



CLUB CHANGER

Club Development Program

PLATFORM USER GUIDE



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ACCESSING GAME PLAN

Game Plan is a free online platform that allows sporting clubs of all sizes to get insights into their current capability in key areas of club administration then supports ongoing club development with a suite of tools and resources. Football Australia has collaborated with the Australian Sports Commission, to refine and provide football specific questions within the modules as well as develop a specific Women and Girls in Football module. Users can access Game Plan via any of the methods below:

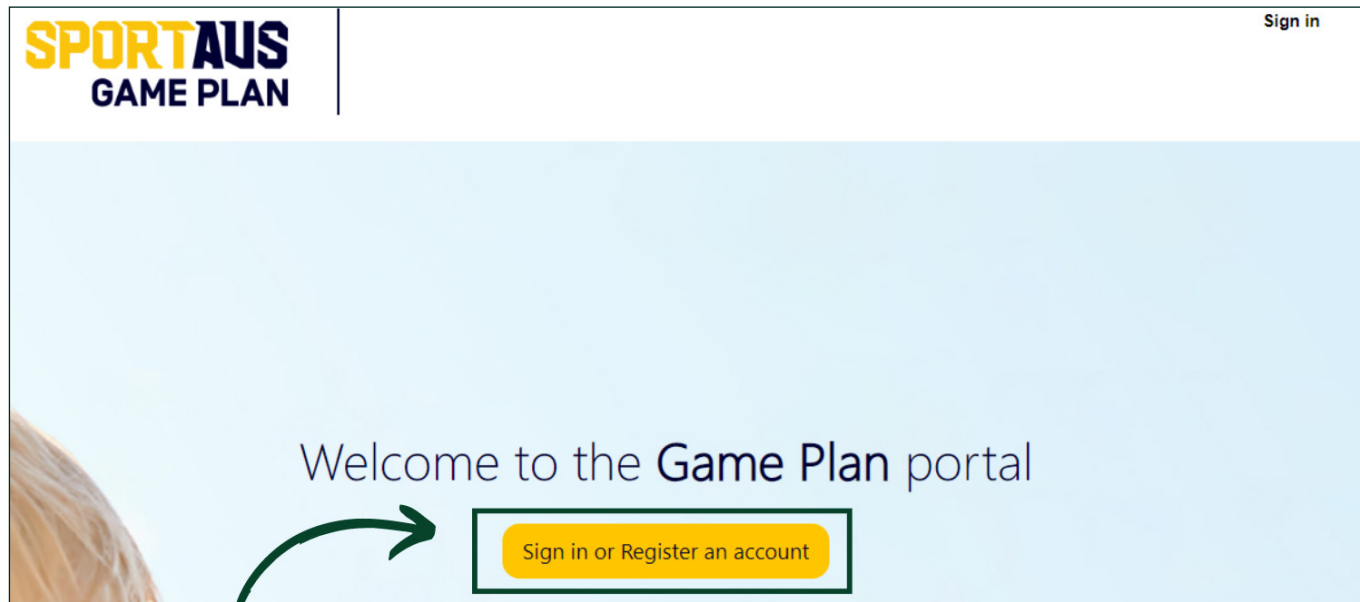
1. Go to www.footballaustralia.com.au/clubchanger
2. Click on **“Reaister / Go to Platform”** or **“Reaister Your Club Banner”**



CREATING AN ACCOUNT

This section covers how to create a user account in Game Plan as part of the Club Changer Club Development Program.

1. Go to the Game Plan landing page - www.footballaustralia.com.au/clubchanger and click on **“Register / Go to Platform”** and you will be taken the below page (see screenshot). Click **“Sign in or Register an account”**.



2. Click **“Sign up now”**.

A screenshot of the sign-in/sign-up form. At the top, there are logos for the Australian Government and the Australian Sports Commission (AIS). Below the logos, the text 'Sign in with your existing account' is displayed. There are two input fields: 'Email Address' and 'Password'. Below these fields is a link for 'Forgot your password?'. A blue 'Sign in' button is present. Below the button, the text 'Don't have an account?' is followed by a yellow 'Sign up now' button, which is highlighted with a yellow box and a yellow arrow. At the bottom, the text 'Sign in with your social account' is displayed, followed by an 'ASC Login' button.

3. Enter email address (use only a club generic email, not personal account) and click on **“Send verification code”**.

The first screenshot shows the registration form with the following fields: Email Address, New Password, Confirm New Password, Given Name, and Surname. A blue button labeled 'Send verification code' is highlighted with a yellow box and an arrow. Below the form is a blue 'Create' button. The second screenshot shows the same form with a 'Verification code' field added. Two blue buttons, 'Verify code' and 'Send new code', are highlighted with yellow boxes and arrows. The 'Create' button at the bottom is also highlighted with a yellow box and an arrow.

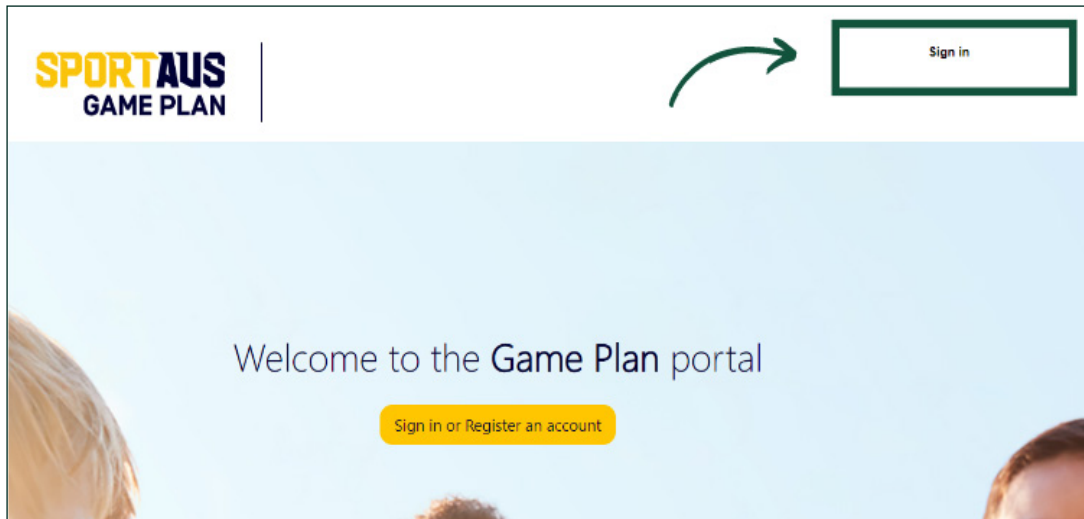
4. After reading agreeing with the Terms and Conditions, tick the box and click **“Continue”**.

