

**Operations Report – 7/5/2018  
For the Main Body Committee**

**Presented by: Tony Haworth**



<b>Item</b>	<b>1. Staff – coaching, front desk &amp; support / Roles &amp; Responsibilities &amp; Contractual Agreements</b>
1.1	<p><b><u>Explanatory Note:</u></b> Currently we have Bonny Allison, and Eve Harrison on front desk, both on casual employment rates, 8 coaches, all of who are on casual employment, Tom is the only dual role we have where he both coaches and undertakes maintenance work for 10 hours per week. Note that Tom is paid at the same rates in terms of the award.</p>
	<p><b><u>For Noting &amp; Action</u></b> Roles and Responsibilities have now been issued to all staff. Employment contracts are next to be undertaken. Note Miran Pavlek resigned on 29/4/18 sighting health issues, however he had also concerns with not receiving a contract, his TA membership requirements (\$39 per annum), and whether he would have a role in Term 2. I have outlined that I scheduled 14 hours plus private coaching, he was informed on 19/4 of his schedule, his contract has been outstanding since he was employed by the GTC.</p>
<b>Item</b>	<b>Staff – coaching, front desk &amp; support / Pay Rates</b>
1.2	<p><b><u>Explanatory Note:</u></b> Refer to point (1.1)</p>
	<p><b><u>Issue</u></b> Updated pay rates have been provided to the Finance Committee to fall in line with the Registered &amp; Licenced Club Award. There is a recommendation to place Bonny and Tom on permanent part-time rates to reduce their hourly costs although they would be paid holiday, sick and LSL. It is also noted we have not been paying the \$2.13 per hour levy for hours after 7.00pm and applying the proper Saturday and Sunday rate. This should be rectified once we issue employment contracts to all staff.</p>

**Level 2 (Grade 1) - An employee who:**

- attends a shop associated with the club's activities, for example a golf pro shop owned and operated by the club or
- acts as an assistant instructor, pool attendant and/or can be responsible for the setting up, distribution and care of equipment, and the taking of bookings.

**Level 3 (Grade 2)**

An employee who has the appropriate level of training and takes classes and/or directs leisure activities such as sporting areas, health clubs and swimming pools. This classification includes an assistant bingo caller.

**Level 4 (Grade 3)**

An employee who has the appropriate level of training, and who plans and co-ordinates leisure activities for guests and may supervise other leisure attendants. This classification includes a bingo caller (being a person engaged to present, host or comper the games of Bingo, Alphy and Housie, or games of a like nature).

**For Noting**

Based on the above, Brett & Aaron are paid as per TA guidelines, with Tom on current pay rates, although are being paid at higher hourly rates, Kristian (17 years), Brad (18 years), Luke (Over 21) be paid at Level 2 (Grade 1). Note as Alex is on the committee his employment should be reviewed in line with current regulatory requirements. A separate contract for maintenance work and hourly pay rates to be provided to Tom given his dual roles as coach and maintenance.

**Source** - [www.fairwork.gov.au](http://www.fairwork.gov.au)

*Refer to Appendix (C) providing current pay rate comparisons to the award.*

**Item 1. Staff - Volunteers**

**1.3 Explanatory Note:**

The new lease requires the GTC to open:

<b>Days</b>	<b>Opening Hours</b>
Monday-Thursday	7.00 am -10.00 pm
Friday	7.00 am – 9.00 pm
Saturday	7.00 am – 7.00 pm
Sunday	10.00 am – 5.00 pm

Currently the club is operating from 12pm each week day and closing at the times set above however on Saturday's the club has been opened from 8.00am inn preparation for coaching. I open and close the top complex around 8.00am and 5.00pm, Sunday with no one manning the property. To assist in both manning gaps and reducing costs, some members have approached to volunteer their time to work behind the desk and assist with ongoing maintenance.

