



SERVICE CHARTER



This document should be read in conjunction with the current Yachting Queensland Strategic Plan 2008-2011

INTRODUCTION

In Australia the sport of Yachting is represented by a national body called Yachting Australia (YA). Each State and Territory in Australia is also represented by a sporting body; these are sometimes called MYAs or Members Yachting Associations. All the MYAs are separate entities but do fall under the umbrella of the national body. Queensland Yachting Association Ltd is the peak body for the sport of Yachting in Queensland.

WHO IS YACHTING QUEENSLAND

Queensland Yachting Association Ltd is a company limited by guarantee that was first registered on 25 June 1981, currently trading as Yachting Queensland (YQ). The organisation is governed by a Board of Directors who are elected at an Annual General Meeting by delegates nominated by Member Clubs and Class Associations. The Board is supported by the Executive Officer and the fulltime staff.

Supporting the Board are a number of Sub-Committees comprised of volunteers provided from the general membership. The following are the current sub-committees:

- Offshore & Safety Committee
- Racing Rules & Race Officials Committee
- State Power Boat Committee
- State Team & Match racing Committee
- State Youth Committee

WHAT DOES YACHTING QUEENSLAND DO

YQ is a not-for-profit organisation. It is responsible for the administration, promotion and advancement of the sport of yachting at all levels throughout Qld. YQ represents its members and the sailing community to ensure that the appropriate competition and recreational opportunities can be conducted in safe and regulated conditions, allowing all sailing participants to achieve their goals.

YQ is a small but flexible organization which responds to the needs of its members providing assistance where practicable. The YQ staff is available to provide assistance and advice on any issues regarding sailing and boating across QLD.

WHO DOES YACHTING QUEENSLAND REPRESENT

YQ currently represents:

- 61 Sailing and Yacht Clubs
- 27 Class Associations
- 50 Sailing Schools

YQ has been working with governments, industry and the members to represent them and attend to sailor's needs and concerns. YQ remains committed to this role and will continue to act as an advocate, seeking better services, safer waterways and improved boating policies.

WHO DOES YACHTING QUEENSLAND WORK WITH

YQ works or liaises with some or all of the following on a daily basis:

- Australian Sports Foundation
- Communities and Schools
- Commercial Partners
- Kindred sporting agencies and associations
- Local Governments
- Marine Queensland
- Marine Safety Queensland

- Members (Clubs and Class Associations)
- Other MYAs
- Queensland Academy of Sport
- Queensland Olympic Committee
- Queensland Sports Federation
- Queensland State Government (Sport, Tourism, and Transport)
- Sponsors
- Sporting goods suppliers
- Tourists and the tourism industry
- Volunteers and supporters
- Yachting Australia
- Yachting Australia Training Centres

WHO SHOULD BE A MEMBER OF YACHTING QUEENLAND

- All active sailors (those competing at any level, plus cruising and recreational sailors) in QLD.
- All Sailing and Yacht Clubs in QLD
- All Sailing Class Associations in QLD
- All training centres in QLD

***Note:** It is mandatory under the Racing Rules of Sailing (Rule 55 – Crew Eligibility) that Yachting Australia prescribes that except in an international event any crew member that sails in more than 3 races in any one sailing season, shall be a member of a Club affiliated to an MYA and a Yachting Australia Card holder. See also rules 46 and 75.*

YACHTING QUEENSLAND SERVICES TO THE SAILING COMMUNITY

The services that YQ can provide to the QLD sailing community fall into the following five main categories:

- Administrative Support
- Membership Services
- Sport Services
- Stakeholder and Community Awareness
- Training and Education

Administrative Support – YQ can provide but not limited to the following:

- Information on training, membership, development and measurement issues.
- Assistance to promote events at Clubs
- General inquiry and information service to members and the public on sailing related issues and problems.
- Technical information
- Written support for Club grant applications
- Access for Sports Accident Insurance for all Silver Card holders
- Assistance with input to My Club and My Centre
- Access to an MPIO for member protection matters

Membership Services – YQ Members have the ability to:

- Have a voice through YQ to influence the adoption and changing of rules administering sailing.
- List and promote clubs, classes and events through YQ publications and the YQ website
- Access to MyClub a simple online system that allows clubs to process and access their own membership data
- Access to My Website allowing clubs and class associations to set up their own websites.

Sport Services – Examples On behalf of the members, YQ

- Provides the ability to conduct sanctioned events and races under the Racing Rules of Sailing.
- Ensures contact with State and National level judges and race officials
- Makes available assistance in securing Government funding and grants for events and member's facilities.
- Provides coaching and development opportunities to allow athletes to realise their potential.
- Offers programs and support of high performance athletes through the QAS sailing program
- Undertakes development of high performance programs and assistance to emerging talented athletes through the YQ youth programs and State Squad.
- Stages State Events
- Through Membership, gives individual members eligibility to compete than three times in any sailing season as under Rule 55 of the Racing Rules of Sailing.
- Administers and regulates the International Measuring System (IMS) and the International Racing Certificate (IRC) measuring schemes.
- Contributes to the development of the YA Racing Rules of Sailing.
- Trains and supports Judges, Umpires and Race Officials.
- Conducts appeals and disciplinary hearings as necessary under the Racing Rules of Sailing.