The screenshot shows the 'SPORTAUS GAME PLAN' Terms and Conditions page. At the top right is a 'Sign in' link. The main heading is 'Terms and Conditions'. Below it is the 'Game Plan Portal Terms and Privacy Collection Notice'. The text explains that users agree to the terms by signing in. A section titled '7. Miscellaneous' contains three sub-points (a, b, c) regarding legal rights, enforceability, and jurisdiction. Below this is the 'Game Plan Portal Privacy Collection Notice', which states that the ASC may disclose personal information to various organizations. At the bottom, there is a checkbox labeled 'I agree to these terms and conditions.' which is checked. A yellow 'Continue' button is highlighted with a yellow box and an arrow.

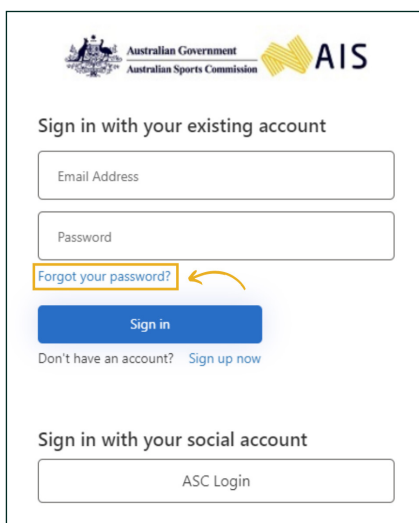
REGAINING ACCESS TO YOUR LOGIN

This section shows you how to regain access to your account if you have lost your password.

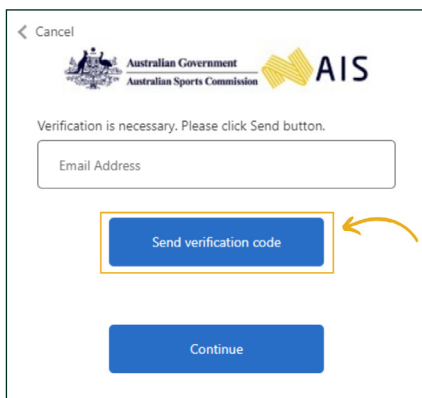
1. Go to the Game Plan landing page - www.footbballaustralia.com.au/clubchanger and click on **“Register / Go to Platform”** and you will be taken the below page (see screenshot). Click **“Sign In”**.



2. Click **“Forgot your password?”**



3. Type in your email address and click **“Send verification code”**. You will receive a verification code in your email.



4. Check your email for the verification code then type in the code into the box that appears after you clicked **“Send verification code”**. Once you have typed in the code, click **“Verify code”** then **“Continue”**.

< Cancel

Australian Government
Australian Sports Commission AIS

Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

Verify code Send new code

Continue

5. Fill in the boxes to type in your new passwords and click **“Continue”**.

< Cancel

Australian Government
Australian Sports Commission AIS

New Password

Confirm New Password

Continue

6. Now you will be taken back to the sign in page. Fill in your details with your new password and click **“Sign in”**.

Australian Government
Australian Sports Commission AIS

Sign in with your existing account

Email Address

Password

[Forgot your password?](#)

Sign in

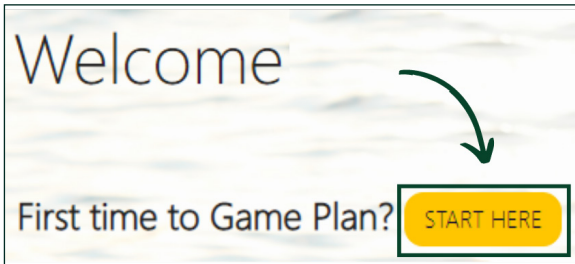
Don't have an account? [Sign up now](#)

Sign in with your social account

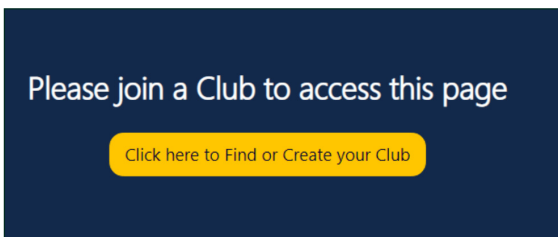
ASC Login

CREATE A CLUB

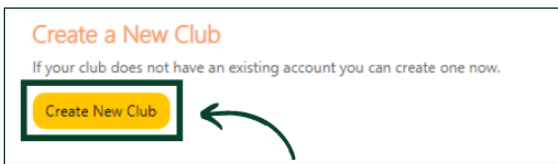
1. At the Home Page, under the Title Headings, click **"START HERE"**.



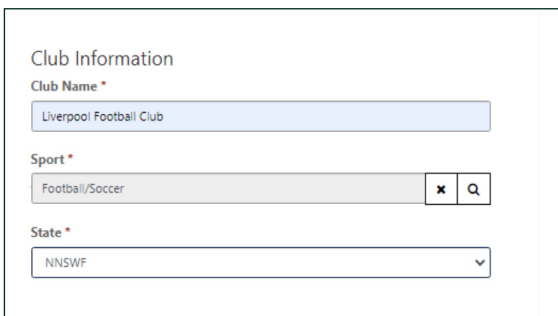
2. Find or create your club.



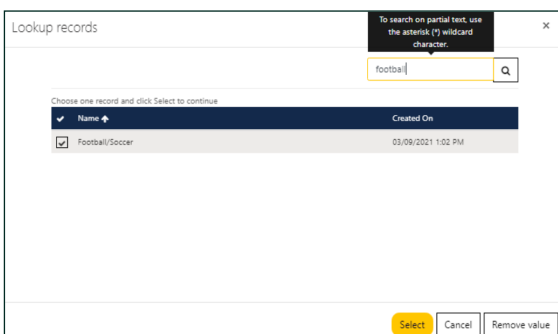
3. Scroll down the page and click **"Create New Club"**.



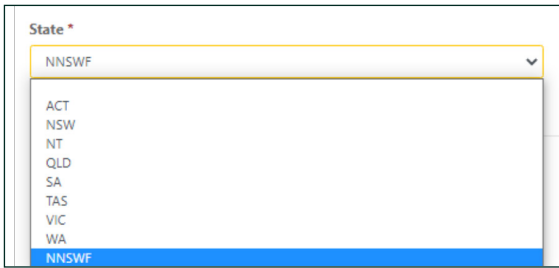
4. Fill in the club information boxes. When entering 'Club Name', please capitalise the start of every word and the rest lowercase. All club names should be in full i.e., **Liverpool Football Club** instead of LFC or Liverpool FC.

A form titled "Club Information". It contains three input fields: "Club Name *" with the text "Liverpool Football Club"; "Sport *" with a dropdown menu showing "Football/Soccer"; and "State *" with a dropdown menu showing "NNSWF".

