



MEMBERSHIP WORKING GROUP MEMORANDUM

(Following the 13th February 2019 Membership Working Group Meeting)

Attendees: Richard Vaughan, David Mandel, Amy Cundy, Edward Selman, Russell Weatherburn, David Mulcahy, Leanna Davey

Apologies: Henry Weber, Tanya Virgens, Anthony Thomas, Anne Collins, Jonathan James

1. SportyHQ

The roll out of SportyHQ Matrix has been completed on schedule. There is a small backlog of work due to a few large league competitions moving over to the new platform later than anticipated in Q1 2019, and this has caused delay to other work. This will be rectified over the upcoming months.

Costs for the new SportyHQ Matrix to the State per user remains the same at \$2.50 per 3rd match. Based on feedback with members we have had positive discussions with SportyHQ in regards to making a number of changes to both pricing structure and operations of the platform to allow for improved user experience. More details will follow with a deadline for these improvements being set for 1st July 2019.

Some of the improvements:

- Improved user documentation from SQA team
- Improved support through the SQA Membership team and SportyHQ including updates to user documentation – we really need help from you with what you need answered here as there is already documentation published but we hear a lot of the time it does not cover everything. We need to know what ‘everything’ is please
- Squash Australia are going to cover the subscription costs for State affiliated clubs
- General improvements to small bugs around the system to get them fixed

In place at the moment we have the following:

- Weekly SportyHQ/SQA Meetings
- Monthly State/SportyHQ Meetings
- With all items logged on Monday.com tracking system with state access

2. Affiliation and Insurance Fees

Squash Australia affiliation and insurance fees were established as per rates agreed in 2018. Increased by All States All Categories CPI Increase to November 2018 of 2.2%. We recommend a review of insurance in order to reduce premiums.

As we have made a considerable amount of savings the past three years this is now a sizeable piece of work and we would appreciate State feedback if you would like us to complete this work for you.

3. Member Benefits Portal

As discussed we can confirm that the Member Benefits Portal will close from the 1st July 2019. So please use before this date to benefit from savings.

General feedback received is that everyone is very happy with it, but the poor communication with our participants means people do not know about it, do not use it and because of this it is too expensive a option to have at this stage.

<https://benefits.squash.org.au>

4. Participant Benefits

There are plenty of reasons to affiliate as a Squash Australia member. Affiliated players receive the following benefits:

- Insurance Cover – access to comprehensive insurance policy
- Member Benefits Portal – access to exclusive rewards program
- eShop Platform – exclusive member discounts (standard 10% discount with promotions around Christmas etc of 30% discount), sales and offers
- SportyHQ Software – profile use and make use of full range of player features