



**SERVICE AGREEMENT
for
Participation Development Activities**

1 July 2004– 30 June 2005

Lawn Tennis Association of Australia Limited
(trading name "Tennis Australia")

and

NEW SOUTH WALES TENNIS ASSOCIATION LIMITED
{trading name Tennis NSW }



Service Agreement

INTRODUCTION

By virtue of the relationship between Tennis Australia and **Tennis New South Wales**, and the mutually shared goals of growing the sport of tennis in Australia, the parties hereby agree to the terms and conditions set out in this Service Agreement with respect to the following positions or programs:

- Development Officer,
- Regional Development Officer,
- Tennis Over Australia Member Services Coordinator,
- Coach Education Coordinator
- Technical Field Officer
- Tennis in Schools
- Tennis Over Australia Program
- Tennis for the Indigenous Program,
- Tennis for Players with a Disability; and
- Volunteer Involvement Program

DEFINITION

In this document the following words shall be construed with the following meaning

“**MA**” means Member Association

“**TA**” means Tennis Australia

“**ASC**” means the Australian Sports Commission

OPERATIVE PROVISIONS

1. Period of Agreement

The period of this Agreement shall be from 1 July 2004 – 30 June 2005. In May 2005, Tennis Australia’s Board of Directors will review funding to each program and consider continuing each program, subject to approved funding in 2005/2006.

2. Obligations of Tennis Australia

The obligations listed below have been designed to maximise the success of Participation Development, Coach Education and Facility Development initiatives.

In consideration of the MA agreeing to fulfil its obligations, **Tennis Australia will:**

Development Officer/Coordinator Subsidy

- Assist with the recruitment, appointment, induction and ongoing training needs (training needs relate to the annual workshop) of fixed term State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s).
- Provide the financial assistance in relation to the above for the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s), and Technical Field Officer(s) according to the budget outlined in Attachment A.
- Provide the financial subsidy on a Recipient Created tax invoice (including an additional 10% for GST) in six monthly payments in advance, on 1 July, 2004, and 1 January 2005.
- Conduct an annual workshop for Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s). Tennis Australia will advise Member Associations of the date and venue at least two months prior to the proposed workshop(s). Tennis Australia will meet all the costs of the workshop including travel and accommodation etc. Please note the number of personnel attending workshops

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per state will be dependent on funding, however States may fund other personal to attend at their cost.

- Tennis Australia Participation Development Department personal will visit the Member Associations at least once per year (or as requested) and provide ongoing administration support via phone, fax and e-mail for all subsidised positions and funded programs.

Club/Centre Development

- Provide a menu of opportunities and Club/Centre programs for Member Associations to adopt and adapt.
- Provide support to implement the Club/Centre Development programs identified by the Member Association as priority programs.
- Establish mutually agreed key performance indicators for identified Club/Centre Development programs as outlined in Attachment B.

Tennis in Schools Subsidy

- Provide a national Tennis in Schools framework.
- Provide financial assistance to deliver the Tennis in Schools program according to the budget outlined in Attachment C.
- Provide the financial subsidy on a Recipient Created tax (including an additional 10% for GST) in six monthly payments in advance, on 1 July 2004 and 1 January 2005.
- Provide a menu of opportunities and Tennis in Schools programs for Member Associations to adopt and adapt.
- Develop Tennis in Schools programs, which assist Member Associations to meet the needs of primary and secondary schools in the area of skill development, competitions and training/education.
- Provide educationally sound resources, which are based on the national curriculum statements and profiles.
- Establish mutually agreed key performance indicators for the Tennis in Schools Subsidy outlined in Attachment D.

Tennis Over Australia Subsidy

- Provide financial assistance to deliver the Tennis Over Australia Program according to the budget outlined in Attachment E.
- Provide the financial subsidy on a Recipient Created tax (including an additional 10% for GST) in six monthly payments in advance, on 1 July 2004 and 1 January 2005
- Provide resources that will assist Member Associations in the delivery of the Tennis Over Australia program
- Establish key performance indicators for the Tennis Over Australia subsidy outlined in Attachment F.

