

STATE SPORT CENTRES TRUST – MSAC COMMUNITY REFERENCE PANEL

MINUTES OF MEETING HELD WEDNESDAY 13TH FEBRUARY 2019 HELD AT MSAC BOARDROOM

Present

Chair: Rebecca Brodie

Representative Group: Amy Nisselle John Boomsma
 Mary Sonstrop Julie Eisenbise
 Gill Krause Lynne Sheehan
 Nick Abroms Alicia Tiller

In Attendance

Venue Manager: Nick Guinane

Apologies: Joseph Ghaly, Timothy Newton, Mary Sonstrop and Alison Curnow

Minutes: Bec Stones

Minutes of Meeting No. 3 of the Community Reference Panel held on Wednesday 13th February 2019 in the Level 1 Boardroom at MSAC.

WELCOME

The meeting was declared open at 5:07pm by Rebecca Brodie.

DISCUSSION POINTS

Introduction

- Rebecca Brodie, General Manager of Operations & Innovation introduced Nick Guinane the new Venue Manager of MSAC to the panel. She gave a brief overview of Nick’s background advising he comes with 12 years of experience within the entertainment and sports industries. Working with Melbourne & Olympic Parks Trust for the last 4 years and in the role of Venue Manager of Melbourne Arena (formerly Hisense Arena) for the last 2 years, Nick is very familiar with working within the unique trust and government environment such as ours.
- Bec then advised the Panel that she now has a complete MSAC management team and provided the following brief introductions to her new established team.

Matt Shanahan - Programs Development Manager (MSAC Precinct)

Since finishing his NBL career, Matt has held various operational and business development roles across the last 10 years, including most recently as the Basketball Development Manager at Knox Basketball, where he has worked for the last 5 years driving program participation and developing and implementing new junior programs.

Andrew Meek - Customer Experience Manager (MSAC Precinct)

Our new Customer Experience Manager Andrew joins us after returning to Melbourne from Estonia, where he founded and ran his own tourism company for 10 years! With substantial experience across various customer service and sales roles Andrew is passionate about delivering an exceptional customer experience and is excited about the challenge ahead.

- Bec provided an update on the commitment to the Vision & Strategic Plan and provided anyone who did not have a copy of the strategic plan with one. She updated the panel on the changes in leadership within Government since the election in November, with The Hon. Martin Pakula MP appointed Victorian Minister for Sport.

- Bec provided a brief update on brand development. New uniforms have been introduced and new signage showing the new branding are now up and around the venue. The website has now also been launched.
- Communication is a key focus for 2019 as it has been acknowledged that there has been a lack of communication previously. The marketing team are really working on ways to communicate with members and there is now a communication tool on the website, texts and emails are being sent with updates of things happening around the venue and impacts these may have, and members newsletters are being distributed. Bec will send everyone the last newsletter sent to confirm everyone is receiving this. She also advised that Andrew Meek is currently working on some different tools for all to provide feedback and she advised that she provide an update on this at the next meeting.
- Bec provided an update on the introduction of the MSAC Squad Program which is a club-based program that anyone from any club can participate in. There has been 120 join the squad, and 4 new coaches have been employed. Discussions around the table were had as to whether MSAC can offer support to disadvantaged and financially challenged families to access swimming programs and facilities in general. Bec confirmed there is no scholarship program in place currently, as this is typically supported through SSAs. However, Bec will explore with Executive and update next quarter.
- Bec discussed with the panel that we are currently working closely with Basketball Victoria on strategic plan for basketball at MSAC.
- Bec briefly touched on the Health & Wellness area and advised that we are currently maximising every opportunity for improvement and will report back at the next meeting.
- Facility improvements were touched on and Bec advised the panel of the recent flooding and water damage that occurred with the bad weather on the 14th of December 2018. There was water damage in the Athletes Performance Centre, and also the car park lift in the multi deck which has now been repaired. A claim has been lodged through insurance to recoup the costs.
- The TRX facilities have been moved from behind the indoor pool to one of the indoor squash courts, this is a cooler space and members seem to be happy with this new location.
- Lighting upgrades have been happening throughout the stadium as they are all moved to LED lights which will save on energy. There was mention of a light flashing in the wave pool area that has been flashing for weeks, Bec/Nick will look into this.
- The Melbourne United retail store has opened, and they are currently working through the look and feel and the operating hours going forward.
- Seating for the outdoor competition pool is at the end of its life and new seating has been ordered, looking at being delivered at the end of May.
- There have been upgrades to some of the bathroom facilities around the venue and over the coming months the basketball and badminton areas bathrooms will also be upgraded. Improvements to the basketball foyer will roll out this year.
- South Melbourne Park Primary have opened their doors with swimming here at MSAC part of their weekly curriculum. Bec noted that traffic management may be an issue when the school grows however, we are working closely with them to prevent this.
- Grand Prix is approaching. Bec mentioned that we have formed a good relationship with Grand Prix, and we are currently working together for the future (next year) for MSAC to be involved more, so our facilities can be utilised during this time.
- The topic of Traffic management and the quality of roads & signage was discussed around the table and the roundabout out the front in particular and the southern carpark, and how people are driving too fast in this area. Bec said they will look into the surveillance in this area. It was also mentioned that it would be great if there was a ramp for bikes on the water fountain roundabout.

