



Sporting Clubs Administration Handbook

sport@playford.sa.gov.au

[f](#) [t](#) [v](#) [i](#) [in](#) playford.sa.gov.au

TABLE OF CONTENTS

Contents

INTRODUCTION.....	3
PLAYFORD SPORTS NETWORK.....	4
CLUB HELP	4
<i>Club Board Composition.....</i>	<i>4</i>
<i>How Board Members should act</i>	<i>5</i>
CLUB DEVELOPMENT WORKSHOPS.....	5
GRANTS AND FUNDING SUPPORT	6
HOW TO ATTRACT AN AUDIENCE	6
<i>Activities and Programs</i>	<i>6</i>
<i>Engaging an Audience</i>	<i>7</i>
<i>How to hold a productive meeting</i>	<i>8</i>
<i>Strategic Planning</i>	<i>9</i>
<i>Social Media Presence</i>	<i>9</i>
<i>Communicating Effectively.....</i>	<i>10</i>
CLUB GOVERNANCE	10
<i>Risk Assessments</i>	<i>10</i>
<i>Booking Licenses and Permits.....</i>	<i>11</i>
IMS RESERVES MANAGER.....	11
Logging onto IMS.....	11
Update your contact details	13
Seasonal Sportsground Applications.....	13
Completing the application	14
CASUAL BOOKINGS	17
Completing an application	17
Once your application is submitted.....	19
MAINTENACE REQUESTS	19
Completing a request	20
LINE-MARKING.....	22

INTRODUCTION

The City of Playford provides 15 sports fields, which includes up to 88 pitches/ovals and accommodating over 50 clubs, associations, schools, organized groups and residents who undertake organized sports and activities. As you can see by these numbers, our sports fields have a lot of approved organized activity, some more than others. Along with the sports fields, Council also provide 51 sporting club buildings to accommodate a suitable space for clubs to service their members and the local community.

City of Playford is committed to providing timely and appropriate service to our Sporting Clubs and Community Groups to allow them to perform their organized activity to its full potential.

This document will give club committees assistance with the process of Council requirements such as:

- IMS Reserves Manager – steps to do seasonal and casual sports fields bookings
- Line-marking
- Discount Criteria – club governance

The Sport and Property team at the City of Playford also offer a variety of services to assist with the running of your club. These services can range from:

- Club development programs
- Strategic planning sessions
- Club governance (policies and templates)

To access any of these services or to have Council attend a committee meeting please contact Annie Clarke, Sport Development Officer, via AClarke@playford.sa.gov.au | 8256 0183

PLAYFORD SPORTS NETWORK

The City of Playford is home to nearly 100 sporting clubs, offering a wide variety of sports and recreational opportunities for the community. These clubs play a vital role in encouraging active lifestyles and providing pathways for all ages to engage in sport. To stay up to date with the latest developments, news, funding, help and resources available to sports enthusiasts and clubs alike, the Playford Sports Network is the go-to resource.

Clubs that are based in the City of Playford are encouraged to register to the Playford Sports Network. Clubs registered with the Playford Sports Network will receive access to quarterly newsletters providing information on upcoming events, grants, benefits, services and many more topics that are of use to clubs. Another benefit for being a member of the Playford Sports Network would be the access to workshops and initiatives held within our Northern Sport and Recreation Network, which provides clubs with strategies to increase their club's capacity and ability to operate.

CLUB HELP

Club Board Composition

For sporting clubs to be successful and effective in communities it is important to have productive and ethical management in relation to control of the club. Sporting clubs who are organized from a high level and implement methods and procedures that provide structure to the club are likely to see positive reactions and results for the club. Part of this would be inducting personnel to the board that can use relevant knowledge, good repour with stakeholders and ethical decision making.

How Board Members should act

Board members of Sporting Clubs have the power to make informed decisions on behalf of the organization or association, whilst also delegating authority to others. Board members are required to make decisions that are justifiable and in the best interest of the club community. Board members should work collaboratively and be able to communicate and work effectively with other board members, this ensures club personnel are all transparent.

Skills and attributes that board members should strive to obtain, and display can include:

- Time management
- Effective communication
- Delegation
- Motivation
- Strategic thinking

CLUB DEVELOPMENT WORKSHOPS

Club Development Workshops are a service providing for sporting clubs that provides methods and advice on how clubs can run more efficiently and how clubs can maximize the benefits they receive. These workshops are held in person by the Northern Sports and Recreation Network, which is comprised of the Cities of Playford, Salisbury, Port Adelaide-Enfield, and Tea Tree Gully. Information about these workshops will be made available on the Playford Sports Network website page.

Some other websites and organizations that provide information on club development include: The Office for Sport and Recreation, Belgravia Sports Community and Flinders University.

Prior club development workshops that have been held by Belgravia Sports Community can be found [here](#).

GRANTS AND FUNDING SUPPORT

The City of Playford offers financial support to not-for-profit community organizations like sporting clubs, with the purpose of utilizing the aid to increase their ability to enhance the community's enjoyment and lifestyle. Individuals who encounter financial barriers to participating in organized sport may also be eligible to receive a grant, in the effort to encourage physical activities and social recreation.