	<p><b><u>For Noting</u></b>  I have been opening as I go to work which is around 8.30am each morning, and weekends are opened at 8am, closed Sunday's at 5pm. With our roster I am trying to have the clubhouse opened from 9am (Wednesday's at 8.30am for LMW), with Tom rostered through the week for 2 hours per day commencing at 9am. That we encourage our vast group of registered players to see if they would like to volunteer time. At this stage Kylie Courtney, Jackie De Vivo, and Riley Courtney have put their hand up, with Kylie Rayner also helping out. I will be also printing up a slip which can be placed on the front desk, our website, and in ongoing communications calling for volunteers in area's that we need help in – front desk, maintenance, food preparation, tournament helpers, BBQ, working bee's, cleaning are some notables, but could be more. I have commenced a list of volunteers which I can now send emails for work to be completed.</p>
	<p><b><u>Source</u></b>  Central Coast Council Lease (Unsigned)</p>
<b>Item</b>	<b>1. Staff – Racquet Stringer &amp; Equipment</b>
<b>1.4</b>	<p><b><u>Explanatory Note</u></b>  We currently have a Racquet Stringer, Noel Dodds, who charges a per racquet cost of \$25 and is contracted to the club on a needs basis, including tournaments which is a requisite for sanctioned Adult events. Cost of re-stringing is at \$45 per re-string. It is also noted the Noel is the Head Tennis Company representative.</p>
	<p><b><u>Issue</u></b>  Potential undercutting of members going directly to Noel and could this be done at a lower cost. There are also 2 racquet stringers at a cost of \$3,300 each where we only require 1.</p>
	<p><b><u>Recommendation</u></b>  To be discussed at committee including sale of racquet machine.</p>
	<p><b><u>Source</u></b>  Noel Dodd's and GTC price list</p>
<b>Item</b>	<b>2. Coaching - Accreditation</b>
<b>2.1</b>	<p><b><u>Explanatory Note:</u></b> Of the 8 coaches that are employed by GTC, only 2 coaches are accredited. Brett is our highest-level coach (L3), and Aaron, who is a contractor and Head Coach at Woy Woy TC is Level 2. None of the remaining coaches are members of TA, and as such can expose the club to potential injury claims should a coaching technique cause an injury. Level 1 coaches are called Junior Development qualified coaches, Level 2 – Club Professional qualified coaches, and Level 3 High Performance qualified coaches.</p>

2.2	<p><b><u>Issue</u></b>          Brett has indicated that he is only interested in the Elite coaching level and does not want to oversee TA accredited programs, such as Hot Shots, Fit Bit Cardio Tennis. Aaron is restricted by his commitments at Woy Woy Tennis Club and caring for his 2-year-old child. We therefore can only provide hybrid hot shot and cardio fitness program, without the marketing and equipment tools provided by TA. As a designated TA National Regional Centre and to distinguish ourselves competitively to other tennis centres located on the Central Coast, this is concerning that we cannot execute TA official programs.</p>
	<p><b><u>Noting &amp; For Recommendation</u></b>          Brett &amp; Miran are no longer employed by GTC. With Brett being unable to fill Future and Rising Stars squads, and Miran resigning. Whilst this has reduced our costs significantly, we now have 4 coaches, 2 of which are accredited, and Brad and Tom becoming members of TA. As noted in the Treasurers report CCGS is seeking additional coaching for 3 days at 24 students per day, additional Private Coaching, and we are under strain at GTC with both Brad and Aaron taking time off for up to 3 weeks (Brad) due to AMT events. Backfilling has become challenging.</p> <p>I am recommending the advertising of a TA accredited Head Coach to take over some of the duties under the previous role of GM and run the coaching program. On my estimations we would have up to 6 hours of coaching at CCGS per week, and up to 16 hours of GTC coaching should they replace Brad and take on Brett's squads. This does not include Private coaching.</p>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• Margaret Parker - Coach Development Administrator NSW, ACT, SA   Tennis Australia</li> <li>• TA Employing Staff? Get it right for your business document accessed through Stripe.</li> </ul>
Item	<p><b>2. Coaching / Procedures</b></p>
2.3	<p><b><u>Explanatory Note:</u></b></p> <p>It has been identified that coaches have been issuing product rewards such as ice-creams at no extra cost for juniors after coaching lessons. It is also noted and observed that coaches are helping themselves to drinks and food items without purchasing them. No system is in place to track this via debiting accounts or placing on credit.</p>
	<p><b><u>Recommendation &amp; Actioned</u></b></p> <p>These practices now cease, and Coaches have been advised in last staff meeting of 3 April 2018. All staff accounts are to be strictly on a debit basis.</p>

