

Reserves Manager

Guide for Leased Clubs/Associations

This guide outlines the process and functionality of the Reserves Manager program for Leased Clubs/Associations.



Version 4.0

About this program

From time to time, Council's need to check the reserves under their control for any maintenance issues to buildings or grounds.

Some issues found may be the Council's responsibility - some may be the responsibility a club using that facility.

The IMS Reserves Manager program allows the Council to easily check and capture anything that requires attention, delegate responsibility to either a Club/Association representative or Council and set a deadline to ensure the work is done in a timely manner.

The program is also used to manage sportsground bookings, collating all the required paperwork and data to allow Council to manage clashes and approve bookings.

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Logging on

This program is cloud based and can be accessed from any computer or device with internet connection. Your key contact will be provided login details in any email notification received, including the URL of the program, your unique username and password.

Tip: Save <u>https://www.imscomply.com.au</u> and <u>https://www.imscomply.com.au/morelandcm</u> in your email system as "not junk" to ensure you receive these notifications.

Step 1 Cut and paste the program URL supplied into your preferred internet browser.	← → C www.imscomply.com.au/xyz
Step 2 Enter your username and password provided by your program administrator, then click on sign in .	Ernell address Password Fraget your passwort? Sign in

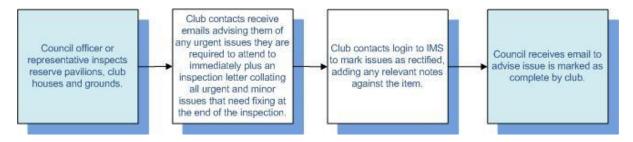
Once logged in, you will see the following page broken into several tabs:

Applications/licence forms	Report letters	Outstanding issues	Update contact details	Upload documents				
Sportsground allocation appli	cations							
Lease type		Season open	date		Applications open	Applications close	Status	Action
Lease Season		01 Dec 2020 -	30 Nov 2021		01 Nov 2020	24 Nov 2020	Start application	

Update your contact details

About	How to				
Update contact details You can keep your key contact's details up to	Always ensure th received and atte change to reflect	ended to. If y			nail alerts can be s, your username will
date in this area including:	Applications/licence forms	Report letters	Outstanding issues	Update contact details	Upload documents
 Name of key Club/Association 	Organisation	A test hirer		Landline number	
contact for the	Title	Miss		Mobile number	
program	First name	Marge		Business phone	
 Club/Association details 	Last name	Maisal		Incorporation number	2123123123
	Postal address	123 Smith Road		ABN	2323423432
 Password and email 	Suburb	Maroochydore		Club website	www.google.com
	State	QLD V]	AGM month	August
	Posicoue	4558		Email The email address is your username	test201@imscomply.com.au
				Password	\$password1
					Save changes
	Click on save cha	nges if any e	edits are made	2.	

Facility inspections



Notifications

During a routine inspection, if an issue is found that requires the attention of your Club/Association, you will be notified in one of two ways:

1. For urgent issues: An email will be sent immediately, outlining the location, issue, actions required and deadline.

2. **For non-urgent issues:** At the end of the inspection, a letter will be emailed to the key contact at your organisation highlighting any issues, urgent or not urgent, that require attention.

About	How to
Inspection report letters Letters emailed following an inspection will be available to download.	Click on the PDF to download the letter or click on the issues outstanding hyperlink for a quick look at the issue. Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink for a quick look at the issue. Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the letter or click on the issues outstanding hyperlink Image: Click on the pDF to download the pDF to book of the pD
Outstanding issues This tab displays any issues found during an inspection. Issues outstanding that are both the responsibility of the Club/Association and Council are listed here.	Click on the blue header to open and view the issues.
View issue details Issues can be opened further to view photos, inspection dates and inspectors.	To review the issues and action, click on the reference number hyperlink. Applications/licence forms Report letters Outstanding issues Maintenance Update contact details Upload documents Issues requiring attention by Richmond Runners (1) Reserve Question Deadline Issue Urgent Ref no Coorroy Reserve Administration Office Are the office areas neet and Udy? 20 Nov 2017 Office area is messy. No 10046