Stakeholder and Community Awareness – YQ will:

- Work closely with the sailing fraternity to ensure a strong cohesive association, which can effectively represent sailors and influence change.
- Liaise with Government to ensure the waterways of QLD are safe and well regulated and that the interests of the sailing community are attended too.
- Lobby State Government departments on behalf of YQ members and the sport of sailing, particularly where members have concerns and need assistance or support.
- Issue monthly E-newsletter to clubs, class associations, training schools and Silver Card holders with information on various sailing and management issues
- Issue electronically a quarterly magazine to all clubs, class associations, training schools and Silver Card holders.
- Communicate messages to the media and the wider public on sailing issues.
- Provide opportunities for members to contribute to the regulation and administration of the sport.
- Promote the sport of sailing and the conduct of “Go Sailing” days and other events
- Promote safe boating and participation through boat shows and community programs.

Training and Education – on behalf of YQ members, YQ will:

- Administer the YA training schemes
- Provide strong input into the development of national training programs
- Develop and provide a broad range of education programs for participants and officials.
- Ensure access to members education programs through sailing seminars/workshops organised at the request of clubs, class associations and training schools.
- Oversee accreditation and ongoing quality assurance for YATC.
- Arrange commercial qualifications and vessels registration for YATC
- Ensure recognition of training scheme qualifications for power boat licences.
- Maintain suitable course within the scope of the YQ RTO.

YQ SERVICES TO THE GENERAL COMMUNITY

YQ recognises that the communities of QLD are important stakeholders and YQ will provide services and programs to encourage active participation by all groups. This will be achieved through quality training programs, access to awareness and familiarisation programs and the provision of professional advice.

WHAT SHOULD MEMBERS EXPECT FROM YACHTING QUEENSLAND

Quality – YQ will:

- Treat members with respect and courtesy, maintaining confidentiality where required.
- Identify ourselves when we speak to members;
- Be clear and helpful in dealings with members, giving reasons for decisions.
- Act with care and diligence as a response is prepared, behaving honestly and with integrity.
- Refer inquiries that cannot be answered by YQ to an appropriate source as soon as practicable.
- Present information clearly, using plain English, being sensitive to the diversity of the Australian public.
- Ensure that recorded telephone and webs services are kept up to date with the latest information and products.
- Ensure that the website is user friendly and well set out.
- Ensure that all services are current.

Responsiveness – YQ will endeavour to:

- Deal with any enquiries and complaints quickly and effectively.
- Answer all telephone calls promptly, and ensure that unattended phones in operational service areas are re-directed or provided with an answering service.
- Reply to letters, faxes and emails as soon as practicable – on more complex issues, the initial reply will provide an estimate of the time a full response will take and any associated cost.

Accessibility – YQ Staff will be available:

- For other enquiries, from 8am to 4pm Monday to Friday at the YQ Office Manly, and on site at any YQ events/activities, where staff undertake a range of duties (eg. Brisbane boat show).

Service Improvements – YQ will aim to:

- Ensure the accuracy and quality of services remains at optimum level.
- Further improve reporting procedures.
- Upgrade ways in which YQ delivers its services, in line with improvements in technology and the changing needs of the community.
- Make access to the services easier and more convenient, particularly for people with special needs.
- Develop a more streamlined system of handling member's enquiries and feedback on services.

HOW WILL YQ BE ACCOUNTABLE

YQ will undertake to operate under the provisions set out in the YQ Constitution and YQ Strategic plan, and to make available a YQ Annual Report. The President, Board of Directors and the Executive Officer will monitor the YQ performance against the standards set in this Charter.

PRIVACY

YQ will uphold the National Privacy Principles and comply with the Privacy Act. With Member assistance YQ will keep the personal information complete and up to date so that the YQ service will be tailored to meet member's needs. See YQ Regulation 8 – Privacy Matters.

HOW CAN MEMBERS ASSIST YQ

YQ is the members association. YQ is continuously looking for volunteers to work on sub-committees. Information and advice is a vital ingredient in assisting YQ to monitor and improve the service given by the State sporting body to its members. Member input into surveys and other requests for information from YQ assists greatly in the bid to make the organisation more effective and efficient.

To enable YQ to provide the best service, members are requested to advise YQ of their needs and advise YQ of any difficulties they may be experiencing.

YQ also requests that members understand that administering sailing with the clubs, class associations, training centres, individual members and the public throughout the state is a broad and complex operation, and requires a great deal of dedication and commitment from staff, especially at peak sailing periods.

YQ CONTACTS

YQ services can be accessed through the following:

The internet – YQ has an extensive website at www.qld.yachting.org.au

Telephone: 07 3393 6788

Facsimile: 07 3393 6799

Email: office@qldyachting.org.au

FEEDBACK AND FURTHER INFORMATION

Member feedback is most welcome. If you would like to comment on this Charter please write to:

Executive Officer
Yachting Queensland
P.O. Box 5462
MANLY QLD 4179