CRNZ CLUB MEMBERSHIP & PADDLER PORTAL

CANOE RACING
NEW ZEALAND

CRNZ Club Membership & Paddler Portal Information

Based on feedback and acknowledging the changing regulatory environment Canoe Racing New Zealand (CRNZ) has established the CRNZ Club Membership & Paddler Portal, provided by the technology platform JustGo.

The CRNZ Club Membership & Paddler Portal will encompass CRNZ's affiliated member clubs, be maintained by the clubs and individual members and will also be available for club members and other organisations and individuals involved in Canoe Racing NZ.

The CRNZ Club Membership & Paddler Portal allows clubs to complete annual affiliation with CRNZ through the CRNZ Club Membership area and maintain a current membership register on this platform. Clubs that integrate and utalise the whole system will be able to access the full features outlined in this document.

CRNZ acknowledge that clubs are varying in size and therefore CRNZ have sought to have the option for clubs to integrate and use the full features over and above annual club affiliation on the CRNZ Club Membership & Paddler Portal.

What is the need?

The need to update our club and national systems and practices to better align with recent regulatory changes and to plan for future.

The following factors have contributed to CRNZ taking the lead on behalf of its community to implement the CRNZ Club Membership & Paddler Portal:
- Changes to the Incorporated Societies Act requires greater oversight and compliance of members.
- Club administration workload is increasing and club volunteering, on a national sport wide basis, is reported as being in decline.
- Health and safety good practices requires more compliance and robust systems
- Online meeting, payment and systems are part of daily life.
- Todays Generation Z and Gen Alpha are engaging significantly more with technology than Generation X or Millennials
- E-learning has increased the reach and reduced the cost of attending/delivering educational sessions
- Technology platforms that manage information are now in all mainstream sports.
- Changes in payment processes to online credit and debit cards are mainstream and far outweigh traditional forms of payment e.g., sending invoice.
- Digitising programmes and content allows for more effective communication and better user experience.
- Greater need to understand membership and participation in the sport to measure growth, participant needs, trends and reporting

The CRNZ Club Membership & Paddler Portal aims to:

- Increase members participant engagement through an improved user experience and increased awareness and accessibility of opportunities.
- Manage coach, official and volunteer development and qualification on a centralised digital platform.
- Digitise programmes such as Try Learn Explore to help improve user experience and reduce the environmental impact of printing of booklets.
- Automate administrative tasks to reduce the workload on participants, clubs and volunteers
- Create a more streamlined registration for events, workshops and courses.
- Assist affiliated clubs to comply with the Incorporated Societies Act 2022 (by having an up to date register of their members), and with the Privacy Act 1993;
- Assisting affiliated clubs ensure CRNZ complies with its obligations.
- Create greater efficiency, more robust and financially safer systems that in turn reduces operational risk exposure to clubs and CRNZ.
- Increase data visibility for more accurate reporting and to better understand member needs and preferences.

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What will change for Clubs and Paddlers?

Coach/Official/Volunteer Management

- All coach, official and volunteer development events and qualification management will be via the Portal. Individual profiles will contain a record of education. Digital passes will be issued as evidence of a Coaching/Officials/Volunteer awards. Police vetting will also be available via the portal.

Event Management

- Event entries and management will be via the portal (Sprint events still through clubs).

Member Management

- Paddlers will be able to create a profile and manage their qualifications, entries, events, purchase from the e-commerce shop.
- If clubs utilise the full feature list, paddlers will be able to purchase memberships, pay online, auto-renew, pay via payment plans and manage club related information.

Paddling Programme Management

- Try Learn Explore programme management including registration, payment will be onlined TLE approval will be online.
- Further benefits and functionality of the CRNZ Club
- Membership & Paddler Portal can be found in the appendix.

Diagram: CRNZ Club Membership & Paddler Portal — Club Affiliation, Membership Management, Coach, Volunteer & Official Management, Event Management, Paddling Programme Management.
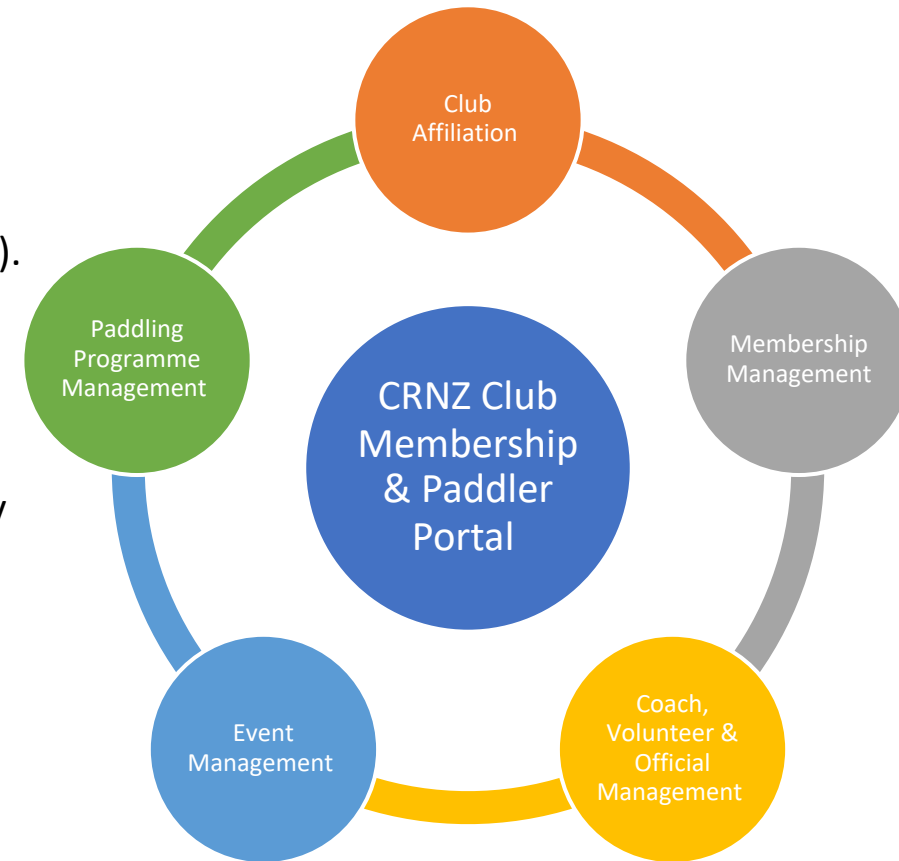
Who is the technology provider that we are using?