Mark issues as complete If your Club/Association has been assigned responsible to fix any	text box a	issue has been attended to, write some notes in the completion notes nd tick mark as completed to notify Council and remove from your ng items list. Council issues will also disappear once council have to them.
issue, once rectified,	Ref #	10046
you can add some	Urgent	No
notes, photos (if	Inspector Date lodged	Natalie Firth 13 Nov 2017
required) and close the	Section	Administration Office
· ·	Question	Are the office areas neat and tidy?
issue.	Issue	Office area is messy.
	Action required	Please tidy as customer facing.
	Complete by	20 Nov 2017
	Responsible	Hugh Jackman Richmond Runners
	Inspection photos	
	These notes will be automatically saved as you	
	type	
	Completion photos	Take photo Files supported; (pg, jpeg, png
	Cancel	✓ Mark as completed

Maintenance issue reporting

Maintenance issues that arise at the reserve can be reported to Council via the Maintenance reporting area. Council will assign responsibility to either a Club/Association or Council to attend to the issue.

Log an issue	Click on Log new issue from the maintenance tab.
Go to the maintenance tab.	Log now know Completed Completed
	Ref no Deter identified Reserve Describe the issue Responsibility Due date Uppent Status Action 5 02 Nor 2017 Coorty Reserve Bins not collected for 2 days. Council 14 Nov 2017 Yes Issue assigned Q
Describe the issue, date of incident and load any photos if required.	Complete details then click Save & Exit . Council will receive an email and assign issue to relevant party to address.
	Photos Photos Files supported; (pg, (prg, cmg)

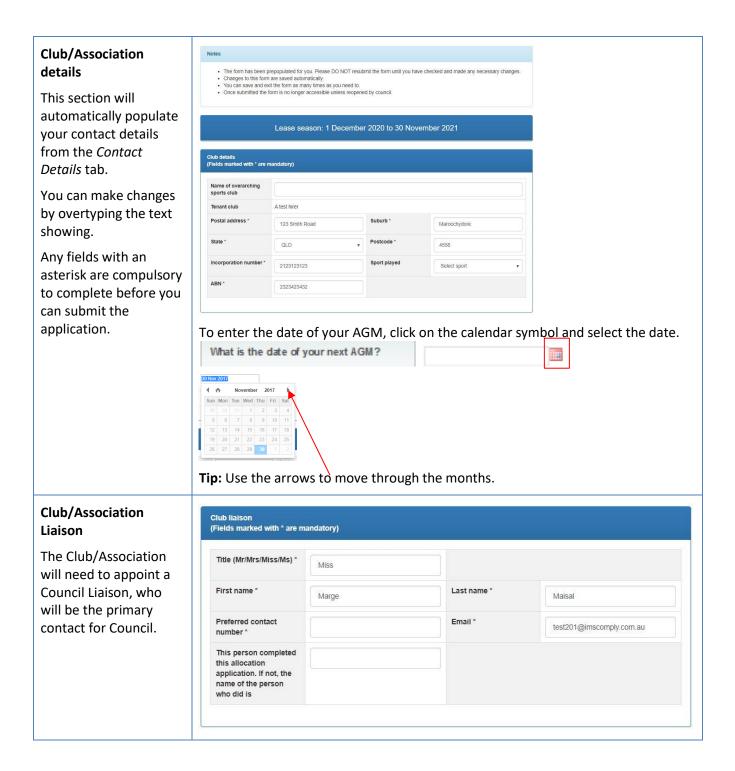
Close a maintenance issue	Open the issue and click on Sav	you wish to close, add completion notes and date ve & Complete.
Go to Maintenance Tab	Reserve	Cooroy Reserve
Click on the issue to be	Issue identified by	Trevor Trainer - (Castle Cricket Club)
closed.	Date identified	02 Nov 2017
	Describe the issue	Bins not collected for 2 days.
The program records who	Urgent	Yes
closed the issue.	Responsibility	Council
	Due date	14 Nov 2017
	Completion notes	
	Completion date	
	Completed by	Natalie Firth
	Photos Take photo Files supported: jpg, jpgg	png

Leased Season Applications

The program now allows you to submit the Leased Club/Association's annual reporting information online, capturing all relevant details and saving you significant time.

When a application 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.

About	How to
Start application Once you are advised to complete your Leased application, the Start	From the Applications/license forms tab , you begin your Leased application. Click on start application to begin or continue application to finalise an application partially completed.
application button will display.	Applicationes Browns I Report Netros Cuestanding Issues Update contact disasis Update contact disasis Update contact disasis Update contact disasis
Once your application is submitted, you will not be able to access it again unless council resets it for you to make a change.	Lesse trype Season open date Applications open Applications slose Itilis Action Lesse Season 01 Der 2020 - 30 Nov 2021 01 Nov 2020 24 Nov 2020 Bort applications



About	How to
Registered Participants Enter all participants who are registered with an affiliated league/association.	Click on Add another team to add more participants/groups.

