



## **GOOD GOVERNANCE WORKSHOPS**

Townsville 9 Nov, Moreton Bay/Caboolture 23 Nov, Gold Coast 24 Nov

## GOVERNANCE TRAPS & TIPS FOR EQUESTRIAN QUEENSLAND CLUBS



Not accounting properly for cash income and expenses.



Conflicts with committee decision making.

Some common TRAPS for not for profit organisations

Not sharing the workload or having succession plans.





Not managing complaints quickly and appropriately.

Inadvertently creating a culture that members feel is not transparent, open or inclusive.







## **GOOD GOVERNANCE WORKSHOPS**

Townsville 9 Nov, Moreton Bay/Caboolture 23 Nov, Gold Coast 24 Nov

# GOVERNANCE TRAPS & TIPS FOR EQUESTRIAN QUEENSLAND CLUBS

### TIPS FOR GOOD GOVERNANCE

- Obey the law
- Do not mislead or deceive
- Act fairly
- Provide services that are fit for purpose
- Deliver services with reasonable care and skill
- When acting for another, act in the best interests of that other

#### **Cash and budgeting**

Ensure all cash is accounted for.

Keep receipts.

Use a cash register if you can.

Monitor project/event budgets frequently.

Don't be afraid to ask questions.

Make sure you understand any variances between the forecast budget and actual expenditure.

Require all invoices to be submitted (and paid) within an agreed period of time.

#### **Committee conflict**

Chatham House rules at meetings.

Even if you disagree with the decision, the majority decision applies.

Keep good minutes that are a summary of committee decisions, not a transcript of discussion.

At committee meetings ask the chair to summarise decisions.

If in any doubt, ask the minute taker to read out the decision that is being recorded.

Committees should distribute the minutes as soon as possible after a meeting.

Members should read minutes as soon as you receive them and notify the whole committee of any changes you are seeking.

Keep a record of outstanding actions and review at each meeting.

#### **Complaints**

Try to resolve complaints from members as quickly as possible.

If you can't resolve the matter, advise the complainant how to escalate it.

Remember you will never keep everyone happy, but you can agree to disagree.

Keep a register of complaints and discuss at committee meetings.

Look for any patterns and learn from them.
Try to encourage members to give constructive feedback to the committee.

#### **Control**

No one is indispensable!

Ensure there is an accurate position description for each committee role.

Use work plans to share the load equitably across the committee.

Volunteers are the lifeblood of any club.

Create accurate position descriptions for all volunteer roles.

Plan for succession and help new people transition into their roles.

Provide induction training for new committee members before their first meeting.

#### **Culture**

Remember that committees are elected by members to represent their interests.

Be open and transparent with members about committee decisions.

Share minutes with members.

Invite members to be part of strategic and event planning.