<b>Item</b>	<b>2. Coaching / Term 2 Programs</b>
2.4	<p><b><u>Explanatory Note:</u></b></p> <p>Current Manager has identified costed each coaching program operated at GTC and include Hot Shot Hybrid, Adult, and Odyssey 1, 2 and 3. These programs have included the following – coach’s wages, superannuation, worker comp costs (\$1.46 per hour based on 2017 insurance costs), an Admin fee (\$5 per hour) where Front of Desk supports the coach, marketing fee (based on annual budget to \$5,000), day and night court hire (\$10/\$20 p.h.). In summary the findings were:</p> <ul style="list-style-type: none"> <li>• <b>Hot Shots</b> – 28 programs running, of which 4 were unprofitable due to higher coach costs or lower numbers. Currently there are 134 kids attending on average through the week</li> <li>• <b>Adult</b> – all 4 programs run profitably with 32 players in attendance and there is scope to grow</li> <li>• <b>Odyssey 1, 2 and 3</b> – 9 programs run, of which 56% operate unprofitably or \$207 per week (\$2070 over a term of 10 weeks).</li> <li>• <b>Private Coaching</b> – Currently 10 hours, 15 minutes of private coaching throughout the week conducted by 5 coaches. Our day sessions make us \$17.53 per week however with daylight saving finished on 1/4/18, our night time sessions will lose \$89.97 per week or over a 6-month period \$1799.35. It is noted that the process of follow-up for private coaching is poor with missed payments.</li> </ul>
	<p><b><u>For Noting</u></b></p> <ul style="list-style-type: none"> <li>• Refer to Treasurers Report on profitability</li> <li>• Hots shots is running at 90% capacity, Development at 48% and Adult at 84%.</li> </ul>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• Completed excel costings undertaken by Treasurer.</li> </ul>
<b>Item</b>	<b>2. Coaching / Term 2 Programs - Payments</b>
2.5	<p><b><u>Explanatory Note:</u></b></p> <p>Growing frustration from both coaches and front-line staff due to last minute cancellations for coaching and then providing make up lessons. At present coaching fees are either paid on a drop-in basis or term basis.</p>
	<p><b><u>Noting</u></b></p> <p>Term payments are now being made with limited noise. The noise is mainly coming from Adult comps who are used to paying as they play, making it difficult to put in place structured comps.</p>
	<p><b><u>Source</u></b></p> <p>Coach and Frontline Desk feedback – staff meetings</p>

<b>Item</b>	<b>2. Coaching / Term 1 School Holiday Camps</b>
2.6	<p><b><u>Explanatory Note:</u></b></p> <p>GTC is holding a school tennis camp during the school holidays – 16<sup>th</sup> – 20<sup>th</sup> April and 23<sup>rd</sup> – 27<sup>th</sup> April (ANZAC Day there will be no play)</p>
	<p><b><u>For Noting</u></b> Refer to Treasurers Report for update on numbers and profitability.</p>
	<p><b><u>Source</u></b> Front line staff bookings</p>
<b>Item</b>	<b>3. Tournaments / January 2018 Tournament</b>
3.1	<p><b><u>Explanatory Note:</u></b></p> <p>I have attached as appendix (D) formal feedback from tournament director Ellen Gordon on the outcomes of the January 2018 tournament. Ellen has sent this report to Tennis NSW and Tennis Australia. The feedback is self-explanatory and will assist with managing future sanctioned tournaments. It is also noted that we have some issues with payment of refunds (we have refunded 3 players to date). It is also noted that some 38 players are identified as not paying entry fees and recovery may be unlikely. We have been unable to access or train on Stripe, the tournament system, given that the previous GM has not provided passwords or user ID's.</p>
	<p><b><u>For Noting</u></b> Issue resolved.</p>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• Appendix (D) – feedback from Ellen Gordon – Country Co-ordinator and Tournament director.</li> <li>• Printed statements showing highlighted entry cards, with comment raised Paid?</li> </ul>
<b>Item</b>	<b>3. Tournaments / April 2018 JDS</b>
3.2	<p><b><u>Explanatory Note:</u></b></p> <p>The JDS tournament is available to players aged between 10 years and 16 years. There is also an opportunity for opens. The cost is \$25 per player and the players are eligible if they have a TA code and are located in the Northumberland region. The last of 3 JDS tournaments were conducted on Sunday 8<sup>th</sup> April 2018 where we had 88 players and 3 withdrawals. In addition, we had product donated by Mick Courtney for the BBQ and pre-packaged sandwiches which was very successful. I would like to thank the 15 volunteers who helped out on the day – Eddy, Nick, Maureen, Peter, Del, Rob &amp; Jackie De Vivo, Chris, Kylie &amp; Mick Courtney, Kylie Rayner, Lynne, Deb Shipley, Dale, Peter Haworth. Thank you to also our paid employees Bonny, Tom and Harrison who also did a great job.</p>

