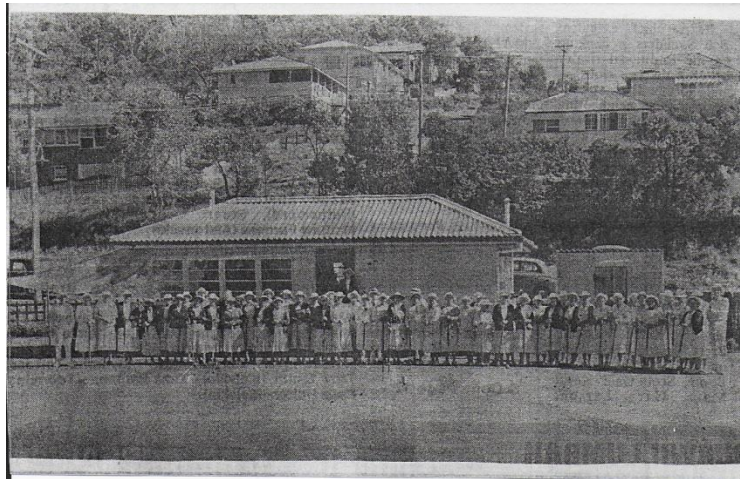
Ensuring that the Minutes of the Previous AGM and end-of-financial-year accounts are available. The Club follows the process for voting as set out in the Constitution.

Remember an NON FINANCIAL MEMBER may not speak, vote, or be nominated for a position.

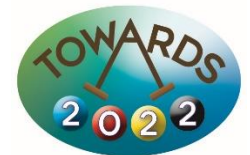
The Secretary usually :

- lists the members who are in attendance,
- checks if there is a quorum (see Constitution)
- takes the Minutes which includes any reports, whether written or verbal, and
- ensures a copy is included in the minute book.
- Places a copy of the minutes on the noticeboard for perusal (those should be done or all meetings where minutes are taken).

Remember, minutes are historical documents – a Club’s history can usually only be found through its minutes, its newsletters and its photograph albums (if they are labelled with the information).



29th APRIL ROOF STRUTS INCLUDING THE ROOFED VERANDAH COMPLETED. SUPERVISED BY BETTY, ESTHER AND HELEN!



3. Managing, collecting, reviewing and disseminating the club's information and knowledge

The Club Secretary should:

Maintain a register of the latest version of all club documentation, e.g. Club Rules, all policies and procedures, by laws, position descriptions, subcommittee terms of reference,

Maintain a register of all marketing material relating to the club's activities (letterhead, logos, posters, brochures , Club newsletters, etc.)

Ensure that all position descriptions, operational manuals, policies and procedures are updated prior to the Annual General Meeting (or in some cases, immediately afterwards)

.

Co-ordinate the induction training of office bearers.

Provide coaches and referees with information on any courses or workshops that are being held by the Association.



Ensure that the committee provides all club and financial information to members.

A successful secretary assists the person or sub-committee **by providing them with the list of critical information** collected from the year before and where they can find policy and procedures.



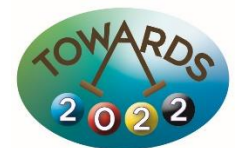
4 Ensuring strong and consistent communication between the club and its members, the management committee and outside agencies

Successful Secretaries have a very strong understanding of the activities of the club.

Who are the Club's stakeholders?

Think of.....

Members, including life members (even past members who have resigned due to illness or something else and who may come back at a later date)



Stakeholders Continued.....

The Patron,

Sponsors,

Local Council,

Groups who may wish to use your facilities at some time,

Keep all the email addresses of the above on a special database and, if your Club produces a newsletter, forward it to them. If not, ensure they are aware by email. of any activities that may be arranged at the club



Include the following stakeholders in any email about an activity

Local press. The local community, especially local businesses and other not-for-profit organisations who are in the area

Continually review – provide the information to the committee in a timely manner to review and adjust as required.

As the year progresses successful secretaries are **continually supporting and talking to people to ensure they are on track** and identifying any barriers or unexpected events that need to be addressed.

5.Administering the player registration requirements

Ensure all players are registered and cleared to play in Croquet Queensland events.

Clubs are aware that all players, must be registered with Croquet Queensland, whether they plan to play competitively or not.

Clubs expect potential members to pay club fees, Croquet Queensland has the same expectation for those players to register with the Association.

If you have any queries about why they have to be registered, state the Association's relevant Bylaws.

**The Association's fees are Annual, from
1 January to 31 December**

and are put to a Special General Meeting in the
September prior.

Notified to Clubs

shown on the Croquet Queensland web page at
About Us – Affiliation Fees. And included in the
“Club Operational Handbook”.



REGISTRATION FORMS

There are **different Registration Forms** for the various Categories and **different Registration Fees**, including some that do not incur a fee.