To view available grants and information relating to grants visit click [here](#).

To apply for a grant applicants are required to download an application form for the desired grant on the City of Playford website from the 'Grants and Funding' page. Once the application forms are filled out and submitted, the City of Playford will assess the application and proceed from the next steps if the application is successful.

More information on the Grant application process can be found [here](#).

HOW TO ATTRACT AN AUDIENCE

Activities and Programs

In order for a sporting club or organization to catch a community's attention they must provide something that is of value to the community. Implementing activities or programs are a useful way for clubs to gain attention, as providing an opportunity for a large group of people to engage in a passion gives clubs the chance to 'sell' themselves and secure more members.

For club held programs to attract a large audience the activities on display need to be advertised efficiently, audience relevant and at a low cost.

Advertising a program effectively and efficiently leaves clubs with a better chance at attaining a larger audience. Technology and the digital world should be utilized as tools like social media have a large outreach and can help attract the younger audience that sports are populated by.

Implementing activities that are similar to the club's sport would help ensure that the club is targeting the right audience and therefore getting the best possible chance at increasing membership and interest within the club. Audiences are attracted to activities and programs that have value for them and are relevant to their passions.

Offering programs at a lower cost increases the likelihood of attracting participants from the community, as it reduces the risk in getting involved. By lowering the cost of participation, sporting clubs make it easier for those who might be hesitant or unsure about committing to a service to give it a try. This approach encourages wider engagement, especially from people who might otherwise avoid high-cost programs and helps create a more inclusive environment.

Engaging an Audience

When dealing with younger age groups or large amounts of people it may become difficult to retain the audience's attention or keep them engaged. Activities that sporting clubs run need to be varied and intense to keep the participants focused on completing the activities. Competition or award-based activities are beneficial for sporting clubs to implement as it gives participants motivation to engage as there is a benefit for performing well. Keeping presentations and information simple, short and relevant helps prevent the audience from disengaging as generally audiences listen for specific information or a purpose.

When regarding presentations or information sessions there are several methods club personnel can use to engage/keep audiences engaged. Providing a presentation that visually attracts or intrigues an audience helps keep them engaged due to the interest generated. Presentations that lack elements like colour or pictures may struggle to interest an audience as colour and pictures gain attention and can make audiences relate or evoke emotions. In terms of presenter actions, it would be beneficial to interact with audiences as engaging with them would keep them focused on the presentation information for the purpose of conversation. Maintaining eye contact with the audience helps make them feel involved and valued, audiences would be more likely to reciprocate the eye contact and listen when they feel singled out.

How to hold a productive meeting

There are several steps that can be taken to ensure a productive meeting. Setting an agenda for the meeting prior to commencement of the meeting is beneficial in ensuring there is topics and discussion points for the meeting. Part of the agenda could also include setting a time limit for the meeting that way no time will be wasted as people will have to make their points clear and precise. Allocating a designated chairperson for the meeting is important as they lead the meeting. The allocated chairperson for the meeting should make up the agenda and topics for the meeting. Other meeting members should be supplying input to the topics that the chairperson introduces.

Having a minute taker is also important for meetings as content from the meeting can be forgotten after the conclusion of the meeting. Tying into minute taking would be implementing an effective tool to use as minute taking or agenda setting e.g Microsoft word. Identifying and recording the next steps and actions is important for the meeting as it would be the whole point of the meeting to decide on what should be completed next. Recording these next steps and action required also holds the people required to complete to account as it can be called upon later if recorded. Another important part of recording details of a meeting would be the date, location, location of meeting and the people present.

Allowing a period of time for other meeting members to contribute or bring up topics of their own would be beneficial. Not only would it help arise topics that have been missed, but also give other people an opportunity to feel valued and have their opinions or issues heard. It is important to set up a follow up meeting to look back and see if the required tasks have been completed, it could be weekly or monthly depending on the task time.

Strategic Planning

Another tool that clubs could use in meetings could be strategic planning as it helps set goals, a vision and aligning an organization. The first step in strategic planning should be to do research and assessment of the current organization environment. Conducting this analysis helps identify strengths and weaknesses of the organization and in turn the threats and opportunities that the organization is faced with. It is important to conduct this first as it then leads into the creation of adaptation of a mission statement, vision statement, company values and long-term goals. These processes help produce values and ideas in which the club or organization wants to hold themselves to.

When this is completed, the club should have identified the way direction in which they want to go. Now the planning part can commence as priorities, objectives, project road map and budget can be created and held against the long-term goals, vision statement, mission statement and company values to see if they fit the criteria for the club. With the 'plan' part being designed it is important to implement measurable goals for the plan, performance indicators, communicate and share the plan for the club or organization, establish check ins to see progress and if need for redesign of plan.

Social Media Presence

Social media has become a big part of sporting and recreation with sports and activities from all over the world being shared on platforms. Social media is another method of advertising which is free and easy to produce. Sporting clubs may use social media for the purpose of sharing club updates, matchday highlights and other relevant opportunities involved with the club. Sharing these interesting facts and movements about the club is beneficial in attempting to attract new members and interest to the club as social media shows what the club is about and what is on offer. Clubs can use social media to acknowledge sponsors and partnerships to provide value to stakeholders, but also demonstrate to other potential sponsors and partnerships that the club looks after members and entities involved with the club and therefore has value.

