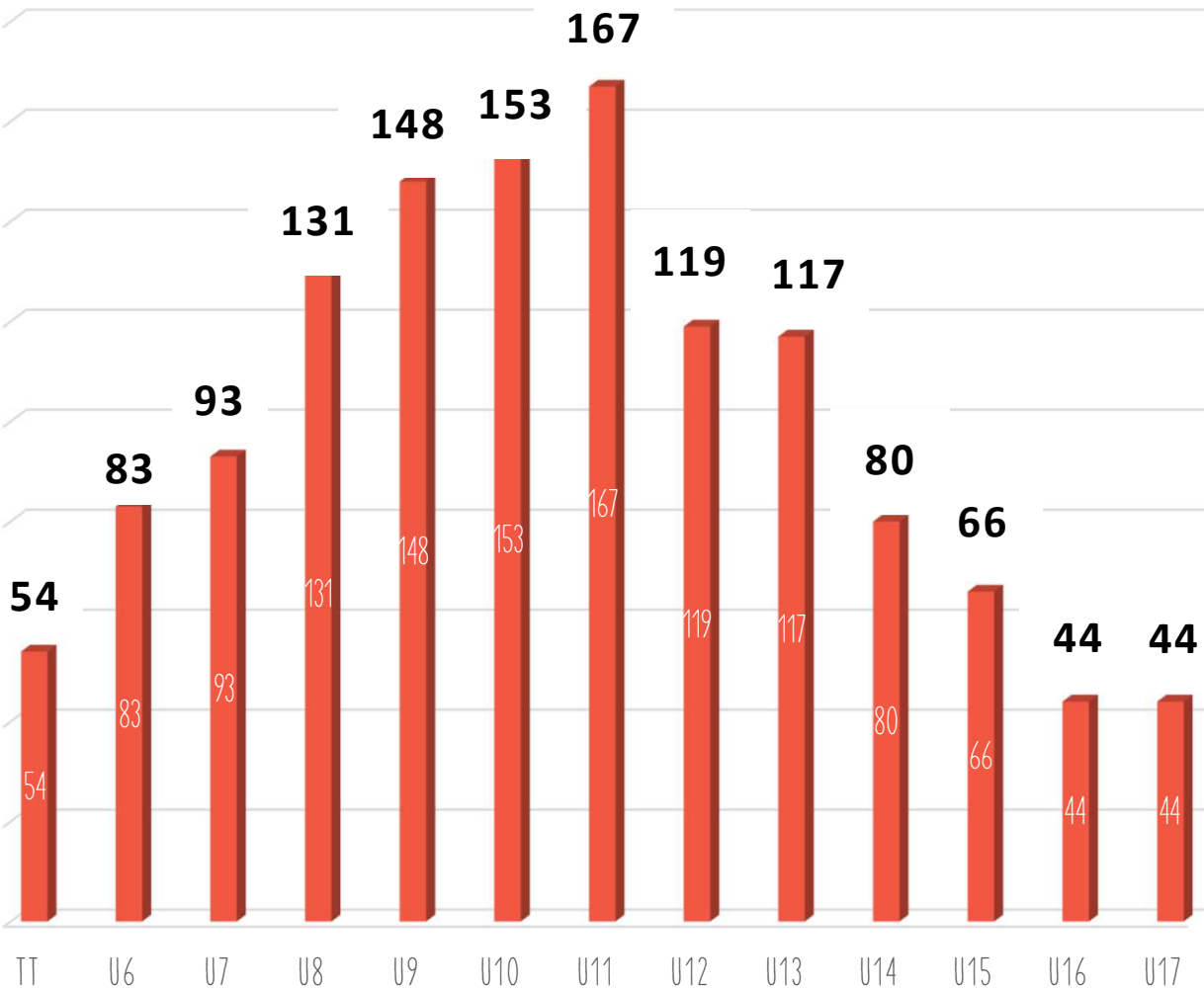


Member Survey Results & Solutions



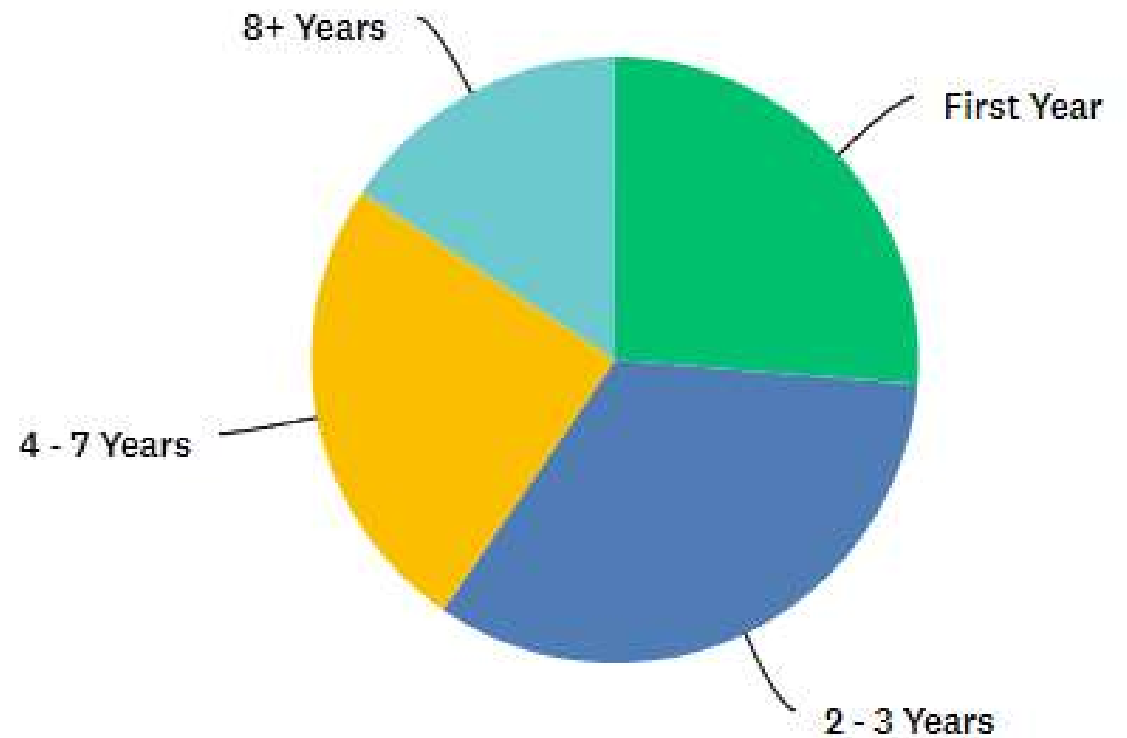


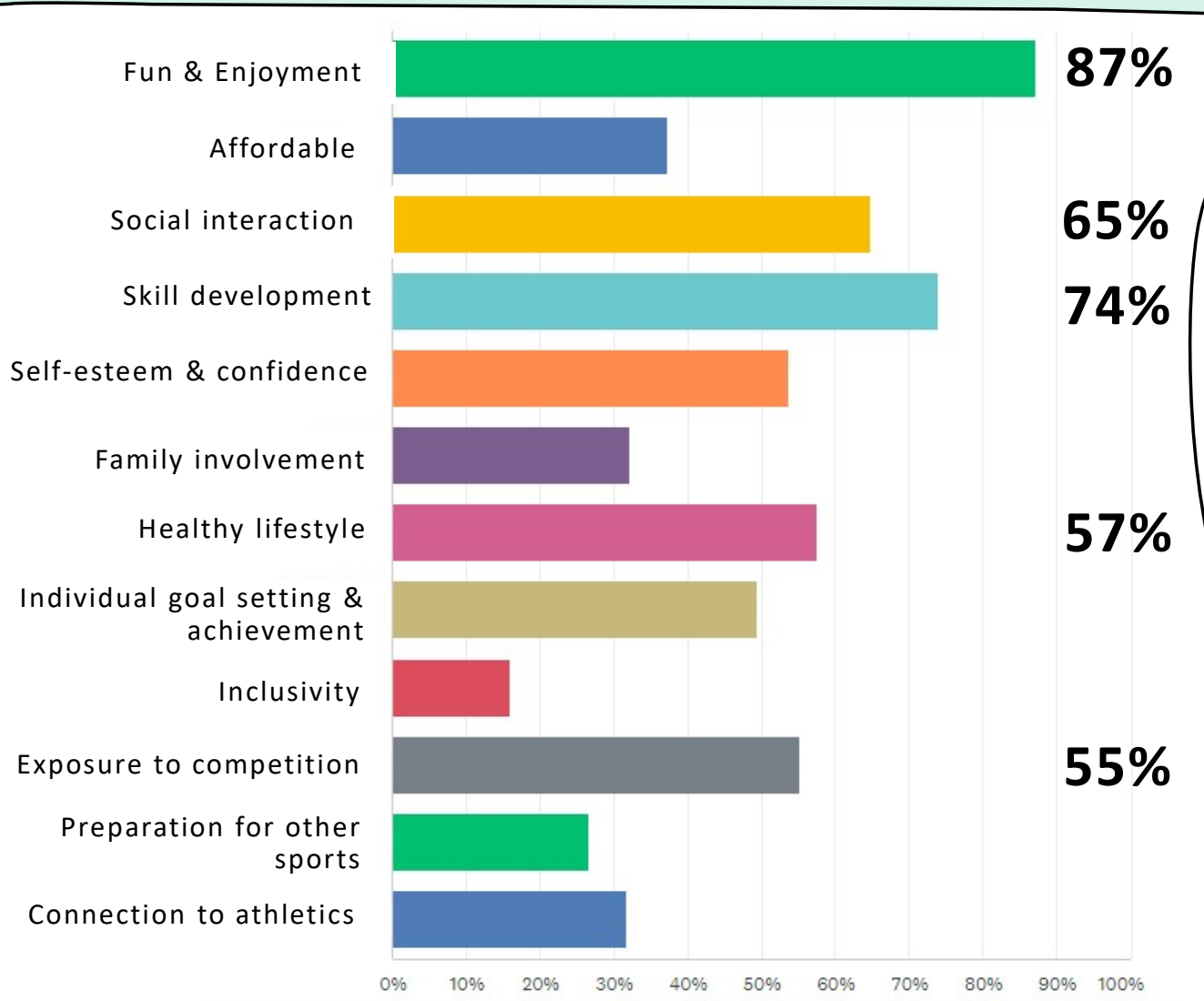
772
responses

74 Centres

Arana Ross River Laidley Granite Belt
Caboolture Ipswich West Bundaberg Townsville Central
Charleville Toowoomba Gympie Helensvale Mt Gravatt The Gap Bargara