Coach Education Coordinator Subsidy

- Provide Financial Assistance to deliver Coach Education opportunities according to the budget outlined in Attachment A
- Provide the financial subsidy on a Recipient Created tax (including an additional 10% for GST) in six monthly payments in advance, on 1 July, 2004 and 1 January 2005

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- Provide resources that will assist Member Associations in the delivery of the Coach Education programs
- Establish guidelines for MAs to work with to promote opportunities to improve Coach Education at all levels outlined in Attachment G

Technical Field Officer Subsidy

- Provide Financial Assistance to deliver Facility Development opportunities according to the budget outlined in Attachment A
- Provide the financial subsidy on a Recipient Created tax (including an additional 10% for GST) in six monthly payments in advance, on 1 July, 2004 and 1 January 2005
- Provide resources that will assist Member Associations in the delivery of the Facility Development programs
- Establish a Technical Field Officer(s) brief of duties to be performed.

3. Obligations of MA

The obligations listed as follows have been designed to maximise the success of Participation Development initiatives including the Development Officer subsidy, Club/Centre Development programs, Tennis in Schools subsidy, Tennis Over Australia subsidy, Coach Education Coordinator subsidy and Technical Field Officer subsidy.

In consideration of the financial support and non-financial benefits received from TA, the MA agrees to:

- Actively encourage and promote the use of TA Coaching Provider coaches in all programs
- Promote the Australian Sports Commission Club Development Network

With respect to specific programs, MA agrees to:

Development Officer/Coordinator Subsidy

- Support the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s) in fulfilling their duties and responsibilities outlined in the State/Territory job descriptions for the positions of, Participation Development Officer(s) and Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s)
- Remunerate the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s) according to the budget in Attachments A and E.
- Ensure the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s) are fully aware that employment is reliant on funding and therefore must be appointed on a fixed term basis. It is recommended all Member Associations use the pro-forma fixed term individual employment agreement provided on request by Tennis Australia.
- Provide the Organisational Chart, with reference to the Tennis Australia funded State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education

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Coordinator(s) and Technical Field Officer(s), and to advise Tennis Australia whenever the organisational structure is amended.

- Advise Tennis Australia of the resignation of the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s).
- Conduct Professional Development Reviews (PDR) on all subsidised positions annually.
- Advise Tennis Australia of any concerns regarding the performance of the Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Service Coordinator(s), Coach Education Coordinator(s) and Technical Field Officer(s) and keep Tennis Australia informed of the steps undertaken to address those concerns.

Club Centre Development

- Strive to achieve the mutually agreed Club/Centre Development key performance indicators as outlined in Attachment B.

Tennis in Schools

- Establish and maintain a Tennis in Schools database (i.e. mailing list of State/Territory primary and secondary schools, contact names, phone numbers, programs conducted, comments etc.). This can be achieved by using the Member Administration Database (MAD).
- Provide a Tennis in Schools program that is well structured and is an ongoing ACE/Mini Tennis and or full court tennis program (i.e. *over a series of weeks*).
- Provide a Tennis in Schools program that has strategies in place, which facilitate links between the local school and local tennis club/centre or association.
- Work towards developing a network of qualified, registered and certified coaches who deliver the Tennis in Schools programs.
- Conduct regular Coach and Teacher Workshops for coaches and teachers delivering Tennis in Schools programs.
- Actively encourage and promote the use of "Tennis Australia Approved Coaching Provider" Coaches in Tennis in Schools program.
- Conduct regular Orientation to Coaching Courses in liaison with appointed state/territory based Coach Education Coordinators.
- Establish strong links with State/Territory key education contacts, e.g. State/Territory ACHPER Branches, Education Departments, State/Territory Primary and Secondary School Sport Associations.
- Promote and utilise Tennis Australia Tennis in Schools resources i.e., ACE/Mini Tennis manual, 30 Kids on a Tennis Court Made Easy resource, Tennis in Schools promotional kit and other resources as provided.
- Implement effective evaluation processes including teacher and coach feedback.
- Strive to achieve the mutually agreed Tennis in Schools subsidy key performance indicators as outlined in Attachment D.