Sporting clubs who use social media can engage with the community depending on what they produce. Depending on what social media content is produced the public can make their thoughts and feelings known towards the content but also endorse it and leave positive feedback, giving a sense of community. Clubs on social media are encouraged to share photos, videos and personal content for fans and club members, creating an interest through the emotional connection that may come from the content distributed.

Communicating Effectively

Communication is an extremely important part of sporting clubs both internally and externally. Clubs should communicate amongst all members to make sure tasks are dealt with as quickly as possible and to make sure no issues arise. This could be done by weekly committee meetings or some form of meeting that can be used to communicate about dealings within the club. Clubs could also utilize methods of communication like a group messaging chat or emails when there is information that will impact or be useful for others. Externally of club personnel, clubs should communicate information to members as it is important to keep stakeholders of the club appeased for the survival of the club.

Club members require or have an interest in information that is important to them that they cannot produce themselves, this can include: match fixtures, training updates, registration information, facility and ground updates. These types of information could be shared via a club website, social media or coaches. However, with these methods it is important to be sharing relevant and up to date information. To ensure this, there should be designated authoritative figures for these tasks, they are required to be organized and able to share information effectively and efficiently. Normally these types of personnel have a high stake in the club or high involvement.

CLUB GOVERNANCE

Risk Assessments

Risk assessments can be concerned as the process of identifying potential dangers and issues that are associated with an activity, area or event. These risk assessments should be completed in person by club personnel prior to the commencement of an event or activities. It is important to identify hazards and potential dangers before it results in injury or negatively impacting the activity or event. Whilst it is important to identify the hazards and assess the risk it is essential to decide on precautions to eliminate or control the risk, action required and then document the findings and the plan.

Booking Licenses and Permits

Before organizing an event with food, alcohol or the use of council land it is important to obtain the relevant licenses and permits to operate. Acquiring the correct licenses and permits helps ensure that issues like booking collisions, legal responsibility and business operations.

Before clubs or business can operate food truck vendors on council land, they are required to secure a permit to operate a mobile food vending business. A Food Businesses Notification is also required with the permit prior to commencing business to see if businesses need development approval. The application form for operating a mobile food vending business can be found by clicking [here](#).

To serve liquor in any facility, you need a license. The Consumer and Business Services (CBS) assess liquor license applications in South Australia, requiring approval from council that liquor license applicants are consistent with the approve land use and development conditions that relate to the venue, if the venue is owned by the council, then applicants will also need to provide the landowner consent to CBS. More information and requirements for obtaining the liquor license can be found [here](#).

More information, rules, forms and application requirements can be found [here](#) on the Playford Council website.

IMS RESERVES MANAGER

The IMS Reserves Manager is an online booking system for regular and casual users to book playing fields at our Council reserves and sporting complexes. The program is designed to manage playing field bookings, collate all the required paperwork and data to allow council to manage clashes and approve bookings.

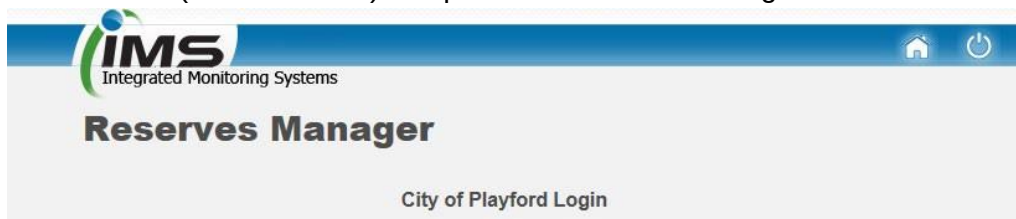
Logging onto IMS

Your key contact will be provided login details in an email notification received, including the URL of the program, your unique username and password. If you require your login details please contact sport@playford.sa.gov.au and your login details will be sent to your club contact.

To access the program use this link <https://www.imscomply.com.au/playfordrm/index.php> by simply cut and paste or type the URL into any internet browser ie Internet Explorer, Chrome, Safari etc.

Tip: Save www.imscomply.com.au/playfordrm in your email system as “not junk” to ensure you receive these notifications.

Then type in your username (email address) and password and click on login:



A user account is required to access the Casual Booking System

[Create Account](#)

Username:

Password:

[Forgot your password?](#)

[Login](#)

Once logged in, you will see the following page, with a number of tabs:

Welcome Tyson Roling

IMS
Integrated Monitoring Systems

Reserves Manager

Test Club

[Noticeboard](#) [Applications/licence forms](#) [Update contact details](#) [Upload documents](#) [Report letters](#)

[Outstanding issues](#)

Sportsground allocation forms

Lease type	Season open date	Allocations open	Allocations close	Status
Summer Season	07 Oct 2017 - 25 Mar 2018	16 Aug 2017	10 Sep 2017	Allocations closed
Winter Season	07 Apr 2018 - 23 Sep 2018	01 Jan 2018	04 Apr 2018	Allocations closed

