

## **CLUB TRANSFER PROCESS – AS AT 01 MAY 2017**

### **Background to the change**

This document outlines Cycling Australia's new and improved Club Transfer process. Historically, the need to complete a manual form that the member is required to circulate to both the existing and the new club, then the State Association, before Cycling Australia can action the transfer resulted in bottlenecks that led to significant delays. For members it could mean an unnecessary delay of two weeks before they could ride or race.

With the aim to improve overall customer service and process efficiency, the new process allows members to race within 24 hours of initiating the transfer while at the same time providing clubs and members the provision to resolve outstanding matters.

Process Initiation: The process is initiated by a member requesting club transfers. There are two alternative flows depending on who the Member approaches for the transfer request.

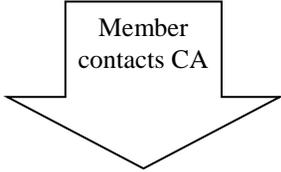
### **Transfer Process Flow A: Member approaches the New Club and indicates the wish to transfer clubs.**

1. The Member will approach the New Club and advise that they want to transfer clubs.
2. The New Club will initiate the transfer on behalf of the member on the STG system.
3. On seeing that there is a pending transfer for the member on the STG console, the Cycling Australia Membership Team will process and complete the transfer, (including contacting the member for a transfer fee if applicable).
4. When the transfer is complete on the system, CA will email the member, the member's Old Club and the New Club to notify them that the transfer is complete. The email will:
  - Advise the member, the Old Club that if there are outstanding matters that need to be actioned by the member, they need to advise CA.
  - Advise the member that if there are outstanding matters with their old club that need to be resolved that it will be their responsibility to ensure that the matters are resolved.
  - Unless CA is notified otherwise it will be presumed that all outstanding matters are resolved.
5. If the Old Club advises CA of outstanding matters – i.e. the member has outstanding dues, equipment that needs to be returned or volunteer hours owing, then CA will advise the member of the outstanding matters and advise that the member has 21 days to resolve the matters directly with the club.
  - If after 21 days, no communication is provided to CA stating that the outstanding matters still need to be resolved, CA will consider that all outstanding matters have been resolved.
  - If after 21 days, the Club or State association advise that the outstanding matters have ***not*** been resolved then CA will advise the member that his CA membership is on hold pending the resolution of the outstanding actions.

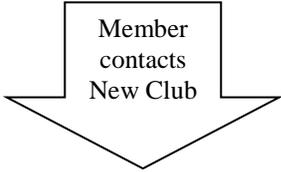
**Transfer Process Flow B: Member approaches Cycling Australia directly and indicates the wish to transfer clubs.**

1. The Member approaches Cycling Australia to advise they want to transfer clubs.
2. Cycling Australia will process and complete the transfer immediately (including charging the transfer fee if applicable).
3. When the transfer is complete on the system, CA will email the member, the member's Old Club and the New Club to notify them that the transfer is complete. The email will:
  - Advise the member, the Old Club that if there are outstanding matters that need to be actioned by the member, they need to advise CA.
  - Advise the member that if there are outstanding matters with their old club that need to be resolved that it will be their responsibility to ensure that the matters are resolved.
  - Unless CA is notified otherwise it will be presumed that all outstanding are resolved.
4. If the Old Club advises CA of outstanding matters – i.e. the member has outstanding dues, equipment that needs to be returned or volunteer hours owing, then CA will advise the member of the outstanding matters and advise that the member has 21 days to resolve the matters directly with the club.
  - If after 21 days, no communication is provided to CA stating that the outstanding matters still need to be resolved, CA will consider that all outstanding matters have been resolved.
  - If after 21 days, the Club or State association advise that the outstanding matters have ***not*** been resolved then CA will advise the member that his CA membership is on hold pending the resolution of the outstanding actions.

Member Requests to Transfer Clubs



CA Process the Transfer on STG



Club initiates the transfer on STG.

Cycling Australia Processes and **Completes the Transfer**

When Transfer is complete, CA e-mails:  
- The Member  
- The Old Club  
- The New Club  
Advising the **Transfer is Complete** and if there are any outstanding matters, then they should be resolved within 21 days.