	Registered participants						
	Grade played	Partici Catego		Age Group	Associa	ation/League	Ac
	[sele	ct 🔻	select	• selec	t	•
					League		
Association							Add another te
bership mation	Club membership information (Data for all teams must be enter	ed)					
participation data		Male		Female		Self-described	
Council	Sub-junior (U6 - U11)	No. players	No. teams	No. players	No. teams	No. players	No. teams
egically plan for		0	0	0	0	0	0
specific tructure projects	Juniors (U12 - U18)	0	0	0	0	0	0
articipation	Seniors (19+ years)	0	0	0	0	0	0
opment rtunities.	Masters (35+ years)	0	0	0	0	0	0
	Players with a disability (Not included in totals as should be included within an age group category)	0	0	0	0	0	0
	Aboriginal or Torres Strait Islander (Not included in totals as should be included within an age group category)	0	0	0	0	0	0
	Totals	0	0	0	0	0	0
nittee Members vhere you enter	Please list the gender possess. Additional C		Committ	oo Mombo	ar as well	as any key	. .
ommittee bers. t Yes under club cil Liaison if you hold one of these	Completed. Committee members (Committee members marked wi Role Club liaison (if						-
ommittee bers. t Yes under club cil Liaison if you	Committee members (Committee members marked wi Role Club liaison	th * are mandato	iry)	rs can be a	dded. Thi	s section m	ust be
ommittee bers. t Yes under club cil Liaison if you hold one of these ons to auto late your details	Committee members (Committee members marked wi Role Club liaison (if same as above) President *	th * are mandato	iry)	rs can be a	dded. Thi	s section m	ust be
ommittee bers. t Yes under club cil Liaison if you hold one of these ons to auto late your details	Committee members marked wi (Committee members marked wi Role Club liaison (if same as above) President *	th * are mandato	iry)	rs can be a	dded. Thi	s section m	ust be

About How to **Hours of Operation** Select the reserve and type of facility or pavilon you require from the dropdown box. This is where you provide details on the You will see all Facility's available to you. If your usual Facility is not displaying, hours the Leased contact Council. facility operates. Hours of operation Facility 1 select reserve . Competitions / sessions Public access Usage times required (At least one start and end time must be selected) Monday From Select time No • . То Select time v Tuesday No From Select time v . То Select time • Complete the timeframes required next to the relevant day and enter type of Competition/session usage for this timeframe. (Select the times sessions start for the day, and end for the day, ignoring any potential breaks that may occur during that period) For shared bookings on weekends, tick the shared usage column. Click on Add another reserve as many times as required. Additional Additional club details **Club/Association** details Club website www.google.com This is to provide AGM month August Council additional information about the Have you searched for your club on No Active Moreland and checked the Club/Association, details are still up to date? details for online Social media platforms used Facebook presence, and any page relevant policies. Facebook group Twitter Team App Instagram Pinterest Other City of Moreland Plastic Wise Policy The Committee has read the City of Moreland Plastic Wise Policy https://www.moreland.vic.gov.au/globalassets/key-docs/policy-strategy-plan/plastic-wise-policy.doc

