

November 3 2025 MRG Summary

Meeting Details: Monday 3rd November 2025 at Wanderers Football Park

MRG Attendees: Chair Harry Inns (1880), Josh Inns (1880), Andy Kensett (Black North), Chris Bettiol (White & Black), Jim Lumsden (Red), Andrew Gafa (RBB), Robyn McKenna (Red), Ryan Murray (3M W&B), Peter Theos (Red), Paolo Bevilacqua (Red)

Club representatives: Scott Hudson (CEO), Warren Thomson (Membership & Ticketing Manager)

Apologies: Steve Mandis (Head of Commercial), Jessica Allision (MRG – White & Black), Joseph Vukasovic (MRG - Red), Kayla Gafa (MRG – RBB & ALW)

Topics discussed:

- Start of the season performances for the A-League Men squad after three rounds, the start of the A-League Women season. Noted good crowd at first ALW home match at Wanderers Football Park despite thunderstorm.
- Round 1 home match against Melbourne City:
 - MRG disappointed with crowd of 9,000 for first home match but praised RBB for tifo and great active support. Had conversation in relation to assisting building up numbers in RBB section at all matches.
 - Audio was clearer at away match at Campbelltown than it was for our first home match at CommBank Stadium
 - Member card issue – Club aware of issues at home opener and be fixed ahead of next home matches
- Marketing: MRG noted Sydney FC had strong push in Inner West ahead of their Leichhardt Oval homes matches. Thomson noted feedback, but advised Club was waiting for CommBank Stadium ticketing to switch from Ticketek to Ticketmaster on November 1 before pushing out more marketing. MRG encouraged the Wanderers to get more branding across Western Sydney to increase visibility and awareness of the club.
- 2026/27 Membership program proposal: Amalgamation of Red & Black and White & Black to make Northern Stand (excluding RBB standing sections) as one Membership package. MRG had no opposition to the idea, provided pricing reasonable.
- Member pack collection points and using Member credit through Wanderers Shop:
 - Those who had redeemed online or redeemed at a collection point that the process was relatively seamless, but more can be done to promote awareness of process
 - MRG advised “Member Pack Collection” was not the right wording as it gave people impression they pick up a pre-made Member pack, when

Members this year get credit towards either traditional Member items or put towards merchandise on the club shop. Advised “Member Credit Redemption” would be more appropriate

- MRG said it was great they could now use it towards club merchandise
- Migration of ticketing from Ticketek to Ticketmaster. Member redemptions for Sydney Derby currently on hold while new process is set but will be communicated when live. Tickets purchased and redeemed via Ticketek will still work for Wanderers A-League Men matches at CommBank Stadium
- MRG: Feel there is no awareness yet of MRG page. Yet to get an email
- Harry Inns requested if he can address APL FRG and ask about league-wide away Member discounts to make away tickets more affordable for Members
- Member away ticket discounts. MRG felt Macarthur comms was too late and should receive discounts code a week or two to plan ahead

Decisions Made

- Club to pass on feedback regarding audio at CommBank Stadium
- Club to take on feedback to the club in relation to marketing. Thomson advised more marketing will now be done now that matches are on now sale via Ticketmaster
- Club to take on feedback regarding Member credit redemption
- Thomson to continue work on amalgamating Red & Black and White & Black as one White & Black offering for 2026/27 season
- Club to explore how to raise awareness of MRG page: Could look to include link in Member emails, eg: The Wanderer
- Club to open new applications for MRG in December or January after the November 29 Sydney Derby to add Members with different packages and demographics
- Harry Inns to discuss away Member ticket discounts at APL’s Fan Representative Group meeting on November 5
- Club to take on feedback regarding away Member discount communications, and Thomson to work with club to promote away Member discounts earlier