

**SWIMMING NEW SOUTH WALES LTD.
SINCE 1896**



MINUTES

STATE FORUM

SATURDAY 28 JULY 2018

**COURTYARD BY MARRIOTT NORTH RYDE
7-11 TALAVERA RD NORTH RYDE**

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PRESENT

LIFE MEMBERS

Patrick Troy

BOARD OF DIRECTORS

Graham Towle OAM	David Goff	Janelle Barnett	Mark Heathcote (CEO)
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AREA DELEGATES

AREA	DELEGATE	AREA	DELEGATE
ACT	Vikki Jacobsen & Lorraine Wuth	Coast & Valley	Norm Roberts
Metro South East	David Kennedy	Metro South West	Phil Wilkie
Metro North East	Judy Tier	New England & North West	Susanne Kable
North Coast	Ann Pilkie	South Eastern	Sue Worthington
Southern Inland	Tom Murphy		

CLUB DELEGATES

CLUB	DELEGATE	CLUB	DELEGATE
Auburn	Carolyn McDonald	Bankstown Sports	Neil Rogers
Blacktown City	Yohanes Larry	Canberra	John Skene OAM
Carlisle	Matthew Adair	City of Sydney	Paul Bruce
East Maitland Olympic	Judith Duma	Gunnedah	Brian Coombs
Kempsey	Robert Guyer	Lane Cove	Amanda Vance
Leichhardt	Andrew Maggs	Liverpool	Debbie Weimer
McCredie Park Aquatics	Dennis Browning	Menai	David Ryan
Merrylands	Graham Edwards	NC Aquatic	Jen Noel
Nepean Aquatic	Steve Amies	Parkes	Barbara Weaver
Peakhurst	John Owen	Port Macquarie	Warren Phillips
Queanbeyan Leagues	Di Silk	Revesby Workers	Gail Cauchi
Ripples St Marys	Todd Shepherd	Sydney University	Carmel Kanaley
Titans	Melissa Gillon & Blinda Francis Smith	Trinity Lismore	Helen Green

Tuggeranong Vikings	Bob Alford & Lorraine Alford	Twin Towns	Faye Rowles
Willoughby	Lynne Morris	Wingham	Margaret Cornall

VISITORS

Peter Lozan OAM	Sarah Koen	Paul Dobson	Kimberley Norton
Pam Weste	Joe Gerada	Geoff Day	

APOLOGIES

Helen Wood OAM	Tek Samuel OAM	Cliff Harris OAM	Ursula Carlile
Mark Payne	Lynn Lonngren	Chris Fydler OAM	Benjamin Tuxford
Steve Traplin			

PRESENTATION No. 1

The CEO announced, and Graham Towle presented the banners to recognise the Top Ten point scoring clubs through Swimming NSW Championships conducted between 1st April 2017 and 31st March 2018.

The top ten clubs were:

1. Carlile
2. Knox Pymble
3. Trinity Grammar
4. Abbotsleigh
5. Sydney Swim PLC
6. SOPAC Swim Club
7. SLC Aquadot
8. Ginninderra
9. University of NSW
10. Hunter

PRESENTATION No. 2

Club Governance – Geoff Day (etrainu)

Mark Heathcote introduced Geoff Day from etrainu who would be giving a presentation on Club Governance. Firstly, Geoff asked the meeting to rate their own Club or Area's Governance and to think of examples where they felt they were doing well and also some areas for improvement. Geoff then outlined why Governance was important for sporting organisations and that the changing nature of laws made compliance for sporting Clubs and Associations a complex issue. Some examples of recent changes that had affected sporting organisations, were Working with Children Checks, Work Health & Safety changes and accreditation requirements for volunteers and officials.

Geoff then explained that in conjunction with the Governance Institute of Australia, eTrainu had developed the Governance in Sport Essentials eLearning solution to help educate Clubs and Associations about governance in sport. Geoff gave a brief overview of this product and the current pricing model.

The meeting then discussed the characteristics of good governance and how effective governance oversees how the board/committee functions, the policy setting that an organisation has, the nature and extent of the monitoring that the board/committee does and the culture of the organisation. In summary, governance is the framework of Rules, Relationships and Systems and Processes within, and by which, authority is exercised and controlled by organisations.

Geoff explained that good governance also significantly reduces risk for both the organisation as well as the individual members. Other outcomes of good governance were the provision of structure and control, the instilling of ethical values into the organisation as well as building the organisation's reputation to attract new members. It also allows the organisation to train their members and volunteers on proper procedures and processes. If the board/committee exhibit appropriate behaviour and structure this will flow down through the organisation and the members will try and emulate this behaviour.

Geoff then took the meeting through the Governance in Sport Essentials eLearning platform, providing examples of how the tool could assist the Clubs and Areas that were present, in the day to day operation of their organisation as well as improving their overall governance.