ompliance ocumentation	Compliance documentation				
ou will be asked about	Please submit current copies of t documents are not current to the		n. Please note that Allocation	requests will	not be processed if
ocumentation here	Document	Required	Documentation	ŀ	Additional details
nd where you have it, ou will be required to bload it or explain why is not available.	Certificate of Public Liability Insurance (a minimum cover of \$10 million is required)	Required	C Upload Reason document cannot b uploaded The club agrees to forward its public liability insurance		
	Latest Annual Report (including financial statement)	Required	Certificate as soon as it becomes available		
	If you select yes to any document to the book	•	be given the abil	ity to att	ach th require
	Click on upload to load	the document.			
	Registration of Incorporation Certific If you do not have doo by ticking a checkbox.	umentation, you ma	ay be asked to ag	-	
		umentation, you ma	ay be asked to ag nentation via the	gree to su Upload rees to forward if	
Pl's ach Lease has several Pl's that must be met, ad evidence provided	If you do not have doc by ticking a checkbox. Registration of Incorporation Certificate KPI Reporting As per your Lease with the City of Mo	umentation, you ma You can load docum Is your club incorporated? reland, please ensure the following	ay be asked to ag nentation via the Yes V Ploa The club ag Incorporatio available	gree to su Upload rees to forward if in Certificate as s	documents tak
ach Lease has several	If you do not have doo by ticking a checkbox. Registration of Incorporation Certificate KPI Reporting As per your Lease with the City of Mo KPI	umentation, you ma You can load docum Is your club incorporated? reland, please ensure the following Measures	Ay be asked to ag nentation via the Yes V C Uploa The club ag Incorporati available KPI's have been completed.	gree to su Upload rees to forward if in Certificate as s	documents tak
ach Lease has several Pl's that must be met, ad evidence provided Council each lendar year. If the Pl's listed do not	If you do not have doc by ticking a checkbox. Registration of Incorporation Certificate KPI Reporting As per your Lease with the City of Mo	umentation, you may You can load docum Is your club incorporated? reland, please ensure the following Measures Ing Annual Report detailing the members for competition ar	Ay be asked to ag nentation via the Yes V Uploa The club ag Incorporatic available KPI's have been completed.	gree to su Upload rees to forward if in Certificate as s	documents tak
ach Lease has several Pl's that must be met, ad evidence provided Council each llendar year. If the	If you do not have doc by ticking a checkbox. Registration of Incorporation Certificate KPI Reporting As per your Lease with the City of Ma KPI Ensure the outcomes for the loca community are met by encouragi active participation to all Morelar	umentation, you may You can load docum Is your club incorporated? reland, please ensure the following Measures Ingd Annual Report detailing the members for competition ar activities and the use by not i.e. the Hiring of the Propert	Ay be asked to ag nentation via the Yes V C Uploa The club ag The club ag recorporatic available KPI's have been completed.	gree to su Upload rees to forward if in Certificate as s	documents tak
ach Lease has several Pl's that must be met, ad evidence provided Council each Ilendar year. If the Pl's listed do not atch the KPI's in your ease, please contact	If you do not have doc by ticking a checkbox. Registration of Incorporation Certificate KPI Reporting As per your Lease with the City of Mo KPI Ensure the outcomes for the loca community are met by encouragi active participation to all Morelar residents. Ensure Membership application i	umentation, you may You can load docum You can load docum Is your club incorporated? reland, please ensure the following Ing Annual Report detailing the members for competition ar activities and the use by not Le. the Hiring of the Propert s Provide Council with the numerquests for membership, the application process and the these applications that becomembers of the Tenant. ies Demonstrate that any charge of the Property are compared of the Property are compare	Ay be asked to agenentation via the Uploa The club ageneration via the Uploa The club ageneration via the Upload Available with Upload Upload	gree to su Upload rees to forward if in Certificate as s	documents tak
ach Lease has several Pl's that must be met, ad evidence provided Council each Ilendar year. If the Pl's listed do not atch the KPI's in your ease, please contact	If you do not have doc by ticking a checkbox. Registration of Incorporation Certificate KPI Reporting As per your Lease with the City of Mo KPI Ensure the outcomes for the loca community are met by encouragi active participation to all Morelar residents. Ensure Membership application i open and transparent	umentation, you may You can load docum You can load docum Is your club incorporated? ireland, please ensure the following Measures Ing Annual Report detailing the members for competition ar activities and the use by not Le. the Hiring of the Propert s Provide Council with the nuirequests for membership, the application process and the these application process and the these application process for the Tenant. ies Demonstrate that any charge of the Property are compare so the roommunity facilities for use. Demonstrate a minimum of open days for the community	Ay be asked to agenentation via the spectrum of the number of the number of the spectrum of th	gree to su Upload rees to forward if in Certificate as s	documents tak

