



Bushwalking NSW

KEEP EXPLORING, BE AMAZED



FEBRUARY 2018 GENERAL MEETING



Alex Allchin
President
Bushwalking NSW



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Keeping Your Club On Track

Presented by Kirsten Mayer
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Bushwalking NSW

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WHAT'S ON THE AGENDA?

- What does on track mean?
- What clubs do to run well
- How culture helps
- Managing conflict, complaints, issues
- How committees run well
- Fun



TAKE AWAY TOOLS

From:

- Clubs
- Bushwalking NSW
- Volunteering NSW



WHAT DOES “ON TRACK” MEAN?

1. Identity & vision
2. Healthy & active membership
3. Activities program
4. Engaged leaders
5. Engaged management committee
6. Positive, constructive culture



WHAT CLUBS DO TO RUN WELL

- Culture of respect for each other
- Clear roles and responsibilities
- Concise instructions
- No fuss procedures
- Training



WHAT CLUBS DO TO RUN WELL

- Acknowledge contributions
- Award leaders
- Teamwork
- Enjoyable social events
- Humour



RUN WELL

Bankstown Bushwalking Club

- *Leader of the Year award*
- *Member of the Year award*



RUN WELL

NPA of NSW:

Start with the end in mind

See: *The 7 Habits of Highly Effective People* by Stephen Covei



RUN WELL

NPA of NSW:

- *Know who the club is and who they want to be.*
- *Know what you want to be good at and do that very well*
 - *(if might be fun and social, but it could be many other things. There are popular silent bushwalking groups)*
- *If you are going to be very good at something, also be comfortable with those things you will be 'bad' at.*
- *Do not try to be all things to all people, but be very good at who you want to be.*



RUN WELL

NPA of NSW:

- *Keep members in the loop with regular easy to follow communications.*
- *Keep things personal and share good news stories (and photos).*
- *Keep members focused on who the club is.*
- *Do what ever you can to support and get out of people's way (let members and leaders get on with it).*



RUN WELL

NPA of NSW:

- *If your plan is to grow into a big club, then put systems and processes in place to allow it to grow -- ie have stuff in place that means people can just get on with it without bottle necks.*



RUN WELL

Use software tools for information exchange:

- Email – Yahoo Groups, Google hangouts, etc.
- Shared documents – Google Drive, Dropbox etc.
- Collaboration – Google Docs, Gsheets etc.
- Accounts – Xero etc.
- Newsletter tools – MailChimp etc.
- Survey tools – Survey Gizmo etc.



Great culture

=

More members

A POSITIVE CLUB CULTURE

Features:

1. Shared vision
2. Committed membership
3. Inclusiveness, awareness, appreciation
4. Roles, standards, policies, guidelines, procedures
5. Good governance



INCLUSIVENESS

Canberra Bushwalking Club

- *We have a very varied program, ranging from easy urban walks to multi-day exploratory walks in rough terrain.*
- *Not distracted by whether 'real bushwalks'*
- *variety allows*
 - *new walkers to start with easier walks and progress to harder ones,*
 - *'tiger walkers', who are managing an injury or just getting old, to continue walking without leaving the club.*



GUIDELINES

Canberra Bushwalking Club:

- *We put an emphasis on safety, through published guidelines, training courses and check-in procedures*
- Guidelines for participants
- Guidelines for registration as a leader
- Guidelines for leaders



GUIDELINES & PROCEDURES

[Northern Rivers Bushwalking Club](#)

- Essential Information Document/Guidelines – for:
 - Walkers
 - Cycling
 - Kayaking
 - Abseiling
- Leaders Guidelines and Checklist
- Very concise Risk Management Plan
- Emergency Contact Procedure



GOVERNANCE

- Fair Trading [Checklist for Incoming Committee](#)
- Constitution
 - More accessible as a webpage
- Role descriptions
 - Canberra BWC: [Committee member roles descriptions](#)
 - Bushwalking NSW: *Organisational Design & Committee Portfolios*
- Management Committee *Terms of Reference*



BNSW COMMITTEE TERMS OF REFERENCE

- *Each member of the committee should:*
 - *Be aware of bushwalking information, issues, skills, and techniques*
 - **Promote a cooperative, collaborative group**
 - **Assist in the development and implementation of appropriate solutions**
 - *Know the current budget*
 - ...



