

Special General Meeting

Question	Answer
Is there an opportunity for club members (who are not voting members) to view the meeting?	Yes, there will be a live stream of the Meeting, like the Annual General Meeting.
What is the date again for the special meeting? Why is it so late?	Thursday April 23. The time is set to ensure all clubs across Australia can attend.
Our club has cast a proxy vote. Will this be acknowledged or confirmed at some stage?	If you have registered a proxy, it will have been recorded directly with the Lumi platform. If you are concerned about your proxy not having been received, please email sgm@auscycling.org.au
Will there be an independent scrutineer of the voting?	Yes, an independent returning officer will be appointed.
If people have questions and wish to speak to the people who submitted the SGM resolution, will that also be facilitated via the sgm email?	Yes, there will an opportunity to speak and ask questions at the SGM.
If the SGM resolution to remove the Chair is passed, can you say now who will act as Chair from then until the AGM - ie, is there a designated Deputy/Vice Chair?	The board is responsible for appointing the Chair. This would occur after the SGM if the resolution is successful.
If the Chair is removed, do they remain a Director and simply step down as Chair?	They are removed as a director and will no longer serve on the board.

Annual General Meeting

<p>Will the AGM materials include audited financials or only a consolidated report?</p>	<p>Yes, the AGM material will include the audited financial reports.</p>
<p>How does AusCycling define gender?</p>	<p>Please see https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australian-govern...</p>
<p>If there is an odd number of Directors, how do you meet the no more than 50% of directors being one gender?</p>	<p>The AusCycling Board has 10 directors (6 elected and 4 appointed), as such this will not be an issue.</p>
<p>Can you drop 12.1 into the chat?</p>	<p>The AusCycling constitution can be found at: AusCycling Constitution.pdf</p> <p>The key issue is the references to 'Club Member' (capitalised) and 'club member' (lower case). A club member in the context of 12.1 is an 'Individual Member'. Preference for this to be clearer to both Club Members and Individual Members.</p>
<p>Will there therefore be votes specifically for appointment of male board members and female board members?</p>	<p>A model will be presented to clubs alongside the resolutions.</p>
<p>Who are the auditors please? Also, might be helpful to drop the referenced clauses into the chat. Thanks.</p>	<p>The Auditors are PKF.</p>
<p>Doesn't the Corporations Act state that the Directors can fill the vacancy? That said, I assume the nomination committee would have to follow the process to ensure the constitutional requirement is met.</p>	<p>The Directors can fill a vacancy on the board.</p> <p>Yes, the Nominations Committee is responsible for the Board Succession Plan and making recommendations to the Board.</p>
<p>Does the constitution allow the board to make decisions if due to a vacancy, one gender has > 50%</p>	<p>Yes, the board can continue to function if one gender has >50%.</p>

	The proposed changes are due to the State, Territory and Federal governments' requirement to have gender balance on Board, or risk having funding removed.
--	--

Membership System

Does JustGo have event management/entry functionality?	Yes, Clubs will have the ability to utilise the event entry/ticketing capability does come within the platform, but this is not an event management solution. In the second half of 2026 we will conduct a review of event management across national/state and club levels to identify all needs.
Will existing data be migrated?	Yes, we will migrate membership data for any member who has purchased a product previously. If you have sold independent memberships in TidyHQ, please contact ICT@auscycling.org.au to discuss the migration of this data.
How does everything get backed up in terms of data saved on Tidy HQ?	AusCycling will maintain a secure and complete backup of all data.
Will this replace EntryBoss and will it manage volunteers to create fully integrated event management?	No, this project is focused on membership needs. Please see response above for event management response.
Will celebrate the death of TidyHQ, what's the cost of the new system compared to the old?	There is no difference in cost.
We have used the Website function inside of TidyHQ as part of our club website. Will the new system have any website capacity?	Yes, there will be the ability to create/maintain a website for a club. If you wish to maintain your existing TidyHQ website, a club will need to move onto a paid subscription with TidyHQ.
Will we be able to check the licence validity of entries to events, including those who are not members of our club?	If you use the events functionality of JustGo you will have the capability to set up verification (via a 'tick') with restrictions