Casual Sportsground bookings

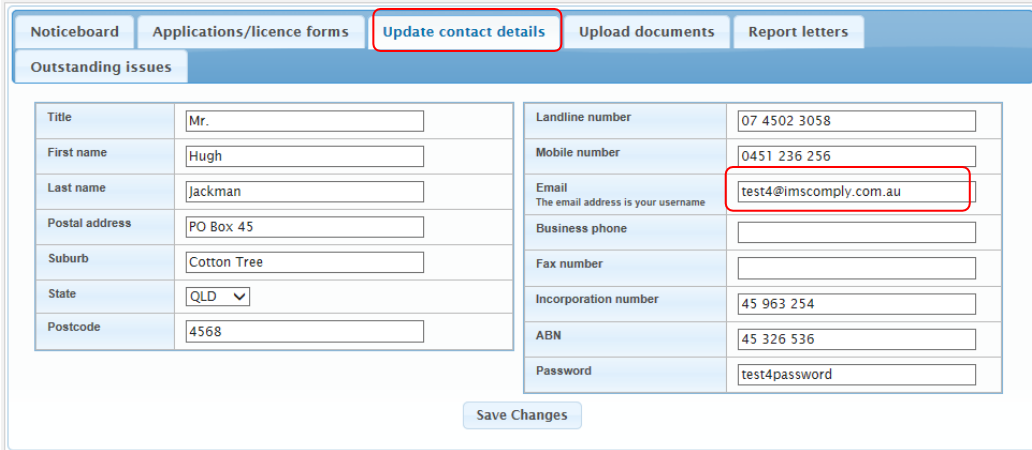
Form	Description		
Community events	For booking community events	Start new application	Check availability
Casual sportsground application	For casual bookings of sportsgrounds	Start new application	Check availability

Application ID	Booking start date	Booking form	Status
10027	01 Feb 2018	Casual sportsground application	Approved
10038	11 Mar 2018	Casual sportsground application	Approved

City of Playford

Enquiries sportsfields@playford.sa.gov.au

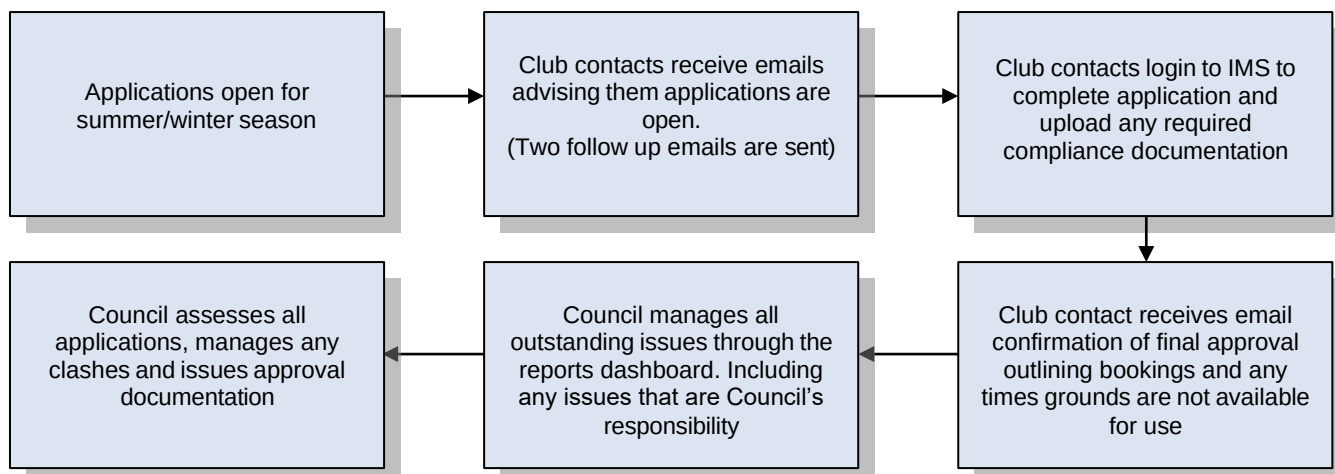
Update your contact details

About	How to
Update contact details You can keep your key contact's details up to date in this area including: – Name of key representative – Club/Org details – Password and email	Always ensure there is a valid email address entered, so email alerts can be received and attended to. If you change your email address, your username will change for logging into the program to reflect this.  Click on save changes if any edits are made. Council will be notified automatically of any changes.

