
**MINUTES OF A MEETING OF THE MEMBERS ADVISORY GROUP
OF THE SYDNEY CRICKET AND SPORTS GROUND TRUST
HELD AT THE SYDNEY CRICKET GROUND
ON WEDNESDAY 25 OCTOBER 2017 AT 4.30PM**

IN ATTENDANCE: Mr David Gilbert – Trustee, MAG Chairman
Mr Phil Waugh – Trustee
Ms Jane Coles – GM, Marketing, Membership & ICT
Mr Phillip Heads – GM, Comms, Heritage & Gov't Relations
Ms Michelle Chinnery
Ms Jo Topfer (Facilitator)
Ms Michelle Ryan
Ms Fabiola Gibson
Mr Nick Dacres-Mannings
Mr Brian Tegg
Mr Peter Tzannes
Mr Michael Medway
Mr Tony Davis
Ms Sarah Jordan – Minutes

APOLOGIES Mr Phil Joyce
Mr Phillip Raymont

1 MINUTES OF THE PREVIOUS MEETING

Minutes were read and accepted.

2 BUSINESS ARISING FROM PREVIOUS MEETING

Mr Dacres-Mannings asked Mr Waugh if there was any update on his questions regarding member elected Trustees from the last meeting. Mr Waugh advised that he was seeking counsel from the Trust Chairman and would take offline to cover off.

3 MAG PROTOCOLS

Mr Gilbert sought advice from the MAG to gauge if there was confusion regarding the role and terms of reference for the group. He passed over to Ms Topfer who encouraged discussion and open conversations from the group on the remit.

The following was discussed by the group:

- act as a conduit from Members and the MAG (and the Trust)
- personal commitment to action
- provide valuable feedback as a Member, as MAG
- OH&S issues/rules e.g. under age children in the weights room of the Stadium Club were dealt with by the operational areas of the Trust rather than at the MAG
- where unclear, agenda items could be submitted to Ms Coles in advance
- act as a glorified research/working group

Mr Medway commented that from his perspective, the role of the MAG was best described as a triangle with three points. The top of the triangle was represented by the significant and strategic planning areas, bottom corner was relationships with members and two-way communications and the other bottom corner was the operational issues of higher levels impacting members.

It was considered that a triage approach would be applied to the agenda so that important agenda items will be the ones to be discussed at the MAG.

Mr Waugh sought advice from the MAG on their expectations of himself and Mr Gilbert in their role on the advisory group. It was considered by the group that their role was to:

- inform MAG members about Trust decisions as early as possible
- be a voice for members to the Trust
- take advice and opinions of MAG to the Trust
- use the MAG as a resource to test strategic decisions prior to implementation

4 MAG EMAIL FEEDBACK / ISSUES & SOLUTIONS REGISTER

Ms Coles advised that she had reviewed the full list of member emails to date and attempted to categorise them in the following groups: dress regulations, food & beverage, seating & access, member behaviour & governance, fees & charges, facilities, communications, number of members, membership & entitlements and customer experience.

Ms Gibson asked Ms Coles if there were any items Ms Coles might want to discuss that weren't on the list. Ms Coles sought feedback about the recent 2017/18 renewals process via the new membership portal. The feedback was mixed with some members finding the process easy while others felt it was difficult and required assistance from staff. Mr Medway suggested to increase membership fees in line with credit card fees so there was no transaction fee applicable when renewing membership.

Mr Gilbert asked Ms Coles what she felt was the number one issue for members. Ms Coles replied that she considered seating / access, number of members and member behaviour would be the current top issues.

Seating & Access

Ms Gibson asked what was the comparison of members' attendance to seats at the last Ashes Test? Ms Coles advised that on Day 1 of the Test, close to 16,000 members attended with approximately 12,500 seats in stadium. Additional standing room and external facilities are provided to cope with the demand. Ms Gibson asked if there has been an increase in members from this time. Ms Coles advised that there has been no increase in members.

Facilities

Mr Gilbert asked how can we be more consistent on cleaning of the toilets. Mr Heads advised that there is now a member of the cleaning staff in the security control room to ensure operational efficiency and speed of assistance to areas requiring cleaning.

Member Behaviour & Governance

Mr Waugh thought there should be zero tolerance on member behaviour and that all members are to be responsible for their guest behaviour. Ms Gibson suggested that there is one suitable warning before appropriate action being taken.

Ms Coles sought advice from the MAG on what they felt is an appropriate way for a member to talk to Trust staff. It was unanimously agreed that there should be zero tolerance to swearing, aggressive and/or threatening language.

It was agreed that an email should be coordinated and sent to members advising of the zero tolerance to misbehaviour as above.

Dress Regulations

Ms Coles advised that there is an annual review of dress regulations which is conducted following the Test match. Ms Coles sought the assistance of the MAG in the review.

Mr Medway commented that there is an inconsistency in the application by staff at turnstiles regarding dress regulations.

Food & Beverage

Ms Coles noted the catering options for the Ashes. The members dining room menu has been designed by celebrity chef Justin North.

Ms Gibson sought advice from Ms Coles regarding action that had been taken on the top ten issues list. It was suggested that Ms Coles come back to MAG with feedback on what the Trust is doing against each issue and consider a traffic light system for the top ten items. Ms Gibson suggested that it be a regular item on the agenda.

5 OTHER BUSINESS

Mr Heads advised that a media release would be going out shortly to advise of the new SCG Curator - Adam Lewis. He also mentioned that there would be a change of structure for the preparation of both grounds which will be overseen by Justin Groves, Ground Manager.

Mr Gilbert commended Tom Parker on the great job he has done in the role of SCG Curator for over 20 years.

8 NEXT MEETING

Wednesday 22 November 2017 at 4.30pm in the 1876 Room, Level 2, Sheridan Building.

Meeting closed at 6.05pm

CONFIRMED

DAVID GILBERT
Chairman