JustGo.com

- Nearly 100 Governing Body customers across the globe

- British Canoeing, Paddle Australia, Surfing Australia, Triathlon Australia

- International presence and learning from this extensive customer community

- 24 x 5 dedicated support team to support clubs

99 National Sports Organisations

46,881 Clubs

3,021 JustGo Clubs

2,510,534 Members

1,068,714 Events

North America
6 NSO customers
66 affiliated club customers

Asia
1 NSO customer
33 affiliated club customers
1 standalone club customer

Europe
84 NSO customers
1,317 affiliated club customers
26 standalone club customers

Oceania
9 NSO customers
1,421 affiliate club customers
2 standalone club customers

JustGo Clients

Sign Up Process

Sign Up Process

Sign Up

First Name

Last Name

Email Address

Contact Number (optional)

Date of Birth

| Day | Month | Year |

Gender

○ Male ○ Female ○ Another Gender
○ Prefer Not To Say

Username

Password

Address

Address Line 1

Agreements & Opt-ins

← Back   **Accept & Continue**

Communication Preferences   ⌃

Canoe Racing New Zealand

To help us continually improve the sport and provide the best experience for you we'd like to contact you in relation to the following

☐ I would like to receive news, information, videos, offers and event information from CRNZ and my club

☐ I am interested in, and would like to receive CRNZ information regarding coach development

☐ I am interested in, and would like to receive CRNZ information volunteering and officials development

JustGo Communications

☐ I would like to receive JustGo news, features and product information

☐ I would like to receive information from JustGo's partners or affiliates

Privacy Declaration   ⌃

By providing your personal information you consent to its use, storage and disclosure in accordance with the CRNZ Privacy Policy.

CRNZ Terms and Conditions   ⌃

The Terms & Conditions outlined in this document apply to all individuals who join as a member of a CRNZ-affiliated Club or as a user/subscriber of CRNZ.

I acknowledge, understand and agree to abide by the Canoe Racing NZ Constitution and all other CRNZ Policies, as a member of a CRNZ-affiliated Club or as a user/subscriber of CRNZ.

By progressing you are also accepting JustGo's
Terms and Conditions of Use.

To learn more about how JustGo protects your personal data please also read our
Privacy Policy.

Member Profile

The intuitive member profile is the self-service, mobile-ready, one stop shop for all your member's needs. Purchasing membership or event tickets, managing data, profile pics or communication preferences, checking their member benefits or linking themselves to a club with or without approval.

Members have the ability to upload, provide evidence and manage their certificates and qualifications which allows for easy monitoring of coaches and volunteers.

ANGELA JOHNSON

...
...
ME000001

PROFILE

MEMBER DETAILS

MEMBERSHIP

MY CLUBS
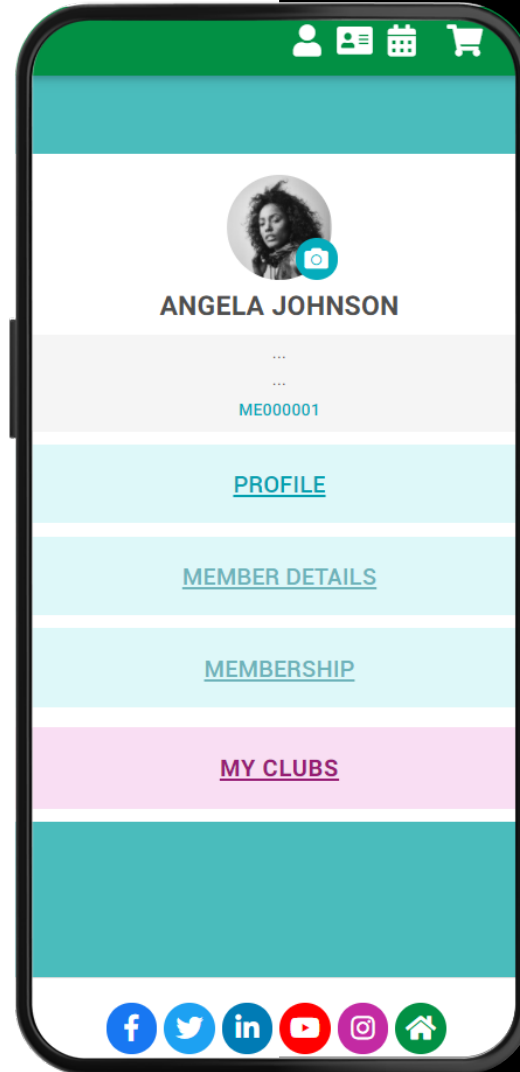
A single view

The member profile contains a members data, purchase history, family members, clubs, any notes you have on them and more

Multi-tiered access

A member can login to manage their own data or they can leave it up to their Club or CRNZ Admin

Family Management

Perfect for parents who want to manage their children's profile and purchases

Membership Management

Membership sign up and manage memberships online

A more efficient membership sign up process.