Seasonal Sportsground Applications

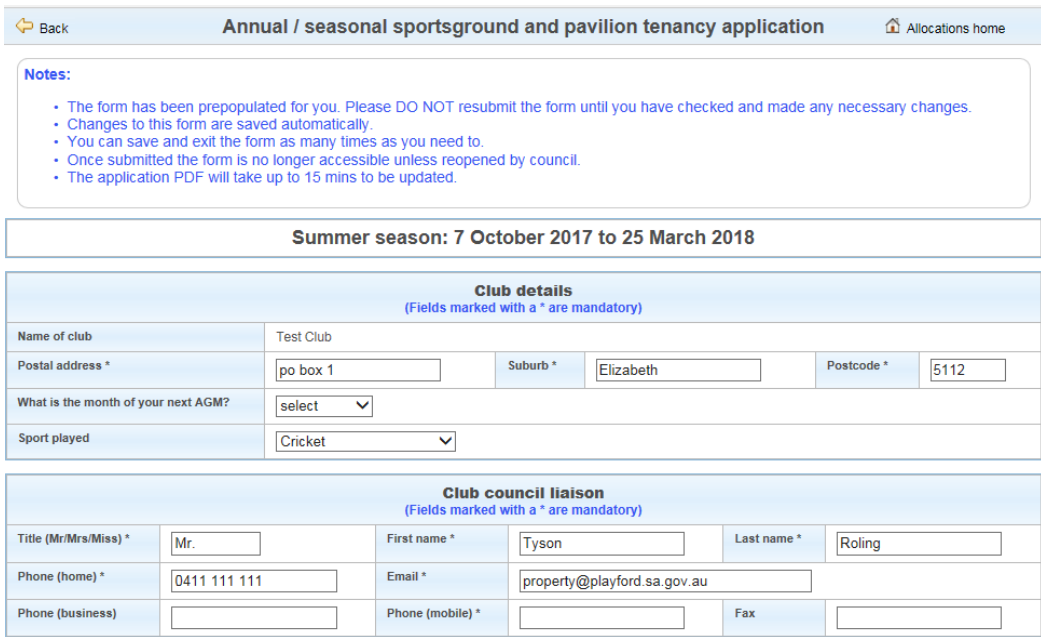
Previously your club would have completed a lot of paperwork to apply for use of grounds at reserves for the sporting season. This program now allows you to apply online, capturing your information for next season, saving you significant time.

When a season is “open” you will receive an email asking you to log onto IMS and complete your application where you will be required to supply any details and documentation required by council to process your application and approve your booking.



Completing the application

Your club contact will be notified by email once a season is open and you are able to complete your application.

About	How to
Start application Once you are advised to complete your seasonal application, the Start application button will display.	From the Applications/license forms tab, you begin your seasonal applications to book playing fields. Click on start application to begin.  Tip: If you save and exit, return to here and click on Continue application to open your partially completed form. Once your application is submitted, you will not be able to access it again unless council resets it for you to make a change.
Club details This section of will automatically populate your contact details from the <i>Update Contact Details</i> tab. However you can make changes by overtyping the text showing. Any fields with an asterisk are compulsory to complete before you can submit the application.	
Office bearers This where you enter your office bearers. Select Yes under club council liaison if they also hold one of these positions to auto populate their details from above.	This section must be completed. 

Enter all your teams
here and the
associations they belong
to.

Affiliated associations (please list) (Data for all teams and affiliated association must be entered)	
Team	Affiliated association e.g. WDCA A Turf

Information on all teams entered above must be completed in this section.

Club membership information (Data for all teams must be entered)				
	Male		Female	
	No. players	No. teams	No. players	No. teams
Sub-junior (U6 - U11)	11	1		
Juniors (U12 - U18)				
Seniors (19+ years)	58	4	13	1
Masters (35+ years)				
Totals	69	5	13	1

We understand that player numbers during the application period are hard to estimate, so please ensure that you update this section at the start of the season to provide Council with more accurate data.

This is where you choose the grounds you wish to use and the days and times.

You will see all grounds available to you. If your usual ground is not displaying, contact Council via sport@playford.sa.gov.au

Ground and pavilion usage information
(At least one reserve must be selected)

Name of reserve 1	Shared usage	Usage times required (At least one start and end time must be selected)	Team (e.g. Strs, Jhrs, Auskick)
select reserve		from select to select	
Monday		from select to select	
Tuesday		from select to select	
Wednesday		from select to select	
Thursday		from select to select	
Friday	☐	from select to select	
Saturday	☐	from select to select	
Sunday	☐	from select to select	

Note: Finishing times for 'pavilion use' must not exceed liquor licence hours if a liquor licence is applicable for the facility

Add Reserve

You can add further bookings by clicking on **Add Reserve** as many times as required.

For shared bookings on weekends, tick the shared usage column.

Compliance documentation

You will be asked about documentation here and where you have it, you will be required to upload it or explain why it is not available.

Compliance documentation		
Please submit current copies of the following with your application. Please note that Allocation requests will not be processed if documents are not current to the season being applied for.		
Document	Have document	Upload document or enter reason document cannot be uploaded
Certificate of Public Liability Insurance (a minimum cover of \$20 million is required)	Yes: ☐ No: ☐	

If you select yes in the have document column, you will be given the ability to attach this document to the booking.

Click on **browse** to find the document on your desktop. Click on **upload**.

Compliance documentation		
Please submit current copies of the following with your application. Please note that Allocation requests will not be processed if documents are not current to the season being applied for.		
Document	Have document	Upload document or enter reason document cannot be uploaded
Certificate of Public Liability Insurance (a minimum cover of \$20 million is required)	Yes: ☒ No: ☐	Browse... Upload

Supported file types are .jpg, .pdf, .doc, .docx, .xls and .xlsx

If you do not have documentation that you do need to supply, you may be asked to agree to forward this on by ticking a checkbox. You can also load documentation via the Upload documents tab.

