
**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 20 SEPTEMBER 2017 AT 4.30PM**

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

APOLOGIES Mr David Gilbert
Mr Michael Medway (Dial in)
Mr Tony Davis

1 MINUTES OF THE PREVIOUS MEETING

Minutes were read and accepted.

2 BUSINESS ARISING FROM PREVIOUS MEETING

No business arising from previous meeting.

3 PRESENTATION: TRUST'S 20 YEAR MASTER PLAN

Mr Heads presented the Trust Master Plan which included an overview of the Centennial Park Master Plan noting that a possible new stadium would be built on SCG Trust lands. Ms Coles advised that the Trust should have a clearer plan and more information about a new stadium by the November meeting.

Mr Dacres-Mannings posed the question to Mr Waugh if Members and the Trust had differing views would there be a conflict of interest for Mr Waugh in his role on the MAG. It was agreed that the conversation be taken offline.

Mr Heads raised the temporary infrastructure used to close Driver Avenue on event days at the SCG and Allianz Stadium. Given increasing security expectations and costs, the opportunity exists for the NSW Government to fund permanent infrastructure. Mr Tzannes commented that Driver Avenue must remain open on non-event days.

Ms Coles suggested any questions about the Master Plan to be sent through to her to prepare agenda prior to the November meeting.

4 PRESENTATION & FEEDBACK: Cashless Customer Journey, Rewards & Redemption

Ms Coles provided some background on the Trust's plan to integrate digital payment solutions and effectively become a cashless precinct.

Ms Coles invited Tim Tyler and David Parsons from Ellipsis and Company to present and seek feedback on a draft cashless rewards member customer journey which is in progress.

Feedback was supportive of the draft by the MAG. Highlighted areas included the need to allow account sharing on high value memberships because of divorce in addition to making an expiry long enough to not disadvantage country and/or annual attendance members.

Ms Coles advised that the plan was to trial this system for the 2018 Sydney FC season.

5 MAG EMAIL FEEDBACK

Ms Ryan expressed interest in reviewing and preparing replies to nominated emails where warranted as received via the MAG email.

It was agreed that this would be covered in the next meeting and suggested that MAG committee members receive email feedback two weeks prior to the MAG meeting.

6 MAG ISSUES AND SOLUTIONS DATABASE

Held over to the next meeting.

7 OTHER BUSINESS

Items 5 and 6 to be addressed at a separate meeting.

It was suggested and agreed that the MAG meet again in October prior to the November meeting to review Issues and Solutions Database and email feedback.

8 NEXT MEETING

Wednesday 25 October 2017 at 4.30pm in the 1876 Room, Level 2, Sheridan Building.

Meeting closed at 6.30pm

CONFIRMED

PHIL WAUGH
(Acting) Chairman