

Summary of Recommendations and Items from the Monthly Operations Report – 30/7/18

Reference	Item	Details
1.2	Staff – coaching, front desk & support / Pay Rates	Bonny to go to permanent part- time.
4.1	Tennis Program Term 2 – Adult Program	Committee assistance to raise numbers of participants in competitions.
5.10	Tennis Grounds / Defibrillator	Purchase of a Defibrillator for the top complex.
7.1	Communication / Social Media	Presidents communication to advise members of the current position and recent changes of the club.

Other Items

1. **The GDTA has been approached by Central Coast Squash Association** to provide a supporting letter in recommending the possibility of constructing a new facility on lower complex. Tony to provide information as to location however it could be looked as a replacement for our existing club house incorporating bar and café facilities. The letter to be provided is to assist with the CCSA submission.
2. **Membership Tags** – to be issued this week to members
3. **Customer Issues Resolved** (Tony to elaborate at meeting), please see some of the typical issues that front staff are required to deal with on a daily basis:
 - a. **Kylie Rayner v Bonny Allison Matter** – now resolved involving duty of care issues and a letter from Chris Lees. Letter in response ***dated 2/7/18***.
 - b. **Heather Moyes v GTC - I didn't know the Tennis Club is now licensed??** Beer and Wine at reasonable cost that's very interesting. Is the liquor license on display on the wall as required?? Who is the Licensee?? ***27 July 2018***
 - c. **Hope Nesmith v Bill McDonald** - My daughter attended the school holiday tennis camp M, T, W this week. She was coached by an older gentleman whose name I didn't catch. I'm writing to you because I heard him assign nicknames on the first day to all the kids in the class. The Caucasian kids were given names like 'Barbed Wire', 'Speedy', 'Birdie'. No problem there... but he called the Indian kids Onion Bajee, Samosa, and Chicken Tikka. Yesterday I heard him call an Asian child "Peking Duck". My (Caucasian) daughter was upset by this, and I am sure that she wasn't the only child who took away a really terrible message about acceptable behaviour- from an adult in a position of authority. Please talk to this coach about this and ensure that it doesn't happen again. I would appreciate a response to this email, so I know whether to take this further. He seemed like a nice man and this is a generational thing, but he needs to know that this is illegal as well as inappropriate. I look forward to hearing your response. ***19 July 2018***
 - d. **IFS v Education Department** – Telephone conversation and email of 26 July with James Meem, Compliance & Operations.