

CPR Group
EXAMPLE
SUPPORT
PACKAGES

CPR Group PARTNERSHIPS CASE STUDIES

Our association partnerships give governing bodies the ability to deliver expert governance support to their clubs without impacting internal resources.

CPR Group can act on behalf of your association to:

- Answer club questions regarding governance
- Deliver online webinars, attend in-person conferences or facilitate training workshops
- Develop an online governance educational hub
- Conduct critical discussions with clubs around their constitutions and bylaws

We can discuss the needs of your association and clubs to deliver a unique governance support partnership that meets your needs. The partnership could be an exchange of services between CPR Group and the association. Or we can provide services in your clubs which can be delivered and tracked against an agreed annual budget.

The following case studies are examples of packages we have previously delivered.

Stronger Committees Program Golf Australia

Golf Australia continues to engage CPR Group to support affiliated clubs and district associations to complete critical reviews of their governance and operations and to prepare, adopt and register modern, compliant constitutions and bylaws.

CPR Group provides one-on-one support, working directly with the club. Rather than using a template, each constitution is tailored to the unique circumstances and needs of each club. CPR Group works directly with management committees to advise on best practice governance as well as answering queries and working through issues from individual members. Each club and member gains an understanding of their constitution and bylaws, and the practical solutions these rules provide.

To date, **60** clubs and districts have been engaged through the program, gaining governance support, mentoring and advice, with more than **40** constitutions adopted and registered.

Golf Australia have benefited from the support their clubs have received, including alleviating the reputational risk that poorly governed clubs pose, as well as enabling the national body to focus on its core business. CPR Group simplifies constitution reviews for clubs and their volunteers by keeping the process on track. This ensures that constitutions provide real solutions, get adopted and facilitate well governed clubs that don't place undue strain on the governing body.

Testimonials

We have been trying to finalise the club's new rules for well over 4 years. Without all this help from Golf Queensland and CPR Group, the club would still be wallowing in despair.

**Secretary / Treasurer
Blackbutt Golf Club**

I thought the job of reforming our rules was going to be a very daunting one, this task was made easy by the help and guidance given by Steve Connelly, Director Sport and Community Development, CPR Group.

**Treasurer
Mitchell Golf Club**

Testimonial

Thank you so much for your guidance and professional approach; it was a pleasure working with you. Last night's result was excellent and I couldn't believe how easy it was to get it [our new constitution] approved. You were very informative and I feel that was what made it so easy.

**General Manager
Mount Coolool Golf Club**



Testimonial

This is one of the most informative meetings I have had the pleasure to be involved in.

Your knowledge is incredible.

**President
Downs and South-Western
District Ladies' Golf Association**





THE IMPACT

Helping to make Queensland the strongest state for BMX in Australia

Testimonial

The session you hosted last week was exceptionally well facilitated. I was a little apprehensive about how collaborative it was going to be but you set the scene really well. The 'NFP organisations 101' was great as the introduction of governance and legislative compliance can be lost in the passion all too often.

Sean O'Connor
Bayside BMX

Thank you for another informative session, I come away from these feeling inspired and relieved at the same time. As the information you have been sharing with us, I can see a definite improvement for the professional image of the club as well as making volunteering so much more easier to deal with.

Suzanne Woods
Secretary
Redlands BMX

Volunteer Support Package

BMX Queensland

BMX Queensland has worked with CPR Group since 2010. Over the years, CPR Group has developed and delivered a tailored volunteer support package for BMX clubs and zones across the state.

CPR Group has supplied mentoring and support including AGM assistance, updated constitutions, governance workshops and strategic planning to the 36 clubs and zones across Queensland.

We developed a framework of best practice to outline processes and systems to help volunteers achieve successful governance and operations.

A solid platform has been built for BMX clubs and zones in Queensland, helping them to be successful in making and managing money, gathering and keeping members, running events and winning grants.

Improvements in the administration of BMX clubs and zones developed through the support package has enabled the sport to continue to grow, helping to make Queensland the strongest state for BMX in Australia.



Preferred Governance Provider Football Queensland

CPR Group is Football Queensland's preferred provider of club governance support and training. As part of the partnership, CPR Group facilitated six online webinars which were available for free to all members of Football Queensland. The webinars provided practical advice and guidance on a range of topics including building strong committees, delivering AGMs, managing club finances and budgets, and applying for funding and grants. The recordings and supporting resources were hosted with FQ's Club Support Hub to continue to be a valuable resources for all of their clubs.

