

# Sport and Recreation Management

December 2010 Newsletter

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Gary Crilley & Frances Van Ruth

In late 2009, our dear colleague, **Dr Gary Crilley**, was diagnosed with a brain tumour. Unfortunately, Gary's options for treatment were limited, so he travelled to Sydney for radical surgery under the guidance of Dr Charles Teo, a well known Sydney Neurosurgeon. The implications of this option was that he would undergo the extremely expensive surgery without coverage from any medical insurance.



The Christmas celebration smile

The CERM PI team, having witnessed Gary's generosity to his fellow colleagues, students and friends over numerous years, spearheaded a donations drive to provide the much needed financial support to Gary and his family. Gary Howat and Raylene Jones were pleased to present his wife, Brenda Crilley, with a cheque for \$6,000 on behalf of donors. Brenda was taken aback by the amount of support that has been shown by those who have known Gary professionally and/or personally. She extends her thanks to everyone for their support.



Gary Crilley & Jacob Gracey

It is with great sadness that we report that Gary Crilley passed away on 4th November 2010 at home with his wife and family. A Memorial Service was held in the Botanic Gardens Noel Lothian Hall and was well attended by friends and colleagues.



The official UniSA picture

Gary was with UniSA in various capacities for well over 20 years. His dedication to his work, his colleagues and his students was remarkable and he will be a great loss to the University.

Gary leaves a strong legacy of achievements with many of the sports and recreation managers in South Australia and beyond having been taught and mentored by Gary. In addition, Gary played a major role in the development and management of the CERM-PI project which has been the mainstay of the Schools' research funding achievements over many years.

All of us who knew and worked with Gary will miss his friendship, his drive and his collegiality. He was a valued colleague and caring teacher and will be greatly missed. Our thoughts, at this time, go out to his wife, Brenda, and family.



Standing: Raylene Jones, Scott Edgecombe, Heather March, Sue Mikiewicz, Gary Crilley.  
Sitting: Barry Couzner.



Gary Howat, Barry Couzner & Gary Crilley.



from left: Anne Eastgate, Jessica Clark, Raylene Jones, Cathie Bloxham, Emily Moskwa, Tricia Huffa, & Gary Crilley.

## Upcoming Events

20 December 2010 (3pm)  
Graduation Ceremony

24 January 2011  
New LBRL Enrolment Opens

11 March 2011  
March Graduation Ticket info  
online at [http://www.unisa.edu.au/  
student/graduations/tickets.asp](http://www.unisa.edu.au/student/graduations/tickets.asp)

11 March 2011  
March Grad ticket limit removed

29 March 2011 (3pm)  
Graduation Ceremony

24-26 August 2011  
Graduation Ceremony

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## Further Information

Newsletters are online at [http://  
www.unisa.edu.au/  
management/Programs/UG/  
recmgn/LBRL.asp](http://www.unisa.edu.au/management/Programs/UG/recmgn/LBRL.asp).

To submit articles for this  
newsletter, contact Tricia Huffa:  
e [Tricia.Huffa@unisa.edu.au](mailto:Tricia.Huffa@unisa.edu.au)  
t 08 8302 5039.

## CELEBRATIONS



Doctor James Smith

**Dr James Smith** has earned the right to wear his floppy hat (officially a black Tudor velvet bonnet with black tassel), graduating on 20th December 2010 with the degree of Doctor of Philosophy. His thesis was entitled: "Assessing the relative importance of service quality and constraints in predicting loyalty within private health and fitness centres.

Following several years tutoring Sport and Recreation Management students in Leisure Concepts, James has moved to Perth to pursue his academic career.

**Alicia Stanway** has submitted her PhD thesis and promptly left us for Phuket to celebrate with her husband Craig.

**Richard McGrath** joined his old teammates from the Centre for Tourism and Leisure Management (incorporating CERM PI<sup>®</sup>) to celebrate Christmas with Sport and Recreation Management staff at the Largs Pier.

Richard now lectures in Health Sciences (Health Promotion) at City East Campus. He maintains close links to the CERM Performance Indicators Project. He is also near completion of his PhD studies.