Tennis Over Australia

- Meet all terms and conditions of Tennis Australia's sponsorship agreement with Nestlé MILO. The terms and conditions include but are not limited to:-

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- Naming rights of the Tennis Over Australia program
 - MILO logo on all printed and promotional material relating to the program
 - MILO signage at all events relating to the program
- The terms and conditions include but are not limited to:
 - Club Development – up to 4 clubs in each region as identified by the Member Association.
 - Increase in player membership
 - Implementation of ACTIVE Australia provider process
 - Promote and support the role of the Australian Sports Commission participation in sport programs
 - Establish and maintain a Tennis Over Australia database (ie club contacts, tournament coordinators, club ambassadors, workshops conducted, comments etc.)
 - Implement effective evaluation processes including but not limited to workshop evaluation, club Fun Days etc.

4. Tennis For All

Member Associations apply for funding of the following programs via a Tennis Australia Program Funding Application process. These programs are supported by the Australian Sports Commission (ASC).

- MAs applying for funding agree to meet all the terms and conditions of Tennis Australia's funding agreement with the Australian Sports Commission in relation to the following:

Tennis for Players with a Disability (PROJECT CONNECT)

- Provide opportunities for people with a sensory, physical or intellectual disability, working towards developing their skills.
- Display the Ausport (ASC) logo on all resources relating to the program

Tennis for the Indigenous

- Where possible, promote tennis participation in Indigenous Communities.
- Display the Ausport (ASC) logo on all resources relating to the program

Volunteer Involvement Program

- Provide assistance to recruit and maintain volunteer tennis administrators.
- Provide recognition for volunteer tennis administrators through recognition awards.
- Display the Ausport (ASC) logo on all resources relating to the program

5. Reporting Process

MA agrees to provide regular reports, together with statistics, as required to the Tennis Australia Participation Development General Manager or nominated Tennis Australia staff on the: -

- Development Officer(s), Regional Development Officer(s) and Tennis Over Australia Member Services Coordinator(s) subsidy program
- Tennis In Schools program
- Tennis Over Australia program
- Club/Centre Development program
- Disability program
- Indigenous program
- Volunteer Involvement program
- Coach Education Coordinator(s) subsidy program
- Technical Field Officer(s) subsidy program

The Pro Forma reporting process is attached as Attachments I, J and K.

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6. Communication

Any correspondence requesting proposed changes to the Service Agreement or operation of the Development Officer (s), Regional Development Officer (s), Tennis Over Australia Member Services Coordinator (s), Tennis in Schools, Club/Centre Development, Tennis Over Australia, Coach Education and Technical Field Officer programs must be sent to the following personnel.

Ann West
 General Manager Participation Development
 Tennis Australia
 Private Bag 6060
RICHMOND SOUTH VIC 3121
 Tel: (03) 9286 1177
 Fax: (03) 9650 2743
 Email: awest@tennisaustralia.com.au

Mr Craig Watson
 Chief Executive
 Tennis NSW+
 PO Box 6204
SILVERWATER NSW 1811
 Tel: (02) 9763 7644
 Fax: (02) 9763 7655
 Email: cwatson@tennisnsw.com.au

7. Review of Participation Development and other funded programs

If Tennis Australia expresses concern regarding the operation of the Development Officer (s), Regional Development Officer (s), Tennis Over Australia Member Services Coordinator (s) Subsidy, Club/Centre Development programs, Volunteer Involvement program, Indigenous program, Tennis Over Australia program, Tennis in Schools Subsidy, Coach Education and/or Facility Development Program eg :

- Role and perceived output of the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s), Tennis Over Australia Member Services Coordinator(s) and Technical Field Officers and Coach Education Coordinator(s) are not reflective of the Job Descriptions, eg. spending time on non program matters;
- Tennis Australia has not received regular reports on all programs;
- Concern with the State/Territory Participation Development Officer(s), Regional Participation Development Officer(s) Tennis Over Australia Member Services Coordinator(s), Coach Education Coordinator(s) and/or Technical Field Officer(s) performance;
- not achieving the mutually agreed key performance indicators as outlined in Attachment B, D and F; then

Tennis Australia's Board of Directors has the right to review the terms and conditions of this Agreement including withholding any funding, following consultation with Member Association key personnel.