FINANCIAL MANAGEMENT

- Collect money wisely
- Spend money wisely
 - Plan & Budget
 - Take risks



GOOD GOVERNANCE ACTIONS

- Remember your Goals/Vision
- Get out of the way of members
- Prioritise
- Budget
- Meet regularly
- Re-elect all office bearers annually – allows change



TAKE-AWAY TOOLS

- Document templates:
 - Standard Agenda, Minutes, etc
 - Management Committee *Terms of Reference*
- Organisational Design & Committee Portfolios



CULTURAL CHANGE REWARDS

- New members of Management Committee
- More positive & proactive culture
- Able to do more
- More engagement



HOW CLUBS HANDLE CONFLICT/ISSUES



PREVENTING ISSUES

NPA of NSW:

- *Deal with it before it happens -- EG, if you have a new potential member interested in joining, find out what their expectations are. If they do not fit with your club then feel very comfortable recommending a club that will suit them better.*



POLICIES & PROCEDURES

<https://canberrabushwalkingclub.org/about-us/governance-and-policies/>

- Guidelines for dealing with discrimination or harassment
- Feedback and complaints policy



CONFLICT RESOLUTION TOOLKIT

Volunteering NSW:

- <https://www.volunteering.nsw.gov.au/resources/conflict-resolution-toolkit/what-is-conflict>



CONFLICT RESOLUTION TOOLKIT

- **What is conflict**
- Can conflict be a good thing
- How can I deal with conflict
 - Managing emotion
 - Listening
 - Exploring solutions together
 - Framing
 - Confronting
- Processes to manage conflict
- Preventing conflict
- Typical conflict situations
- Where can I get help
- Where can I find out more



CONFLICT, COMPLAINTS, ISSUES

- Bankstown Bushwalking Club
 - *Have a elected members representative who is the first contact point, then the management committee meets face to face to discuss issues.*



EMAIL

- All caps is like shouting
 - *There is no training on in MY LOCATION*
- Causes
 - Lack of information
 - Uncertainty/Change
 - Poor health



RESPONSES

- Be gracious via email
 - Keep emails simple & factual
 - Give the benefit of the doubt
- Find the win win
- Be polite
- Engage socially



RESPONSES

- Seek accurate information from appropriate authorities early on to ensure we know what the issues are and what we need to do.
- *The committee meets face-to-face to discuss serious issues and everyone who attends is given an equal amount of time to speak on the matter.*



