



Management Committee Report - FY2009-2010

Dear Members

What a year the Management Committee had, experiencing a sense of excitement, coupled with a sense of frustration.

With a sense of pride we managed to churn out our first membership card in the middle of January this year. We believe most of our members share the same sentiment as us.

There is also a sense of frustration amongst us that we are unable to leverage the functionality designed into this card much earlier.

It has also been a very excruciating time for the Committee from late February to the end of June. For whatever reasons unbeknown to us the court surface turned slippery. There were reports of members slipping and falling or sliding. We are fortunate that no serious injuries occurred during this period. Experts were consulted to identify the causes/reasons for the slippery surface and much time/effort was put in to try to nail down the issue without much success. MRA was advised in early June to resurface the court surface with the Super finish product from Peerless instead of the hydrothane product also supplied by Peerless. With a sigh of relief the problem with the slippery floor surface was finally resolved in early July.

On behalf of the Committee I would like to express our sincere apologies for any anxiety, inconvenience and embarrassment caused during this period

Below is a report summary from the Management Committee of other events for the year.

We continue to contribute to the Community

▪ Project Small Fry (PSF)

This program continues to grow from strength to strength. This year at short notice we assisted Doncaster Primary School to form 4 teams to participate in the Victorian school championship and one of the teams entered the finals, against all expectations.

More members have been trained to be coaches to sustain this program. An internal competition will be organized in the last term to create more interest amongst the students.

Improved Club Facilities

▪ New TV and DVD player

A new 32 inch Panasonic LCD TV was purchased and installed in the club room for member's enjoyment. A DVD player was also donated by Mr. Hardy Shum, the President of the Chinese Seniors Citizens Club of Manningham for our enjoyment. There is a collection of Badminton related DVDs (loan and donated from members) for viewing at the club.

▪ Showers

An extraction fan is installed in each of the shower. This will assist in the removal of steam and hopefully reduce the buildup of mould on the shower walls

▪ New Cleaners

Our current operation requires a 7-day cleaning program which could not be provided by the previous cleaner. Jani-King is now providing the cleaning service for the club. This new arrangement made a stark improvement on the condition of the floor especially on Sundays – adding a manageable increase in the club's expenses which is well worth the investment.



Members Forum

The Committee conducted two separate forums with members to review their concerns.

▪ First Forum held on the 9th March 2010

Members concerns raised prior to and during the forum:

- Over patronage in the three evening social sessions due to the alleged large membership
- Cannot get consecutive games
- Does not get enough games per session – most members believe 3-4 games per session is reasonable
- Late comers ‘rewarded’ with consecutive games (not restricted to the evening sessions only)

Actions proposed at the forum to mitigate members concerns:

- Day Membership suspended effective immediately for the three evening sessions
- Proposed a three months trial splitting the three evening’s single session to double sessions with the following session times: 6.30 – 8.30 pm and 8.30 – 10.30 pm. Each of the session to cap at 36 players. This new arrangement will cover the concerns raised with regards to at least one consecutive games per session
- Supervisors were advised of members concerns with late comers ‘rewarded’ with consecutive games during the scheduled quarterly review between supervisors and the Committee

▪ Second Forum held on the 21st March 2010 – Sunday Court Hirers only

Members concern:

- Steep increase in the court hire rates for both permanent (50% increase) and adhoc court hirers (40% increase)

At the forum, the members were advised that as a result of a detailed review of our sports insurance policy we concluded that we never had adequate coverage for non-members. If this situation is allowed to continue, in the event of a claim, it could expose the club and the Committee to claims which are not covered by our current insurance. With more than 50% of the participants on Sundays being non-members many of whom are kids, it is inevitable but to extend our insurance cover to include this group of social members. As a direct result of the extension of our insurance coverage, there was a sharp increase in our annual sports insurance cost which is in the vicinity of \$1300.00

The Committee had no alternative but to pass this additional cost on to the Sunday court hire group only.

The Committee agreed after the forum to reduce the rate of increase as follows:

Permanent hirers – from 50% to 25%

Adhoc Hirers – from 40% to 20%

The proposed court hire rate increase was accepted by all our Sunday court hire members.



Improved Administration

▪ **Membership Renewal process**

Earlier membership renewal was introduced (from late November/early December instead of the middle of January of the New Year). This will benefit families who are normally away overseas during our membership renewal period.

The Membership renewal card was replaced with a Membership renewal form where details of the member are pre-printed. The previous process was both time consuming and labour intensive

▪ **Membership Card**

The introduction of the Membership card will increase leverage to further streamline our administration process in the future

Combined Sports Injury and Directors Insurance

The above two insurances were combined into one policy with the one broker which has resulted in the reduction in the cost of our insurance.

▪ **Tendering of supply of shuttles**

We continue to streamline our tendering process for the supply of shuttles which resulted in a significant reduction in the cost of shuttles which is one of our highest expense items.

