

TENNIS QUEENSLAND CHAIR LETTER

Letter from the TQ Board Chair

- Organisation changes at TQ
- Tennis Queensland Awards
- TQ General Meeting
- New TQ Board Members
- 2022 TQ Affiliation
- Competitive Play Calendar for 2022
- Discipline
- TQ Reception at Tennyson

Please see below some outcomes from the recent meeting of the Tennis Queensland (TQ) Board of Directors.

The TQ Board of Directors met on 29 November and introduced many significant changes and improvements to be implemented to our processes.

As you are no doubt aware, Mark Handley has stepped down from his role as the TQ CEO. Mark has left big shoes to fill, and we appreciate his dedication and commitment during his time at TQ and his passion for tennis. With the TQ strategic plan as our key focus, the Board has already started the process of recruiting a replacement.

With respect to the vacant CEO role, the Board met on Sunday and unanimously decided it will no longer be a hybrid position, part Tennis Queensland CEO and part Brisbane International Event Manager. The new Tennis Queensland CEO will have the singular responsibility of growing and supporting Queensland tennis communities.

While the hybrid position was originally created with the best of intentions, the Board believes supporting grassroots tennis and delivering international tennis events require quite separate and unique skill sets. Continuing to combine the roles limits the number of suitable candidates and is therefore not in the best interest of our clubs and members.

The Governance Committee expects the CEO recruitment process to take 3 to 6 months. Tennis Australia will be assisting Tennis Queensland with this process and I want to make it very clear Tennis Queensland's relationship with Tennis Australia remains strong and healthy.

Our Tennis Queensland team continues to work closely with Tennis Australia, and we value their direction, support and feedback. Moving forward you can be assured Tennis Queensland and Tennis Australia will continue to work closely together to ensure the best possible outcomes for our Queensland tennis communities.

During the recruitment period Elia Hill will be taking on additional responsibilities to keep us moving forward. Elia has been with Tennis Queensland for more than 12 years and plays a crucial role in the successful delivery of tennis in Queensland. Elia has the total confidence of all Board members and we believe she is the most appropriate and best-equipped person to steer the ship during this caretaking period. The Board has also decided the Queensland Tennis Centre will operate more autonomously under the very capable hands of Jon Bonner.

The Board really appreciates Elia, Jon and all the TQ staff stepping up and ensuring continuity of service to our tennis family in Queensland. We currently have several staff positions to fill which we will leave until the appointment of the new CEO – so please be patient with our TQ team who are multi-tasking for the next few months.

During this busy month, I had the pleasure of attending the 2021 Queensland Tennis Awards, held on 1 December, at Queensland Parliament House. It was a night for the celebration of tennis and the amazing community that gives continuous support to the growth of our sport.

I would also like to thank the Hon Curtis Pitt MP, for hosting and supporting this fabulous event. With COVID restrictions preventing many of our talented players joining us in person we did appreciate James Duckworth taking the time to join us.



I would also like to congratulate our own Cheryl Jenkins for winning the [2021 Queensland Sport Officiator of the Year Award](#).

And rivalling the Queensland Tennis Awards for glitz and glamour and a great party were the Beenleigh Tennis Awards. Congratulations to AJ, Kiel and their energetic team and the well-deserved award winners.

With many wins to celebrate during this year, many clubs have also been able to benefit from the Gambling Community Benefit Fund for the implementation and upgrade of club facilities, infrastructure, and equipment. I would like to acknowledge the work done by staff member Mick Blomer, with his expertise and support given to affiliates, with a total of \$141,362.00. See the [GCBF round 111 recipients](#) announced.

Tennis Queensland Board Meeting Summary

29 November 2021

STRATEGIC DECISIONS & DISCUSSIONS

October TQ General Meeting

The Board was pleased with the success of the recent TQ General Meeting (GM) and Information Session, with great attendance and engagement from the Regional Members. The feedback received is valued and supports TQ's engagement with the regions and accelerates the improvement of our services and of tennis as the No. 1 sport of choice.

A few items discussed at the GM to be actioned are:

- Next year's Meeting with Regional Members will include an on-court match play!
- The Regional Members only meeting to have a regular agenda time
- TQ Board will approach TA regarding liaison with Sports Australia in relation to colour ball regulations (i.e. court size) allowing a pathway from Pickleball to tennis match play.
- A Special Working Group will be created to address the matter of education of the industry: including volunteers and officials.
- To assist in reducing time spent by volunteers in administrative tasks, our TDOs and Trade Marketing Coordinators will be better equipped with templates and tools for clubs.
- Templates of certificates in recognising volunteers will be provided to RAs.
- Future Board evaluation process to have participation input in the form of a report from Regional Members.
- A Special Working Group, set up under the Match Play Committee, to be established to improve support to Coaches
- "Grey Nomads" to be targeted as a mobile playing group
- Request to do more to leverage promotion of the world's no. 1 woman player – Ash Barty

New Board Members

At the Annual General Meeting Graeme Brimblecombe and I were elected to the Board of TQ. I am sincerely honoured to receive your support and be assured all the Board members are united and working together in the best interests of

our sport. The Board re-elected Roanne Lemmon-Warde at our meeting – who is powering ahead with the Women and Girls Committee. More recently the Board elected Wayne Brumm to the casual vacancy. Graeme and Wayne bring extensive tennis knowledge and years of experience to our team.

