

Selection criteria and process

Eligibility criteria

The Tennis Club must show that it:

- is affiliated with a Member Association;
- can demonstrate an inviting culture, accessibility and the ability to attract players/members;
- employs/engages qualified Tennis Australia coach members;
- has completed Club Health Check (CERM) data collection;
- has implemented Tennis Australia participation programs and competitions providing a range of opportunities to the whole community; and
- promotes social integration and inclusion.

Selection criteria

The selection panel will give consideration to the following in assessing and comparing nominations:

- The direct customer feedback the club has received via independent responses from customers and members. Responses may be sought via a customer phone survey and mystery shopper visit;
- the results of the Club Health Check compared to national medians for clubs in the same group;
- demonstration of membership retention/growth via Member Association registration;
- the level of club accessibility to the community;
- the financial sustainability of the club;
- the range and quality of programs delivered including pathways for junior tennis players, Cardio Tennis, Community Play and Hot Shots tournaments and competitions;
- the level of promotion of the club and welcoming community invitations to participate i.e. hosting a Free Tennis Day, open to the whole Community; and
- supply a minimum of three high-resolution photos and/or video footage supporting their nomination.

Selection process

The selection panel will be made up of the following:

- Manager Club & Community
- National Programs Manager
- Manager Places to Play
- Member Association representative

All decisions in relation to the Most Outstanding Tennis Club & Community award (including any questions in relation to eligibility) will be determined by the selection panel in its absolute discretion. All decisions are final and no correspondence will be entered into.

Any matters which arise and which are not covered in this document will be determined by the selection panel in consultation with Tennis Australia Management.

Timeline

- Nominations close – 1 September 2015
- The award period is from 30 September 2014 to 31 August 2015
- The Awards Night will be held in Melbourne on 23 November 2015

Requirements of award recipients

The successful recipients will be required to fulfill the following items upon reasonable request:

- participate in marketing and promotional activities in the 12 months following the award;
- prepare an article for the Australian Tennis Magazine. Tennis Australia will provide editorial assistance.