The six categories are with their present fees are:

Registration of a New Member	\$92 or \$49
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Junior

Re-Registration of a Member	\$92
-----------------------------	------

Transfer of a Player (no fee, except when player has not registered with first Club)


Temporary Membership of a Player	\$62
----------------------------------	------

Second Club Notification	(no fee)
--------------------------	----------

Delisting Player	(no fee)
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THE ABOVE FEES INCLUDE INSURANCE COMPONENT

Copies of the forms can be found on the **CAQ Web** at the bottom left hand side of the homepage under Forms, as well as in the **Club Operational Handbook**

NEW PLAYER REGISTRATION FORM (FORM 1)		CAQ OFFICE USE ONLY
<p>ONLY USE FOR THOSE PLAYERS WHO ARE NEW REGISTRATIONS TO THE SPORT</p> <p>PLEASE PRINT ALL INFORMATION CLEARLY</p> <p>CLUB YOU ARE JOINING: _____</p> <p>FAMILY NAME _____</p> <p>GIVEN NAME/S _____</p> <p>STREET ADDRESS _____</p> <p>TOWN / CITY _____ POSTCODE _____</p> <p>CONTACT PHONE NOS: _____</p> <p>DATE OF BIRTH ____/____/____ (year only if wished)</p> <p>I AGREE TO ABIDE BY THE ASSOCIATION'S PLAYER CODE OF CONDUCT</p> <p>Player / guardian signature _____</p> <p>Date ____/____/____</p>		<p>Received at Office _____</p> <p>CAQ Treasurer _____</p> <p>Date Forwarded _____</p>
<p>CLUB SECRETARY TO COMPLETE:</p> <p>Affiliation fee paid \$ _____</p> <p>Payment method: _____</p> <p>DIRECT DEBIT: (Please submit name of applicant DD)</p> <p>Bank of Queensland 858 124 070 10010114</p> <p>CHEQUE ENCLOSED: YES / NO Cheque Number: _____</p> <p>CLUB SECRETARY SIGNATURE _____</p> <p>Date: ____/____/____</p>		<p>CAQ REGISTRATION OFFICER TO COMPLETE</p> <p>National Member No _____</p> <p>Form Rec _____</p> <p>Processed _____</p> <p>State Handicapper _____</p> <p>Card Posted to Club _____</p> <p>Form returned to Office _____</p>
<p>DISCIPLINE PLAYED (please tick)</p> <p><input type="checkbox"/> Association Croquet</p> <p><input type="checkbox"/> Gateball</p> <p><input type="checkbox"/> Golf Croquet</p> <p><input type="checkbox"/> Ricochet</p>		<p>CAQ OFFICE USE ONLY</p> <p></p> <p>Signature Reg Officer: _____</p>

EITHER scan and email to info@croquetqld.org OR post to Croquet Association Queensland, Sports House, 150 Caxton Street, Milton 4064.



NEW PLAYER REGISTRATION FORM (FORM 1)

ONLY USE FOR THOSE PLAYERS WHO ARE NEW REGISTRATIONS TO THE SPORT

PLEASE PRINT ALL INFORMATION CLEARLY

CLUB YOU ARE JOINING: _____

FAMILY NAME _____

GIVEN NAME/S _____

STREET ADDRESS _____

TOWN / CITY _____ POOSTCODE _____

CONTACT PHONE NOS: _____

DATE OF BIRTH ____/____/____ (year only if wished)

I AGREE TO ABIDE BY THE ASSOCIATION'S PLAYER CODE OF CONDUCT

Player / guardian signature _____

Date ____/____/____

- ♦ Print Landscape Orientation
- ♦ Please photocopy for your club files
- ♦ Keep emergency contact details for this player at your club.
- ♦ CAQ will not provide this information to other sources, except for statistical purposes

Female Please tick

Male

OCCUPATION (if retired please state previous occupation)

CAQ OFFICE USE ONLY

Received at Office	
CAQ Treasurer	
Date Forwarded	

CAQ REGISTRATION OFFICER TO COMPLETE

National Member No	
Form Rec	
Processed	
State Handicapper	
Card Posted to Club	
Form returned to Office	

CLUB SECRETARY TO COMPLETE:

Affiliation fee paid \$

Payment method:

DIRECT DEBIT: (Please submit name of applicant DD)

Bank of Queensland	BSB 124 070	10010114
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bCHEQUE ENCLOSED: YES / NO Cheque Number: _____

CLUB SECRETARY SIGNATURE _____

Date: ____/____/____

DISCIPLINE PLAYED (please tick)

- Association Croquet
- Gateball
- Golf Croquet
- Ricochet



Signature Reg Officer: _____

The Forms **should be signed off by the Secretary before they are forwarded.**

There are **two methods** of forwarding registration forms:

Either send the filled-in and signed form, together with a cheque for the appropriate amount to Treasurer, Croquet Queensland, 150 Caxton Street, Milton, 4064.