	<p><b><u>For Noting</u></b> Refer to Treasurers report for numbers and profitability.</p>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• On the day.</li> </ul>
<b>Item</b>	<b>3. Tournaments / 2018 Sanctioned Tournament Program &amp; Other External Events</b>
<b>3.3</b>	<p><b><u>Explanatory Note:</u></b></p> <p>The upcoming events for the club are outlined as follows, however I am to meet with Susan Harris from Tennis NSW shortly to determine a tournament schedule:</p> <ul style="list-style-type: none"> <li>• 27<sup>th</sup> March – Sydney North Finals (completed)</li> <li>• 8<sup>th</sup> April – Junior Development Series (completed)</li> <li>• 2<sup>nd</sup> &amp; 3<sup>rd</sup> June – Northumberland Coaching Clinic for Trainee Coaches – 10 courts lower complex</li> <li>• 23<sup>rd</sup> &amp; 24<sup>th</sup> June – Bowrey &amp; Rosewall Cups (14 &amp; Under State Teams Event)</li> <li>• 20<sup>th</sup> – 22<sup>nd</sup> July – AMT Bronze including 18 and Under (Bronze) – Tournament Director – Ellen Gordon (To be confirmed)</li> <li>• 8<sup>th</sup> – 12<sup>th</sup> September – Platinum AMT and 18 and Under (Gold) – Tournament Director – Ellen Gordon (to be confirmed)</li> <li>• 5<sup>th</sup> July and 27<sup>th</sup> August (Confirmed) – Todd Woodbridge Cup - 50 school kid team competition – Red Ball (\$3 per kid) – Lauren/Maurice (to be confirmed)</li> <li>• 25<sup>th</sup>-27<sup>th</sup> September, NSW State CHS Championships (Girls) – 23 courts over 3 days</li> </ul>
	<p><b><u>For Noting</u></b> <i>The sub-committee met on 3 May 2018 and had Ellen Gordon on a teleconference to discuss upcoming AMT events. Recommended that the AMT Platinum \$10,000 event be a \$75 entry fee for singles and \$30 per person for doubles. At this stage letters from TA have not been forthcoming in approving both AMT events however game day and match plans have already been completed by Ellen as the designated Tournament director.</i></p>
	<p><b><u>Source</u></b> Tournaments - <a href="https://www.tennis.com.au/tournaments">https://www.tennis.com.au/tournaments</a></p>
<b>Item</b>	<b>4. Tennis Program Term 2 – Adult Program</b>
<b>4.1</b>	<p><b><u>Explanatory Note:</u></b></p> <p>More details are to come; however, we will continue with Monday, Tuesday, Thursday night comps and Saturday afternoon, commencing at 7.30pm and finishing 9.00pm. This will be a Fast 4 format, so we can get you to play as many matches in a short period of time, particularly during the winter months. Costs of comps will</p>

