

SRASA BOARD OF DIRECTORS MEETING

MEETING: Board Meeting Monday 21 February 2011

LOCATION: 6pm for a 6.15pm start
Squash SA, 440 Goodwood Road at Cumberland Park

1 ATTENDANCE

1.1 Present:

S. Abishara (SAb) left at 8pm S. Allan (SA) G. DeVizio (GD) C. Johnstone (CJ)
A. Ryan (AR) P. Teale (PT) M. Goldstone (MG)

Ex Officio:

P. Sinnott (PS) - General Manager

1.2 Apologies:

A. Proctor (AP)

1.3 Guests: Douglas and Chloe - Flight Path Architects
Damien Hill (DH) - Racquets SA Club Manager
Patti Wilson PW) - Member Services Manager

2 CONFIRMATION OF THE MINUTES

2.1 Confirmation of the Minutes of the Board of Directors Meeting held on 24 January 2011. Workshop minutes and "In Camera" items are not for distribution.

Moved: George DeVizio Seconded: Alex Ryan Carried.

3 ITEMS ON AGENDA (Reports Circulated Electronically Prior to Meeting)

3.1 Racquets Street Frontage Redevelopment, Flight Path Architects

Flight Path Architects spoke on the concept plans. Most visible part was "Mitsubishi" across the road, so idea to align signage with Racquets SA. Contemporary, hard-edge, geometric.

Bistro - make all floors standard throughout, to make space appear larger. Raise ceiling change lighting, café doors throughout - still partition off for functions, but clear doors. Outdoor - covered, timber area. View through timber wall area, open up bar area so patrons can buy from outdoor area. Appearance to South Rd a priority. Outdoor priority as well. New "skin" not dependent on building, separate frame. Timber slatwork to shade patron from sun.

PS queried - Timber slatwork requires ongoing maintenance, other options? Plastic product that looks like timber, durable, longer lasting, or rusted steel look (similar to Cremorne Hotel), or powdercoated metal, or aluminium.

SA suggested knocking down all Racquets to rebuild new purpose built venue? Work on costings, compare to see what more worthwhile.

DH and PS agree the South Road frontage is a priority. Costings may be a little unrealistic, maybe address at a lower cost - render, outside lighting, large sign (outside of building biggest marketing tool). Go to someone (a builder) with a proposed budget, and see what can be done for that money, as opposed to spending money on another architect for different concept. PS to follow up.

3.2 Issues Paper - Gaming Pre Commitment

Damien spoke on his briefing paper, and played a dvd of Peter Newell, Chairman of Club SA speech on gaming pre-commitment. PS, DH, PT to meet with Minister Tom Kenya to discuss the impact of pre-commitment. Cost \$200,000 to setup monitoring system on gaming machines, then gaming down by 50%, increase of costs of new machines. Timeframe 2014. Monitoring weekly with Clubs SA. Pre Commitment targets "problem gambling", although South Australia has near the lowest gambling rate in Australia. Racquets promote early intervention with problem gambling, pre-commitment may just make gamblers gamble at home and not be able to be regulated. Over next 12 months, build rapport with local community, have Racquets seen as more of a community club.

RECOMMENDATIONS

3.2.1 The President, General Manager and Club Manager continue to lobby local MPs on the importance of Racquets SA's Community Club and the detrimental impact of Pre-Commitment and Gaming Reform for Squash Rackets.

PS to forward correspondence to MPs to Board, showing the numbers of non-gambling people affected, and the fact that we don't receive grants DUE to pokies, so will affect us two-fold. Show stats of problem gamblers, show number of people staff are trying to help via early intervention. Finance Advisory Committee to look at alternative revenue streams if this goes ahead.

Moved: Stewart Allan Seconded: Sam Abishara Carried.

A Board member is required to take Mark Goldstone's place in the Meeting with the Minister, Philip Teale to take his place. Cameron Taylor, President of Clubs SA also attending.

3.3 Squash SA Membership Spike

The Member Services Manager spoke to a powerpoint presentation, showing the spike in membership.