Geoff then took questions from the meeting attendees and also noted that he would work with Swimming NSW to put a pricing package together for Clubs and Areas to access the Governance in Sport Essentials tool. Geoff was then thanked for his presentation.

PRESENTATION No. 3

Privacy Legislation, new Swimming CRM & Club Website Update – Mark Heathcote (Swimming NSW)

Mark introduced his presentation, noting that he would cover off several items that he felt it was important to give the Clubs and Areas an update on.

Firstly, Mark outlined the current Privacy Legislation, specifically the board concepts that formed part of the Australian Privacy Principles (APPs). These included the need for each organisation that collects personal information to have a Privacy Policy in place.

The APPs also outline how organisations should collect, store and share information and this was particularly important for each organisation to consider carefully. Mark therefore asked each of the attendees to have a think about how their organisation collects personal information and do they clearly let each individual know what they are collecting their personal information for. Mark noted that it was also important to consider that once the information had been collected, what would Clubs and Areas use it for and even more importantly how was it stored.

The APPs are very strict on the secure storage of individuals personal information and who has access to it. Mark outlined some methods that Clubs and Areas could use to ensure the safe protection of members personal information and that once information had served its purpose it was best to destroy it. Additionally, if Clubs and Areas were collecting information that they didn't need it was best that they stopped collecting it.

Mark then outlined the new obligations that businesses with a turnover exceeding \$3million per year now had and that these obligations had been introduced in February 2018. Mark noted that Swimming NSW was one such organisation, so the members may have noticed some slight changes this year in how Swimming NSW collected or shared personal information. At this time, Mark took some questions from the floor about the obligations that Clubs and Areas had with respect to the APPs.

Finally, Mark noted some privacy considerations when sending information via email or other electronic means and also when posting information on social media. Following some further questions from those present, Mark then moved onto the next section of his presentation.

Mark provided the meeting with an outline of the new Swimming Customer Relationship Management (CRM) system; Swim Central. Mark outlined the reasons why Swimming had decided now was the right time for a new system and how Swim Central would differ from the current Club Lane system, specifically that Swim Central was being developed 'by Swimming for Swimming' with input from key stakeholders from across the Country.

Swim Central would, over time, link all of the members interactions with swimming into one portal. In the short term this would be State, Club and ascta interactions with more to be added in the longer term.

Mark then gave an overview of the timeline for the implementation of Swim Central, noting that Registrations would be processed as normal through Club Lane for this coming summer season and that in February 2019, Swim Central would be released. From March 2019, Clubs would begin to transition to Swim Central on an Area by Area basis. Registration types from the 2018-19 season that Clubs had already set up would be transferred over to Swim Central.

Once Clubs & Areas have moved to Swim Central, the main focus would be to assist them with learning the Online Meet Entry system within Swim Central, so they could continue to run their meets online. The aim was for this work to be completed by the end of June 2019. From June to September the focus would shift to assisting Clubs in getting ready for the 2019-20 Registration season. Mark noted that once Swim Central was released Swimming NSW would provide training for Clubs and Areas both face to face and online.

Finally, Mark provided an update on the new Club & Area websites that were about to be released. Mark noted that the new websites would come with a fresh look and a range of new features that will ensure Clubs & Areas can promote themselves in the best possible way.

Mark noted that any Club or Area that currently had a Visage website would need to move across their website to the new platform before the Visage websites were switched off in the first quarter of 2019. Mark then noted that some Clubs had already commenced the build of their new websites and these would be coming online in the next few weeks. Any Club or Area that was yet to begin the process should email Swimming NSW to get their new site set up. This was the same for any Club or Area who did currently have a Visage website but was interested in getting one on the new platform.

Mark then took some questions from the floor regarding Swim Central and the new websites and was then thanked for his presentation.

PRESENTATION No. 4

Swimming Membership Review – Sarah Koen (Swimming NSW)

Sarah Koen noted that her presentation would be conducted as a workshop to seek input from those present on ideas for the Swimming Membership review. This review was being conducted in conjunction with Swimming Australia and was aimed at providing different membership types than are currently available as well as more flexible membership options with the view to growing overall membership of the sport.

Sarah asked the meeting to split into groups and discuss amongst themselves what new and existing membership types would be attractive to individuals and assist in removing barriers to membership of Swimming. Sarah also asked each group to consider ways to get people who were only interested in recreational swimming signed up to Clubs, Swimming NSW and Swimming Australia.

Each group then took some time to consider this and provided their feedback and ideas back to Sarah who noted that she would use all the information collected to assist with the Swimming Membership review. Sarah also noted that once some further progress had been made with respect to the review, Swimming NSW would update the Clubs and Areas accordingly.

FORUM CLOSURE

Swimming NSW CEO, Mark Heathcote thanked everyone for their attendance and contributions, and reminded those present about the Technical Officials Dinner and Technical Official Forum taking place tonight and tomorrow respectively, and then closed the Forum at 3.22pm.