8. Insurance

The MA must assess its risks and maintain appropriate insurances to cover any claims arising out of the activities identified in this Service Agreement.

The MA must give TA a copy of insurance policies, on request.

9. By Laws & Policies

By virtue of its membership of TA and by reason of this Agreement, the MA agrees to abide by the by laws and policies of TA as amended from time to time and to ensure each is adopted and binding upon MA's members.

10. Logo

MA agrees to display TA's logo at all times on its website and on all documentation distributed regarding each of the programs captured by this Agreement.

11. GST

Notwithstanding any other provision in this Agreement, if any party making a supply under this Agreement ("Supplier") is or becomes liable to pay GST in connection with any supplies made pursuant to this Agreement, (the "affected supplies"), the:

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- (a) Supplier may add to the price of all affected Supplies an amount in respect of that GST as reasonably calculated by the Supplier;
- (b) Supplier will issue a tax invoice, where required by the GST legislation, which enables the party receiving that supply ("Recipient"), if permitted by the GST legislation, to claim a credit or refund of GST;

"GST", "GST law" and other terms used in this clause have the meanings used in the *A New Tax System (Goods and Services Tax) Act 1999*, except that "GST law" includes any applicable rulings issued by the Commissioner of Taxation.

By signing, the parties agree to be bound by the above terms and conditions.

SIGNED on behalf of Tennis Australia

SIGNED on behalf of {insert MA details}

Signature

Signature

Name (PLEASE PRINT)

Name (PLEASE PRINT)

Date / /04

Date / /04

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ATTACHMENTS:

Attachment A:	Development Officer Subsidy Program Budget
Attachment B :	Club/Centre Development Key Performance Indicators
Attachment C:	Tennis in Schools Subsidy Budget
Attachment D:	Tennis in Schools Program Key Performance Indicators
Attachment E:	Tennis Over Australia Subsidy Program Budget
Attachment F	Tennis Over Australia Key Performance Indicators
Attachment G	Coach Education Coordinator Guidelines
Attachment H	Participation Development Officer/Regional Development Officer Generic Job Description.
Attachment I	Tennis Over Australia Member Services Coordinator Generic Job Description
Attachment J, K, L	Pro-Forma Reporting Process <ul style="list-style-type: none"> • Participation Development Programs (draft) • Tennis Over Australia (draft) • Coach Education Coordinator (draft)

APPENDIX

(1)	MILO Tennis Over Australia Implementation Plan 04/05
(2)	Project CONNECT 04/05 Application & Guidelines
(3)	Indigenous Tennis Program 04/05 Application & Guidelines
(4)	Volunteer Involvement Program 04/05 Application & Guidelines

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ATTACHMENT A

**Development Officer Subsidy Program
Budget
July 2004 – June 2005**

INCOME		EXPENDITURE	
ITEM	AMOUNT	ITEM (Member Association)	AMOUNT
Member Association (existing commitment)		Salaries <ul style="list-style-type: none"> • Development Officer • Regional Development Officer • Coach Education Coordinator • Technical Field Officer 	
Tennis Australia <ul style="list-style-type: none"> • Development Officer • Regional Development Officer • Coach Education Coordinator • Technical Field Officer 	46200.00 46200.00 15000.00 12000.00	On Costs <ul style="list-style-type: none"> • Superannuation • Work Cover • Insurances 	
		Travel	
		Professional Development <ul style="list-style-type: none"> • Development Officer • Regional Development Officer • Coach Education Coordinator • Technical Field Officer 	
TOTAL		TOTAL	

SUPPORTING NOTES

**Club/Centre Development Programs
2004/2005**

1. Priority Club/Centre Development Programs

The following Club/Centre Development programs are identified priority programs for 2004/2005.

