FastTrack Participant Reference Group / Terms of Reference

Purpose
Establish a FastTrack Participant Reference Group to give participants an opportunity to provide input and feedback on upcoming changes to FastTrack.

Background
FastTrack, the Greyhound Racing Victoria Management System, has been in use since May 2013. Since then, FastTrack has enabled participants to engage online with GRV for a variety of matters relating to their greyhounds.

Recent business and technology changes have resulted in the need to update FastTrack so Participants and GRV can take advantage of new technologies.

Responsibilities of the FastTrack Participant Reference Group
The FastTrack Participant Reference Group will:

• Provide feedback on proposed functionality of FastTrack
• Contribute ideas with potential to enhance the existing functionality of Participant accessible areas of FastTrack
• Contribute ideas to identify any issues with the Participant accessible areas of FastTrack
• Represent their appropriate Participant group, for example Trainer, Owner
• Undertake any meeting/review/workshop preparation to facilitate maximum engagement

Group Authority
The Group is of an advisory and consultative nature and will provide feedback to the Information Management and Technology department for final decision making regarding functionality.

Structure and Composition of the FastTrack Participant Reference Group
Membership
The FastTrack Participant Reference Group will consist of eight members who are Active¹ participants registered with Greyhound Racing Victoria and represent a mix of participant groups. It is anticipated that the reference group will meet at least Monthly for hourly meetings and also remotely review functionality between meetings

Representative Attributes
The attributes of the Group representative include:

• Current regular user of FastTrack
• Comfortable with sharing feedback in a collaborative group environment
• Able to commit to a regular timetable of group meetings held at the GRV head office during business hours

¹ ‘Active’ is defined as any participant who have a non-expired registration with GRV and are not currently suspended, disqualified or warned off pursuant to the Rules of Greyhound Racing.
• Have access to an internet connected device for reviewing functionality when not in the GRV head office
• Able to effectively represent their Participant group
• Have an appreciation for the well-being of the Greyhound Racing Industry in both the immediate and longer term.
• Able to travel to meeting venues at their own expense

Appointment
GRV will communicate an Expression of Interest for interested parties through FastTrack and email who are willing and able to fulfil the responsibilities of group members outlined in this document. Participants must be over 18 years of age to participant in the group.

Facilitation
A representative from the Information Management and Technology Business Services team will chair the meetings and facilitate any collaborative tasks undertaken by the Group.

Operation of the FastTrack Participant Reference Group

Administration
GRV will be responsible for administrative support including organising the meeting venue, provision of the meeting agenda and associated documentation and recording and distributing meeting outcomes.

Meeting Format
The meetings will follow a pre-established agenda which will be distributed to Group members in an appropriate timeframe before the meeting. The meetings will be held in an informal format (while maintaining adherence to the agenda) to enable more effective elicitation outcomes.

Frequency of meetings
It is anticipated that the group will meet at least monthly over a period of 6 months. GRV has video conferencing capabilities should attending the office prove difficult (although on-premises is preferred).

Off Site Review
In between meetings, group members may be asked to review functionality on their own internet connected device. Members would be requested to provide feedback once they had completed reviewing the functionality.

Attendees
Participants who have been selected by GRV via the expression of interest will attend meetings. Other members will include representatives from the Information Management and Technology department and other GRV staff as needed.

Membership of the FastTrack Participant Reference Group is voluntary and not a paid position, however refreshments/lunch will be provided for those in attendance.

Key Topics
The Group meetings will initially address the following topic areas:
• Overview of the need for updating FastTrack
• Group introduction and purpose/format discussion
• GAP assessment – Booking into a GAP assessment session online
• Greyhound Registration – Breeding, Naming, Owner/Trainer transfer
• Participant Registration – Membership registration, renewal and upgrades