DISCUSSION

Is there a need to change pennant as data indicates social/in-house more popular. Separate pennant and social on Player Participation graph. Able to check male/female pennant trends to graph differences. Check age groups, clubs/areas, extract all names from matrix to excel, work out stats. Admin to gather information and bring back to the Board. Survey to members soon to establish what they look for in a Club - cleanliness, social, atmosphere etc. Contact venues with large social/in-house, maybe encourage "Fit for" programs there. Need for Club atmosphere to engage players.

RECOMMENDATIONS

3.3.1 The Membership Manager continue to roll out the Squash SA Club Affiliation and Member Benefits Scheme.

3.3.2 The Membership Manager provide a further progress report in July, 2011.

3.4 Country Squash Review

Grant Norman provided a 50 page report of his findings, good starting point - with contact details for all country clubs.

Clare remains one of the best models. Higher level of community squash profile now, and junior programs in place to sustain pennant numbers. #1 is the right person at the Clubs to drive Club development.

90%off Country Squash players play once a week only, on pennant night.

CJ - Target Council run centres to start junior programs etc? (as opposed to owned centres who cannot get to courts at 3.30 to open up, cost them money).

"Western Districts" region get together and have twice yearly tournament. Squash SA to generate a 3 district comp/tourn happening, at times convenient for all. Naracoorte/Millicent good place to start as they have high membership, or Gawler/Tanunda (Barossa).

Barossa Valley excellent opportunity, number of people in area and number of courts - good potential. Matrix driven.

Investigate Broken Hill, even though technically not SA. After help with their Centre, and running things. More people playing pennant in country/rural as opposed to the City.

RECOMMENDATIONS

3.4.1 The Board endorse the Implementation Strategies as outlined in the Country Squash Review.

A - PW to maintain.

B - PS - no registration fees to country players initially. Send out Squash SA logos to country clubs, suggest changes to scoring, etc.

C - Matrix promoted heavily, promote Club ladder. Re-promote ease of use, easy for records/scoring, keeping in touch with players - emails, phone numbers etc. Encourage clubs to keep member information. Millicent, Roxby Downs very keen. Get in touch with them asap.

D - Junior programs, really not worth going out there to do it at the moment as nothing for them to continue on to. Do schools to top up existing junior program, not establish a new one.

E - continue RADS, replicate in Mid North, South East and Iron Triangle.

F - Ref accred - good for them to learn rules, implement with other services, via Squash SA to make happen. G - Regional competitions - run via Squash SA

11 centres/courts with no Club structure. Grant to work with Des, to pick up some of the recommendations before Barossa start in August. Suggested Country need a "go to" person at Squash SA (to give direction to country re: paint/facility info, matrix, ref accred course). Grant expressed he wouldn't mind being involved in helping Country Clubs at some level.

Full time wouldn't pay off. Good just to get in touch often, remind them we are here to help, but let them continue as they are.

Moved: Philip Teale Seconded: Cheryl Johnstone Carried.

4 **GENERAL MANAGER'S REPORT**

4.1 **General Overview Report**

Phil Sinnott provided an overview of operational matters.

Thanked staff for help with the office relocation. Staff member at all Advisory meetings, utilise board room at 440 Goodwood Rd. Available to hire out Board Room to other companies for meetings.

Outside signage approved - Neil Riley Signage engaged.

Started to work through KPI's, will email Board later in week. Tanner and ? to undertake survey of customer satisfaction (provide incentives for people to fill out surveys). What do customers want/expect. Brief of questions by next board meeting, then survey in following month. Conduct survey on a yearly basis. Customers surveyed - pennant player, court venue/club administrator. Players can only complete survey once, will have login. Players feedback on governance, assess Board, Committees for feedback.

CBRE report complete by March, currently consulting with squash venue operators.

5 **FINANCE** *(Reports Circulated Electronically)*

5.1 **Income Statement Racquets SA / Squash SA**

PT - Squash - Came in under budget (cost control). Racquets, forecast \$68k, came in at \$28k, Damien spoke that gaming has picked up in February. \$410,000 year to date profit for Racquets - above worse case, \$402 should be \$410. BP to adjust.