5. When searching for the sport, type in 'Football' and select the 'Football/Soccer' option.

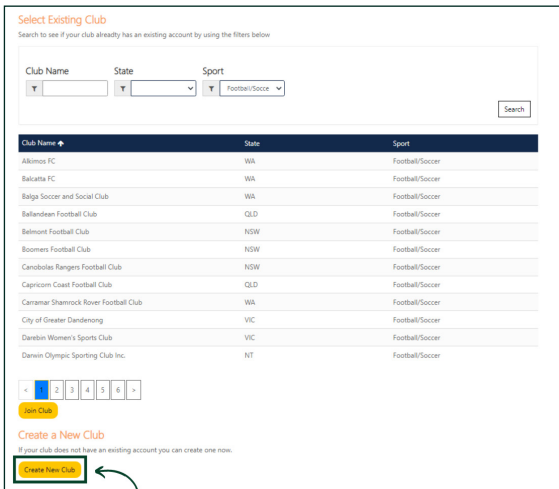
A "Lookup records" dialog box. At the top, there is a search input field containing "football" and a search icon. Below the search field is a table with two columns: "Name" and "Created On". The table has one row with a checked checkbox in the "Name" column, the text "Football/Soccer", and the date "03/09/2021 1:02 PM". At the bottom of the dialog are three buttons: "Select", "Cancel", and "Remove value".

6. When selecting 'State', ensure you select your relevant Member Federation.



A screenshot of a web form showing a dropdown menu for 'State'. The menu is open, displaying a list of Australian states and territories: ACT, NSW, NT, QLD, SA, TAS, VIC, WA, and NNSWF. The 'NNSWF' option is highlighted in blue at the bottom of the list. The dropdown arrow is visible on the right side of the menu.

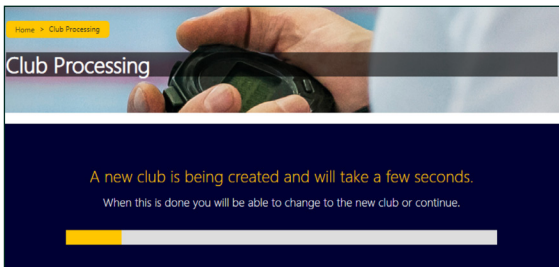
7. Double check that your club has not already been created. If it hasn't, click the **"Create New Club"**.



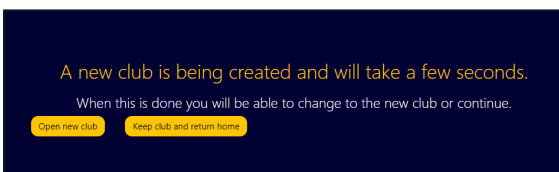
A screenshot of the 'Select Existing Club' search interface. It features a search bar with filters for 'Club Name', 'State', and 'Sport'. Below the search bar is a table listing various clubs with their respective states and sports. At the bottom, there is a 'Create a New Club' button, which is highlighted with a red box and an arrow pointing to it.

Club Name	State	Sport
Alkimos FC	WA	Football/Soccer
Balatta FC	WA	Football/Soccer
Balga Soccer and Social Club	WA	Football/Soccer
Balfour FC	QLD	Football/Soccer
Balmuccia Football Club	NSW	Football/Soccer
Boomers Football Club	NSW	Football/Soccer
Canoboles Rangers Football Club	NSW	Football/Soccer
Capricorn Coast Football Club	QLD	Football/Soccer
Carramar Shamrock Rover Football Club	WA	Football/Soccer
City of Greater Dandenong	VIC	Football/Soccer
Darebin Women's Sports Club	VIC	Football/Soccer
Darwin Olympic Sporting Club Inc.	NT	Football/Soccer

8. Wait for your club to be created.

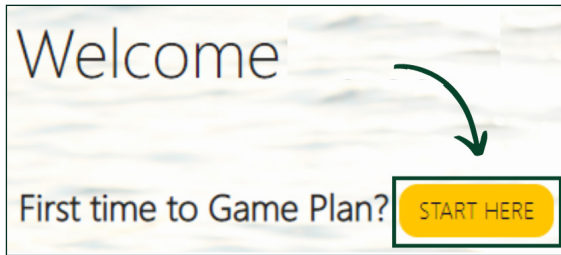


9. You will see the following after the club has been created. Click **"Open new club"** and this will take you to your Club Profile.

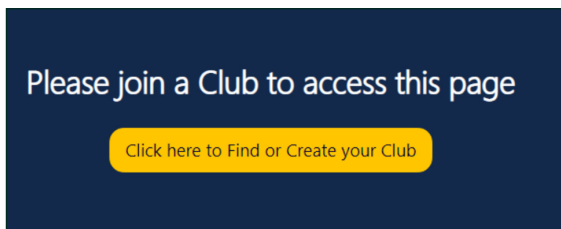


FIND YOUR CLUB

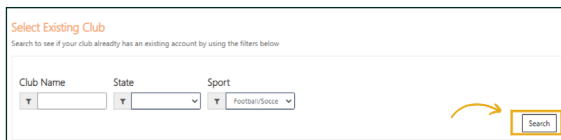
1. At the Home Page, click **"START HERE"**.



2. Click **"Click here to Find or Create your Club"**.



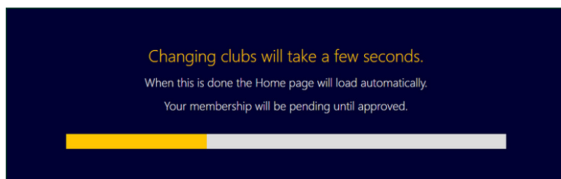
3. Under 'Club Name', type in your club's name and click **"Search"**.



4. After finding your club, click on the club then click **"Join Club"** below.

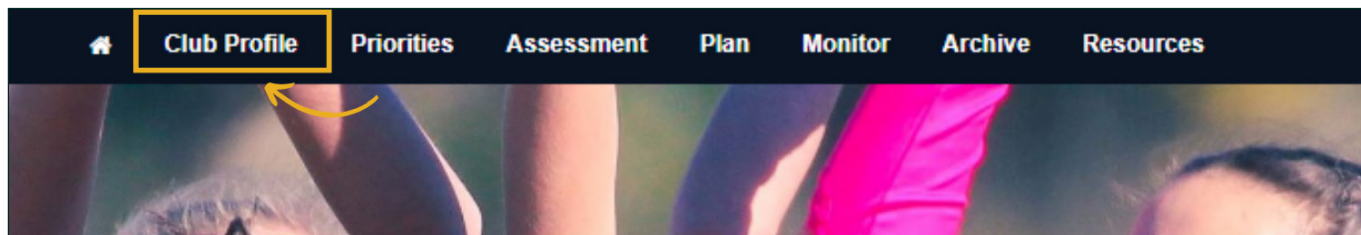


5. You will then be linked with your club.



CREATE CLUB PROFILE

1. After creating your account and joining/creating your club, you will need to complete your club profile. Click the **"Club Profile"** heading on the tool bar at the top of the page.

