

Useful References

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www.dsr.wa.gov.au

*Be alert to give service.
What counts a great
deal in life is what we do
for others—Anonymous*

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Serving Your Members

Members join your club for a variety of reasons, they expect a service, be it sporting or social.

- Clearly articulate your club values and activities so that members make an informed choice about joining your club.
- Ensure that your members are informed as to what they get for their membership fees.
- Do not use membership fees as a fund raiser unless it is clearly stated as to any additional levy.
- Be extremely firm on selection processes in relation to financial eligibility, and communicate this clearly to selectors and coaches.

Handy Hints

- Give your members something with their fees e.g. a playing shirt, drink bottle, discount vouchers to use at a sponsor's business.
- Set up a gradual payment scheme.
- Consider events for the benefit of members, not with the first priority being to raise money.
- Survey your members about how well you have served them and to gain club feedback.