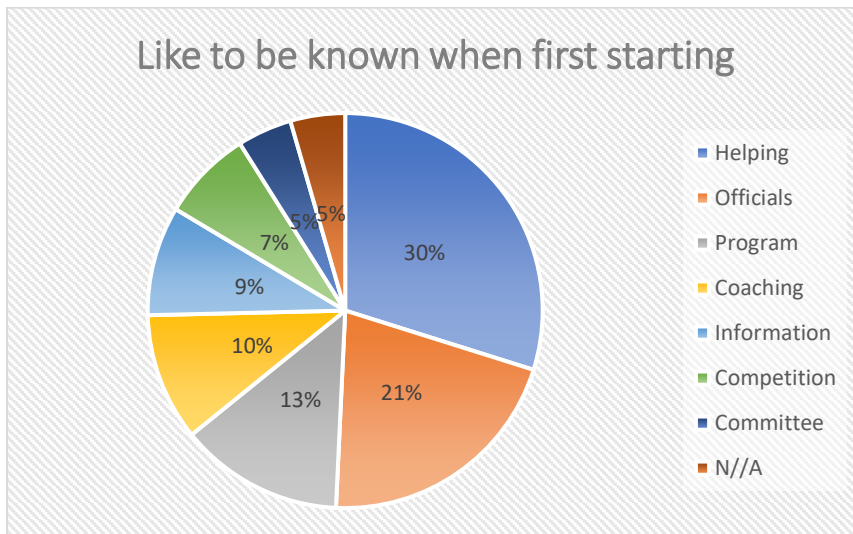


What are three things you wished you were told when you first started at your little athletics centre?

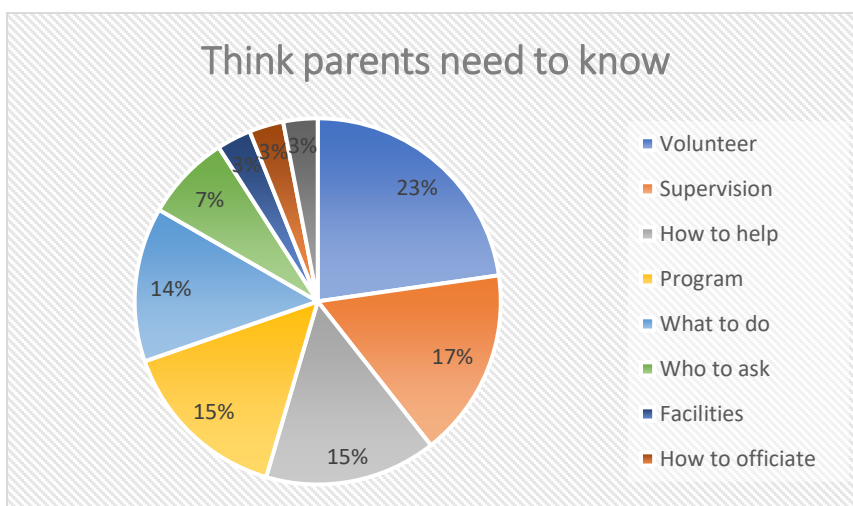


Helping: how to help, what they could do to help

Officials: how to officiate and record at the Centre meets

Program: where, when and how long the weekly program and season was

What are two things you think all new parents need to know?

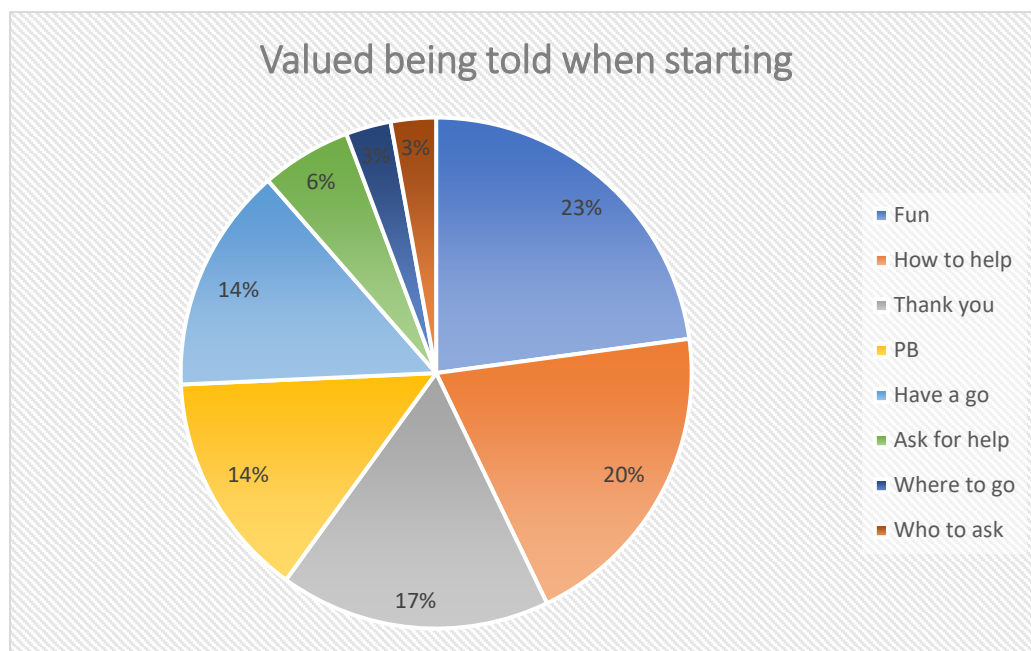


Volunteer: that the people helping are volunteers and parents are required to volunteer

Supervision: overwhelming response to this – is not a baby-sitting service

How to help: what parents can do to help

What was one thing you really valued being told when you first started?



Fun: that the focus should be on fun

How to help: what to do and how to do it

Thank you: being thanked for their help

What is one strategy that you can implement to make a difference to the first impression a new parent has of your Centre?

- Parent / official helpers clinics and programs
- Clear expectation to parents for helping
- Welcoming committee
- Welcoming age manager
- Open communication with LAQ office
- Armbands for trialists and new athletes
- Back to printed handbooks
- Keeping open communication with members from committee
- Encourage to help from first night by delegating small tasks.
- Be welcoming
- Don't overwhelm them with information up front.
- Mini parent inductions throughout season
- No times or results for first few weeks (no pressure for time or as many volunteers)
- Friendly welcome, meet and greet Information available
- Where and how to access information
- Include a training session in competition program
- Support u6 and u7 parents for minimum 4 weeks
- "How to" instructions posted on social media and QR code signs at the events for parents

- U9 and u12 skill development for new events
- A separate parent and new athlete come try days!
- Email on Where to find information
- Old fashion face to face information and smile
- Develop positive and welcoming communication and relationships right from the start.
- Make it about the parents as well not just the kids
- QR Code for the videos
- Display more information at events
- QR codes for how to videos at each event
- Centralised help desk manned by a senior committee member who can direct parents with questions and concerns to whom they need to speak to
- Purchase vests for each age group volunteer representative to wear as a contact point for new people to go and ask for help and direction
- Tv monitor running how to videos during sign on days and during competition set up.
- Skill development sessions.
- Structure parent help tasks based on child's age group
- Parent induction sessions are held but make sure that this is also written down to find later.