▪ **Functions**

The club functions continue to enjoy great support from the members. The inclusion of Member's families in a couple of the club's functions was greatly appreciated by our members especially so for those with young families

▪ **Increase to Session times/Double Sessions**

Due to high patronage of the three evening adult sessions, we conducted a 4-week trial with the extension of the hour of play from 7.00 – 11.00 pm. After the trial we had to change the finishing time to 10.30pm to reflect attendances.

As a proposal at a forum with members held on the 9th of March, we also trialed double sessions on Tuesday, Wednesday and Thursday nights due to very high attendances in previous months. After more than 3 months' trial we decided to revert Wednesday nights (which had consistent low turn-outs in the first session) to only one session but kept the double sessions for Tuesday and Thursday.

▪ **Junior Code of Conduct**

The Committee is passionate to remove the stigma that DTBA is a baby-sitters club

In August the committee approved a By-Law governing the code of conduct of junior members and the roles and responsibilities of their parents/guardians. A letter was sent to all parents/guardians of junior members to advise them accordingly and to highlight some of the concerns of the Committee.

▪ **Roles and Responsibilities and KPI Guidelines for our Supervisors**

In early August multiple documents were circulated to our supervisors. These documents comprised of:

Roles and Responsibilities supervisors

Key Performance Indicators guidelines

Guidelines on How to organise social games

The purpose of these documents is to ensure consistencies in approach and a common understanding amongst the group of supervisors



▪ **Our Website**

The contents of our website has changed substantially since it's inception in the middle of 2008. The website is one of our primary sources of communicating with our members and will continue to do so.

Health of the Club

The club continues to be in a healthy financial position. Please refer to the Audited Financial Statements for details.

▪ **WARD Grant**

We continued to enjoy the support of the Councilor of the Koonung Ward who awarded us a Grant of about \$4,200.00 to purchase of the Card printer (for our Membership Card) and a laptop.

▪ **Record membership numbers**

The Management Committee set a cap of 550 members this year. Membership numbers as of 30th June 2010 stands at 550 members. The breakdown of the membership number is about 83 juniors and 467 adults. We have more than a 100 membership applications on our waiting list.

What a year for our Veterans

Our veterans enjoyed a stellar year in the veteran's competition organized by Badminton Victoria. The Pussycats (E Grade) kicked off our winning streak by winning at Geelong 13th to 14th February. A mixed team (E Grade) won the Competition at South Australia – 6TH to 7th March.

Continuing with their good form this year, the 4 teams achieved excellent results at the Ballarat event – 10th – 11th April:

DRAGONS: B grade	won their grade
DINGBATS: C 2 grade	Runners-up
DIESELS: D grade	Runners-up
PUSSYCATS: E grade	Runners-up

Dingbats (C2) won their grade at Traralgon 22nd – 23rd May

A mixed 'D' team won their grade at Swan Hill 9th – 10th June

Well done guys

What is our Plan for Financial Year 2010-2011?

If given your support for another term, we would like to build on some existing programs as well as introducing some new initiatives:

- Complete the social games Scheduling software which is in Development phase
- Build additional software applications to leverage our Membership Card to further improve our administration processes
- Expansion of Project Small Fry

▪ **Revamp Friday night juniors program**

Options to consider are:

- 1) Schedule more coaching programs for our juniors
- 2) Introduce competition as a variation from social games only
- 3) Introduce holiday programs – can either be in the mornings or afternoons or adhere to the Friday evening hours
- 4) Provide an additional session for our juniors



- 5) Create a juniors sub-committee to get feedback and promote leadership for our juniors
- **Club logo/motto**
Run a competition to select a club motto
 - **CCTV**
Install CCTV cameras internally/externally to improve security for members, supervisors and properties. This may position us well to negotiate a better insurance premium with our broker. We shared our findings on preliminary costing for this project with the CEO of MRA who did not show any objections. If necessary, we will try to get some assistance for this project via grants.
 - **Inter-club Friendly matches**
Organise more inter-club friendly matches to inject variation to the club's operations
 - **Sponsor members participation in Open Championships organized by BV**
Sponsorship can be in the form of entrant's fee for the tournament, club logo polo shirt etc. This exposure will ensure our members who participate in these tournaments are match fit
 - **Future Communications with members**
The last trial conducted indicated that more than 300 of our members have legitimate email addresses. Communication via email will gain momentum as one of the preferred method of communication of urgent notices, AGM notices etc. It is therefore important for members to keep their email addresses up to date. For those without emails, communication via current will remain
 - **Guidelines for our members/players**
In order to complement the guidelines provided for our supervisors, it is important that guidelines should be provided for our playing members. The guideline will comprise of their rights their role and their responsibilities as members and players

Acknowledgements

I would to extend my sincere gratitude to all members of the Committee who had to take on board additional responsibilities as a result of the resignation of two members of the Committee in last December and in January this year due to personal reason and work commitment.

My sincere appreciation also extended to the ex-Committee members, supervisors, sub-committee members, coaches and all members who sacrificed their valuable time from their families to contribute their services to the club.

Without these sacrifices, the club will not be able to function as efficiently as it is now.

Last but not least, thank you to the members for your understanding, patience and support

Stay healthy, enjoy your club, your badminton and the companionship of all our members

Best Wishes

Charles Lee
DTBA President