

## Operational Health Check (OHC) FAQs

### WHO CAN COMPLETE THE OHC?

The survey can be completed by any organisation or business that either directly operates or hires the use of a tennis facility and are affiliated to their State or Territory Member Association. The information required to complete the Input Sheet may need to be obtained from different personnel within organisations (e.g. coaches, volunteers, administrators, asset owner) and therefore a collaborative approach is necessary to provide a complete set of data for the participating venue.

### WHAT ARE THE BENEFITS FOR MY ORGANISATION?

Survey participants will receive a Completion Certificate and individual Summary Report within 2-4 weeks of submitting their data, in addition to the OHC Bulletin at the conclusion of each survey period. This information can then be used to:

- ✓ Learn how the facility performs against group\* and overall medians\*
- ✓ Compare the facility's results to previous year's performance
- ✓ Track areas of strength, areas to monitor and priorities to address
- ✓ Support strategic and business planning
- ✓ Evidence reporting and performance to stakeholders

*\* Group refers to venues of a similar size according to number of courts*

*\* Medians are the 'middle point' of a number set, of which half the numbers are above and half the numbers are below*

### WHO WILL BE ABLE TO ACCESS MY INFORMATION?

Conducted in partnership between University of South Australia (CERM PI®) and Tennis Australia, the program is administered under established CERM PI® protocols which mean no individual facility's raw figures are made available and Input Sheets remain strictly confidential.

Individual information cannot be accessed by any other party, however Tennis may confidentially use results to:

- Recognise and reward club performance (e.g. participation rates, operational improvements, effective planning)
- Direct assistance and support by allocating resources in response to industry need
- Determine service / infrastructure priorities for the growth of the sport and venues
- Leverage stakeholder assistance (e.g. government funding)
- Facilitate discussions when consulting and providing guidance
- Continue to develop the OHC as a relevant and valuable tool for operators

### HOW DO I TAKE PART?

The survey period runs from July 1 – June 30 each year, however participants are invited to submit their data for their previous financial year\* at any time during this period. Once all the questions are complete please submit via email to [tennisohc@unisa.edu.au](mailto:tennisohc@unisa.edu.au). Do not send your Input Sheets directly to your Member Association or Participation Leader.

Please take time to read the Guide even if you have completed an OHC previously to ensure questions are interpreted correctly. Data is verified by CERM PI® and Input Sheets will be returned if they are incomplete or contain unreliable data (e.g. If '0' is entered for average visits per week). Participants will be requested to provide a full set of reliable data and their Input Sheet not processed until this time, if a question is not applicable enter 'N/A' should be entered under notes with a short explanation.

On receipt of your Summary Report and Action Plan, it is strongly encouraged to discuss your results with your Participation Leader. For any further questions please contact your Member Association Places to Play team or Participation Leader.

*\*Financial years may vary between organisations*