	continue at \$15 per player and payable in 2, 5 weekly amounts or \$75 which again will commit players to playing the full comp. We are also introducing a Fast 4 Division 1, 2 and 3 singles formats played across the weekdays and Saturday played for 90 minutes.
	<b><i>For Assistance</i></b> <i>Our Adult comps have started slowly with only 51 players registered where we should aim for 150. The mix of singles and doubles competitions shows a variety of comps, and the ability to start local player rating systems for all players shows where you are ranked in the club and assists with grading purposes. Feedback regarding people placed in incorrect divisions, shift work issues, pay as you play, and lateness of comps are various reasons why comp numbers are low. With 28 players signed up for Adult coaching, 156 kids for coaching this gives us a great base to fill comp slots.</i>
	<b><u>Source</u></b> <i>Term 2 programs</i>
<b>Item</b>	<b>4. Tennis Program Term 2 – Junior Program</b>
<b>4.2</b>	<b><u>Explanatory Note:</u></b> Currently we have a hot shot CCGS comp on Friday which is now deferred until Term 4. Apart from GTL we have no hot shot competitions in place which should be leveraged off our hot shot competitions conducted throughout the week.
	<b><i>For Noting &amp; Assistance</i></b> <i>Our first Green/Yellow Ball comp last Saturday attracted 15 of 35 players enrolled in these programs. Our Red/Orange Ball is to commence on Sunday 20<sup>th</sup> May. I will require volunteers to assist with this 5-week comp from 9am-11am whilst Brad is away.</i>
	<b><u>Source</u></b> <i>Term 2 schedule</i>
<b>Item</b>	<b>4. Tennis Program Term 2 – School events and regular activities</b>
<b>4.3</b>	<b><u>Explanatory Note:</u></b> The upcoming events for the club are outlined as follows and will be updated at next report to the committee. It is noted that upon starting in the role I was unaware of the Monday booking from Henry Kendall, which was given to Bonny on 15 <sup>th</sup> February, and no booking was recorded. Both Bonny and I have apologised to Gareth Wright, the teacher involved. I will be opening the courts at around 8am unless there is an event earlier to avoid this from occurring again.  <ul style="list-style-type: none"> <li>• Term – IFS – mornings/afternoon during school terms – times are – 9am-11am (Tues, Wed &amp; Fri) and 2pm-4pm (Mon, Tues, Wed, &amp; Fri)</li> <li>• Monday – Henry Kendall High School - 9.30am – 10.45am (25 kids) / We have been asked to coach Central Coast Grammar School, Red Ball – Monday 3.15pm – 4.15pm (\$3.50 per player)</li> <li>• <b>Monday 30<sup>th</sup> April – Term 2 – Adventist School – 9 courts 11.45am – 12.30pm (lower complex)</b></li> <li>• Tuesday – Henry Kendall High School – Year 7 / 20 kids from 1.10pm to 2.10pm. (\$3.50 per player)</li> <li>• <b>Tuesday 1.30pm – 2.30pm Henry Kendall High School Special Education Program (May 8, 15, 22, 29)</b></li> </ul>



	<ul style="list-style-type: none"> <li>• Tuesday – Gosford High School (50 kids) – dates and fees to be advised</li> <li>• Wednesday 11.45am – Gosford High School (\$3.50 per player)</li> <li>• Wednesday – Wyoming Public School (\$5.00 per player)</li> <li>• Thursday – Central Coast Grammar School (coach paid \$60 per hour as a minimum charge out rate)</li> <li>• Friday – Central Coast Grammar School (no longer for terms 2 &amp; 3)</li> </ul> <p>Central Coast Grammar have also taken a lower centre booking over Terms 2 and 3 which will require the 10 courts fully booked from 8.00am to 12.00pm at \$400 per day. They have also asked for an additional 2 hot shot programs for the after-school care program at \$10 per player. We can only do this Thursday and Friday afternoons and we are awaiting on confirmation.</p>
	<b><u>For Noting</u></b>
	<b><u>Source</u></b> <ul style="list-style-type: none"> <li>• Mindbody bookings</li> </ul>
<b>Item</b>	<b>4. Tennis Program Term 2 – Proposed non-sanctioned events</b>
<b>4.4</b>	<b><u>Explanatory Note:</u></b> It is being proposed that we agree to provide the following non-sanctioned events at the Club in 2018: <ul style="list-style-type: none"> <li>• 19<sup>th</sup> – 20<sup>th</sup> October – Seniors Event to be organised by Bonny</li> <li>• 10<sup>th</sup>, 11<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup>, 24<sup>th</sup>, and 25<sup>th</sup> November – Central Coast Club Championships (no junior or AMT events held during this time)</li> <li>• May 20<sup>th</sup> – Inter club competition – Umina/Gosford/Avoca/Terrigal</li> </ul>
	<b><u>For Assistance</u></b> <i>Currently we have 6 teams from Umina, 1 possibly from Avoca, and 1 from Terrigal. We are now in the course of GTC organising teams. On the day we will need assistance with supply and presentation of food, BBQ, and a bar for drinks. Teams are to be organised on 19<sup>th</sup> May with the complex opened from 9am to accommodate the Red/Orange Ball comp. The doubles round-robin format matches should be finished by 5pm and the BBQ completed by 7pm.</i>
	<b><u>Source</u></b> Tony Haworth Recommendation
<b>Item</b>	<b>5. Tennis Grounds / Security</b>
<b>5.1</b>	<b><u>Explanatory Note:</u></b> Mick Courtney and I have identified several homeless persons who use the BBQ area, and toilet blocks, to sleep and shower during the night. Several holes have been cut into the fences near court 4 and the driveway gates. Syringes, vomit, and urine have been located in the BBQ, toilet and car park area's over the last 3