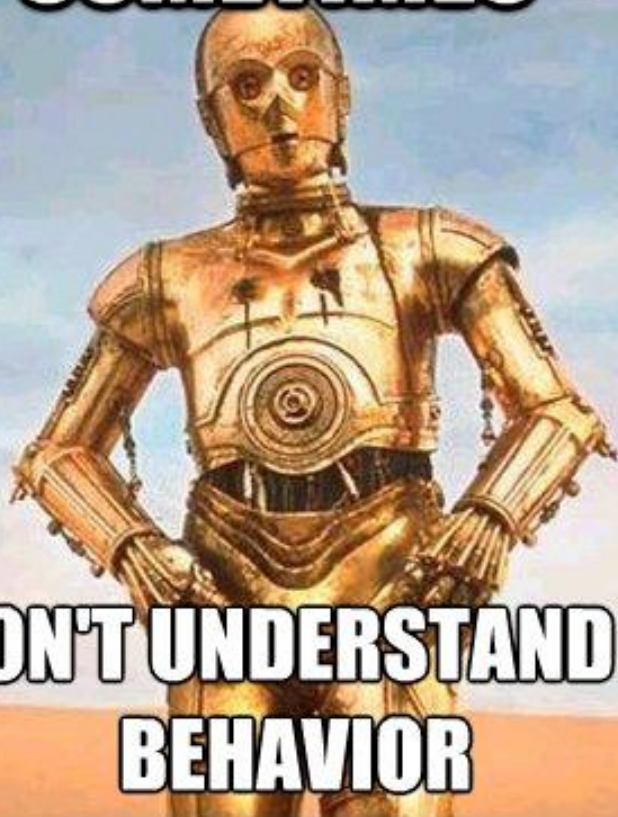
CONFLICT, COMPLAINTS, ISSUES

NPA of NSW:

- *Deal with all issues either face to face or over the phone.*
- *Deal with the emotion first, listen to them, let them talk.*
- *Ask questions to better understand.*
- *Once emotion is dealt with then decide if issues still exists.*
- *If the issue does still exist, define it and understand it (you may need to chat with others).*
- *Once you understand it, decide if it is something good to fix or worth trying to resolve -- be very mindful of unintended consequences.*
- *If you know what kind of club you want to be, then you will get a feel quickly if the issue raises is something worth working on.*



SOMETIMES



**I JUST DON'T UNDERSTAND HUMAN
BEHAVIOR**

CHALLENGING BEHAVIOURS

(IN OURSELVES AND OTHERS)

- Self-esteem Issues
 - Superiority/"better than"
 - Inferiority/"less than"
- Boundary issues
 - Lack of awareness
 - Violations
 - Enmeshment
 - Avoidance
- Reality Issues
 - Dishonesty
- Dependency Issues
- Moderation Issues
 - Intense emotions
 - Raging
- Control
 - Over-controlling
 - Chaotic
- Resentment
- Addiction
- Depression



EFFECTIVE RESPONSES

(TO OURSELVES AND OTHERS)

1. Mutual respect
2. Maintain boundaries
3. Allow imperfection
4. Acknowledge our interdependence
5. Moderation in all things
6. Time



Play the ball (issue)
not the person

ENJOYABLE/FUN THINGS CLUBS DO

- Meet for a weekend get-together of walking, canyoning, and socialising



FUN

- Northern Rivers Bush Walkers Club
 - *Gives witty prizes at the annual club Christmas party which acknowledge member contributions and helps everyone get to know each other better*
 - *Our club band plays and calls bush dances in a country hall in an extinct volcano*
 - *We walk in the hills or paddle in the dam, eat lunch together, then dance the afternoon away*



FUN

- NSW Nordic Ski Club
 - *Social dinners*
 - *Host screening of Backcountry Film Festival*
 - *Yearly beanie parade*
 - *Annual photo competition and award ceremony*
 - *Beginners instructional weekends*
 - *World Telemark Day Southern Hemispheres*
 - *Guest speakers*



FUN +

Canberra Bushwalking Club

- *We ran an exchange program with the Hobart Walking Club. They put on a week of walks for us in autumn and we put on a week of walks for them in spring.*
- *The walks required local knowledge.*
- *About 20 members from the visiting club attended each exchange week. Apart from a week of great walking, this strengthened relations between the two clubs*
- *We are now sharing system development information*



FUN

Canberra Bushwalking Club

- *We had a 'Gadgets night'. Members brought a piece of gear or clothing and we displayed them in the style of an art museum - on satin cloth with labels. There were competitions for best home-made item, most unusual item, etc. Plus food-dehydration demonstrations and tastings. It was a lot of fun.*



FUN

- Bankstown Bushwalkers Club
 - *gear buy/sell/swap/giveaway night after our general meeting*
 - *Annual Christmas Party with Lucky door prizes and Trivia questions with prizes*