Board Subcommittees

The Board appointed members for each Board-subcommittee, ensuring that the required skills, expertise and field presence match those required, providing comprehensive collaboration to the groups.

Regional Club Visits

The CEO has visited many clubs around Queensland, noting that, despite the distance between each club, all demonstrate passion for tennis within their knitted communities, making tennis a competitive and fun sport. The CEO also noted that each club has different needs and TQ is working towards a more supportive 2022.

Marketing and Communications

The Board was presented with an update from the Marketing and Communications team, with actions, priorities and materials currently being publicised along with plans for the next 12 months. TQ is looking at better strategies to provide support to affiliates and tennis professionals when it comes to tools for clubs to better promote their services.

Online Tools

The Board discussed the increasing adherence of ClubSpark by clubs throughout Queensland, providing a much-needed support to the online presence of clubs and court booking facilitation. The community shows its strong bond in their closed Facebook groups, where clubs and members generate conversations and keep up to date on the happenings of their region.

Affiliation

The 2022 TQ Affiliation renewal pack has been sent to our Affiliates and now includes comprehensive information on [TQ affiliation benefits](#). TQ has also improved the affiliation process, ensuring TQ's data collection is improved, and Affiliate compliance is to the desired level.

The Board also reviewed and approved the affiliation of Agnes Water Tennis, at Agnes Water.

Competitive Play

The [2022 Competitive Play Calendar](#) has been launched, with the UTR system used to promote clearer competitive pathways and opportunities to players. I would like to acknowledge the efforts made by Emma Creighton, Elia Hill and Matt Deverson in liaising with our regions and TA to put the calendar together. TQ was the first MA to have their 2022 Competitive Play Calendar complete and online in Australia. [More information on competitive play](#)

Grants

The Board has also discussed the importance of our affiliates being able to access available funds. TQ is looking to make improvements to support Affiliates when it comes to fund recognition and application. [More information on Grants](#)

Book a Court

The Board noted the ongoing delay in the court booking system regarding pin numbers received by court users. TA is investigating the problem and implementing an automatic timer, so this issue can be resolved as quickly as possible.

Pat Rafter Arena

The Board discussed important upcoming projects to improve the Pat Rafter Arena and its services to the public. The more pressing projects to be completed are the weatherproofing of the arena's structure to withstand our Queensland weather conditions and shading areas for our external court public areas.

Brisbane International (BI)

With the cancellation of the January 2022 BI event, TQ is looking at alternative forms of engaging with Affiliates, to bring the tennis community together and continue to grow as a sport.

New COVID-19 variant

The Board has acknowledged and discussed the upcoming challenges posed by Omicron to our sport. The matter only reinforces the TQ Plan already in place with the Queensland Health Department, with measures and actions to be taken in different scenarios, making sure our Affiliates receive the proper recommendations to continue to operate safely.

Integrity Update

Discipline is a key priority for our team – bad behaviour damages our sport and our reputation. With code of behaviour compliance being more important than ever, the TQ Board has been paying close attention to the response timing and actions taken by both the Integrity and Compliance Unit and the Disciplinary Tribunal in addressing code violations. Recent outcomes of code violation have proved that the handling of issues by TQ and TA have significantly improved in terms of response timelines and results, reinforcing exemplary behaviour and setting standards.

Court Tech

The Board would like to acknowledge the work done by Mick Blomer, the Queensland Tennis centre Facilities manager, in setting up [Court Tech](#), a valuable service made available to affiliates.

Executive Reports

The Board received and discussed detailed reports on progress towards Strategic Plan objectives, recent activities, significant issues and key priorities. Items of note included an update on the position of the Queensland Tennis Centre.

Other Reports

The Board also received Risk Management, Financial, Strategic and Operating Reports.

NEXT BOARD MEETING

Monday, 28 February 2022, Queensland Tennis Centre

General Updates

Staff Movements

I would like to congratulate Sunny (Sunaina) Jaswal for being appointed as the new Women and Girls Coordinator, Katelyn Campbell for her new role as the Communication and Content Creator and Christine Turnbull for taking on the role as the Marketing and Media Lead.

We also farewell Maylene Estandarte from her Business Operations role, Kristine Fowler from her role as North TDO, Courtney Hayes from her Trade

Marketing Coordinator role and Camilla Campbell, Head of Marketing and Communications, who is now on maternity leave.

Reception

From 4 January 2022 TQ will have the office reception at Pat Rafter Arena open. This will also mean that TQ will have a receptionist to welcome visitors and answer the phone for our Queensland Affiliates and Regional Members.

TQ OFFICE HOURS

Our offices will be closed from 24 December and will reopen 4 January 2022.

Office hours are Monday to Friday 9:00am to 5:00pm

I wish you all happy and safe holidays and I look forward to seeing you in 2022. Thank you for your support and all you do for tennis.

Yours sincerely,

Jane Prentice

TQ Board Chair