	<p>weeks. Another syringe was found at the garden near the front gates on Sunday morning 8/4/18 and a report was provided on 3/4/18, 5/4/18, and 8/4/18, with the Police and Coast Shelter notified. There is also been a long term homeless person located on the lower complex who has been seen with a pet snake and dog. The Police have asked us to regularly report incidents where fences have been broken to gain access to the complex.</p>
	<p><b><u>For Noting</u></b>  We have had some homeless persons walk into the centre whilst staff and coaching occur. These are rare occasions and I have spoken with the Police and they have provided telephone numbers where these persons may desist in leaving, and these have been provided to staff. We have had 1 issue with Brian Turton entering the premises and coincidentally one of our ladies' toilet bathroom windows has been smashed. We cannot prove if this was done by Brian however I have asked staff to advise me if he comes again and understand why he is there. We continue to have homeless persons use the lower complex and IFS have advised they are ensuring the club is locked. We need a solution to have these persons vacated as well.</p>
	<p><b><u>Source</u></b>  Michael Courtney – committee person  Coach and Staff feedback.</p>
<b>Item</b>	<b>5. Tennis Grounds / Repair and replacement of bathrooms</b>
<b>5.2</b>	<p><b><u>Explanatory Note:</u></b>  In mid-February, the majority of toilets were vandalised and in non-working order. On the first day that I commenced (19 March), I had asked Jackie to place an insurance claim following a quote provided by a licenced plumber to repair and replace all toilets affected. I am pleased to report our claim of over \$3000 was successful and these were completed last Friday.</p>
	<p><b><u>For Noting</u></b>  These are now repaired, and bathrooms painted. Please thank those who volunteered to paint the bathrooms.</p>
	<p><b><u>Source</u></b></p>
<b>Item</b>	<b>5. Tennis Grounds / Bollards to be put in place for Vaughan Park carpark</b>
<b>5.3</b>	<p><b><u>Explanatory Note:</u></b>  Given the issues with hospital car parking and in combination with increased traffic during school times, the top complex car park is generally 75% full during week days. This leaves issues around capacity during peak coaching and competition times.</p>
	<p><b><u>For Noting</u></b>  Michael Courtney has suggested metal bollards with chains to be placed across both exit and entrance areas of the carpark. Costs and logistics to be determined.  Defer to Mick</p>

	<p><b><u>Source</u></b>  Michael Courtney – committee person</p>
<b>Item</b>	<b>5. Tennis Grounds / General Maintenance completed/scheduled for next month &amp; Mentor program</b>
<b>5.4</b>	<p><b><u>Explanatory Note:</u></b>  A general maintenance guide has been established and I would be asking this committee for persons to be responsible in updating this and work in conjunction with myself, Tom and Michael.</p>
	<p><b><u>For Assistance</u></b>  Mick to provide update. It is noted that we require several items for immediate action:</p> <ol style="list-style-type: none"> <li>1. Replacement of the Ladies Toilet window plus grills to be located over all bathroom windows.</li> <li>2. Replacement of window in clubhouse facing Court 1 as it has been jimmied open and cannot be closed. This presents a dangerous situation as this is an original window that could smash and hurt someone.</li> <li>3. All hard courts need to be pressure hosed to clear mould etc from all courts before 23<sup>rd</sup> &amp; 24<sup>th</sup> June – Bowrey &amp; Rosewall Cups (14 &amp; Under State Teams Event). This includes removing weeds. I am recommending that if available, we gather volunteers to assist with this process and hire equipment to undertake this job. I am looking at the long weekend in June to do this.</li> <li>4. Re-location of racquets and product behind the retail desk.</li> <li>5. The hedging behind courts 5-9.</li> </ol>
	<p><b><u>Source</u></b>  Michael Courtney – committee person  Tom Burton - Maintenance</p>
<b>Item</b>	<b>5. Tennis Grounds / Clubhouse improvements – by fold doors opening up to BBQ area</b>
<b>5.5</b>	<p><b><u>Explanatory Note:</u></b>  It is planned to open up the café area which includes the adjoining tennis club room by installing by-fold doors leading out to the BBQ area. Chris and Kat Lee's have kindly donated the doors following a recent renovation and I have asked a former caretaker, Rex Preddy and who is a licenced builder to assist with the installation at no cost. Rex has agreed to do this as long as we have provided him lead time given his current work commitments.</p>
	<p><b><u>For Recommending (Yet to be implemented)</u></b>  Given there is little to no cost I am recommending the installation of these doors as outlined.</p>
	<p><b><u>Source</u></b>  Chris Lees – President  Rex Preddy – Member &amp; Licenced Builder</p>