Personalise

Apply branding, costs, benefits and more to suit any membership type.

Automate

Subscriptions & instalments automate renewal payments

Efficient Process

Intergrated features allow a more seamless user experience
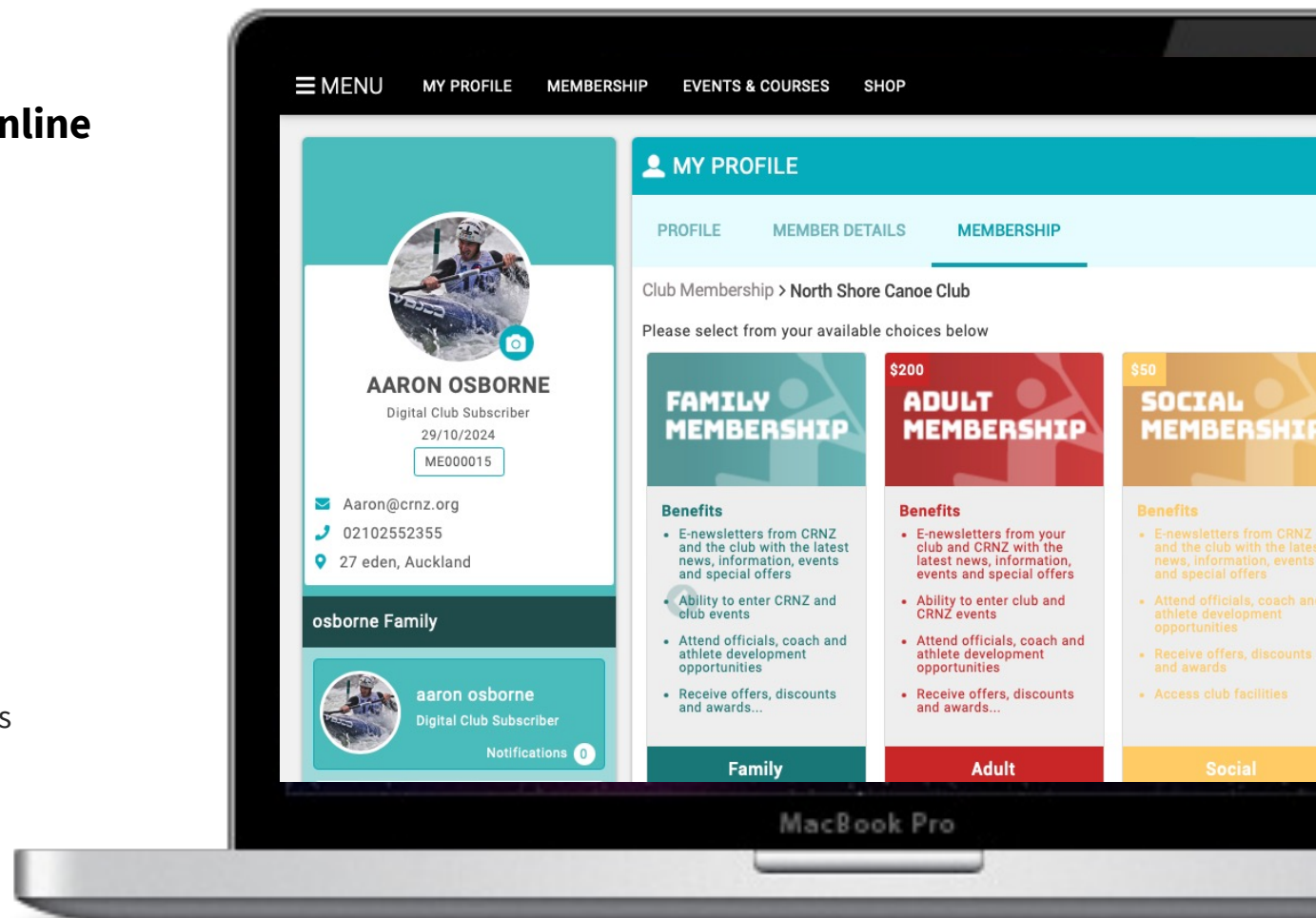
Membership Journey

Take your memberships further by introducing a membership journey (workflow). Include qualifications, upsell products or rewards cards to enhance member experience.

Families

Buy memberships on behalf of family members

Smart Rules

Apply rules to restrict visibility or discount memberships.

Data

Include any data collection you like in the membership journey

≡ MENU   MY PROFILE   MEMBERSHIP   EVENTS & COURSES   SHOP   🛒   AARON OSBORNE ▾

Member Information

Do you have any known medical conditions or medications we should know of?

No ⬍

Do you have a Disability/Impairment?

No ⬍

Can you swim 200m with a personal floatation device?

No ⬍

Do you have any known allergies?

No ⬍

Is there anything else that might assist us to support you to have a more positive membership experience?

Emergency Contact

Club Administration

Club profiles offer a single view of all the club's member data, membership status and more. Multiple club admins and NSO admins can manage club profiles, member data and make any necessary changes . Clubs can easily import existing data into JustGo.

Easy access

Admins can manage member info, undertake members tasks for them, or simply monitor.