- *Tennis Administrators Involvement Program – Modern Tennis Management*
- *Tennis for People with Disabilities Program – PROJECT CONNECT*
- *Women in Tennis Program including the MILO Evonne Goolagong Getting Started Program*
- *Tennis for the Indigenous*
- *Active Tennis Club Grants – Club Development Network*

2. Key Performance Indicators Outcomes

The following are mutually agreed key performance indicators for identified club/centre development priority programs. These KPIs are the core of the Club Development program. **You may wish to add others** that have been developed to meet the needs of your association's strategic plan in this area.

- ***Number of Clubs applying for Active Tennis Club Grants in 2004/2005***
{Insert details}
- ***Club Workshops and Volunteer Recognition Awards in 2004/2005 as part of the Tennis Administrators Volunteer Involvement Program.***
{Insert details}
- ***Programs to link players to clubs***
{insert details}
- ***Club Administrators education program – Modern Tennis Management. Number of workshops held.***
{insert details}
- ***Disability Program PROJECT CONNECT – .***
{insert details}
- ***Tennis for the Indigenous – Brief program outline***
{insert details}

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ATTACHMENT C

**Tennis in Schools Subsidy
Budget
July 2004 – June 2005**

INCOME		EXPENDITURE	
ITEM	AMOUNT	ITEM (Member Association)	AMOUNT
Member Association Existing Commitment		Coaching	
Sponsorship		Resources	
User Pays		Administration	
		• Mailouts	
		• Travel	
		• Other	
Tennis Australia (Tennis In Schools Subsidy)	48203.13	Equipment	
TOTAL		TOTAL	

SUPPORTING NOTES

**Tennis in Schools Subsidy Key Performance Indicators
2004/2005****Key Performance Indicators Outcomes**

The following are mutually agreed Tennis in Schools Subsidy key performance indicators. These KPIs are the core of the TIS program. **You may wish to add others** that have been developed to meet the needs of your association's strategic plan in this area.

To be developed in conjunction with Member Association eg.

- **Number of ACE/Mini Tennis schools participating in Member Association programs in 2004/2005**

{insert details}

- **Number of children participating in Member Association ACE/Mini Tennis programs in 2004/2005**

{insert details}

- **Provide details of initiatives to link Tennis In Schools participants to club/centre/coach programs.**

{insert details}

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ATTACHMENT E

**Tennis Over Australia
Budget
July 2004 – June 2005**

INCOME		EXPENDITURE	
ITEM	AMOUNT	ITEM (Member Association)	AMOUNT
Member Association Commitment		Salaries	
Tennis Australia		On Costs	
• TOA Regional Member Services Coordinator	46200.00	• Superannuation	
• Club Workshops/Fundays	TBC	• Work Cover	
		• Insurances	
		Administration (Member Association)	
		• Travel/Accommodation	
		• Tournament Support	
TOTAL		TOTAL	

SUPPORTING NOTES

Club Development based on \$500.00 per club – Workshops, \$500.00 per club support for Fun Days and implementation of R/Robin etc.

**Tennis Over Australia Key Performance Indicators
2004/2005**

Key Performance Indicators Outcomes

The following are the agreed key performance indicators for the Tennis Over Australia Program. These KPIs are the core of the TOA program. **You may wish to add others** that have been developed to meet the needs of your association's strategic plan in this area.

- **Number of Targeted Clubs (including regional & metro) as per the MILO TOA 04/05 Implementation participating in Tennis Over Australia Club Development programs in 2004/2005**

Region No of Clubs Identified Clubs (name & contact)

No of clubs undertaking Active Australia Provider program

{insert details}

- **Number of Fun Days per clubs in 2004/2005**
Provide name of club and proposed dates of Fun Days. Proposed number of participants per club.

{insert details}

- **Number of ITN Club Tournaments/Pro Am Tournaments**
{insert details }

- **Provide details of initiatives to promote increase in membership and links to MA via club development programs.**

{insert details}

- **Number of new memberships gained by implementing the Tennis Over Australia program.**

{insert details}

TENNIS AUSTRALIA
COACH EDUCATION COORDINATORS GUIDELINES

Introduction

In 2002, Tennis Australia initiated the Coach Education Coordinators (CECs) program. The CEC program involves integrating a number of coaching related projects and objectives into Member Associations and Tennis Australia programs.