<b>Item</b>	<b>5. Tennis Grounds / Major items requiring attention</b>
5.6	<p><b><u>Explanatory Note:</u></b>  There are several costly major items that require a short to mid-term fix. These include replacing fencing around courts 12 and 13, new driveway gates to protect the property, installing cameras in retail area for security purposes, improving the work space in the room behind the front desk to comply with OH&amp;S requirements, placing new cupboards and storage area's in the café area. The cutting back of bush and shrubs behind courts 5-11 is a priority as we are seeing holes in fences where we think trespassers are accessing. These shrubs and bushes are providing cover for breaking and entering. New shelter sail is required adjoin court 11, and a new awning is required across court 1 to assist with rain and sun coverage. There are also major challenges in improving the lower complex which requires a major funding injection to improve overall property.</p>
	<p><b><u>For Recommending &amp; Noting</u></b>  We are currently financially challenged, however if we can access products through sponsors this may assist in us getting some of these major items completed. We should also look to take advantage of our insurances and approach council through major State Grants as outlined by Tennis NSW. <b>It is noted that as we do not have a current lease, and we don't have updated costings for our improvements, it is difficult at this stage to apply for any grants.</b></p>
	<p><b><u>Source</u></b>  Nil</p>
<b>Item</b>	<b>5. Tennis Grounds / Retail Area – Reconfiguration of retail space</b>
5.7	<p><b><u>Explanatory Note:</u></b>  Currently we have several retail area's located in the main office. This has made theft easy and this past month I have been advised four (4) \$300 racquets have gone missing. We are unsure if this has happened since operating and has a flow on effect in other retail products not sold behind the counter.</p>
	<p><b><u>For Noting</u></b></p> <ul style="list-style-type: none"> <li>• We are looking to place all product behind the desk and look to chain product, and possibly place a security camera.</li> <li>• Implementing a monthly stock take with the guidance from Peter Campbell (Actioned)</li> </ul>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• Bonny – based on current racquet sales produced from Mind body</li> </ul>
<b>Item</b>	<b>5. Tennis Grounds / Retail Area – Point of Sale</b>
5.8	<p><b><u>Explanatory Note:</u></b>  Currently we have a Mindbody system that integrates both customer management and retail sales. This makes for a slow process when dealing with groups of people at any one time and is also costing at \$315 per month plus an international fee, given it is US based.</p>

	<p><b><u>For Noting</u></b> Defer to Eddy on this matter as he has been a great help with technology.</p>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• Staff and player feedback</li> <li>• Bank Account details</li> </ul>
<b>Item</b>	<b>5. Tennis Grounds / Committee Room lease to Tennis NSW</b>
<b>5.9</b>	<p><b><u>Explanatory Note:</u></b> We have been approached by TNSW to convert current committee room into a Regional Office – refer to Treasurers report for full details. In addition to my report the office would require:</p> <ul style="list-style-type: none"> <li>• WIFI upgrade which would be paid by TNSW</li> <li>• Removal of current furniture, filing cabinets, and other material</li> <li>• Agreement by all committees who use this space.</li> <li>• Workspaces for 3 staff plus GTC Accounts.</li> <li>• Office hours from 9am – 5pm</li> </ul>
	<p><b><u>For Recommending</u></b> The Treasurers report outlines the financial recommendations; however, I will defer to Mick on storage and relocation issues. I believe we can have most committee meetings in the side room adjoining the clubhouse.</p>
<b>Item</b>	<b>5. Tennis Grounds / Defibrillator</b>
<b>5.10</b>	<p><b><u>Explanatory Note:</u></b> Every sporting club in Australia should have a defibrillator, with the NSW Office of Sport having released a grant program for all sporting and community clubs in NSW. The Office of Sport is providing a grant of up to 50%, up to the value of \$1400 for Regional areas of NSW</p>
	<p><b><u>For Recommending</u></b> We purchase 1 Defibrillator and a grant be submitted by Jackie De Vivo.</p>
	<p><b><u>Source</u></b> Tennis NSW</p>

