

4.9i Group Support and Escalation Framework

Introduction

There may be times when a group needs extra support from the Club Council, Club Leadership, or the Member Communities Team. This can happen for a variety of reasons, and we are here to help when it does.

Examples include:

- Loss of active members - offering support where a volunteer role vacancy cannot be filled.
- Guidance on procedures - providing advice on Member Communities requirements and operational matters.
- Support where concerns arise - stepping in if organisational, administrative, behavioural, promotional or financial irregularities occur.

In many cases, support will be requested by the group itself. However, Club Leadership or the Member Communities Team may also initiate conversations with the Club Council to assess what support is needed and agree the most appropriate assistance.

Support Stages

Our approach to support is designed to be clear, fair and constructive. If a group is experiencing challenges in meeting the outlined requirements, we will always aim to work alongside you and provide guidance to help you move forward confidently.

Stage 1 – Early Support

The Member Communities Team, Local Group Representatives or Interest Group Leaders will provide direct support to help the group meet the relevant requirements.

Stage 2 – Formal Support and Review

If further support is needed, the Club Council may become involved. At this stage, group funding may be paused, and the group will be given up to three months to work towards compliance, with guidance and support.

Stage 3 – Continued Review

If requirements are still not met after this period, further funding may be withdrawn while next steps are considered.

Stage 4 – Withdrawal of Recognition

In exceptional circumstances, if compliance cannot be achieved, support from Boundless by CSMA may be withdrawn and the group would no longer be recognised to operate under the organisation.

In most cases, concerns relating to Organisation and Administration will begin at Stage 1. Matters relating to Behaviour, Promotion or Finance may require escalation to Stage 2 more quickly, depending on the circumstances.