Mudgeeraba City North Beaudesert Rosewood Nambour Algester Maleny
Caloundra Springwood Tweed Nanango Redcliffe
Bracken Ridge Wynnum Manly Bundaberg
Gladstone Tablelands Cooktown
Tamborine Browns Plains
Ormeau Monto
Isis District Kenmore Bli Bli
Centenary Jimboomba Warwick
North Mackay Chinchilla Runaway Bay Bribie District University Tully
Strathpine Deception Bay Maryborough
Gold Coast Highfields Hervey Bay Ashmore Redlands Beenleigh
Cassowary Coast Glasshouse Sunnybank Gayndah Souths
North Rocky Maroochy Toowong Harriers
Balmoral Gin Gin Aspley Noosa
Roma Upper Lockyer

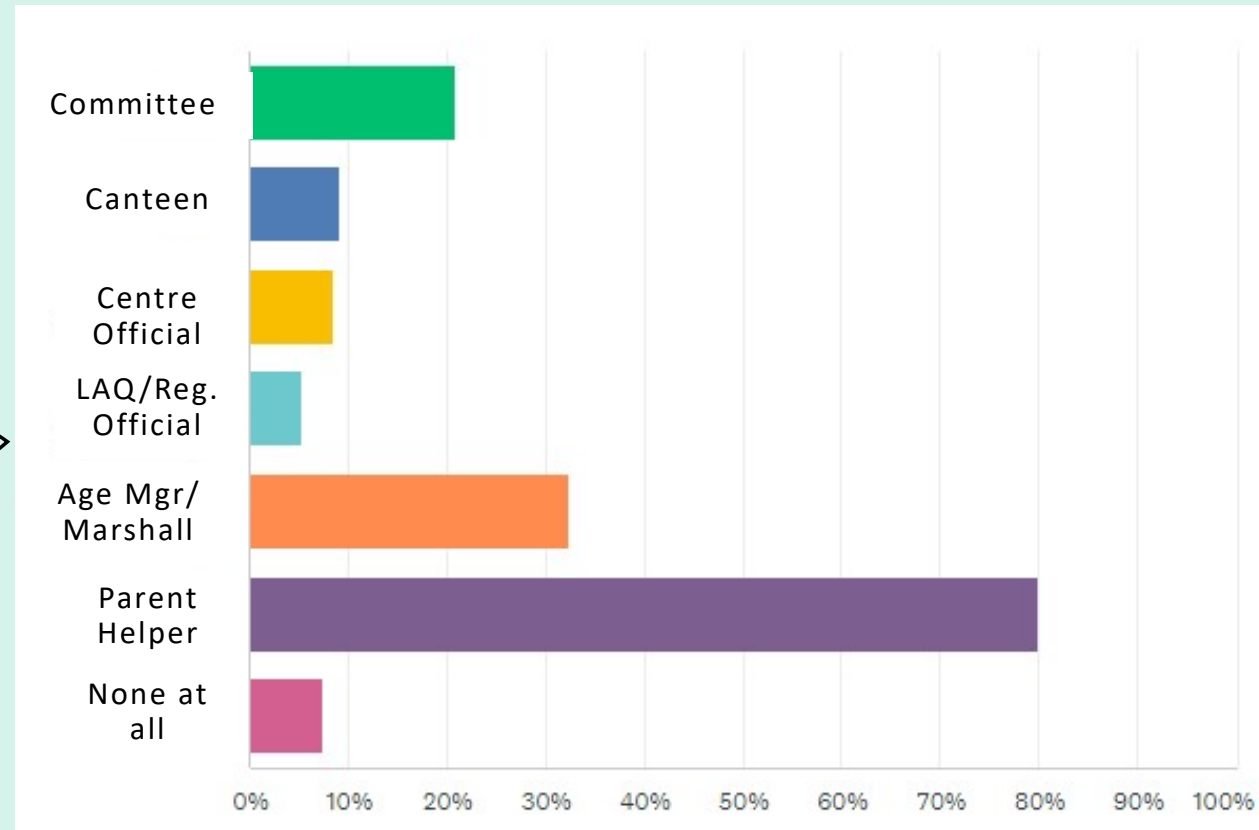
**How many
years have
your children
participated?**