Compliance documentation		
Please submit current copies of the following with your application. Please note that Allocation requests will not be processed if documents are not current to the season being applied for.		
Document	Have document	Upload document or enter reason document cannot be uploaded
Certificate of Public Liability Insurance (a minimum cover of \$20 million is required)	Yes: ☐ No: ☒	

Submitting your application

Finally, you will be asked to read the privacy statement, declaration and license agreement and agree to terms and conditions by ticking the checkboxes. When all required data is entered and these are ticked, you will be able to submit the application to council.

Privacy statement:

The personal information requested on this form is being collected by Council for reference and identification purposes. To ensure confidentiality of information requested we will only use personal information provided by you for the purpose of providing a range of access to facilities and equipment. In accordance with our Privacy Policy, we will not disclose your personal information without consent to a third party, institution or authority except where required by law or other regulation.

Declaration

The Organisation agrees that by signing this annual "Facility Allocation Form" that they understand and will comply with all terms contained in Council's standard "Seasonal Hire Terms & Conditions".

On behalf of the Club:

I/We state that I/We are authorised to make application to Council for use of community facilities and open space and confirm that I/We have read and understood the organisation's obligations as out lined in the "Seasonal Hire Terms & Conditions". I/We agree that by signing we bind the organisation contractually and upon approval & Council's acceptance of this application the organisation accepts and agrees to use the facilities named on this form abiding by all terms and conditions contained in Council's standard "Seasonal Hire Terms & Conditions".

☐ I, on behalf of the club, agree to all terms and conditions set out in the seasonal hire terms & conditions



Summer seasonal hire terms & conditions

☐ Tick this box when you are sure the form is completed

[Save and complete later](#)

[Submit only if fully completed](#)

Upload supporting documentation

If you were not able to add your supporting documentation at the time you submitted your application, this can be done from the Upload documents tab on the home page.

Applications/licence forms	Report letters	Outstanding issues	Update contact details	Upload documents															
<table border="1"> <thead> <tr> <th colspan="5">Compliance documentation</th> </tr> <tr> <th>Document</th> <th>Document required</th> <th>Optional</th> <th>Upload document</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td colspan="5">An application has not been started for this season</td> </tr> </tbody> </table>					Compliance documentation					Document	Document required	Optional	Upload document	Action	An application has not been started for this season				
Compliance documentation																			
Document	Document required	Optional	Upload document	Action															
An application has not been started for this season																			



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Once your application is submitted

When your application is approved, you will receive a letter by email, outlining your booking details.

Some of the data captured in your application will populate next year, saving you preparation time.

CASUAL BOOKINGS

Outside of your seasonal sportsground bookings, you may wish to make a one-off casual booking for a sportsground or book an event. These casual bookings must also go through the IMS Reserves Manager or contact sport@playford.sa.gov.au in the first instance.

The following are types of casual bookings:

- Pre-season training
- Any organized activity outside of your seasonal allocation (eg: catch up matches)
- Presentation days
- Community events

Completing an application

About	How to																																																						
Start casual sportsground application Start your application from the Applications/License form tab.	Applications/licence forms Report letters Outstanding issues Update contact details Upload documents Sportsground allocation forms <table><thead><tr><th>Lease type</th><th>Season open date</th><th>Allocations open</th><th>Allocations close</th><th>status</th></tr></thead><tbody><tr><td>Summer Season</td><td>07 Oct 2017 - 25 Mar 2018</td><td>18 Aug 2017</td><td>10 Sep 2017</td><td> Continue application </td></tr><tr><td>Winter Season</td><td>02 Apr 2017 - 30 Sep 2017</td><td>01 Jan 2017</td><td>01 Mar 2017</td><td>Allocations closed</td></tr></tbody></table> Casual Sportsground bookings <table><thead><tr><th>Form</th><th>Description</th><th></th></tr></thead><tbody><tr><td>Community events</td><td>For booking community events</td><td> Start new application Check availability </td></tr><tr><td>Casual sportsground application</td><td>For casual bookings of sportsgrounds</td><td> Start new application Check availability </td></tr></tbody></table> First click on check availability to see if the grounds you are after are booked for the date and time you need them. Back Check availability Date: 16-Aug-2017 Legend Seasonal booking External booking PB - Provisional booking Note 1: provisional bookings are allocated on a first come first serve basis. Note 2: C indicates the ground is closed < > <table><thead><tr><th>Sportsground</th><th>7:00am</th><th>7:30am</th><th>8:00am</th><th>8:30am</th><th>9:00am</th><th>9:30am</th><th>10:00am</th><th>10:30am</th><th>11:00am</th><th>11:30am</th><th>12:00pm</th><th>12:30pm</th><th>1:00pm</th><th>1:30pm</th></tr></thead><tbody><tr><td>Angle Vale Primary School - AVPC - Angle Vale PS Cricket Pitch</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> Once you have confirmed the grounds are free, click on the back key to return to start your application.	Lease type	Season open date	Allocations open	Allocations close	status	Summer Season	07 Oct 2017 - 25 Mar 2018	18 Aug 2017	10 Sep 2017	Continue application	Winter Season	02 Apr 2017 - 30 Sep 2017	01 Jan 2017	01 Mar 2017	Allocations closed	Form	Description		Community events	For booking community events	Start new application Check availability	Casual sportsground application	For casual bookings of sportsgrounds	Start new application Check availability	Sportsground	7:00am	7:30am	8:00am	8:30am	9:00am	9:30am	10:00am	10:30am	11:00am	11:30am	12:00pm	12:30pm	1:00pm	1:30pm	Angle Vale Primary School - AVPC - Angle Vale PS Cricket Pitch														
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Contact details These will populate from your contact details tab.	Check your contact details are correct.																																																						