Testimonial

Great session, very useful and informative information and handouts

Kawana Football Club

- In total, the attendance numbers across the five webinars reached **161**.
- The videos are still being viewed regularly, in total there have been **255** views.
- Attendees rated the webinars highly, giving an average of **4.56** out of 5 stars.

Testimonial

Fantastic platform, great content, good viewing, great session, looking forward to the next one

Redlands United Football Club

CPR Group hosted the webinars at no cost to Football Queensland. In return, Football Queensland advertised and recommended CPR Group as their preferred provider of club governance support and training. The relationship was equally beneficially, with Queensland Football's clubs having access to free governance training and great tips to strengthening club structure, culture and operations. Additionally, clubs that required further support knew they could invest in CPR Group's services.

GREAT CLUB COMMITTEES

In this session, you will learn about what it takes to be a great committee, so that your club can be in the best position to grow and thrive. We cover best-practice club management – from the basics of incorporation, constitutions and structure, through to having better meetings.



Resources (download all)

- Committee Structure
- Meeting Guide
- Meeting Cycle
- Motion Diagram
- Club Anatomy
- Informed Decision Making
- Management Committee Minutes Template
- Management Committee Agenda Template



Testimonial

Was not really looking forward to this but did enjoy it and got a lot from it. Well done.

Capalaba Football Club

CPR Group
**EDUCATION
RESOURCES
CASE STUDIES**

Since 1997, CPR Group has inspired positive change among volunteers and staff from more than 6,000 community groups and sporting organisations. Over the past 24 years we have developed a wide range of resources, templates and training materials that we regularly update.

The training platforms and resources we develop for our clients are tailored to their branding, refined to their unique needs and provided in easy to access formats.

The following two case studies are examples of online training platforms we have developed specifically for our clients.

clubCOACH

Club Committed Online Assistance Central Highlands

An online resource hub for sporting clubs and community groups in the Central Highlands

clubCOACH is a central repository of training modules and resources, designed to support clubs and help volunteers feel confident in their role.

Modules

COMMITTEE BASICS

INCORPORATION AND CONSTITUTIONS

MEETING BASICS

PEOPLE MANAGEMENT

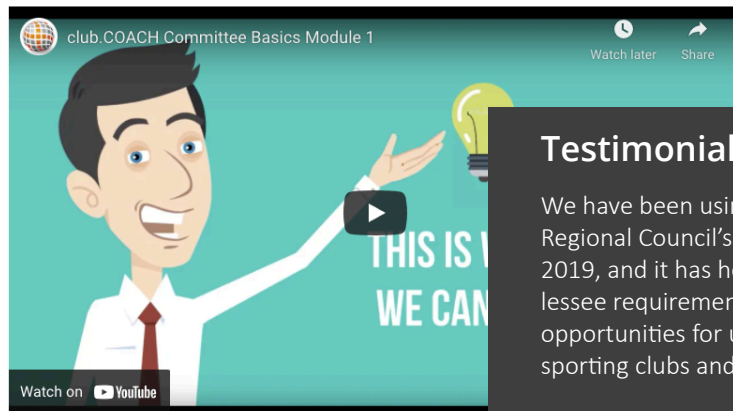
FINANCIAL BASICS

ASSET MANAGEMENT

PLANNING BASICS

Practical advice for new and current committee members. The Committee Basics module is designed to make your life as a committee member easier.

VIDEO



Testimonial

We have been using clubCOACH (Central Highlands Regional Council's custom-built version of clubTRAC) since 2019, and it has helped us keep track of our clubs and lessee requirements, saving us time and ensuring more opportunities for us to provide direct support to those sporting clubs and community groups who need it most.

clubCOACH was designed to meet our specific needs, and we've worked closely with CPR Group to ensure it continues to streamline our operations while also providing much needed support for our clubs.

Emma Tierney
Sports & Recreation Officer
Central Highlands Regional Council

clubCOACH

Central Highlands Regional Council

Central Highlands Regional Council sport and recreation officers were spending excessive amounts of time chasing up clubs who were not complying with their lease conditions. Council asked CPR Group to develop a system that would make it easy for clubs to do the right thing and provide them with the training and support they needed to ensure leasing obligations were being met.