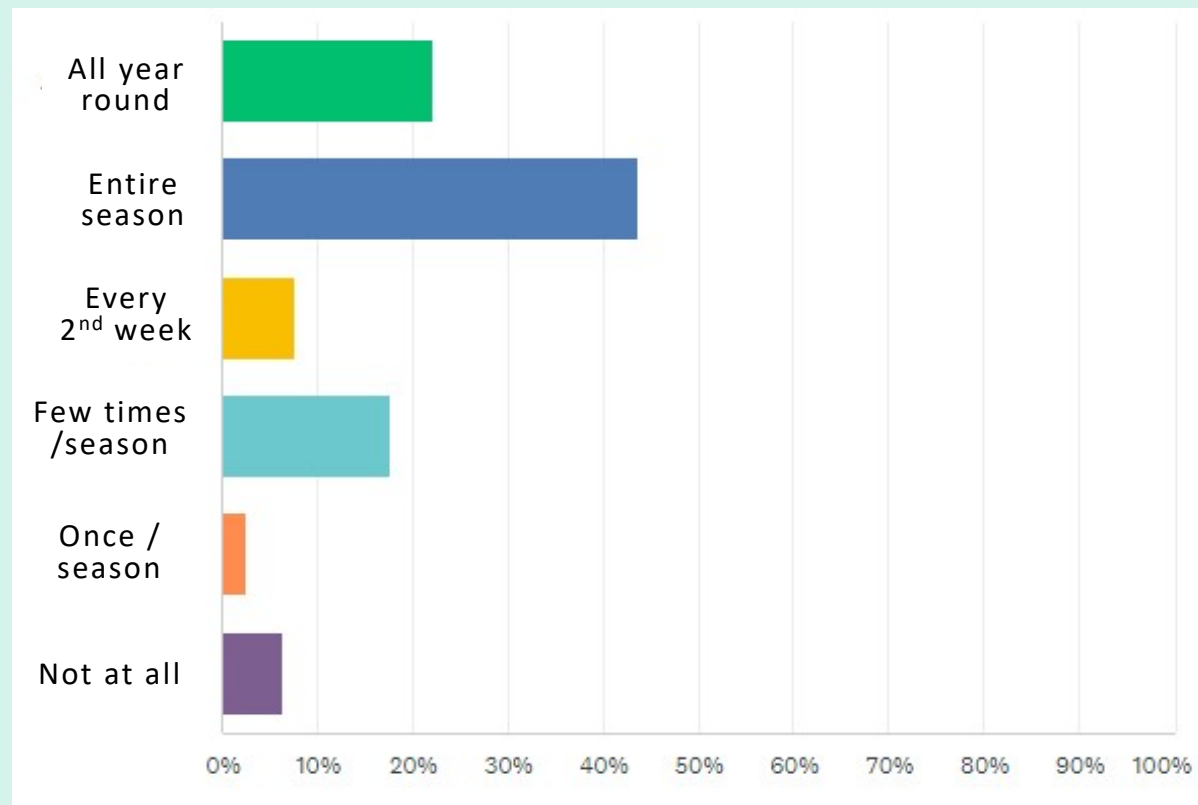


**Why do you
continue in
the sport?**

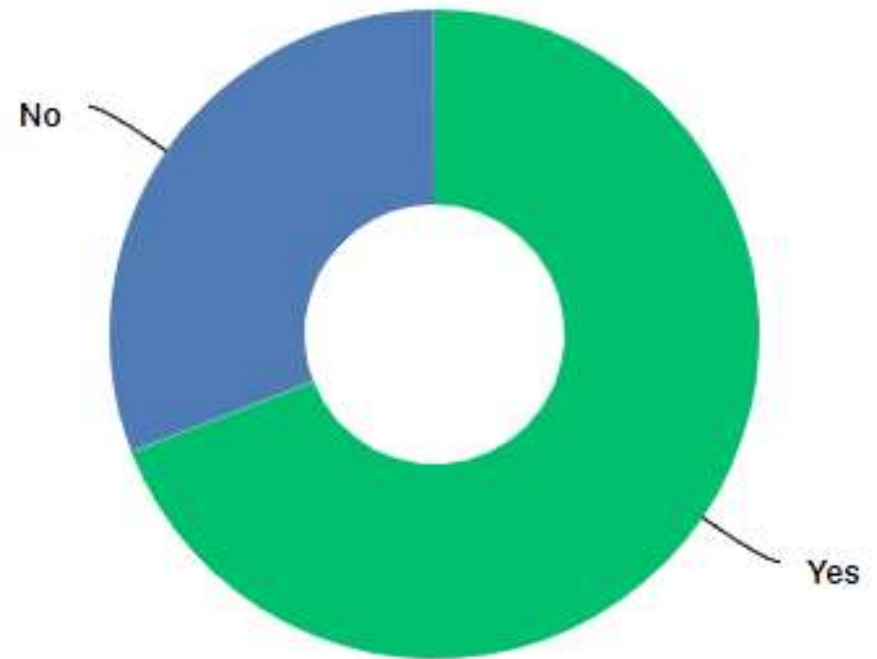
**What
roles do
you fill?**