Richard McGrath (centre front) with CTLM team mates  
Left to right: Heather March, Cathie Bloxham, Raylene Jones & Jessica Alikaris

## Double Degree Students

James Avemarg  
Rachel Barnett  
Leigh Cahill  
Ashley Camac  
Kostas Dimopoulos  
Jacqueline Dunn  
Matthew Francis  
Ryan Gooding  
Joseph Hay  
Sara Husi  
Elyse Lawrie  
Michelle Levy  
Kyle Lloyd  
Brian McAvaney  
Claire Moriarty  
David Radolovic  
Steven Rypp  
Michael Wall

UniSA website: <http://>

[www.unisanet.unisa.edu.au/  
programs/program.asp?  
Program=DBDD&Year=2010](http://www.unisanet.unisa.edu.au/programs/program.asp?Program=DBDD&Year=2010)

## 2011 International Exchange

Adam Norton.....UK

UniSA website: <http://>

[www.unisa.edu.au/exchange/](http://www.unisa.edu.au/exchange/)

## Registered Elite Athletes

Sam Boehm ..... Volleyball  
Luke Habel ..... Football  
Sarah-Jane Jameson.....Cricket  
Georgia Macri .....Women's Soccer  
Stephanie Morrison.....Cricket  
Alex Sunaski .....Soccer

UniSA website: <http://>

[www.unisa.edu.au/policies/codes/  
academic/eliteathlete.asp](http://www.unisa.edu.au/policies/codes/academic/eliteathlete.asp)

## Students graduating in March

**2011** are encouraged to forward a recent photo of themselves to [Tricia.Huffa@unisa.edu.au](mailto:Tricia.Huffa@unisa.edu.au) for inclusion in the Graduation Edition of this Newsletter.

## STUDENT NEWS

**Eve Craker** was the successful applicant for the position at Adelaide City Council, working with Ray Scheuboeck. Eve's position will involve supporting the Council's Recreation Planners within the Active City Program to deliver a range of recreation projects including:

- Adelaide Parks Lands Trail
- Bonython Park Activity Hub
- North East Park Lands Activity Hub
- Active City strategy
- Active City Policy
- Be Active City Workers Program

Eve will greatly benefit from having Ray as her mentor. Ray is a graduate of our program who frequently returned to share some of his expertise through guest lectures (when his life was a little less hectic).

**Danielle Tannenbaum** has secured part-time work at Onkaparinga Council. Danielle is privileged to be working with a great team, many of whom are well known to our current and past students. Larissa Jennings, Stacey Johnston, and Andy Smith form some of the team.

**Anjelica DeGiglio** is an Education Officer with SA Water.

### Marnie McManus

shares some pictures from her International Exchange at San Diego State University in Study Period 2 2010.

At this stage, only **Adam Norton** has applied to study a semester overseas in 2011.

Interested students are encouraged to check out the website (see left) and talk to their Program Director before applying.

**Adam Norton** attended the University Scholars Leadership Symposium in Malaysia in August 2010. Adam's report can be found at <http://www.unisa.edu.au/management/Programs/UG/LBRL/LBRL-studentnewsletter.asp>.

**Luke Habel** is the latest addition to our team of Elite Athletes. If you think you may also qualify, check out the eligibility conditions at <http://www.unisa.edu.au/policies/codes/academic/eliteathlete.asp>.



## GRADUATE NEWS

**Jason Rivett** and **Daniel Joyce** (graduated March 2010) organised a get together for past classmates in November. We've heard heaps of stories but no pictures forthcoming yet...

**Dave Militz** is leaving Hutt Street Centre on December 17 and will be taking up a newly created position at Red Cross as their Manager Telecross Programs on December 20.

Dave says: "THANKYOU to all of those people who I have worked closely with during my time at Hutt Street and RecLink SA. I have thoroughly enjoyed my time working with both organisations and with you. Hutt Street Centre and RecLink SA are both wonderful organisations so if you have supported them in the past I hope you can continue to do so."

## NEW STUDENT EMAIL SERVICE

Our UniSA student email service is being upgraded for all current and future students. Key benefits include:

- A 10 GB mailbox for all students (ie 400 times larger than the 25MB undergraduate students currently have & 200 times larger than what postgraduate students currently have)
- Simpler access from myUniSA (the student portal). Students will access email via their portal without an additional login
- An email account for life allowing students to continue contact with their fellow alumni and UniSA after graduation

All student email addresses will have a new format: **username@mymail.unisa.edu.au**. Email to existing addresses (@students.unisa.edu.au or @postgrads.unisa.edu.au) will be redirected to the new e-mail address.

All existing students will have access to a new (empty) mailbox from the 6<sup>th</sup> December. From this date a mailbox migration process will commence to transfer each student's existing mail to their new mailbox. This process is expected to take a number of weeks. Students' previous mailbox will continue to be available during this time, but all incoming email will go to their new mailbox.

AskIT Frequently Asked Questions (FAQs) will be available on implementation of the new service.