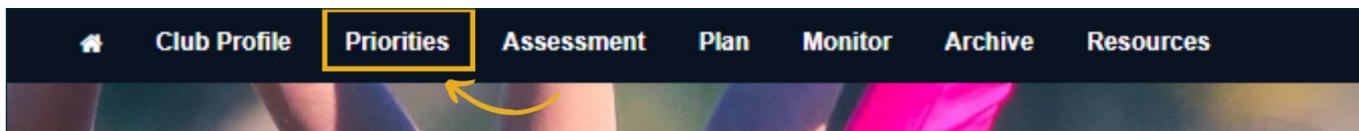


2. Fill in all the information regarding your club. Once completed, click **"Save and go to Priorities"**.

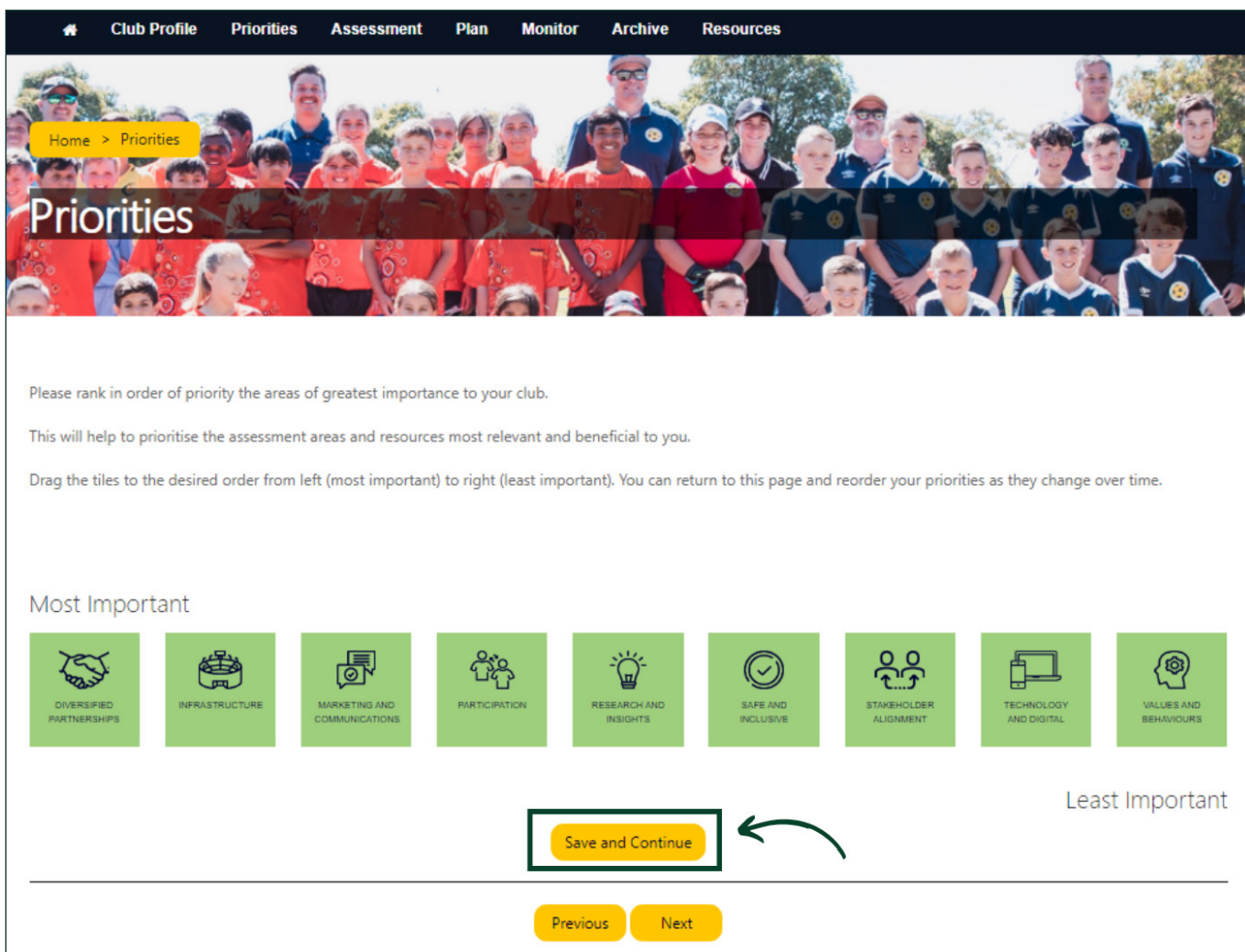
A screenshot of the 'Club Profile' creation form. At the top, there is a navigation bar with 'Club Profile' selected. Below it is a breadcrumb 'Home > Club Profile' and a large image of a soccer team. The main heading is 'Club Profile'. Below this, there is a message: 'Add details to the fields below to create or update your club profile. The information that you share, will help Game Plan provide a more personalised experience for your club.' The form is titled 'GENERAL CLUB INFORMATION' and contains several fields: 'Club Name *' with the value 'Liverpool Football Club'; 'Sport *' with a dropdown menu showing 'Football/Soccer'; 'Main / General Email' (empty); 'Main / General Phone' with the placeholder 'Provide a telephone number'; 'Website' (empty); 'What is the status of your club? *' (dropdown menu); and 'Is your club affiliated to a Member Federation?' (checkbox). At the bottom left, there is a yellow button labeled 'Save and go to Priorities' with a green arrow pointing to it.

SET CLUB PRIORITIES

1. After creating your club's profile, click the "Priorities" heading on the tool bar at the top of the page.

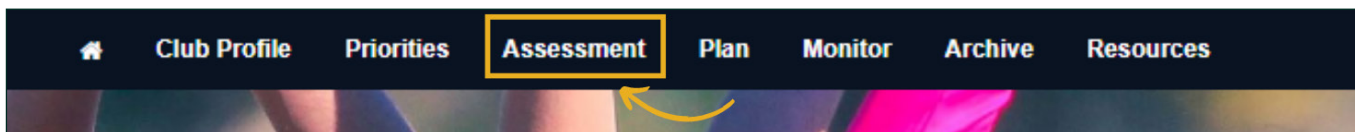


2. Click and drag your clubs' priorities from left (Most Important) to right (Least Important). Then click "Save and Continue".