No further action required



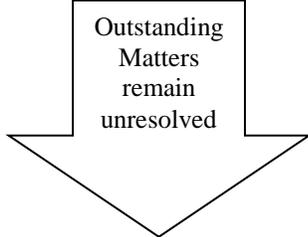
Member must resolve Outstanding Matters within 21 Days



CA will assume all matters have been resolved.



No further action required



Member's license will be placed on hold pending resolution

## TRANSFER PROCESS INSTRUCTIONS

### Transfer Process Flow A\*: Member approaches the New Club and indicates the wish to transfer clubs.

(Please note: Instructions only apply to Transfer Process Flow A, as the CA Membership Team don't require instructions for Process Flow B).

1. The Member will approach the New Club or State Association and advise that they want to transfer clubs.
2. The New Club will initiate the transfer on behalf of the member on the STG system.

Example: Member Dean Coxall wishes to transfer to Brunswick Cycling Club and goes to Brunswick CC directly or to Cycling Victoria.

Brunswick Cycling Club would log into STG console and search for the member using the Network Search function (located in the Submenu under the Members tab).

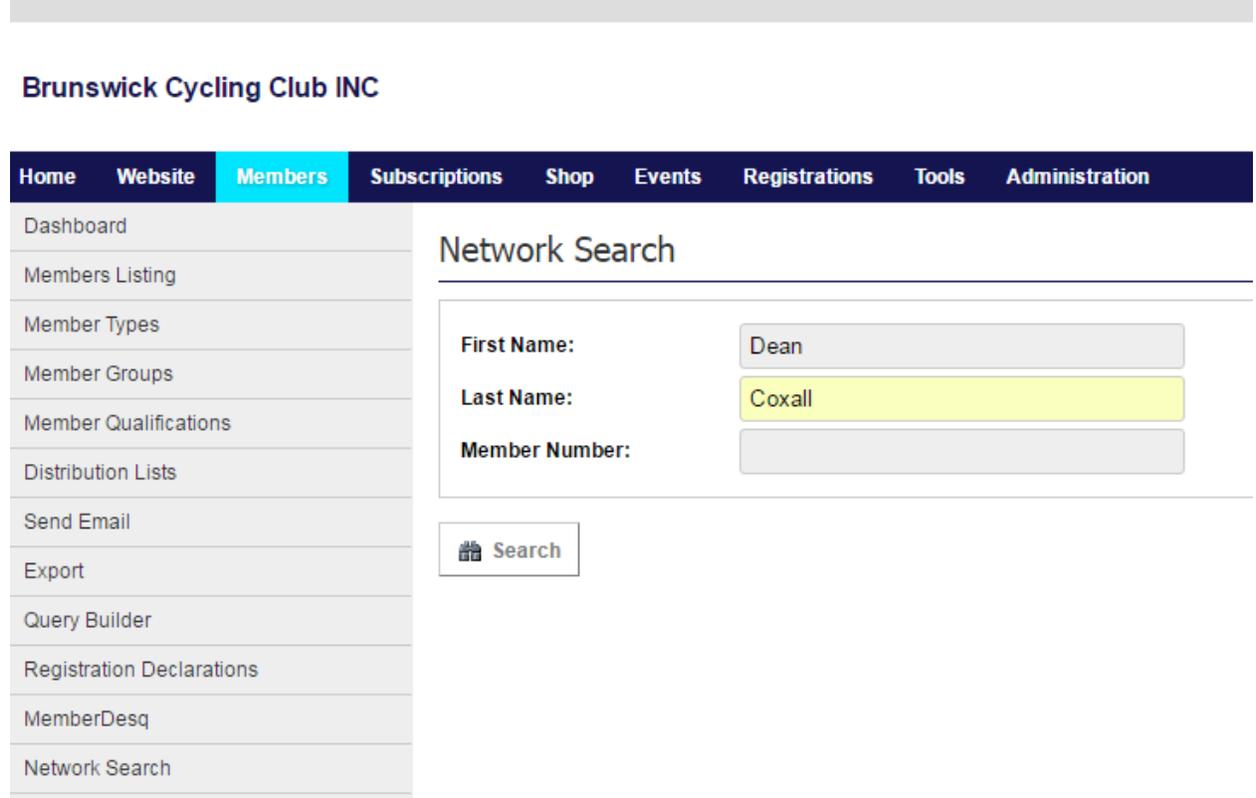


Figure 1: New Club uses Network Search

Logged in as: System Administrator

**Brunswick Cycling Club INC** [Return](#) [Log Off](#)

**Home Website Members Subscriptions Shop Events Registrations Tools Administration** SportsTG Noticeboard

- Dashboard
- Members Listing
- Member Types
- Member Groups
- Member Qualifications
- Distribution Lists
- Send Email