### Do we have your current email address?

We often lose contact with you when you leave university or move careers. The easiest way for us to stay in touch with you is via email so consider joining UniSA Alumni and keeping your details up to date.

To join or update details, go to <http://www.unisa.edu.au/alumni/join/default.asp>.

If you have recently graduated (or are about to graduate) and are looking for work, please read through the "New Student Email Service" section (left). If you do not plan to check your UniSA account, please email a non-UniSA email address to [Tricia.Huffa@unisa.edu.au](mailto:Tricia.Huffa@unisa.edu.au) as we sometimes receive employment vacancies from past graduates and our industry partners. Once employed, we would love to hear from you about what you are doing so we can share your good news with your peers via this newsletter.

## SCHOOL NEWS

The **School of Management** won the 2010 SA Tourism Award for the best provider of Tourism Education and Training. As the School has won this award for the last three years they were also inducted into the SA Tourism Hall of Fame. This is a great honour for the School, the Division, and the University and reflects the quality of our tourism programs, our teaching team and our professional staff.



## SPORTS/RECREATION STUDENT UNILIFE CLUB



# Want to know what's new for 2011?

A Sports/Recreation Student UniLife Club!

The Sports/Rec Project is looking for members to get active and get involved for this new initiative.

As Sports/Recreation management students, I like to think we're in the business of delivering fun, so why are we not having some fun ourselves? Whether your idea of fun is BBQ's, Paintball or the ever traditional Pub Crawl, come join us in getting this club set up, and let's start getting these activities happening!

# Want to help out?

Check out our Facebook group page for starters at <http://www.facebook.com/pages/Mawson-Lakes-The-SportsRec-Project/147631331953926>. Once we get past the affiliation stage with UniLife (which requires another 7 more like minded Reccies), we can start getting this club into action!



Co-conspirators,  
Sounding Board  
Panel Members,  
and Student  
Ambassadors are:  
Steve Rypp &  
Adam Norton.



Student Social Group  
and Facebook Site  
initiator:  
Brian McAvaney.

## Sports/Rec Management Student Association

[UniSA.TRSP@groups.facebook.com](mailto:UniSA.TRSP@groups.facebook.com)

The Facebook Group for the new Student Group for UniSA Sports/Recreation Management students. We'll be looking to launch for SP2, 2011 so watch for us!

## BENCHMARKING OPERATIONAL MANAGEMENT & CUSTOMER SATISFACTION FOR SPORTS & LEISURE

Short Course 10<sup>th</sup> -14<sup>th</sup> April 2011 (UniSA, Mawson Lakes Campus, SA)

Experience. The Difference.



*The course is specifically designed to bring together experienced managers, emerging managers and final year degree students in a stimulating learning environment.*

*Supported by practising managers, industry leaders and key academic staff, the course provides the best possible mix of pragmatic “on the job” experience with the latest research, development, and contemporary studies from the parks and leisure industries.*

**2011 Fees:** \$A1,550 (+ GST) all inclusive of

- comprehensive course notes;
- transport to study sites;
- morning/afternoon refreshments, lunches: and
- access for the week to computer hardware and networks.

University students pay HECS fees for 4.5 units (up front or deferred)

*Concessions apply for Earlybird Rate, CERM PI research collaborators, & if registering more than one participant.*

### Features of the Course

#### Five Key Elements

- 1 Quality Management (QM & TQM)
- 2 Benchmarking for sports and leisure facilities & services
- 3 The successful organisation (benchmarking key components of the Balanced Scorecard)
- 4 Understanding the customer (underlying constructs & measuring these in sports & leisure contexts)
- 5 Application of Performance Indicators & Benchmarking to management decision-making

#### Previous Projects

Include customer, visitor, and operational issues at:

- Adelaide Shores
- Adelaide Aquatic Centre
- Botanic Gardens of Adelaide
- North Adelaide Golf Courses

#### Course Entry

Applicants are expected to have three years of relevant work experience within a park or leisure industry sector. A small number of undergraduate students enrolled in their final year of UniSA Division of Business programs will be accepted into the courses dependent on their GPA and demonstrated interest in parks and leisure.

#### Need More Info?

Contact Tricia Huffa  
 Telephone +61 8 8302 5039 (Voicemail)  
 Email: [tricia.huffa@unisa.edu.au](mailto:tricia.huffa@unisa.edu.au)

or Assoc Prof Gary Howat  
 Email: [gary.howat@unisa.edu.au](mailto:gary.howat@unisa.edu.au)