Shared responsibility

Shared and simple financial reporting for multiple admins to ease the burden

Bulk renew

One, a handful, or all members renewed in a couple of clicks with bulk renewals.
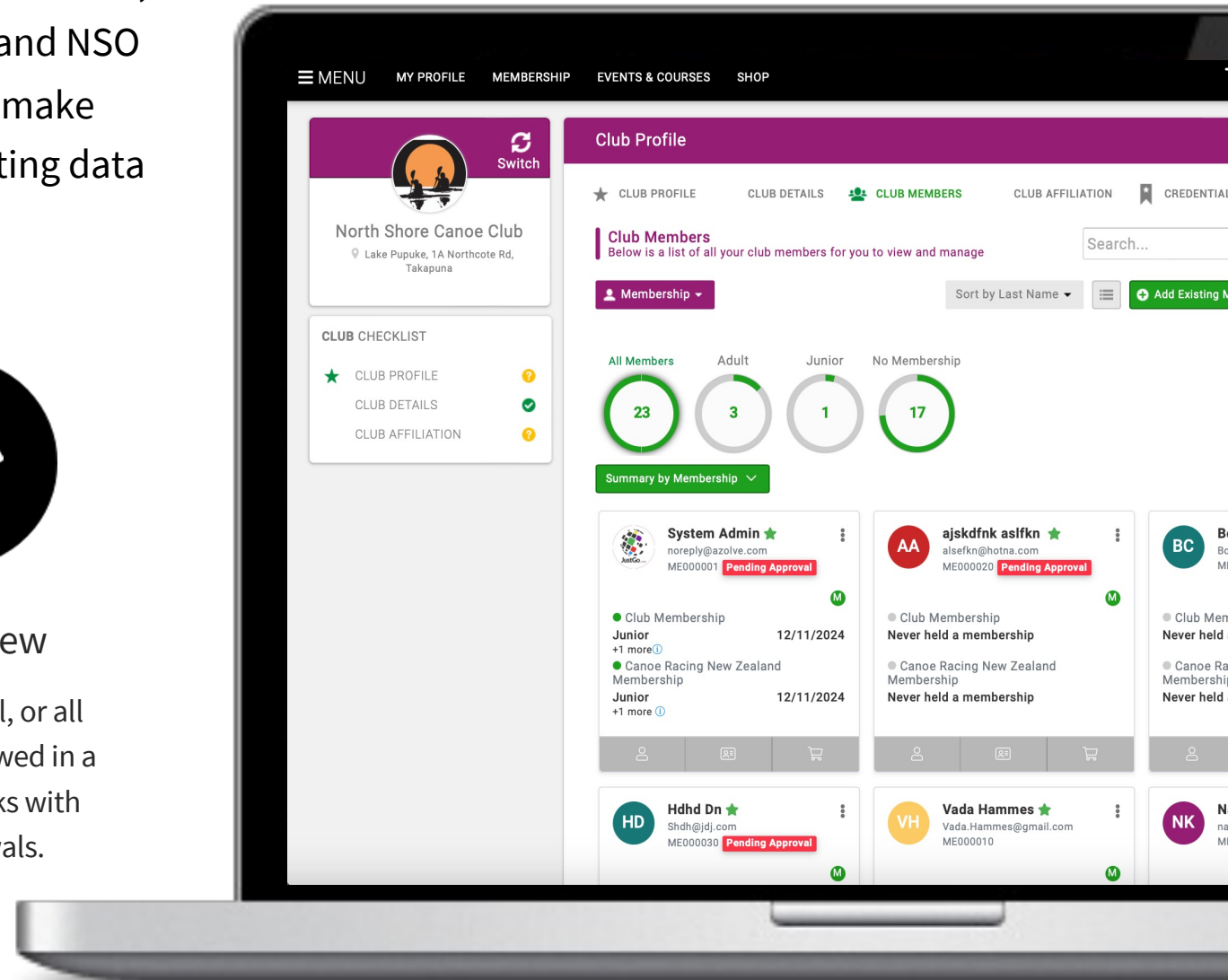
Club Affiliation

Manage Club Affiliation Online

- Add and hold membership details, roles, preferences etc.

- Add requirements such as member lists/policies/role type within a club.

- Pay online or through direct deposit.

- Manage safety officer, plans and audits.