ASSESSMENT SECTION

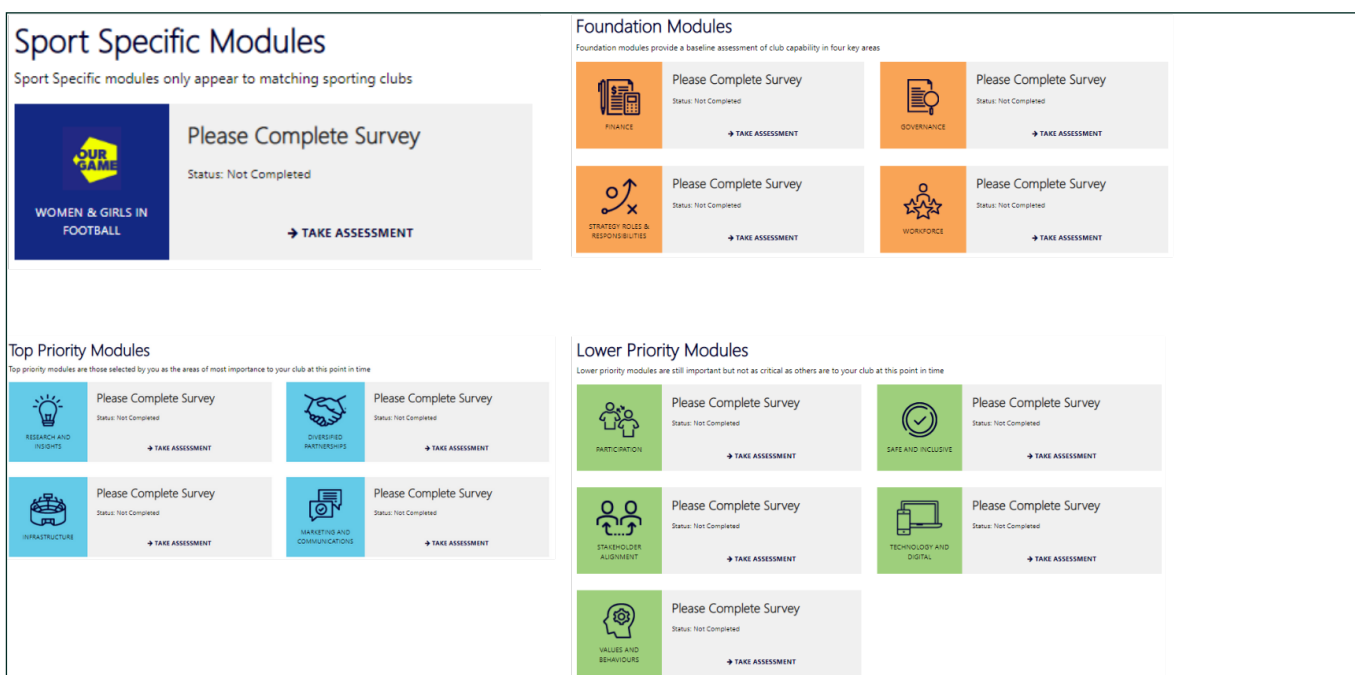
1. After setting your clubs' priorities, click the "Assessment" heading on the tool bar at the top of the page.



2. You will see the Maturity Ratings Scale. Hover your cursor over each heading and you will see a brief definition.



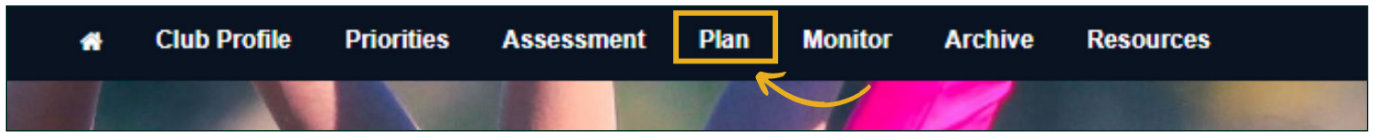
3. Below the Maturity Ratings Scale. You will see all the modules available to complete for your club. The Top Priority and Low Priority modules will look different for each club depending on how they ranked their priorities in the 'Priorities' section. Choose the module you would like to complete and click "TAKE ASSESSMENT" within the module block.



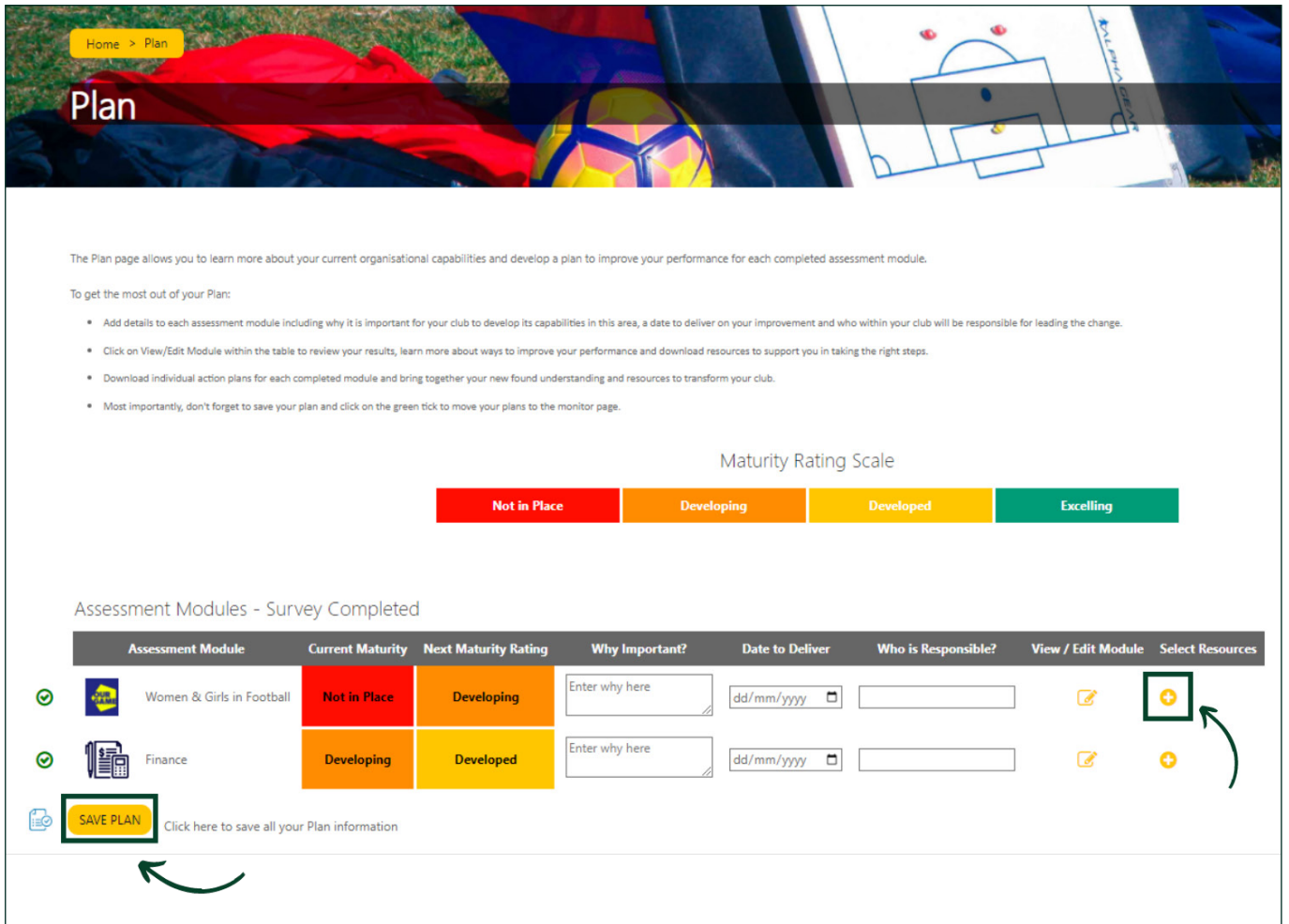
Please note that it can take up to 5 minutes for the results of the survey to appear after your have completed an assessment.

