

STATE SPORT CENTRES TRUST – MSAC COMMUNITY REFERENCE PANEL

MINUTES OF MEETING HELD WEDNESDAY 21ST AUGUST 2019 HELD AT MSAC BOARDROOM

| Present | | In Attendance |
|------------------------------|--|---|
| Chair: | Rebecca Brodie | Venue Manager: Nick Guinane |
| Representative Group: | Lynne Sheehan Amy Nisselle Gill Krause | Executive Assistant: Bec Stones |
| Apologies: | Phil Meggs Alicia Tiller Alison Curnow John Boomsma | Joseph Ghaly Mary Sontrop Nick Abroms Timothy Newton |
| Minutes: | Bec Stones | |

Minutes of Meeting No. 5 of the Community Reference Panel held on Wednesday 21st August 2019 in the Level 1 Boardroom at MSAC.

WELCOME

The meeting was declared open at 5:10pm by Rebecca Brodie.

DISCUSSION POINTS

- Rebecca Brodie opened the meeting by welcoming those in attendance and noted that we had a very small attendance at this meeting. She then went on to discuss that this meeting was to focus on the new action register process and then she would allow some time at the end for each member to have some airtime.
- Action register discussions:
 - Bec mentioned to the group that both Gill and John had met up with the Operations team separately to discuss their concerns.
 - Items will be removed from the register once they are closed.
 - A date column will be added to the Action register of when item opened.
 - A new column will be added for notes, to split the notes and status columns out into their own.
- Bec turned to the group to talk about any concerns that had been raised with them. Lynne spoke first and raised the following:
- Lynne raised the following:
 - Feedback gathered from early morning gym users that they would like to understand who is the manager on duty within the gym.
 - There was excitement about the new timetable that had been communicated was coming out, and when this was released there actually wasn't anything new so there was some disappointment around this.
 - There is a lack of communication around cancellation of classes and could it be possible if a class is going to be cancelled from the timetable permanently, communication as to why.
 - We clarified that hot yoga is included in a performance membership.
 - Bec confirmed SSCT is reviewing online booking tools where you would book into a class prior to the class commencing, she also noted that this would promote communication around cancellations etc.

- Feedback on small group training classes and the issue with not taking a 6th member to join the group. People are getting knocked back because the group is only permitted 5 members in each session. Lynne also noted that there has been some talk around why athletes using the Athlete Performance Centre were continuing to use the main gym equipment. Nick explained that we are reviewing equipment list for APC to minimise any future impact. Lynne suggested some signage around the venue for members to understand why they are using the gym space.
- Feedback from members that they would like the gym staff to be more engaged with members and regularly follow up on program.
- Amy raised the following:
 - An incident that happened in the pool with Middle Park Primary. A supervisor and a teacher had a discussion in front of the children that wasn't very professional.
 - The bike rack at the roundabout at the main entrance should have a ramp for easier access. This is noted by SSCT and has been logged with Facilities team.
 - Feedback received from some Middle Park mums that there are frequent changes to swim school instructors and number of children per class vary.
- Gill mentioned that she had some meetings outside of this meeting to address some of the aquatic concerns and the actions register has been updated to reflect some changes Gill would still like addressed.
- Bec then provided a brief update on the below items:
 - Basketball Entry will be updated in the coming months
 - 2XU have now vacated the facilities, Lakeside Medical will be moving into this space and there is currently a vacant space for lease
 - New Children's Program has been introduced – MP3 is running and going well
 - School holiday program has improved and a new offer has been introduced
 - Lakeside track replacement will commence next month.
 - First sign of build at SNHC- down to 1 hockey pitch and 5 netball courts and still looking good for March 2021.
 - Bec also shared with the group some updates and work that the marketing team have been working on including the sporting videos that have been placed on the website, and the new sportmans photos and signage around the venue.

Meeting Closed: 6:30pm

Next Meeting: Wednesday 13 November 2019 – 5.00pm to 6.30pm