

# STATE SPORT CENTRES TRUST – MSAC COMMUNITY REFERENCE PANEL

MINUTES OF MEETING HELD WEDNESDAY 26<sup>TH</sup> SEPTEMBER 2018 HELD AT MSAC BOARDROOM

Present	In Attendance	
<b>Chair:</b>	Rebecca Brodie	<b>CEO:</b> Phil Meggs
<b>Representative Group:</b>	Amy Nisselle	John Boomsma
	Mary Sonstrop	Joseph Ghaly
	Gill Krause	Lynne Sheehan
	Nick Abroms	Alicia Tiller
	Timothy Newton	
<b>Apologies:</b>	Alisson Curnow	
	Julie Eisenbise	
<b>Minutes:</b>	Sandra Stelfox	

Minutes of Meeting No. 2 of the Community Reference Panel held on Wednesday 26th September 2018 in the Level 1 Boardroom at MSAC.

## WELCOME

The meeting was declared open at 5:05pm by Rebecca Brodie.

## DISCUSSION POINTS

### Introduction

- Rebecca Brodie, General Manager of Operations & Innovation, is the new Chair of the Community Reference Panel. All panel members wish Simon Goninon well during his deployment to Antarctica.
- Thank you to all members that attended MSAC facility tours since the last meeting.

### Swim School

- Our goal is to create best practice swim school at MSAC, working closely with Swimming Victoria.
- New management have been recruited, with exceptional industry experience.
- Improvements for Swim School will be consistent delivery of levels across teachers, formal assessment at the start and end of term, support for parents and teachers on pool deck, enrolment completed on pool deck not at the old swim desk.
- Currently introducing a new pathway program for children that have completed Swim School. This is being trialled in Term 4 and will be promoted for Term 1. There are 3 pathway options – Competitive Swimming (in preparation for club swimming, swim for fitness and open water swimming e.g. nippers).
- Aim is to keep 10 year olds + engaged with swimming as completing Learn to Swim.
- Communications will ramp up in Term 4 – feedback welcome.
- Adult classes are available also.

### Swim Lab

- Working closely with Swimming Victoria on the Swim Lab programs.
- Focus on stroke correction.
- Currently testing technology with swimming clubs / individuals at different levels.
- Will be available for anyone to book a lane.
- Panel members are encouraged to participate in the trial of the Swim Lab to provide feedback.

## **Aquatics**

- Impacts on aqua classes due to swimming events can be managed better and communicated early.
- Communication on aqua class changes needs to be consistent between instructor and lifeguard supervisor.
- Reviewing how we better manage lane changes between programs and monitoring of lap lanes (slow, medium and fast).
- Acknowledgement that lifeguards have an important role to monitor pools however not clear who to address questions or ask for support. Must identify supervisor clearly for public.
- Sauna sand timers have been ordered.
- Hot water issues have been resolved with positive feedback from the panel.

## **Health & Wellness**

- New management team is now in place, with exceptional industry experience and a true member/customer focus.
- Worksafe has signed off on the safety of Group Fitness studio, confirming it is more than fit for purpose.
- New Group Fitness Coordinator is reviewing timetable to improve and add to existing timetable (committee requests no change to times of popular classes).
- Introducing trial memberships / refer a friend in the coming months.
- Addressing need for new rollers and mats, to be replaced over next few months.
- Improvement needed in ticketing system for group classes. Team are implementing new procedures this month.
- Communications plan is being developed by marketing to improve communications across all members.

## **Athlete Performance Centre**

- Currently being booked for regular sessions by Melbourne United, VicCentre, Swimming Australia, AFLW and Melbourne Fury. Great feedback from teams. Any team can book this space, but fees apply.

## **Melbourne United**

- MSAC is the new home of Melbourne United.
- Training in APC and show courts every day.
- MU will commence construction on their retail area and players/rehab offices (opposite mural) next month.
- Administration offices to follow.

## **Events**

- Cheerleading was a huge success, over 27,000 visitors over the weekend. Acknowledgement of the positive impact on local businesses during event days. Visitors tend to visit local cafes and business surrounding the MSAC precinct.
- Positive feedback of SMS event alert implemented. New website will have a new "sign up for event alerts" functionality to improve communication.
- Acknowledgement that car parking during event days is a constant challenge. With only 450 car parks on site, members and visitors are encouraged to walk, ride or use public transport on event days.

## 21st Birthday Celebration

- Opportunity to show case all sports at MSAC. Positive feedback from panel members.
- Great coverage on Channel 9 news, 3AW, KISSFM. New marketing team now also on board to focus on our marketing strategy across all venues and products.
- Working on converting 21 Day Pass holders to new members. Seeking feedback from this user group.

## Other discussion points

- Meeting held with new principal of South Melbourne Park Primary School. The students will access weekly swimming lessons during term.
- Website to go live before next meeting with increased content and functionality. The website will be our main tool for communication, central source of information, improved feedback channel, etc.
- New large digital clocks being installed throughout the venue.
- Pot holes issues are being discussed between Vic Roads, Parks Victoria and Yarra Trams. Temporary fixes being addressed by MSAC.

## Review and confirmation of action items

The following action items were confirmed from throughout the meeting:

Item	Action Item	Owner	ETA	Status
1	Address feedback on Aquatics from John Boomsma.	RB	Oct-18	

**Meeting Closed:** 6:40pm

**Next Meeting:** To be scheduled by Bec Stones