PLAN SECTION

1. After completing an assessment, click the “Plan” heading on the tool bar at the top of the page.



2. You will see your maturity rating for each module you have completed. From this screen, you will be able write down notes, set a due date, allocate a person responsible and select resources to match up with each module that you may require. Click “SAVE PLAN” after adding in details.



The Plan page allows you to learn more about your current organisational capabilities and develop a plan to improve your performance for each completed assessment module.

To get the most out of your Plan:

- Add details to each assessment module including why it is important for your club to develop its capabilities in this area, a date to deliver on your improvement and who within your club will be responsible for leading the change.
- Click on View/Edit Module within the table to review your results, learn more about ways to improve your performance and download resources to support you in taking the right steps.
- Download individual action plans for each completed module and bring together your new found understanding and resources to transform your club.
- Most importantly, don't forget to save your plan and click on the green tick to move your plans to the monitor page.

Maturity Rating Scale

Not in Place	Developing	Developed	Excelling
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Assessment Modules - Survey Completed

Assessment Module	Current Maturity	Next Maturity Rating	Why Important?	Date to Deliver	Who is Responsible?	View / Edit Module	Select Resources
Women & Girls in Football	Not in Place	Developing	<input type="text" value="Enter why here"/>	<input type="text" value="dd/mm/yyyy"/>	<input type="text"/>		
Finance	Developing	Developed	<input type="text" value="Enter why here"/>	<input type="text" value="dd/mm/yyyy"/>	<input type="text"/>		

Click here to save all your Plan information

3. Clicking on the icon in the 'View / Edit Module' column you will be taken to a summary of the results in the module including the Game Plan Action Plan template (recommended to use Football Australia's template) and recommended resources to reach a higher maturity rating which you can use to deliver your action plan.

Assessment Modules - Survey Completed

Assessment Module	Current Maturity	Next Maturity Rating	Why Important?	Date to Deliver	Who is Responsible?	View / Edit Module	Select Resources
 Women & Girls in Football	Not in Place	Developing	Enter why here	dd/mm/yyyy			


Women & Girls in Football

Current Maturity	Next Maturity Rating
Not in Place	Developing

Why Important?

Enter why here

Date to Deliver

DD/MM/YYYY 

Who is Responsible?

[Save Changes](#)

What does my current Maturity mean?

A club assessed as Not in Place in the area of Women and Girls in Football indicates:

- The club has not previously focused on implementing changes that help promote greater access to their club for women and girls.
- The club does not offer or engage with female football playing opportunities or initiatives.
- The club is unaware of or unable to cater for Women and girls / or the culture is unattractive for women and girls.
- The club does not have a female football pathway.
- Female representation at the club is minimal across all levels and roles.

How can I improve my performance?

In order to become a Developing club in the area of Women and Girls in Football, a club should prioritise:

- Understanding the views of existing members about how the experience of women and girls could be improved.
- Understanding barriers for women and girls regarding participating in all areas of the club.
- Making a commitment to address and improve the experience of women and girls at the club.
- Understanding why accounting and accommodating for women and girls in the club is important.

Action Plan Template

The action plan resource is automatically added to your game plan and is an overview of how to transform your club in this assessment area.

[Create Action Plan](#)

Project Name	Modified On	Status
There are no records to display.		

Developing Recommended Resources

Please choose the resources that you want to include in your game plan

All Other Additional Resources

The resources below are relevant for this assessment area, but not identified as a priority for the desired status you have selected, but you can still add them to your game plan

State or Sport Specific Resources

The resources below are relevant for this assessment area and have been developed by your STASR or Sport so you can add these to your game plan.

[Return to Plan](#)

MODULES



Women & Girls in Football

This module designed by Football Australia is for all football clubs to improve the experience of women and girls in football.



Safeguarding

Assesses your club's ability to provide and maintain a safe environment, free from harm, for children and adults to engage and participate in sport.



Finance

Assesses the degree to which your club has the systems, knowledge and skills to inform decision-making and support sustainable financial growth.



Strategy, Roles & Responsibilities

Assesses your club's strategic plan, its formation and execution of the plan taking into account numerous factors.



Governance

Assesses the effectiveness of your club's committee, its decision-making, planning and level of adherence to legislative responsibilities.



Workforce

Assesses your effectiveness of your club's identification, recruitment, development, retention and recognition of administrators, volunteers, coaches, and officials.



Participation

Assesses the breadth of sporting opportunities and formats available to members of your club and the local community to participate in.



Diversified Partnerships

Assesses the degree to which your club is able to generate financial return from sources other than membership fees.



Infrastructure

Assesses the degree to which your club supports the planning, quality, funding and utilisation of its facilities in line with its strategic objectives and member's needs.



Stakeholder Alignment

Assesses the degree to which your club aligns key policies and objectives with those of key partners.



Marketing & Communications

Assesses the effectiveness of your club's marketing and communications methods and the ability to engage with different audiences across the community.



Values & Behaviours

Assesses the effectiveness of your club's values, its alignment to strategic objectives, and the influence upon club culture and the behaviours of members.



Research & Insights

Assesses your club's understanding of members and ability to draw insights into their habits in order to inform decision making.



Technology & Digital

Assesses the basic technology needs and functions of your club and the degree to which they are aligned to those of key partners.



Diversity & Inclusion

Assesses the club's ability to recognise potential issues, address them with policies and develop a diverse and inclusive club culture.