MSAC Swim School

- A few items were raised for discussion around the swim school. Bec confirmed that a lot of work has taken place for swim school and these changes should now start to take effect. There will be more staff on the pool deck as numbers are increasing. The communication portal from Term 1 was launched this week. A few people mentioned that there is no ability to create a login on the portal, Bec will come back with timing on the portal, but once this is up and running all assessments/levels/communication to specific classes will be placed in the portal.
- The Ratios in 25m / deeper pool were raised and the issue that some kids have progressed to the deep end not the shallow end and they cannot reach the bottom of the pool. 1 teacher to 6 kids. Bec will look into this further.
- The process for cancellations has been cleaned up and staff are to call anyone that cancels to try and retain.

Aquatics

- Temperature of indoor vs outdoor pools – Bec advised that temperatures are set at GSPO guidelines.
- Additional life guard supervisors have been added to peak hours of 4.00pm to 7.00pm.
- Spa – ozone issues were turning spa green, whilst the water quality was of course maintained, the colour has now been resolved.
- It was mentioned that people are checking the swimming lanes on the website before arriving at MSAC and once they have arrived these have changed. Bec advised that there is a technology for this software to be configured but there are a few operational challenges with this at the moment that are being worked through.

Health & Wellness

- TRX classes have a new area which was noted above.
- Group Fitness – improving timetable, introduced new classes and working on an interactive timetable for the website. A question was raised as to the Christmas timetable, was there any reason why the timetable shutdown the week before the Christmas Period?
- Aqua Fitness – new sound system this week. Gill raised quite a few concerns around the aqua timetable and removing classes. Bec advised timetables are continually being reviewed and improved to maximise participation. This means less popular classes may be replaced with refreshed content such as Aqua Yoga (which many members are excited about trying). Bec mentioned the language and inappropriate behaviour that some Aqua members have been showing towards staff following timetable changes will not be tolerated. An anti-social behaviour policy will be implemented in the next few months to protect staff and patrons.
- Wellness Zone – congestion and ventilation in Pilates room, Bec is going to look into the cooling in these rooms and come back to the group.
- Member discounts on courts – not swim school – performance members have discount to court hires.

Food & Beverage

- Working on simplifying healthy choices menu have committed to healthier choices. Bec provided some information that coffee and cold drinks are the biggest revenue for the business. We are working through improving waiting times and it was suggested that there may be a coffee machine on the other side of the venue near Sports House entrance

Review and confirmation of action items

The following action items were confirmed from throughout the meeting:

Item	Action Item	Owner	ETA	Status
1	Bec to send all the latest Members newsletter	RB	Feb-19	
2	Bec to provide update at next meeting where things are at with feedback tools	RB	May-19	
3	Bec to raise scholarship support to disadvantaged individuals and families at next Executive Team Meeting	RB	Feb-19	
4	Flashing light in wave pool area to be investigated	RB/NG	Feb-19	
5	Bec to email all when login in for Swim School Portal is up and running	RB	March-19	
6	Bec S to send out invites for this year's meetings	BS	Feb-19	
7	Aqua timetable and concerns – Bec to chat offline with Gill to address concerns	RB	Feb-19	
8	Ventilation and cooling in Wellness Zone, particularly Pilates Room. Bec to investigate this further	RB	Feb-19	

Meeting Closed: 6:30pm

Next Meeting: Wednesday 8 May 2019 – 5.00pm to 6.30pm