

## Useful References

[info@dsr.wa.gov.au](mailto:info@dsr.wa.gov.au)

[www.dsr.wa.gov.au](http://www.dsr.wa.gov.au)—  
Clubs—Clubhouse—You  
have the answers to  
solve your club's  
problems

*Turn your stumbling  
blocks into stepping  
stones.—Anonymous*

City of Armadale  
Leisure Services  
Locked Bag 2  
Armadale WA 6992

Club Development Officer  
9399 0407

[www.armadale.wa.gov.au](http://www.armadale.wa.gov.au)

## Troubleshooting

Issues arise in sporting clubs regularly—how you deal with them determines whether they become a problem.

### How to avoid escalation of an issue.

- Approach the issue or complaint in a proactive manner.
- Focus upon solutions, not blame.
- Remain on task. Do not be sidetracked by other issues.
- Be empathic and understandings i.e. try and see the other person's point of view.
- Do not try and solve the problem immediately; allow time for people to 'cool down' and reflect.
- Refer to others with greater expertise.
- Consult your committee, your association or state body for advice—they will probably have experienced similar issues before.
- Do not be defensive. Do not turn the issue into personalities and do not push your own point of view.
- Ask the complainant to assist with the solution—ask them what they want to see happen.

Small issues will be resolved when individuals are clear of the purpose and objectives of your club; prominently displaying these in writing is useful.

**Do not sacrifice your club values for anything or anyone.**