CPR Group worked collaboratively with council officers to determine their needs, which helped to inform the development of clubCOACH- a flexible solution to automate the manual process of collecting information whilst also providing valuable governance support to clubs and community organisations. Further consultation with clubs refined the system to ensure practical solutions to club problems were provided and to ensure clubs were engaged with the system and process.

clubCOACH is now the central repository of club data and resources for the Central Highlands. It provides easy-to-access information, ensuring officers can make informed decisions on where to invest further funding and support. The custom automated workflows simplify the process for both club volunteers and council officers. With automated reminders, officers can stay on top of necessary requirements, information sourcing, due dates and issues — which may trigger the need for support. Having a system where organisations are automatically reminded and incentivised to upload and update their details means that officers can spend less time chasing documents and more time working with organisations to affect genuine improvements.

The educational materials, templates and resources provide valuable support to organisations, while the automated reminders help ensure they stay on track with their important governance obligations, leading to strong and sustainable community organisations.

Testimonial

To Whom It May Concern

Over the last five years, Tertiary Access Group has worked closely with Michael Connelly and the CPR Group, primarily around governance and strategy resources for the thousands of clubs and societies that exist on Australian campuses.

These years also spanned a challenging time of deep transition for our organisation, and the input of Michael and his team was also invaluable for us on many levels. A wide range of demands, standards and requirements are represented by the varied membership of TAG.

Michael manages to successfully understand and meet our, and the expectations of our members, despite the often many difficulties associated in doing so.

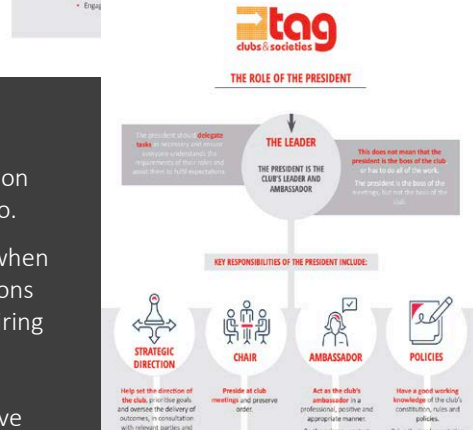
Michael is a confident operator who possesses great enthusiasm, strategic agility, and an active mind. He is dedicated to pursuing his goals and those of any organisation that engages his services but remains pragmatic in doing so.

He is a natural communicator, unafraid to speak his mind when assured of the facts but also equally unafraid to ask questions when unsure. Possessing a keen eye for detail and an inquiring mind, he strives to learn the needs and goals of his clients in order to provide best outcomes for all stakeholders. He clearly understands his environment and adopts a pro-active approach in maintaining the presence and effectiveness of his product.

I believe him to be well-versed in all governance expectations and standards, and to adopt a professional approach in all business dealings, while also still treating them as personal relationships.

Generally, it is not our organisation's policy to issue written references, however I have no reservations in personally recommending Michael and the CPR Group. I believe him to be committed and trustworthy and represent an invaluable asset to any astute organisation engaging his services in these changing and challenging times.

Andrew Leontarou
Managing Director
Tertiary Access Group Co-operative Ltd.



TAG Club Governance Training Tertiary Access Group

TAG is a not-for-profit organisation representing University and TAFE associations across Australia. They provide a range of student support services to university guilds spread across more than 150 campuses.

TAG commissioned CPR Group to develop an online training tool to provide governance guidance to the university clubs within each guild.

CPR Group ran workshops with university guild representatives and analysed survey results from university clubs around Australia to gain a deep understanding of the educational needs and desired outcomes from the project.

We took a user-centric approach rather than develop a theoretical learning tool, and designed accessible training materials for university students. This included short videos and relevant resources branded with TAG's style guide. The balance of governance theory and practical applications were developed to deliver long-lasting changes for clubs so they can better serve their members, and make the student experience as rewarding as possible.

University students who have taken part in our training programs have contacted us to let us know how our training has supported them in their transition into community clubs outside of university.

MODULE 2: COMMITTEE ROLES AND RESPONSIBILITIES



CPRGROUP
connelly project resources

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