	settings for my club/ all AusCycling memberships.
Excuse my ignorance, will this impact race day licenses? We have a major race on the 7th June!	The blackout period will be from the 12 to the 15 June.
Will all current membership levels (ie social and Non-Riding) still be available?	An equivalent membership to Non-Riding will be available in the new structure.
So not a single system solution... just a replacement for Tidy?	The focus was on delivering membership management platform that meets the needs of AusCycling and its Clubs. We will focus on events entries as our next major project.
What will be the events management system?	See above regarding event systems.
Will Just Go have the ability to do monthly payment options on junior memberships within a family membership plan?	Yes, Family Memberships will be able to be purchased together in instalments and annual payment options.
Will an old system be turned off, when the JustGo is turned on? And if so, how long will both systems run in parallel?	Membership sales will only occur in the new system. Clubs will have full access for TidyHQ until the end of July
As we've discussed with you, we have previously had an API into TidyHQ that allows us automatically check riders are licenced. How will this work on day 1 (and beyond) of the cutover?	The only systems currently connected directly to TidyHQ are EntryBoss and ACE, these connections will continue. AusCycling provided an independent licence verification API that will not be available at cutover, this service will be looked at as part of the Events management system project.
Has Just Go managed a transition of this size before?	JustGo has managed numerous systems change overs, including sports the size of AusCycling in the UK. Further details on their customers are available at: Customers - JustGo.com
We use TidyHQ to register ride days, will this system have an event registration system?	Yes, there will be the ability to use the JustGo entry portal.

<p>Will it link in with Hivepass which is a mtb specific platform?</p>	<p>The connection between the membership management system and Hivepass was built independently by Hivepass with no AusCycling capability used.</p> <p>Hivepass would need to identify a way of connecting with the new system.</p>
<p>The current day license product is expensive and discourages new riders from dipping their toe into racing and occasional racers from joining in - is the day membership structure going to be revised?</p>	<p>The Event Licence prices and options will remain consistent with the current structure. The 4-week trial will continue to provide an opportunity for new riders to try racing.</p>
<p>Will it be able to replace systems like MailChimp?</p>	<p>JustGo has a communication capability in that may suit clubs for direct communications.</p>
<p>Will it assist with universal grading to assist in interclub events and standardised grading?</p>	<p>Club would have the ability to store their own data about members. You could store grading information and use this with entries in the events module in JustGo.</p> <p>It will not store any grading information as part of the AusCycling data.</p> <p>The future work on an event system will consider grading.</p>
<p>TidyHQ is linked with our website — will this be transferred over to JustGo?</p>	<p>JustGo will have the capability to build a club website if required.</p>
<p>It's a very tight turnaround from announcement to go live — is there a project plan that can be shared?</p>	<p>Project plan for tasks affecting clubs, and some further detail of the initial task required by club is available as a link in the post meeting documents.</p>
<p>Is there a gap analysis available to show what TidyHQ functionality will NOT be available in the new system — and how those gaps will be managed?</p>	<p>The core functionality will not be available in JustGo is:</p> <ol style="list-style-type: none"> 1. Documents – Storage of Club specific documents 2. Meetings – Storage of meeting minutes from any club meeting held

	<p>3. Taks – Not in use by AC and should not be available for usage by ACs clubs</p> <p>4. SMS capability</p> <p>These capabilities are currently used by less than 5% of AusCycling clubs. Any data in these areas will be retained by TidyHQ and accessible by clubs; to continue to use these specific capabilities a club would need to move onto a paid version of TidyHQ or use a another supplier.</p>
Will APIs be available to 3 rd party event entry products to check membership status?	Please see the earlier response regarding connecting to current 3 rd parties which will continue. Clubs could also utilise they JustGo API to validate their own members data. 3 rd Party verification of event entry will be formalised through the Events project.
Are there additional costs to the club if they use additional features (e.g., website)?	<p>The elements which would require additional cost are digital tickets (e.g. digital ticket to put in a digital wallet).</p> <p>Fees are also incurred for any paid transaction (transaction fee).</p>
Confirming that Moto accreditation for track will also be included.	Yes, all accreditations will be rolled over.
If we need to rebuild our website on JustGo, can we get access early to start the build?	Yes, clubs will be onboarded before going live with members. You will also retain access to TidyHQ post go live until end of July.
What support will be made to clubs to help with learning the new system?	Please refer to the Presentation document distributed.
Who will be responsible for comms and training to members/end users?	Members will receive communication around these changes with a refreshed help/knowledge centre to assist with key system capability.
Is there SMS push ability or does that rely on a 3 rd party like HubSpot or another SMS gateway?	The new system will not have SMS capability. Please see above for known gaps.