GLOSSARY OF TERMS

WOMEN & GIRLS IN FOOTBALL

Girls United	<p>A national initiative offering social football programs to less active, disengaged, and disadvantaged girls (12-18 years) in a safe, inclusive, and non-competitive environment.</p> <p>It aims to improve their physical, mental, and social wellbeing, break down barriers to girls' participation in football (particularly within CALD communities), and program sessions explore both football and life skills and key social and emotional principle through specifically designed football activities.</p> <p>To find out more about Girls United, go to: https://www.playfootball.com.au/girls-united</p>
Participation Programs	<p>These are not your traditional club-based competition offerings (4v4, 7v7, 9v9, 11v11) but refer to programs such as MiniRoos Kick-Off, Soccer Mums, Walking Football.</p>
MiniRoos Kick-Off	<p>MiniRoos Kick-Off is a fun, safe introductory program designed for new players aged between 4 and 11. To find out more about MiniRoos Kick-Off, go to: https://www.playfootball.com.au/miniroos/kickoff</p>
MiniRoos Club	<p>MiniRoos Club Football is the home of Australia's largest network of grassroots football clubs, who provide opportunities for boys and girls of all abilities aged between 5 and 11 to play small-sided games (4v4, 7v7, 9v9) at the weekend.</p>
Football Your Way	<p>A social and low-impact football program specifically modified for inactive women over the age of 18 and providing physical and mental health benefits, social connectedness, alongside promotion of the benefits of engaging in team sport.</p>
Kick-On for Women	<p>An introductory football program, Kick-On for Women is designed specifically for women to fit into their busy lives whilst juggling their commitments of family, work, and friends.</p>
Daughters and Dads	<p>Daughters and Dads educates and empowers girls alongside their fathers (or father figures) to improve physical activity, football skill proficiency and social and emotional wellbeing. The program is run Football NSW in collaboration with the NSW Office of Sport and University of Newcastle. To find out more about this program go to: https://www.northernswfootball.com.au/football-community/daughters-and-dads https://footballnsw.com.au/daughters-and-dads/</p>
Soccer Mums	<p>Soccer Mums is an introductory football program designed specifically for women, where participants can have fun, meet new people, and learn basic football skills in a social, judgement-free environment.</p>
Walking Football	<p>Walking Football is a social, low-impact & small-sided football program designed to suit Older Persons of all levels and abilities. The emphasis is on having fun & socialising and focuses on increasing social connectedness and improving physical & mental wellbeing.</p>

Summer / Social Soccer	Summer Football is one of the most popular off season participation activities for both males and females. Junior and senior competitions for mixed and female-only are run across Australia by Associations and Member Federations. It is a revised format of the 11v11 game with a social yet competitive environment to play football with your friends.
Promotional Strategy	The plan you implement in your marketing plan to increase awareness of your club and its offerings.
Induction	An event or process by which your club introduces people who are new to the club or about the new season with information such as key contacts, events, club processes, expectations and club rules etc.
Buddy / Mentorship Program	A formal program/process where one person is responsible for overseeing the development of another through guidance and sharing experiences.
Inclusive environment	Where people of all orientations can: freely express who they are, their own opinions and points of view. fully participate in teaching, learning, work, and social activities. feel safe from abuse, harassment, or unfair criticism.
Female Football Week	A nationwide initiative to celebrate and promote the women's game. Each Member Federation, Association, Zone Club can deliver their own event during this week.
Activations	Refers to activities/events.
Our Game Platform	A platform to realise a truly meaningful legacy and enduring benefits of co-hosting the FIFA Women's World Cup Australia & New Zealand 2023. The focus of the program is to increase awareness and visibility of women and girls' football, facilitate access to participation and transforms how women and girls see themselves.
40/40/20 Representation	Refers to the ratio to aim for diversity of gender in club board/committees (40% male, 40% female and 20% of any gender).
FA Coach Education	Refers to Football Australia's Coach Education structure and programs. To find out more about FA Coach Education go to: https://www.footballaustralia.com.au/get-involved/coaching
MiniRoos Coaching Course	Refers to the MiniRoos Coaching Certificate for coaches looking after players between 4 and 9 years old. Clubs should organise courses with their Association/ Member Federation



SAFEGUARDING

Safeguarding in Sport	The practice of protecting children and adults from harm by providing a safe space in which to participate in sport. It is the policies (member protection and child safeguarding) and procedures that organisations develop and implement, in line with legislation, to keep children and adults safe, and promote their well-being.
Safeguarding Policies	A collective term used to reference child safeguarding and member protection policies which all sporting organisations are required to have.
Member Protection Policy	The policy ensures that everyone involved in sport is aware of their legal and ethical rights and responsibilities, as well as the standards of behaviour expected of them.
Child Safeguarding Policy	The Policy sets out the sports position and commitment to child safety and the process for responding to and reporting child abuse allegations. It also details child safe practices, including examples of breaches of these practices, and the process for the recruitment and screening of volunteers and employees, including working with children checks.
National Integrity Framework	Developed by Sport Integrity Australia as an independent government agency to keep sport safe and fair. The Framework is a set of rules that all members of a sport need to follow when it comes to their behaviour and conduct. It comprises six policies including the child safeguarding and member protection policies, along with the complaints, disputes and discipline policy.
National Safeguarding Policies	Refers to the National Principles for Child Safe Organisations: https://www.homeaffairs.gov.au/reports-and-pubs/files/child-safeguarding-framework.pdf
Safeguarding Champion	The Safeguarding Champion has the relevant experience & skills and is responsible for promoting and managing the clubs safeguarding strategies, policies and procedures.
Recruitment and Screening requirements	Refers to your clubs' policy/rules on screening potential new staff and volunteers.
Working with Children Check	Refers to the (state specific) required process to work with children (for paid or volunteer roles).
Annual Self-Audit of Compliance	Conducting an annual review of how the club complies with the National Principles for Child Safe Organisation. Clubs should have a process in place to annually review its compliance and a plan and process for implementing any recommendations.

DIVERSITY & INCLUSION

Inclusion	Inclusion is pro-active behaviours, options, and actions to make all people, regardless of their diverse attributes feel welcome, respected, empowered to contribute and have equal access to opportunities in our sport.
Inclusive Language	Language that avoids the use of certain expressions or words that might be considered to exclude groups of people, especially gender-specific words, such as "man", "mankind", and masculine pronouns, the use of which might be considered to exclude women.
Anti-Discrimination	This includes a zero-tolerance policy for any form of Discrimination. All Members are entitled to be treated fairly and equally, and with dignity and respect always.
Harassment	Harassment is any unwelcome behaviour or conduct by a person (which may be verbal or physical) that intimidates, offends, belittles, threatens, or humiliates another person. This behaviour or conduct may only have to occur once and does not have to occur on multiple occasions to constitute Harassment.
Abuse	Commonly defined as any intentional action that harms or injures another person. In other words, someone who purposely harms another person is guilty of abuse. There are many kinds of abuse, and these are normally defined by the type of harm and the type of victim.
Demographics	Refers to characteristics of human population such as age, gender, nationality etc.
Diverse Cultures	The cultural variety and difference (multiculturalism) of those within society.
Acknowledgment of and/or Welcome to Country	A way people can show awareness and respect for Aboriginal and Torres Strait Islander culture and heritage and the ongoing relationship the traditional owners have with their land.

TECHNOLOGY & DIGITAL

Membership/ registration	An acknowledgement of a participant's commitment to an organisation/club which is completed on the National Registration System.
Competition management	The digital platform used to manage team allocation, fixtures, results, ladders and disciplinary.
Payment processing	The digital system used to process payment for products and services your club provides.
National Registration System	Is a database which is integrated with the FIFA Connect System and assigns FIFA IDs in accordance with the requirements of the Regulations on the Status and Transfer of Players.
FA Competition Platform	Refers to the platform 'Gameday', formerly known as 'Sports TG'.
FA Payment Gateway System	Refers to IP Payments (IPSi).
FA Scheduling Tool	Refers to the tool 'Schedula'.
Information Management Systems	General term for software designed to facilitate a club's storage and management of a club's digital information.
Auditing User Access	Reviewing who has user access to your club digital platforms such as club website, registration system, payment system, club emails etc.