APPLICATION FOR CASUAL USE OF RESERVE/SPORTSGROUND

Section A - Contact Details

Name of Organisation / Group: Test Club

First name:

Phone (home):

Last name:

Phone (bus):

Address:

Phone (mob):

Suburb:

Fax:

Postcode:

Login Details

Username / email: property@playford.sa.gov.au

Password:
Password should be at least 6 characters

Booking information

Select the reserve you wish to book and give the council some details about your event to allow them to assess your requirements and allocate grounds.

Choose a reserve and provide details on your needs.

Section B - Booking Information

Reserve / Sportsground required:

Number of Sportsgrounds required:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Number attending:

Activity to be conducted on reserve/sportsground:

☐ Athletics ☐ Football ☐ Soccer
☐ Baseball ☐ Hockey ☐ Softball
☐ Cricket ☐ Netball ☐ Tennis
☐ Other (please state)

Please tick the box relating to your activity:

☐ PE Class ☐ Regional Competition
☐ Interschool Competition ☐ State Competition
☐ Intraschool Competition ☐ Social

What items will be taken onto sportsground/reserve:

Do you need access to public toilets? ☐ Yes* ☐ No

* subject to reserve amenities.

In the text box please ensure that you provide all relevant information regarding your event (eg: marquees, amusements etc.). These items need to be signed off and approved by Council.

Repeat bookings

One or multiple bookings can be made.

Tip: For recurring bookings with a holiday break in the middle it is best to make 2 separate recurring bookings, for before and after the break.

Choose the date and start and finish times for the booking. If this is a recurring booking, tick the checkbox and choose a repeat pattern and number of times or end time of the repeating occurrence.

This process is particularly designed for booking in pre-season training sessions.

Date/s of proposed event:

Booking number: 1

Date of booking:

Times required:

From: To:

Tick box if a recurring event:

☐

[Add another booking](#)

To add another booking with different times, click on *Add another booking*.

Public Liability Certificate You will be required to upload this document.	Click on browse to find the document on your desktop. Then upload. Section C - Public Liability Certificate Please attach a current Public Liability Insurance Policy Certificate to the value of at least \$10 million that covers the activities that will be undertaken during the proposed booking. Upload Certificate Browse... No file selected. Upload The expiry date will be recorded by Council so applicants are not required to upload this again until it expires.
Terms and conditions Read terms and conditions.	Click on the T&C PDF to read. This must be opened before the applicant can submit the application. Section D - Terms and Conditions Please read the Terms and Conditions before ticking the checkbox to accept these Terms and Conditions. Terms and Conditions PDF 
Submit application When all required fields have been entered and the Terms and Conditions opened and agreed to via the checkbox, the <i>Submit Application</i> icon will be available.	Tick the checkbox agreeing to the terms and conditions. Submit application.

Once your application is submitted

Council will receive your application and either allocate you a booking, reset your application to make changes, or Council staff will make contact to discuss the booking application. You will be notified by email and can view the status of your application in the License/Applications tab.

MAINTENANCE REQUESTS

Another service offered with the IMS Reserve Manager is the ability to submitting building and/or oval maintenance requests to council. All resources which includes the Building Maintenance Guidelines Handbook are available / accessible via this portal as well by clicking on the Resources & Latest News tabs.

If you have any questions and/or problems accessing the portal, please email maintenance@playford.sa.gov.au and/or sport@playford.sa.gov.au

Completing a request

Step 1

Click on this Website Link: <https://apps.imscomply.com.au/playfordrm>

This is the Login screen of the IMS – Reserves Manager.