<p>What is the approx. increase in workload for clubs (obviously depends on size of club)?</p>	<p>We don't believe, apart from migration tasks and the need to manage your own membership product costs, clubs should see any material increase in workload.</p>
<p>Can we get these slides so we can present to our committees?</p>	<p>Yes, these have been provided as part of the materials from the meeting.</p>
<p>Has there been any club user testing? Also comparable projects?</p>	<p>We will be calling for clubs to nominate themselves to be part of our beta testing group.</p>
<p>Is this session only talking about JustGo or also the new membership structure discussed 9 months ago?</p>	<p>We will provide the membership structure no later than the week of 11 May 2026.</p>
<p>Will AusCycling memberships (set prices + optional club fees) be clearly communicated so buyers understand what they are and aren't purchasing?</p>	<p>Yes, product and pricing clarity is a core focus for the team, on the AusCycling website (for AusCycling membership products) and within the JustGo checkout experience (to show the breakdown of AC membership & club fees). The Club toolkit being developed will also provide recommendations for clubs' own website communications.</p>
<p>So if we nominate a club membership for a non rider as NAME whatever, but there is not an Auscycling product to match, are these members covered by insurance?</p>	<p>Only members with an active membership directly with AusCycling will be covered by insurance in the case of any insurance claim.</p>
<p>We are on JustGo for triathlon memberships and people often buy a licence but not the club fee — how will this be prevented?</p>	<p>The product set up by AusCycling and AusTri differ. Any AusCycling product that requires a club membership, e.g racing, will be purchased in a single transaction customers will not need to select the two organisations.</p>
<p>It's hard getting riders/families into our club with AusCycling insurance being a barrier.</p>	<p>We understand the impact of insurance costs are high. Insurance currently makes up 65% of the membership fee. The Public Liability component is the largest cost component and is essential for Clubs to run events and</p>

	<p>support volunteers and clubs to have adequate coverage.</p> <p>We have an insurance working group in place which has club input and ensures the product meets the requirements of the club community.</p>
<p>Families don't see the value in the AusCycling insurance; more needs to be offered.</p>	<p>Please see above. In addition to this, our focus is to build out a product offering that is a 'no brainer' for our riders – mindful that costs are kept as low as possible while remaining viable, as every dollar counts for our members & clubs.</p>
<p>What is the structure of JustGo that gives AusCycling confidence they will provide longevity and low risk?</p>	<p>AusCycling completed appropriate financial checks on JustGo. It currently holds agreements with several sports in the UK and USA. A growing number of sports, with similar memberships structures to AC are being onboarded to the platform all with similar future needs.</p>
<p>How long is the tender for?</p>	<p>AusCycling and JustGo have agreed to an initial 5-year term.</p>
<p>Our fees are low; the insurance cost is the issue.</p>	<p>The insurance premium increased significantly in 2023 due to the significant number of Public Liability claims. Claims continue to be at a high level, and the consequences are that the premium will not be reduced. Details of insurance claims will be provided to member clubs at the AGM.</p>
<p>IS there any know impact on clubs using the EntryBoss Event registration and payment management system which also validates memberships?</p>	<p>There will be no impact. EntryBoss will be provided the same access to the new membership platform as they currently do.</p> <p>EntryBoss will be responsible for making sure that all required updates are made.</p>

<p>Our fees are low; the insurance cost is the issue.</p>	<p>The insurance premium increased significantly in 2023 due to the significant number of Public Liability claims. Claims continue to be at a high level, and the consequences are that the premium will not be reduced. Details of insurance claims will be provided to member clubs at the AGM.</p>
<p>It would have been helpful to have some screen shots and so on of the features I had a couple of questions, would be good to know re project plan and other systems considered. Thanks.</p>	<p>Screenshots will be made available as part of the training material.</p>
<p>There seems to be an opportunity for AusCycling to build its brand/value stronger than clubs — thoughts?</p>	<p>The work underway on the value proposition, platform and communications is designed to lift both AusCycling brand and clubs. As part of the H2 strategy, we are evolving how we grow our audience (with the view that this feeds the funnel of participation in the sport at every level).</p> <p>Clubs remain at the centre of how cycling is delivered in Australia, and that doesn't change. What we're building is a national brand that makes your club a more attractive place to be.</p>
<p>When will we have clarity and timing on the previously discussed new membership structure.</p>	<p>Clubs will receive full product and pricing details on 11 May ahead of the announcement to members w/c 15 May.</p>
<p>Will the investment in JustGo increase operational costs and therefore increase the cost of membership?</p>	<p>There is no increase in operation cost through the implementation of the new system.</p>

<p>Are we able to see the RFI and evaluation process that led to selecting JustGo?</p>	<p>RFI Overview has been included in the attached document</p>
<p>How will JustGo support day-to-day club operations, not just sales?</p>	<p>JustGo and the AusCycling Clubs/Member Services Team will be assisting clubs with the membership system.</p>
<p>What is the structure of JustGo that instils confidence from AusCycle that we will get longevity and there is minimal risk to investing in building solutions with them?</p>	<p>JustGo has over 100 different sports currently utilising its system. It was also recommended by the Australian Sports Commissions one of 5 approved membership management platforms.</p>