The CEC network is now established in all States/Territories. It is important to note that no two States/Territories have a similar CEC set up. It is for this reason that Tennis Australia recognises the varied dynamics and workable structures of the CEC program.

CEC key result areas

Despite varied set ups, the following areas have been identified as being significant for the CEC program:

- Elevation of coaching standards across the country.
- To raise the profile of coaches and coach education internally and externally.
- Assist with the implementation of the Tennis Australia Coach Education Strategic Plan, eg: Professional development seminars, certified coaches, coaching courses.
- Consult and liaise with other MA departments, eg: Participation, Player Development, IT, Marketing, etc.
- Provide a return on investment that meets MA CEC objectives.
- Communicate with Approved Coaching Provider/s.
- Conduct coaching courses (this is dependent on the CEC set up).

“The future”

The most desired model for the CEC position is having a staff member occupy a role within the Member Association. This role may be combined into other MA programs/roles. This will continue to be the aim and focus of CECs nationally.

PARTICIPATION DEVELOPMENT/REGIONAL PARTICIPATION DEVELOPMENT OFFICER**POSITION STATEMENT
GENERIC JOB DESCRIPTION AND PERSON SPECIFICATION****TITLE:** Participation Development/Regional Development Officer**OCCUPANT:** Vacant**RESPONSIBLE TO:** *{insert relevant reporting structure}***SUMMARY OF JOB DESCRIPTION:**

To implement *{insert Member Association}* Participation Development programs in the *{insert region}* including the promotion and co-ordination of Tennis in Schools, player registration and tennis club/centre development programs.

MAIN DUTIES AND RESPONSIBILITIES:

Co-ordinate, promote, manage and monitor the Tennis in Schools program. Specific duties include:

- Co-ordinate, educate and support qualified coaches as necessary in the conduct of the MILO ACE/Mini Tennis program
- Develop strategies to implement the MILO ACE/Mini Tennis program in regions that have a limited number of qualified coaches
- Establish sustainable extension/linking programs at clubs/centres and associations to support the program
- Promote Tennis Australia Tennis in Schools resources eg Tennis in Schools Kit, MILO ACE/Mini Tennis manual, 30 Kids on a Tennis Court Made Easy
- Co-ordinate and or conduct Orientation to Coaching Courses
- Ensure accurate records are kept for all Tennis in Schools programs.

Promote the Player Registration Program to existing registered players and potential registered players by providing advice and co-ordination assistance to affiliated clubs/centres, upon request, in relation to initiatives that would enhance participation and player registration.

Co-ordinate, promote, manage and monitor club/centre development programs including:

- National Tennis Day
- Tennis Club Grants
- Time Friendly Formats – Best of Two
- National Tennis Player Ratings
- Tennis for People with Disabilities Program
- Women in Tennis Program including the MILO Evonne Goolagong Getting Started Program
- Active Australia
- Tennis Administrators Volunteer Involvement Program.

Establish and maintain good working relationships with Regional Zone Committee/Assembly, affiliated clubs and associated bodies in the region.

Identify further unaffiliated clubs and associations in the region and organise discussions with tennis administrators to promote affiliation and player registration.

Establish and maintain good working relationships with regional Department of Sport and Recreation officers, local government authorities and other key stakeholders within the region.

Attend the Tennis Australia Participation Development (and-or) Member Association Regional Participation Development Officer Workshops.

Example

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To promote the 21st Century Tennis advertising campaign throughout all Participation Development programs, services and resources.

Write articles to promote Participation Development programs, services and resources for key publications including Tennis News.

Submit verbal and written reports to the Regional Zone Committee/Assembly.

Submit quarterly written reports to the Participation Development Manager.

KNOWLEDGE, SKILLS AND ABILITIES:

Excellent interpersonal skills and ability to elicit co-operation of people across a wide range of organisations, including volunteers

Excellent organisational skills and an ability to set priorities, plan work programs and meet deadlines

Tertiary qualifications in teaching/physical education/recreation/sports management preferred

Tennis coaching qualification an advantage.