- Manage PaddleAble and TLE accreditation.
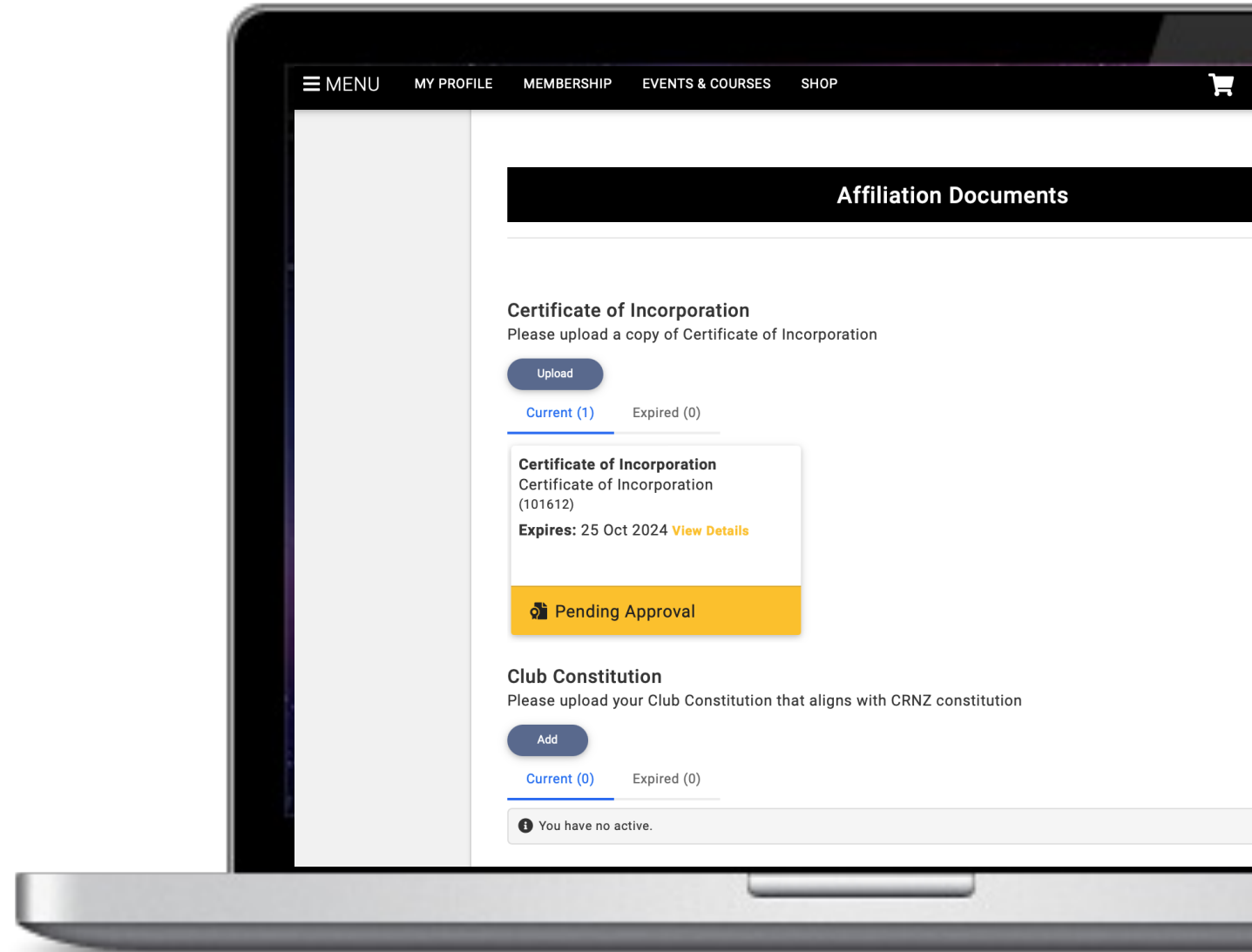
Communications

Save time with automated communications, contact particular groups or promote your upcoming events

Automated reminders

Renewal reminders, payment confirmations and lots more can be automated

Personalised emails

Customise emails with a club template. Add text and images of your choice including a links to events or shop.

Promotion opportunity

Prepare and send your own email communications with custom email templates.
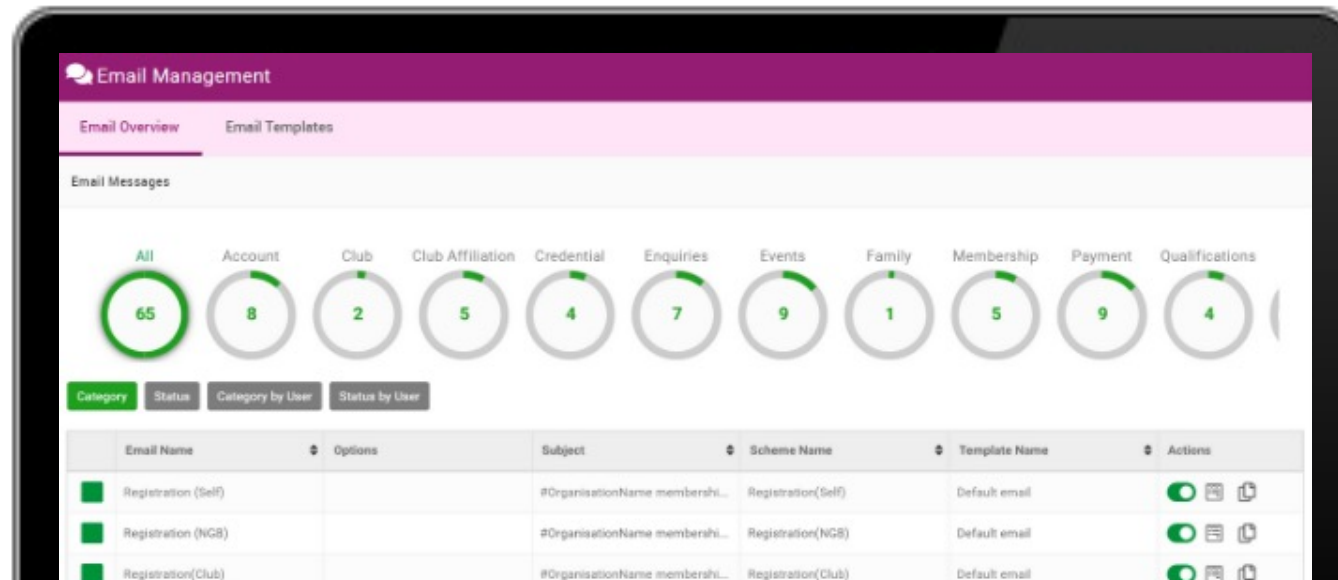
Event Management

Integrated Events Calendar - All events are located in one place.

Create Unlimited Events - Promote events, courses, training sessions, AGMs webinars and more to the event browser.

Make Events Public - Direct hyperlinks for bookings can be broadcast. Smart rules can be applied for restrictions to the event.

