



MAYOR'S PARK TENNIS & NETBALL CENTRE COACHING REPORT

To:
City of Yarra
Trent Carpenter
Tennis Victoria

Racquet Lab Pty Ltd have been operating the coaching program at MPTNC since successfully winning the contract in September 2019. During this time, Racquet Lab has endured several challenges, notably the complete shut-down during 2020 & 2021 due to COVID 19 but also the task of repairing confidence in tennis coaches in general after the relationship breakdown between members of the Clifton Hill Tennis Club Committee and the previous coaching provider. Despite winning the tender for coaching in a fair and impartial manner, Racquet Lab were initially met with hostility by both the CHTC committee and disgruntled clients of the previous coaching provider. After three years of hard work, we are extremely proud of our strong reputation in the local tennis community and with the tennis-playing members of CHTC, and we believe the relationship between the CHTC committee, Cityside Sports, City of Yarra, and ourselves would be stronger had the committee approached this management model in a positive manner from the outset.

It is Racquet Lab's recommendation that City of Yarra maintain the current management model at MPTNC. Trent Carpenter and the Recreation and Leisure Services Branch have managed the facility in a highly-professional manner during our time operating at the centre, and due to the multiple sports and numerous stakeholders utilising the space we believe City of Yarra are essential in maintaining a balanced and diplomatic environment. Tennis is extremely strong in the area under the current model and our lessons are consistently at full capacity during peak times; the efficient utilisation of court guidelines and KPI's set by City of Yarra are aligned with the local community as a whole instead of prioritising a members-first policy. A change in management model is unnecessary when the current coaching program and player-base is so strong, and it could undo years of development in local tennis.

Warm regards,

Luke Devlin
Director & Head Coach

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