INTERNAL AND EXTERNAL LIAISON

Internal

- Participation Development Manager
- Regional Zone Committee/Assembly
- Affiliated clubs/associations and centres

External

- Tennis Coaches Australia
- Professional tennis coaches
- Tennis Australia personnel (Participation Development General Manager, Participation Development Coordinators and the Participation Development Assistant)
- State Department of Sport and Recreation
- Local Government Authorities
- Unaffiliated clubs/associations and centres

TENNIS OVER AUSTRALIA MEMBER SERVICES COORDINATOR
POSITION STATEMENT
GENERIC JOB DESCRIPTION AND PERSON SPECIFICATION

TITLE: Tennis Over Australia Member Services Coordinator

OCCUPANT: Vacant

RESPONSIBLE TO: {insert relevant reporting structure}

Example

SUMMARY OF JOB DESCRIPTION:

To implement Tennis Over Australia including the promotion and coordination of club/centre development programs, tournament programs including implementation of the global ratings system in senior Country Tournaments and implementation of 9-11 age groups in Junior Tournaments.

MAIN DUTIES AND RESPONSIBILITIES:

Coordinate, promote, manage and monitor the MILO Tennis Over Australia program. Specific duties include:

- Coordinate, educate and support identified clubs and tournaments in regions throughout the state of {insert state}.
- Develop strategies to implement the MILO Tennis Over Australia program
- Establish sustainable extension/linking programs at clubs/centres and associations to support the program
- Coordinate and or conduct Workshops to improve club administration and business practices
- Ensure accurate records are kept for all MILO Tennis Over Australia Programs.
- Establish strategies to implement the Global ratings scheme at sanctioned Country Tournaments
- Establish strategies to implement a 9-11 age group section at all sanctioned Junior Tournaments (country and metropolitan).

Promote the Player Registration Program to existing registered players and potential registered players by providing advice and coordination assistance to affiliated clubs/centres in regions, upon request, in relation to initiatives that would enhance participation and player registration.

Coordinate, promote, manage and monitor club/centre development programs including but not limited to:

- Active Australia
- Fun Days
- Round Robin Tournaments
- Best of Two
- National Tennis Player Ratings
- Tennis for People with Disabilities Program
- Women in Tennis Program including the MILO Evonne Goolagong Getting Started Program
- Tennis Administrators Volunteer Involvement Program.

Coordinate, promote, manage and monitor Tournament coordination and implementation of:

- Global Ratings System
 - 9-11 age group in Junior Tournaments
 - Best of Two
 - Tournament Management System
- Establish and maintain good working relationships with Regional Zone Committee/Assembly, affiliated clubs and associated bodies in the region.
 - Identify further unaffiliated clubs and associations in the region and organise discussions with tennis administrators to promote affiliation and player registration.
 - Establish and maintain good working relationships with regional Department of Sport and Recreation officers, local government authorities and other key stakeholders within the region.
 - Attend the Tennis Australia Participation Development (and-or) Member Association Regional Participation Development Officer Workshops.

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- To promote the 21st Century Tennis advertising campaign throughout the Tennis Over Australia Program, services and resources.
- Write articles to promote Tennis Over Australia programs, services and resources for key publications including Tennis News.

Submit quarterly written reports to the Tennis Australia.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent interpersonal skills and ability to elicit co-operation of people across a wide range of organisations, including volunteers
- Excellent organisational skills and an ability to set priorities, plan work programs and meet deadlines
- Tertiary qualifications in teaching/physical education/recreation/sports management preferred

INTERNAL AND EXTERNAL LIAISON

Internal

- Chief Executive Officer/Participation Development Manager
- Regional Zone Committee/Assembly
- Affiliated clubs/associations and centres

External

- Tennis Australia personnel (Participation Development General Manager, Participation Development Coordinators and the Participation Development Assistant)
- State Department of Sport and Recreation
- Local Government Authorities
- Unaffiliated clubs/associations