FEBRUARY 2018 GENERAL MEETING



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President
Bushwalking NSW



DATES FOR YOUR CLUB CALENDAR

- Splendour Rock 70th Anniversary in 2018
 - Anzac Day: Wednesday, 25 April
- **Bushwalking NSW Annual Bush Camp & AGM**
 - 20 - 21st October [Bungonia Campground and National Park](#)
 - Meet old friends and new
 - Lead or join walks, canyons, training sessions
 - Enjoy our fireside barbeque
 - Quick AGM
 - **Actions:**
 - Book your [campsite](#)
 - Add the event to your club's calendar



FEBRUARY 2018 GENERAL MEETING



Executive Officer's Update
Kirsten Mayer,
Bushwalking NSW

admin@bushwalkingnsw.org.au | 8003 5545



IT'S SWEET TO WALK SOFT PROJECT UPDATE (ISWS)

- Running Minimal Impact Bushwalking (MIB) Training
- Reaching out to MeetUp groups



UPDATE FROM CLUBS

- Over to you...



SEE YOU AT OUR NEXT MEETINGS

Save the date for all our 2018 General Meetings now:

7pm Tuesday 15th May, 2018
Big Adventures

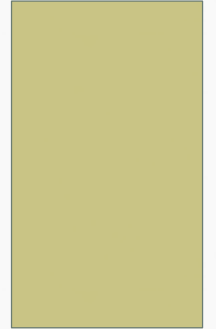
Bushwalking NSW Annual Bush Camp & AGM
20 - 21st October 2018 at Bungonia Campground and National Park

7pm Tuesday, 20th November, 2018



BUSHWALKING NSW ORGANISATIONAL STRUCTURE

OUR ASPIRATIONAL ORGANIZATION DESIGN



BNSW ORGANISATIONAL STRUCTURE

1. Areas of operation
2. Committee Member portfolios
 - Deliver on areas of operation
3. Nominated Volunteers
 - Committee members work on their goals with these volunteers



AREAS OF OPERATION

1. Governance, strategy and management
2. Public and member relations, services and marketing
3. Legal, insurance, and statutory requirements
4. Safety and risk management
5. Conservation
6. Tracks, Training and Health
7. Finance, funding and accounting
8. IT and Operations



COMMITTEE MEMBER PORTFOLIOS

1. President
2. Vice-President Funding & Membership
3. Secretary
4. Treasurer
5. Operations, Resourcing & Members Officer (ORMO)
6. Communications & Public Relations Officer
7. Tracks, Training and Health Officer (TTHO)
8. Conservation Officer
9. Bush Search & Rescue NSW (BSAR) (ex-officio role)



NOMINATED VOLUNTEERS

- Committee members work on their goals with these volunteers
- Vice-President
 - Ensure funding:
 - Grant writers
 - Fund raisers
 - Corporate liaison representatives
 - Not-for-profit liaison representatives
 - Increase/retain membership:
 - Clubs Liaison Officers
 - Marketing officer



NOMINATED VOLUNTEERS

- Treasurer
 - Bookkeeper
 - Finance Officer - planning and reporting
- Secretary
 - Legal Officer
 - Bushwalking Australia Insurance officer



NOMINATED VOLUNTEERS

- Operations, Resourcing & Members Officer (ORMO)
 - Clubs Liaison Officers
 - Volunteers coordinator
 - Operations Officer
 - IT Officer
 - Web master
 - IT project members/managers as required



NOMINATED VOLUNTEERS

- Communications & Public Relations CM
 - Media/Communications expert
 - Web Content Editor
 - Newsletter Writer
 - Magazine Editor
 - Marketing Officer
 - Events Manager



NOMINATED VOLUNTEERS

- Tracks, Training and Health Officer (TTHO)
 - Safety & Risk Management
 - Tracks and Access Officer
 - Training Officer
 - Health Officer - awareness & utilisation of health benefits of bushwalking



NOMINATED VOLUNTEERS

- Conservation Officer
 - Environmental law officer
 - Mining & industry impacts officer
 - Climate change officer
 - Threatened species officer