Username: Club to enter their username

Password (case sensitive): Club to enter their password

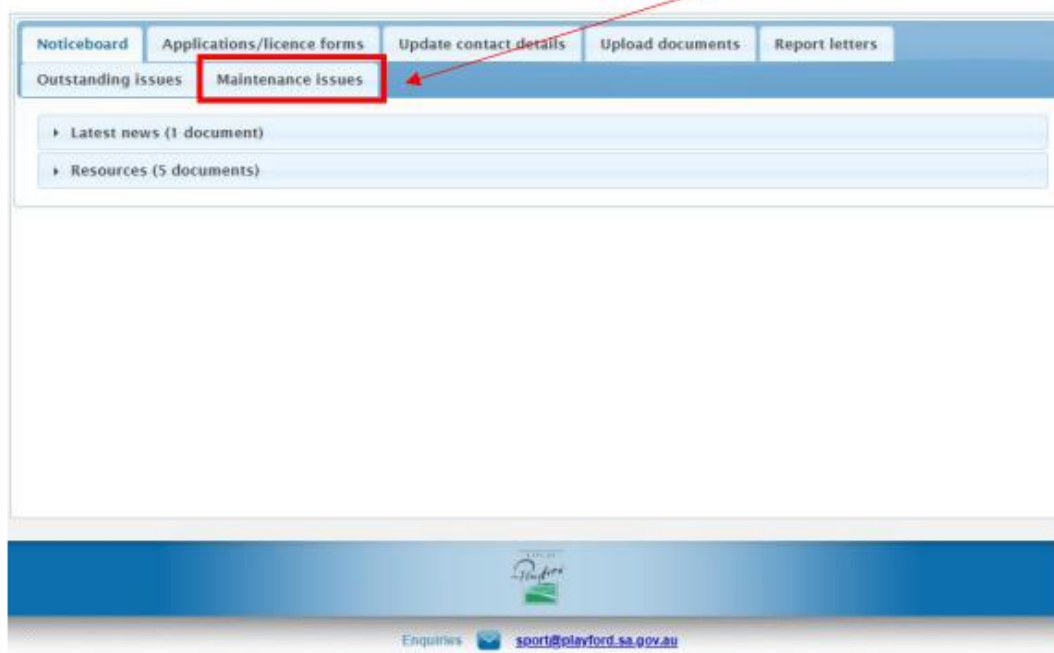
Click on the 'Login' button.

NB: If you have forgotten the password, click on the 'Forgot your password' link under the Login button.

Step 2

The website will log you into the following screen.

To submit a maintenance request click on the 'Maintenance issues' tab.



Step 3

You can now see your club's current maintenance requests, if any are open.

To submit a maintenance issue click on the 'Log new maintenance issue' link

The screenshot shows the 'Reserves Manager' portal for 'Your club's name'. The 'Maintenance issues' tab is selected. A red box highlights the 'Log new maintenance issue' link and a table of existing issues. A red arrow points from the text 'To submit a maintenance issue click on the 'Log new maintenance issue' link' to the highlighted link.

Ref no:	Date identified	Reserve	Responsibility	Due date	Urgent	Status	Action
10015189	13 Feb 2025	Your reserve and club's name	Council	14 Mar 2025	No	Issue assigned	
10015204	14 Feb 2025		Council	14 Mar 2025	No	Issue assigned	
10015207	14 Feb 2025		Council	14 Mar 2025	No	Issue assigned	
10015307	18 Feb 2025		Council	19 Mar 2025	No	Issue assigned	
10015355	24 Feb 2025		Council	25 Mar 2025	No	Issue assigned	
10015743	18 Mar 2025		Council	21 Apr 2025	No	Issue assigned	

Step 4

You have now opened a new 'Maintenance issues' ticket. Fill in the fields and then click on submit

Your request has now been submitted and emailed to the Maintenance team to raise a work order.

Updates on your request will be emailed via the portal to the Club Liaison Officer.

The screenshot shows the 'Maintenance issues' form. A red box highlights the 'Submit form' button, and a red arrow points from the text 'Fill in the fields and then click on submit' to it. The form fields are: Location (Please select...), Issue identified by (Club Liaison's Name), Date identified (04-Apr-2025), Describe the issue (text area), Urgent (No), and Best contact number (text field).

Step 5

End process

LINE-MARKING

For all seasonal bookings of sports fields, City of Playford offers a complimentary line-marking at the start of the season. The line-marking is usually done in the season changeover period which is the two-weeks before your season starts.

If your club wants to adjust the measurements of your standard initial line-marking please let Council know before the season changeover period and we can organize for a staff member to meet your club representative onsite.

If you require your complimentary line-marking at an alternate time for an event or pre-season match, requests are to be submitted via email to sport@playford.sa.gov.au.

Once your complimentary line-marking has been provided, it is the clubs responsibility to maintain this line-marking. If you require Council to re-mark your field it will cost \$159.70. All line-mark requests require three weeks' notice.

Activities support wider social inclusion targets which may include such groups as: Low-socio economic background, Aboriginal and Torres Strait Islanders, CALD communities, people with disabilities.	Yes ☐ No ☐
Activities provided for multicultural initiatives, diversity of gender in membership/participation and committee representation	Yes ☐ No ☐
Hardship Support	
Criteria	Compliant
Membership discounts for families with multiple siblings playing sports for the same club	Yes ☐ No ☐
Provision of discounted memberships or payment plans for members experiencing hardships	Yes ☐ No ☐
Asset Investment	
Criteria	Compliant
Club funded capital development or improvements at an average of \$1,500 per year. This may include funding received via grants or sponsorship	Yes ☐ No ☐
Council Acknowledgement	
Criteria	Compliant
Recognition of Council partnership through premise branding, signage and presence in licensee publications/online mediums etc	Yes ☐ No ☐

CALL
(08) 8256 0333

VISIT
Playford Civic Centre
10 Playford Boulevard
Elizabeth SA 5112

Stretton Centre
307 Peachey Road
Munno Para SA 5115

EMAIL
playford@playford.sa.gov.au