### Network Search

Name	Organisation	DOB	Member Number	Financial Status	Transfer
Coxall, Dean	Bankstown Sports CC Cycling New South Wales	20-Dec-1990	224389	Yes Active	

**Figure 2: Member details displayed in Network Search**

The New Club would then initiate the Transfer by clicking on the Transfer arrow (Figure 2) and complete the Transfer Request screen (Figure 3) with the relevant details and press Save.

**Brunswick Cycling Club INC**

**Home Website Members Subscriptions Shop Events Registrations Tools Administration**

- Dashboard
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- Member Qualifications
- Distribution Lists
- Send Email
- Export
- Query Builder
- Registration Declarations
- MemberDesq
- Network Search
- Member Transfers

### Transfer Request

**Member:** Dean Coxall

**Organisation:** Bankstown Sports CC

**Contact Person:**

**Contact Telephone:**

**Comments:**

**Figure 3: Transfer Request screen**

When Cycling Australia sees the Pending Transfer on the STG console, they will process and complete the transfer on the system.

**Cycling Australia**

Pending Transfers

Date	Member	From/To	Log	History	Action	Action
06-Mar-2017	Dean Coxall	From - Bankstown Sports CC To - Brunswick Cycling Club INC				

## EMAIL COMMUNICATIONS

When the transfer is complete on the system, CA will email the member, the member's Old Club and the New Club to notify them that the transfer is complete. The email will:

- Advise if there are outstanding matters that need to be actioned by the member, they need to advise CA.
- Advise the member that if there are outstanding matters with their old club that need to be resolved that it will be their responsibility to ensure that the matters are resolved.

### **Email to confirm that the Transfer is complete:**

Email to be sent to: Member  
Cc: Old Club, New Club

Hi Member.

This is your email notification to advise that your transfer from [old club] to [new club] is now complete.

[Old Club] please advise CA if there are any outstanding matters that the member needs to resolve- – i.e. the member has outstanding dues, equipment that needs to be returned or volunteer hours owing. Please note, if there are no issues to be raised, there is no need to advise CA. If no response is given, then no further action is required.

[Member] If there are any outstanding issues to be resolved with your old club, please note it is your responsibility to ensure that they are resolved.

Please find a link below where you can renew your membership online. (Note: only applicable if transfer is at membership renewal point).

We appreciate your help in this matter. Please email [membership@cycling.org.au](mailto:membership@cycling.org.au) if you have any further questions.

### **Email to Member if Old Club advises that there are outstanding matters:**

Email to be sent to: Member  
Cc: Old Club, New Club

Hi Member.

In regard to your recent club transfer we have been advised that there are outstanding matters that you need to resolve with your previous Club. These matter/s are as follows:

[List outstanding matters]

Please note it is your responsibility to contact your previous club and resolve these issues within the next 21 days. If Cycling Australia is advised that these matters are not resolved within the timeframe, your membership will be put on hold until all matters are resolved.

[Old Club] please note that it is your responsibility to advise CA if outstanding matters have not been satisfactorily resolved with the member. If no communication is received from you, we will presume all outstanding matters have been resolved.

We appreciate your help in this matter. Please email [Membership@cycling.org.au](mailto:Membership@cycling.org.au) if you have any further questions.

**Email to Member outstanding matters are not resolved within 14 days**

Email to be sent to: Member  
Cc: Old Club, New club

Hi Member,

In regard to your recent club transfer, we have been advised that you still have outstanding matters with your previous club [old club]

These matter/s are [list outstanding matters].

Please be advised that until you have resolved the matters with your previous club that your CA Membership has been put on hold including all racing and insurance rights.

Please attend to these matters as soon as possible. Once we have received confirmation from your previous club that these matters have been resolved, your membership will revert to normal status with all racing and insurance rights reinstated.

We appreciate your help in this matter. Please email [Membership@cycling.org.au](mailto:Membership@cycling.org.au) if you have any further questions.