Event And Ticket Templates
Save time creating the next event by taking advantage of the event and ticket templates feature.
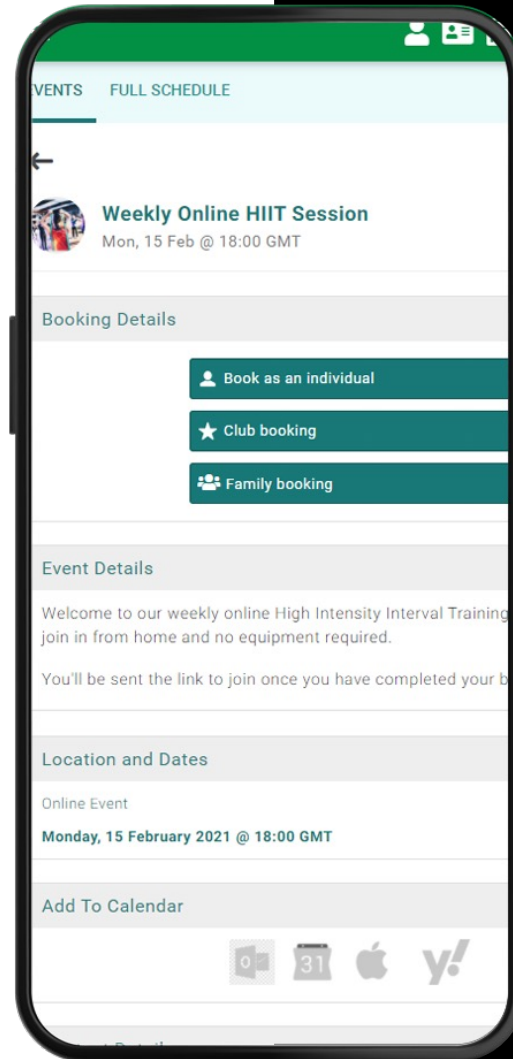
User experience

Users can register in advance, join a waitlist, be given priority access, be notified of rearranged events or even moved to a new event.

Purchase journey

Attach data capture forms to tickets to ensure you capture the info you need before the event.

Ticket Intelligence

New member discounts, early bird, purchasing restrictions and segmentation can be set up with our purchase rules.

Event Management

Maintain event descriptions with any updates, access essential member info and allow club/school bookings.

Event Management

An event weblet can display all events created through the system on your own website.

Calendar

View the calendar of all events available for booking or registering interest

Search and filter

Search through categories, locations, name, event host and more

Login / Sign-up

If a new member is interested, they can sign up directly before purchase
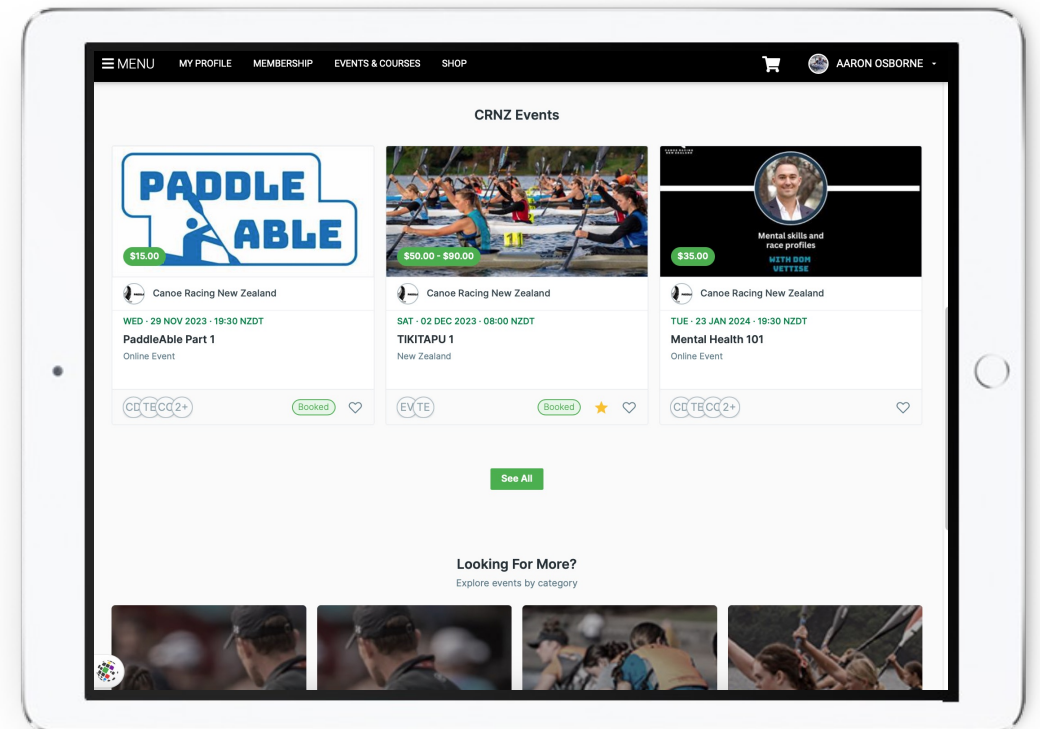
Coach, Officials, Volunteer Management

Educational workshop courses: Manage all educational workshop courses through the events platform.

Manage database

Manage qualifications

Auto-updates: All qualification and workshop attendances automatically updated to member profiles.