<b>Item</b>	<b>6. Marketing - Website</b>
6.1	<p><b><u>Explanatory Note:</u></b> I refer to our current website link <a href="http://gosfordtennisclub.com.au/">http://gosfordtennisclub.com.au/</a>. This site whilst informative, is not a customer friendly site, and displays incorrect information – membership, coaching etc. and is not in keeping with TA and TNSW themes - <a href="https://www.tennis.com.au/">https://www.tennis.com.au/</a></p>
	<p><b><u>For Recommending</u></b> Refer to Treasurers Report for financial recommendation. To reduce the cost, APM Graphics would replicate the existing GDTA site to the GTC site and make changes required for local purposes. The current GDTA site is rather slow and this would be cleaned up as it contains material no longer relevant to the Association.</p>
	<p><b><u>Source</u></b> <i>Website quotes attached.</i></p>
<b>Item</b>	<b>6. Marketing - Fund Raising – (Sponsorship/Donations/Grants)</b>
6.2	<p><b><u>Explanatory Note:</u></b> We have no sponsorship plan and with a target of \$50k and Term 2 programs in train from 30<sup>th</sup> April we need a plan in place to start attracting sponsors and at the same to raise important revenue. Using the Australian Sports Foundation to support sponsorships: refer to link <a href="https://asf.org.au/make-donation/master-infrastructure-plan-stage-2">https://asf.org.au/make-donation/master-infrastructure-plan-stage-2</a> we can build a base of donors to support infrastructure projects for the club. Lastly the club has access to an estimated \$25m in annual grants however some of the work involved can take time to complete.</p>
	<p><b><u>For Noting &amp; Assistance</u></b></p> <ul style="list-style-type: none"> <li>• A Fund raising sub-committee has been formed and we have yet to meet up although a shared communication has been distributed looking at various ways of raising revenue. Once the website and programs are established we recommend a sponsorship plan be put in place which can be discussed with the Finance committee.</li> </ul>
	<p><b><u>Source</u></b></p> <ul style="list-style-type: none"> <li>• <i>Australian Sports Foundation</i></li> <li>• <i>Regional Sporting Infrastructure Fund</i></li> </ul>

<b>Item</b>	<b>7. Communication / Social Media</b>
7.1	<p><b><u>Explanatory Note:</u></b></p> <p>Currently our communications to members has been inconsistent. Our Facebook site is currently administered by the former GM as is Instagram. The GDTA Facebook site is accessible through. Messaging should be through several means – email, SMS, social media, printed newsletters, and website. To do this on a weekly basis, we need to employ on a part-time basis for 2 hours per week a person who can update these platforms, on the basis we provide the content.</p>
	<p><b><u>For Noting</u></b></p> <ul style="list-style-type: none"> <li>• A big thank you to Eddy for his regular Facebook posts. I have also paid for and donated a monthly Mailchimp subscription to send regular activity messages to our current members. We have had significant unsubscribers from our current list of members which is down from 2600 to 1471 as at 6/5/18. In saying this over 6000 reads of our programs has occurred and whilst I acknowledge there has been significant number of messages, our coaching numbers have improved on the previous term.</li> <li>• I would also be recommending a Presidents message go out explaining the current position of the club.</li> </ul>
	<p><b><u>Source</u></b> Mailchimp</p>
<b>Item</b>	<b>8. Committee/Members – Working Bee</b>
8.1	<p><b><u>Explanatory Note:</u></b></p> <p>This club is on 2 large pieces of land and the maintenance costs can be upwards of \$36,000 per annum or \$3,000 per month. Labour is one of our largest expenses, and therefore we are seeking a way of involving others into the working bee who have particular trade skills.</p>
	<p><b><u>For Recommending</u></b></p> <p>We are looking to pressure washing tennis hard courts prior to 23/6 tournament.</p>
	<p><b><u>Source</u></b> Not applicable</p>