

FREQUENTLY ASKED QUESTIONS ABOUT THE STARCLUB PROGRAM

ALL INFORMATION ON THIS PAGE SHOULD BE READ **AFTER** CHECKING THE INFORMATION DISPLAYED ON THE HOME PAGE OF THE STARCLUB PROGRAM.

What are the 4 levels the STARCLUB program?*

Level 1 – Registered

Level 2 – Submitted

Level 3 – Provisional Online STARCLUB Status

Level 4 – STARCLUB 'Recognition'

**Details in the 'How to check your STARCLUB progress' pdf*

Do we need to be part of STARCLUB to apply for an Office for Recreation and Sport (ORS) grant? Does STARCLUB status carry any weight when applying for grants?

Any club who meets selection criteria can apply for ORS funding without being registered in the STARCLUB program.

Up until March 2012, most clubs commenced the STARCLUB assessment because they saw it as a starting point for 'getting things organised'. Others have been encouraged by their State sporting organisations (i.e. SACA) or Council to register as part of a broader development program.

It is simply good practice to run your club using the STARCLUB criteria – that way club committees and volunteers don't have to lose sleep worrying if they are up to scratch with the legalities of running a club.

Since March 2012 clubs applying for Active Club Program (ACP) – Program and Equipment funding have been encouraged to register for the STARCLUB program

Guidelines from [ACP Rd 40 Oct 2015](#)

“If the application passes screening, a Funding Assessment Committee assesses all eligible applications, with the following principles used to prioritise applications:

- when an applicant last received funding through ACP (Programs and Equipment)
- whether an applicant is affiliated with their Peak Body
- whether an applicant has registered with or completed STARCLUB

Please note, satisfying the principles alone does not guarantee the receipt of funding.

Simply – clubs can do as little or as much as they want – no one is forcing them to do it but there is a lot to be gained. Clubs don't know what they don't know and STARCLUB helps clear the air on lots of things.

Also it helps State sporting organisations and councils plan better knowing what the needs of their affiliated clubs are.

It is recommended clubs should do the STARCLUB online assessment even if they will never apply for a grant.

Grants are only a small part of running a good club – the ones who use grants best are those who plan for the future and have identified programs and facilities that would be improved if they won a grant. It is very clear when a club is just doing a cash grab.

Are our STARCLUB answers confidential?

STARCLUB is a free non-obligatory program provided in the public domain. Clubs can enter as little or as much information as they feel comfortable with, on the understanding that their information will likely be provided (upon request) to their State sporting organisation, local council or regional STARCLUB Field Officer.

The following Privacy information is included in the welcome email sent to all registrants

1. *Any personal information provided by the Club to the Minister will be held in the Minister's databases on a secure server for the purpose of the Club's involvement in the Program and will only be used by the Minister in accordance with the Government of South Australia's Information Privacy Principles Instruction.*

2. *It is the intention of the Minister to share some of this personal information, in particular STARCLUB Monthly statistics and data (including personal registration details) with third parties including but not limited to the Australian Sports Commission, state sport and active recreation organisations, local councils, clubs and supporting agencies.*
3. *The Club warrants that for any personal information provided to the Minister the Club has informed (in writing) the person to whom the information relates that the personal information will be provided to the Minister and of the Minister's intended use of this personal information, and that the Club has obtained written consent from all such persons to allow the Minister to use and disclose their personal information in this manner.*
4. *The Club acknowledges that the Minister may also use the personal information provided in conjunction with participation in the Program for the purposes of providing the Club and its designated representatives with information directly relating to club development (i.e. Grants, services, training).*

Do we have to fill in all the details in Part 6 'Sustainability'?

No but this section could significantly reduce your running costs. While this section is not compulsory to obtain STARCLUB status, we recommend you work through it for the benefit of your club.

It's a great source of tips for -

- Reducing water costs
- Reducing Energy costs
- Being more utility efficient in the future
- Checking you are meeting your minimum financial requirements

What is the STARCLUB news and where can I find it?