Automated email reminders once a qualification expires.
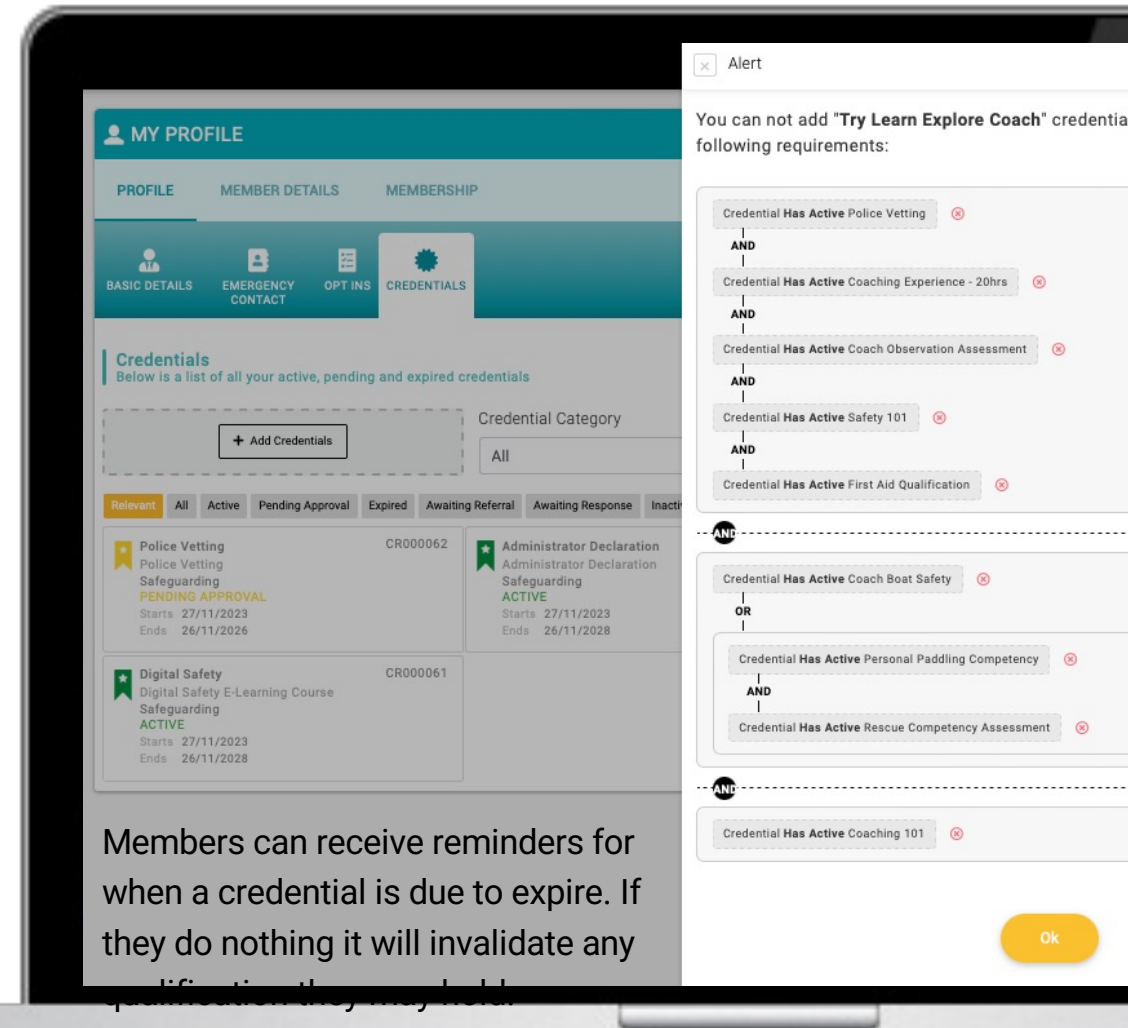
Expiry flags: Rules which automatically flag expired qualifications.

Pre-requisites: For example a coach may require a first aid certificate before they can have an active coaching award.

Automated police vetting and specific workshops requirements.

SportsTutor: A view (API) into SportsTutor, and ultimately a full integration (under development)

CPD: Ability to implement a Continual Professional Development (CPD) system

Members can receive reminders for when a credential is due to expire. If they do nothing it will invalidate any qualification they may hold.

Digital Wallet

On purchasing a membership, coaching & officiating awards and event tickets a Digital Card email containing downloads for android or apple.

The member can simply select the suitable method and download the card to their digital wallet at any time.

Cards are branded to your preference. A QR code can be scanned to get a real-time status of the membership or pass currently being held.

Membership Card

Membership Cards for all of your members. Showcase membership type, profile picture, public info.

Try Learn Explore

Issued upon successful completion of Try Learn Explore. Automated emails come with this.

e-tickets

E-ticketing allows you to issue QR code tickets with each event to allow access to ticket bookers through their smart phones.

Admin & Analytics

Everything a member can do you can view or do for them.

Membership Reporting - A live view of current members

Live event booking reports - Keep track of all event bookings, to which event, what membership type does the member hold, and whether they've completed the additional data requirements before attending one of the events.

Control access - Administrator-level special access to can be customised.
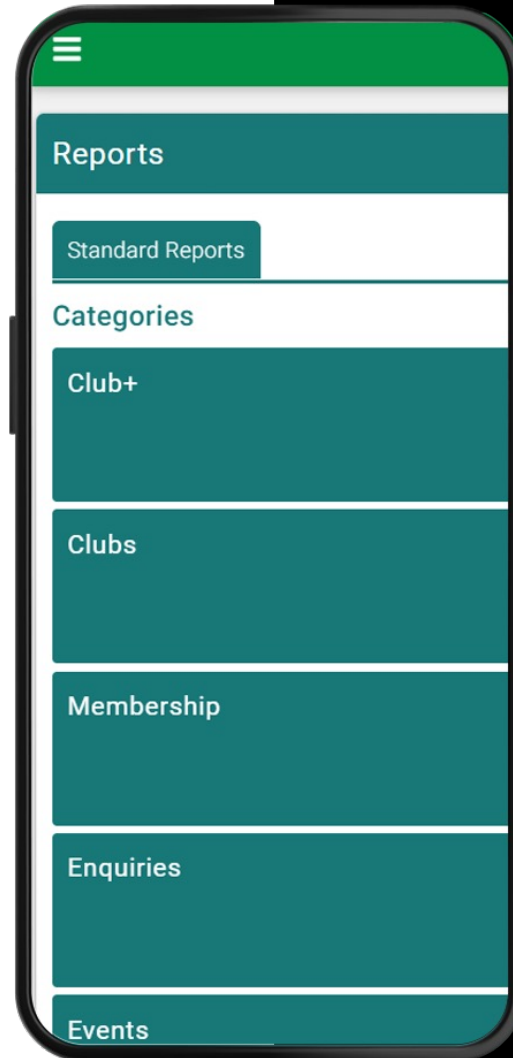
Provide perfect support