GOVERNANCE

Constitution	A constitution is a set of written rules and objectives, agreed upon by your organisation's members, that governs the way your football Club is run.
Succession Plan	A plan put in place to ensure that when people leave an organisation, that there are other identified to replace them.
Handover Procedure	A process for which information is passed onto a someone starting a new position within your club.
Public Liability Insurance	Insurance to protect the club against a range of financial risk of liability claims.
Professional Indemnity Insurance	Covers clubs from claims made against it for alleged negligence or breach of duty from an act, error, or omission in the performance of a club's service.
Personal Injury Insurance	Protects against losses that arise as a result of causing personal injury to another person.
Dispute Resolution	Clear rules regarding what behaviour is acceptable and the process to follow when a dispute arises.
Financial Delegation	Refers to the organisational controls that ensure appropriately skilled, management appointed personnel perform key functions, including approval of financial transactions.
Recruitment Policy	Outlines a club's process and guidelines for the recruitment of volunteers, staff, coaches and players.
Selection Policy	The clubs' rules regarding the selection of players for each team.
Risk Management Policy	A uniform approach to assist in assessing and managing the risks associated with the management of your club.
Communications Policy	Outlines how a club shares news and information to its members.
Committee Procedure	Refers to how a committee operates within your club, outlining the roles and responsibilities of all within the committee, the governance of the committee etc.
Social Media Policy	Guiding principles to follow when using social media for club members, volunteers and staff.
Privacy Policy	Clubs will invariably need to collect, store, and use personal information about their members, including players. The personal information a club collects may include their members' names, dates of birth, contact information, commentary or opinion about the person and possibly sensitive health information. It is therefore important for a club to be aware of any privacy obligations that may apply to it.
Member Protection Policy	The practices and procedures that are put in place within your club to protect your members.

Code of Conduct	Outlines principles and standards for members in your club including committee members, volunteers, coaches, players and parents/supporters.
Child Safe Policy	Guiding principles to building and maintaining a child safe culture and environment.
Diversity and Inclusion Policy	Principles for the club and its members to empower people by respecting and appreciating what makes them different and how to avoid discrimination.
Responsible Service of Alcohol	Refers to the service, consumption, and promotion of alcoholic products in a manner than minimises the potential harm that may be caused by alcohol consumption.
Work, Health and Safety Policy	Outlines how your club intends to manage health and safety within your club to help minimise the risk of injury or illness from your operations.
Responsible Service of Gambling	The conduct of gambling in a manner whereby the potential for harm associated with gambling is minimised.
Food Safety and Handling	Handling, preparing, and storing food in a way to best reduce the risk of individuals becoming sick from foodborne illnesses.
Management Liability Insurance	Protects individuals and the company in relation to the various exposures associated with managing a company.
Annual General Meeting	A yearly meeting of club members to hold elections and report on the years events.
Meeting Minutes	Notes which record the highlights of the key issues discussed, motions proposed or voted on during a meeting.
Terms of Office	The time when a person holds a job or position of authority especially in the government.

FINANCE

Treasurer	A person appointed to administer or manage the financial assets and liabilities of your club.
Financial Briefing	Providing the clubs financial management, principles, and key information.
Financial Statutory Reporting	Mandatory submissions of financial information to a government agency.
Financial Controls	Financial controls are the procedures, policies, and means by which a club monitors and controls the direction, allocation, and usage of its financial resources.

INFRASTRUCTURE

Maintenance and Safety Health Check	Thorough examinations of the club's infrastructure and equipment made by a competent person.
#Equalizer Campaign	An initiative supporting the 'Community Facilities' Pillar of its Legacy 23' Plan, to deliver adequate female-friendly facilities across the country.

WORKFORCE

MiniRoos Coordinator	Organises and manages the MiniRoos teams on match day.
FA Coach Education	Refers to Football Australia's Coach Education structure and programs. To find out more about FA Coach Education go to: https://www.footballaustralia.com.au/get-involved/coaching
Club Coach Coordinator	Provide relevant and valued coach support in the club environment, and to monitor and mentor coaches to conduct appropriate quality football activities that will enhance the players' and coaches' experience.
FA Casual Coach Paid Workforce	Refers to the Participation Officer roles at Football Australia who deliver the Sporting Schools Program during the school term within school hours.

PARTICIPATION

Participation Plan	A participation plan refers to your club's plan to retain and recruit players which outlines what is needed to achieve your clubs objectives and how to achieve them.
Recruitment Strategy	A recruit strategy outlines initiatives and strategies to recruit new players, coaches, referees and volunteers. This includes conducting come and try days, advertising at nearby school etc.
Retention Strategy	A retention strategy outlines how and what your club does to keep its existing members. This includes supporting your members, culture of the club, quality coaching etc.
Induction	An event or process by which your club introduces people who are new to the club or about the new season with information such as key contacts, events, club processes, expectations and club rules etc.
Talented Players	Talent is defined by the FA technical department as: <ul style="list-style-type: none">• The potential of a person to excel in a certain domain• A dynamic and developing characteristic of a person, which can appear very early but also later in life• Not something which will always be present – talent can disappear or diminish• Not an innate characteristic and something that can be developed, however genetic factors can play an important role

STRATEGY, ROLES & RESPONSIBILITIES

Purpose Statement	A single statement which defines your clubs existence, your why.
Vision Statement	A description of what your club is looking to achieve in the long-term.
Strategic Plan	A plan to set goals and steps to achieve those goals.
Business Continuity Plan	A document which outlines how the clubs will operate during an unplanned event.
Critical Incident Plan	A document which outlines how the club will respond to any event which causes disruption to an organisation, creates significant danger or risk where volunteers, players and members feel unsafe, vulnerable and under stress.

MARKETING & COMMUNICATIONS

Communication Plan	Defines who should be given specific information, when that information should be delivered and what communication channels will be used to deliver the information.
Customer Relationship Management (CRM) System	Refers to how your organisation manages and organises their members data, using it to have a more efficient and beneficial interaction.

DIVERSIFIED PARTNERSHIPS

Grants Officer	A Grants Officer/Coordinator would coordinate grant and funding applications to provide an additional revenue source for the Club.
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VALUES & BEHAVIOURS

Values	Things that a club believe in that are important to the way they operate.
Acceptable Behaviours	Refers to the actions and language used which support the values in which your clubs choose to operate.

RESEARCH & INSIGHTS

Member Satisfaction Research	Refers to exploring your customers/members perceptions of your club in terms of experience.
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STAKEHOLDER ALIGNMENT

Strategic Plan	A plan to set goals and steps to achieve those goals.
Constitution	A constitution is a set of written rules and objectives, agreed upon by your organisation's members, that governs the way your football Club is run.



CLUB CHANGER

Club Development Program



Australian Government
Australian Sports Commission

Football Australia's Club Changer Program is proudly supported by the Australian Government, through the Australian Sports Commission.