OR



Lodge the appropriate amount on-line via the CAQ bank account, then scan and email the form and forward to treasurer@croquetqld.org. When lodging the deposit, **please make sure the name of the registered player is included**, this makes it easier for the treasurer to reconcile and therefore the member receives the registration card sooner.

The second method is preferred.



**DO NOT SEND ANY REGISTRATION FORM,
WHETHER THERE IS A FEE TO PAY OR NOT,
DIRECT TO THE CAQ REGISTRAR.**

It must come to the Office First, as that is the Association's registered address for its official Membership System.

DELISTING

Please ensure that when a player leaves a Club, a delisting form is sent to the office, especially prior to 30 September.

Croquet Queensland pays capitation in each player's behalf to the Australian Croquet Association (ACA), approximately \$30 per registered player.

This is the same time that the number of registered players is calculated for Insurance.

The Invoice is based on the number of registered players as at 30 September, if the numbers are inflated by players who have not paid their fees and have not been delisted, that means Croquet Queensland overpays, then less money for Association activities.



2 Facilitating the key meetings of the club, including committee meetings and the Annual General Meeting.

Your Constitution will state how many meetings are expected in any one year.

These will usually be:

- Management Committee Meetings
- General Club Meetings
- Annual General Meeting and possibly
- Special General Meetings.

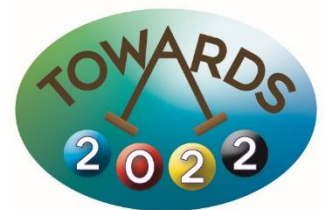


The Secretary's role here is to:

- In conjunction with the President, **schedule** all committee meetings and general meetings (including the annual general meeting) as early as possible.
- Prepare and circulate, at least 4 days prior to each committee meeting **the agenda** and supporting reports, including financial reports and any other information required to be considered by the committee
- **Take the meeting Minutes** of each committee and general meeting, **circulating them** within 4 days of the meeting to relevant people.

- **Take the meeting Minutes** of each committee and general meeting, **circulating them** within 4 days of the meeting to relevant people.
- Prepare and circulate according to the Club Rules, **the notice convening the annual general meeting**, ensuring all financial members are invited.
- If there are **special resolutions** to be considered at a general meeting, ensure the special notification requirements under the Club Rules are met.

- **Maintain the minute book** of club committee and general meetings, ensuring the minutes of each meeting are signed by the President confirming they are a true and correct reflection of the meeting



As said previously, The Minutes reflect the
History of the Club –

Minutes, together with newsletters and photographs, are what historians would seek out.

Minutes need to be more than moving and seconding motions but should not be a word-by-word record of what is said in the meeting.

They should, in addition to any motions, give a SUMMARY of the discussion that occurs. This should be factual, short and succinct and not in a ‘he says, she says’ format.

By following the suggestions set out by Col at the beginning of this presentation, you have a comprehensive record of Club activity that can be referred to when writing the actual minutes and something which can be filed for future reference, including historical.

His suggestions excellent and they will become easy once you get into the habit.



There are two other items which a Secretary should monitor:

SIGN IN REGISTER.

Particularly important for Insurance and Health and Safety Purposes

HEALTH CARD

Each registered player should provide the Club with a filled-out Health Card , which should be kept up to date.

.This provides the Club with information on the Person's doctor,

Specialist (if applicable)

Contact telephone number of next of kin.

The member should fill out the card, place it in a sealed envelope and hand it to the Secretary – it should be included as part of initial club registration.

The envelope is only opened if the member has a medical episode or accident at the Club. It is merely a safeguard for the Club, so should be kept in a place that is accessed quickly but not available to all and sundry.

Regardless, the first action of the Club (i.e. the person on duty) is to **ring the Ambulance**.

Remember, all such Incidents should be logged – user the **Incident Form** that can be found on-line under Forms. Refer to the Insurance section in the **Club Operational Handbook** for more information.



CLUB OPERATIONAL HANDBOOK

A copy is included in your bag - this is the revised 2020 version.

It is updated every two years

Single pages so, if there is a change during the life of the document (.e.g. Capitation Fees), a replacement page will be forwarded, and Club Secretary can make the change to the original



It is hole punched, so sections can be photocopied and given as information to particular office bearers.

It can also be found on-line at [About Us – Club Operational Handbook](#) and is printable.



The Booklet is not only for the Secretary, as there are sections for

- A list of Important Dates for providing information to Croquet Queensland
- Public Liability
- Player Registrations (each type of registration form is explained as to its use)
- Finance
- The new Player Registration System
- The Use of the CAQ Web
- Club Email
- Croquet Queensland's Computerised Handicap System

- Tournament Management
- Formats and Draws for Croquet Events
- Directors and Duty Officers
- Copy of all Forms Used

Much of it will be of interest to other Management Committee members as well. Please use it, as it will probably answer questions without having to contact the office.



Thank you for listening to me, I hope you have found the information both practical and informative.

:





SECRETARY PRESENTATION
THE END