If a member or club admin contact asking for help, you can simply jump into their profile and do it for them or walk them through it.

Stay informed

Email notifications for the most important system actions can be sent to your administrators so you never miss a thing.

Your data, your way

You can access all system data anytime. A number of standard reports are available at any time

E-Commerce Shop

An event weblet can display all events created through the system on your own website.

Search and filter

Search through categories, locations, name, event host and more

Login / Sign-up

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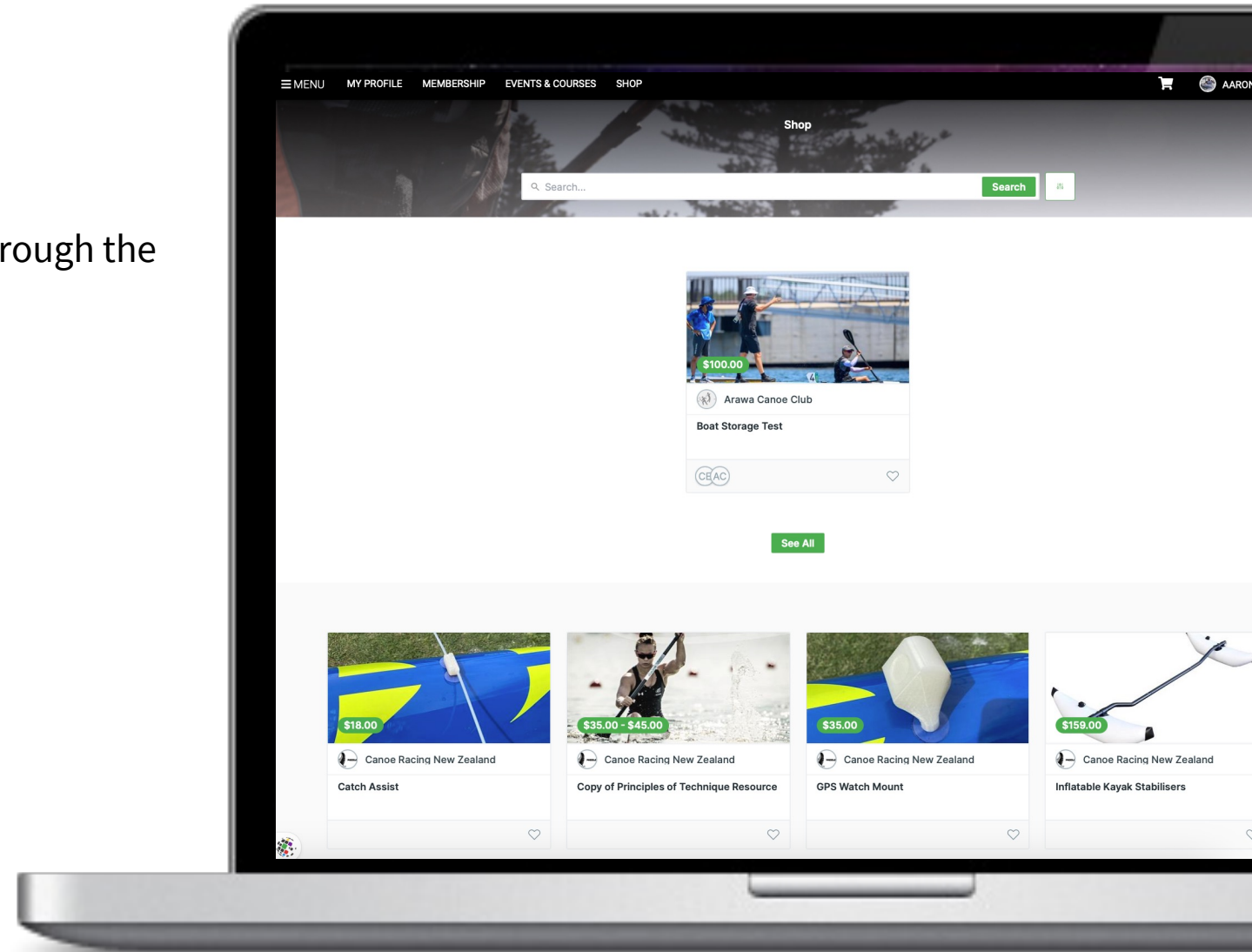
Financial Management

Secure online payments

Subscriptions

Instalments

Automated payment reminders

Easily update payment information

Full or partial refunds

Fully traceable and reportable

In-depth financial reporting

Xero Integration (2024)

Timelines

Phase 1 (January – March 2024)

1. Membership Manager
2. Membership Manger Training
3. Club Set Up
4. Complete Club Affiliation (March 2024)

- *Membership and Member List upload (October 2024)*

Phase 2 (February – September 2024)

- Full Club Integration (Membership Management, Events, Credentials, Shop)
- Membership Manger Training

PADDLER

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