About	How to				
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.	On behalf of the organisation WWe 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 outlined in the "Sporting facilities, grounds and pavilions user guide 2020", "Allocation and use of sporting facilities, grounds and pavilions policy' and the "Management and maintenance of Council sporting grounds policy'. 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 the facilities maned on this form abiding by all terms and conditions contained in Council's standard "Sporting facilities, grounds and pavilions user guide 2019". Image: The this checkbox when you are sure the application details are complete and correct Image: Checkbox when you are sure the application details are complete and correct Image: Checkbox when you are sure the application details are complete and correct Image: Checkbox when you are sure the application details are complete and correct Image: Checkbox when you are sure the application details are complete and correct Image: Checkbox when you are greement to terms and conditions Image: Checkbox when you are sure the application details are complete and correct Image: Checkbox when you are sure the application details are complete and correct Image: Checkbox when you are sure the application details are conditions Image: Checkbox when you are sure the application details are complete and conditions Image: Checkbox when you are sure the application details Image: Checkbox when you are sure the a				
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.	Applications/licence forms Report letters Outstanding issues Maintenance Update contact detries Uptoad documents Compliance documentation Document Documentation Additional details Certificate of Public Liability Insurance (a minimum cover of \$10 million is required) Document, delete the existing document first Expliry date: 01 Feb 2018 01 Feb 2018 Registration of Incorporation Certificate Cl Upload Cl Cluptoad Cluptoad Food Registration Certificate Cluptoad Cluptoad Cluptoad Cluptoad				
Update participation data As your participation numbers may not be finalised before submitting your application to Council, you will be able to update these numbers after submitting the application from the Application/license forms tab.	<text></text>				

Once your application is submitted

When your application is approved, you will receive a letter by email, outlining your application details. Your approval letter will be accessible from the Applications/License forms tab.

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

Casual bookings

Completing an application for casual use

Outside of your Leased hours of operations, you may wish to make a one-off casual booking for a sports facility or book a community event (if available).

About	How to					
Start casual sportsground application	Applications/licence forms Report letters Outstanding issues Maintenance Update contact details Upload documents Sportsground allocation applications Sportsground allocation applications Sportsground allocation applications Sportsground allocation applications					
	Lease type Season open date Applications open Applications close Status Action					
Start your application from the Applications/ <i>License form</i> tab.	Winter Season 01 Apr 2018 - 30 Sep 2018 02 Nov 2017 31 Mar 2018 Application has been submitted. Ground requests cannot be changed. Update participation					
	Casual sportsground bookings					
	Booking type Description					
	Community events For booking community events Start application Check availability Casual sportsground application For casual bookings of sportsgrounds Start application Check availability					
	Casual sporsground application Por casual bolowings of sporsgrounds					
	First click on check availability to see if the grounds you are after are booked for the date and time you need them.					
	Check availability					
	Date: 11-Feb-2015 Legend Seas onal booking External booking Provisional booking Note 1: provisional bookings are allocated on a first come firsts erve basis. Note 2: C indicates the ground is closed Note 2: C indicates the grou					
	Image: Construction of the serve - Termis Courts 9:00am 9:30am 10:00am 10:30am 11:00am 11:30am 12:00pm 12:00pm 12:00pm 2:00pm 2:30pm 3:00pm 3:31 Adelade Reserve - Termis Courts Image: Courts Image					
Contact details	Check your contact details are correct.					
These will populate from your contact details tab.	APPLICATION FOR CASUAL USE OF RESERVE/SPORTSGROUND Section A - Contact Details Name of Organisation / Group: Cooroy Football Club First name: Alan Phone (home): [07 5450 2660] Last name: Murnane Address: 90 Sippy Downs Drive Phone (home): [0412 563 266] Suburb: Sippy Downs Postcode: 4558 Login Details Username / email: Visername / email: cl2@imscompty.com.au Password: QHXNZV					

About	How to			
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.	Section B - Booking Information Reserve / Sportsground required: Section B - Booking Information Reserve / Sportsgrounds required: Number of Sportsgrounds required: Conducted on Activity to be conducted on Concert Conducted on Concert Concert			
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 occurance.			
Public Liability Certificate You will be required to upload this document.	Click on upload to add document to the application and enter an expiry date. You will not be asked to attached your PLI to any further casual bookings until this date has passed. 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. The current PLI certificate expires on 12 Jul 2018. No document upload is required until after this expiry date.			

About	How to						
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 Submit Application icon will be available.	Terms and Conditions PDF I, on behalf of the organisation / group, agree to all terms and conditions.* Checkbox becomes enabled once the Terms and Conditions PDF is downloaded Checkbox becomes enabled once the Terms and Conditions PDF is downloaded Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Revenues Re						
View approved applications You can view approved casual bookings once they have been processed.	• •	booking or co	Booking type Casual sportsground application Community events	to Submitted applcations find an application. Click on the			

Once your application is submitted

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