Moved: Alex Ryan Seconded: Sam Abishara Carried.

5.2 **Bank Statement**

PS to email Bank Statements to the Board.

5.3 **Financial Summary Report**

As above.

6. **GENERAL BUSINESS**

Impact Progress

PS spoke to Impact, anticipated growth as Impact are on membership drive. Would like to pay off loan sooner, happy with % backpayment if we use venue, and pay off loan. Feedback provided to Impact regarding the FEG applications.

South Adelaide Squash

Philip and Phil to meet with John Holland re: building ownership.

Best and Fairest Player

AR - Apparently not good feedback. Explained that votes are to be based on sportsmanship/behaviour towards Referee, opponent. AR Expressed the need to promote the concept to players more. Alex to write notes. Squash SA to resend information to all players.

Racquetball

Successful with Tender for Australian Open Racquetball, in 2014 and 2015, gives time to grow racquetball player numbers. Idea to base at Barossa Valley. 30/40 metro, 30 interstate, rest usually from where venue is based. Also time to attract sponsors. Sam Abishara asked the Board for approval to go to Wangaratta tournament to note how a successful tournament is run.

Tie in the dates with Squash tournament.

New Racquetball logo created, funded out of racquetball grant.

State tournament, middle of March. Rounding up high ranked squash players to play.

Revive

Possible SA Open finals venue, James Rogers and another State 1 player had a hit to see if courts are a good standard. Found them to be of a good standard, but could do with resanding and painting. Squash SA to upgrade court at our expense, and we use in exchange for straight hire. Area needs a good clean up. PS to follow up. Sponsor for front of court.

7 POLICY

7.1 South Australian Squash Referees Association Annual Budget Allocation (Jan 2011) \$2000.

Move: Philip Teale Second: Alex Ryan Carried.

8. CORRESPONDENCE

In

National Racquetball Championship (Squash Vic) (Sam reported)

M Nash, Resignation from Coaching Pool - declined opportunity to meet, offered resignation from Coaching Pool. Still would like to be Squash SA approved Coach. Suggested Squash SA better communicate with players about the Coaching model. Board keen to keep Mike Nash involved. MG, PS and JR to still try and meet.

J Holland, South Adelaide Squash Centre - meeting with him, report back next Board meeting.

Out

Brock Harcourt, 440 Goodwood Road Lease - signed.

9. SQUASH AUSTRALIA

9.1 2011 Squash Australia AGM

Met Squash Australia at Concubine on Gouger Street. Very supportive meeting. Other states have operational issues with Squash Australia. Squash SA suggested to Squash Australia that maybe a good idea for Squash Australia to undertake an organisational efficiency review reevaluate their operational plans, but not interested. MG and PS to attend AGM. MG and PS presenting at the Squash Australia workshop. Board agreed it is a good thing for an Association to undertake, good catalyst for change. Better to undertake early, as opposed to later.

9.2 **2011 Service Agreement**

Service Agreement shown to Board, discussion around Fees Banding. Propose changes to subscription allocations next year - bring up at the AGM Workshop. Need other States on Board to propose changes, PS and MG to talk to other States.

Ratify. Seek review at AGM.

Move: Philip Teale

Second: Cheryl Johnstone

Carried.

10 **NEW BUSINESS**

Cheryl indicated that suggestions on a venue suitable for the Gala Dinner would be appreciated. Jack nominated for Volunteer of the Year, held in Brisbane on 19th March.

11 **CONFIDENTIAL ITEMS**

11.1 **D Panizza Employment Contact**

Discussed in camera.

11.2 **Development Officer - North**

Northern Development Officer would service Mawson Lakes, Karadinga, Turramurra, Ingle Farm, Walkerville.

12 **BOARD DIARY**

Monday 21 March 2011 at 440 Goodwood Road, Cumberland Park.

13 **CLOSE MEETING**

Meeting closed at 10.25pm.