Every time you log in to your STARCLUB online assessment tool the STARCLUB news 'pops up' underneath the chart showing your progress. Check it out for the latest news of grants, success stories, new resources and facts and figures about STARCLUB.

Where do I find the necessary templates, policies or forms to help meet the STARCLUB criteria?

There is little need to 'reinvent the wheel' when looking for most policies, templates or processes involved in running a club. You can save time and effort by checking under the 'No' response for each STARCLUB question for links to specific resources relevant to that item. When you find the right resource, you should read and understand its contents and modify it to suit your club's situation.

Other information sources include checking your State Sporting Organisation website, other club websites, Australian Sports Commission website or a quick Google search for ideas.

Do you audit clubs?

Upon achieving Level 3 'Provisional online STARCLUB status', clubs are **invited** to be involved in a face to face consultation to verify their answers. This is optional. Once this meeting has taken place, a report is submitted by the consultant and the ORS assesses if the club will become 'Recognised'.

Once Recognised, the club receives a new logo, promotion on the ORS website, a certificate signed by the Minister, a large fence banner (*first 100 clubs) and other help in promoting their status in the wider community.

What benefits are there for joining the STARCLUB program?

It's simply good practice!

A limited amount of STARCLUB merchandise (pens pads etc.) is forwarded to clubs upon registration along with the appropriate certificates. A STARCLUB wall chart / planner is sent to clubs once they achieve Level 2. Recognised STARCLUBS receive a fence banner (first 100), certificate a, new logo and public recognition on the ORS website.

Can we print our answers?

Yes 'Print our Answers' option is available on the STARCLUB online assessment tool pages. Your Action Plan can also be printed.

Can more than one person manage our club's STARCLUB information?

Yes – using the 'Share Access' function allows you to enter multiple email addresses and in turn, access for more committee to provide their input. Why not allocate a different person to each of the sections? – spreading the workload and knowledge is a powerful way to upskill and inform people at the club about the work needed to make a successful club 'tick'.

Do we need to answer Yes to every question to become a STARCLUB?

No. Simply registering your club contact details means you are in the STARCLUB program and on a journey to continuous development. To achieve STARCLUB online status (Level 3) or a Recognised STARCLUB (Level 4) requires the correct combination of answers (i.e. all mandatory questions and at least 3 yes responses in Parts 1 – 5)

Answering 'No' also helps the ORS, your local council or your State body know what your needs are, so we can all work together to help achieve that item

Do not feel pressured to get everything done immediately – you have a club to run! - so prioritise actions using the Action Plan generated from your responses and get help to work through these items over the course of the season/year.

Even if your club only completes/implements the mandatory questions - #1, #2, #11, #16 & #21 – you can feel confident that you are operating within current legislative requirements and with due diligence, should avoid costly and worrying legal action if things go wrong.

What if a question doesn't suit or apply to our club or sport?

Please just choose the most appropriate response / closest answer OR tick Yes and make a comment in the box provided to explain your situation.

Tips for making the most out of STARCLUB

- Inform other club committee members your club is registered in STARCLUB. This prevents dual registrations but importantly shares the information and workload – you have joined STARCLUB to improve your club so spread the word and the work!
- Add ‘STARCLUB progress’ to your quarterly or half yearly meeting agenda – this is a great way to know your club is staying on track and moving ahead.
- Provide a generic email address for your login (i.e. admin@unitedclub.com.au) Keep your club in the loop 24/7 all year round AND when committees and personnel change as they always do in clubs.
- If you forget your login email. Contact participation@sa.gov.au or call 8457 1444 with your club name.
- If you forget your password – enter the login address and request a new password to be sent.
- Keep your club details up to date. People, numbers and addresses change regularly. With 2000 registered STARCLUBS it is a challenge to stay on top of everyone’s details, so please login regularly and update them.
- Answers not being saved – press ‘Save’ at the bottom of each page every time new information is added.
- If you have any IT issues the usual message is save > turn computer off > re-start/re-boot 😊
- Press ‘**Submit**’ on the final page to check all questions have been answered with *Yes, In Progress* or *No*.