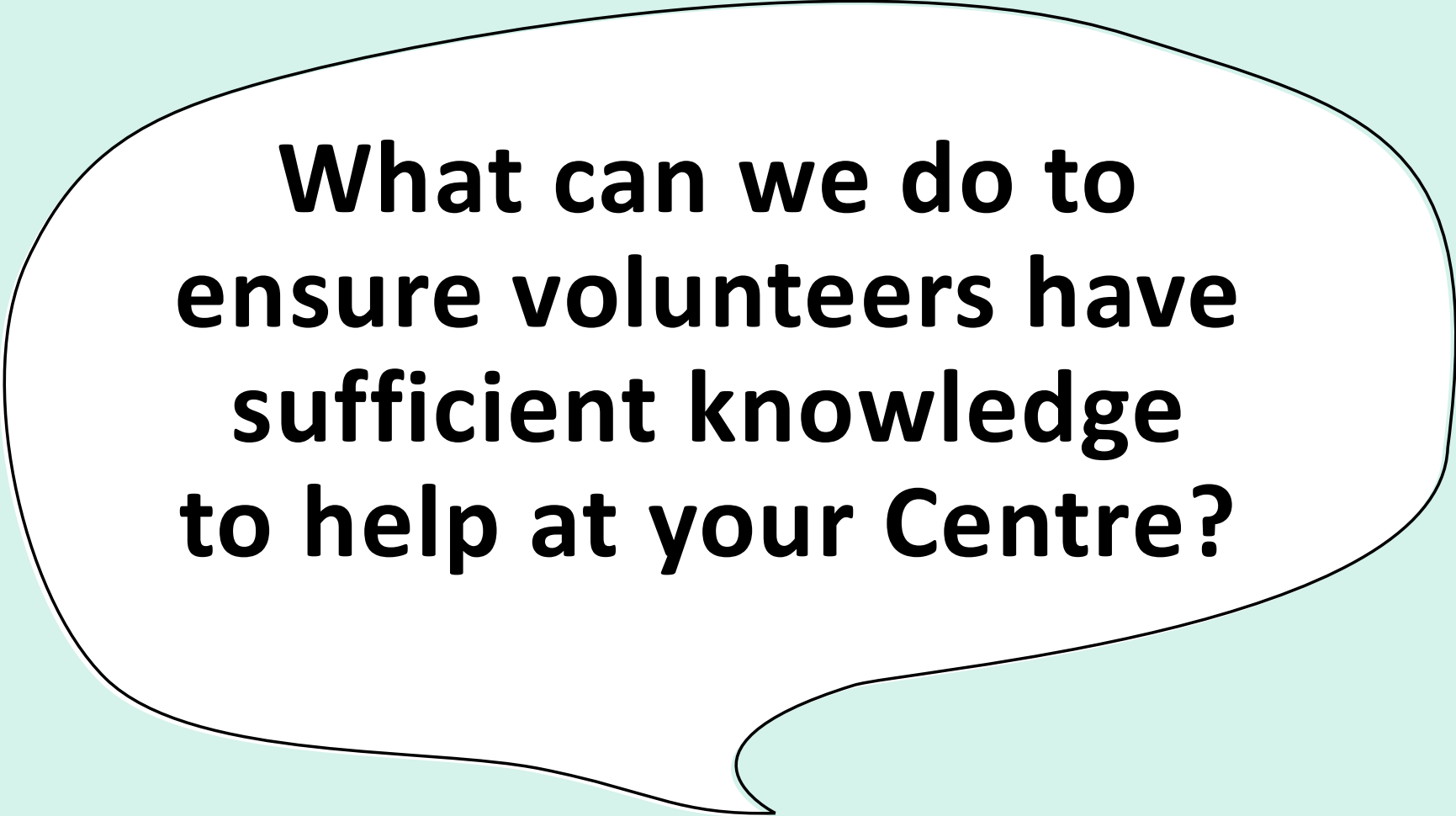


**How often
do you
help?**



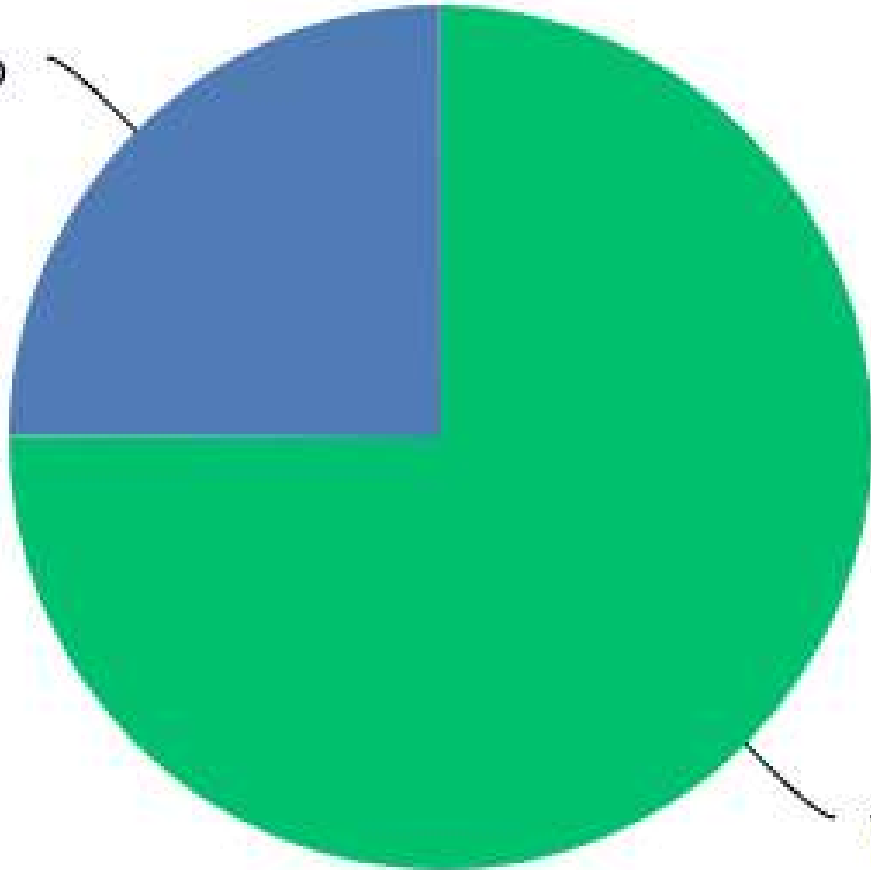
Do you have sufficient knowledge to assist with any of the volunteer roles?





**What can we do to
ensure volunteers have
sufficient knowledge
to help at your Centre?**

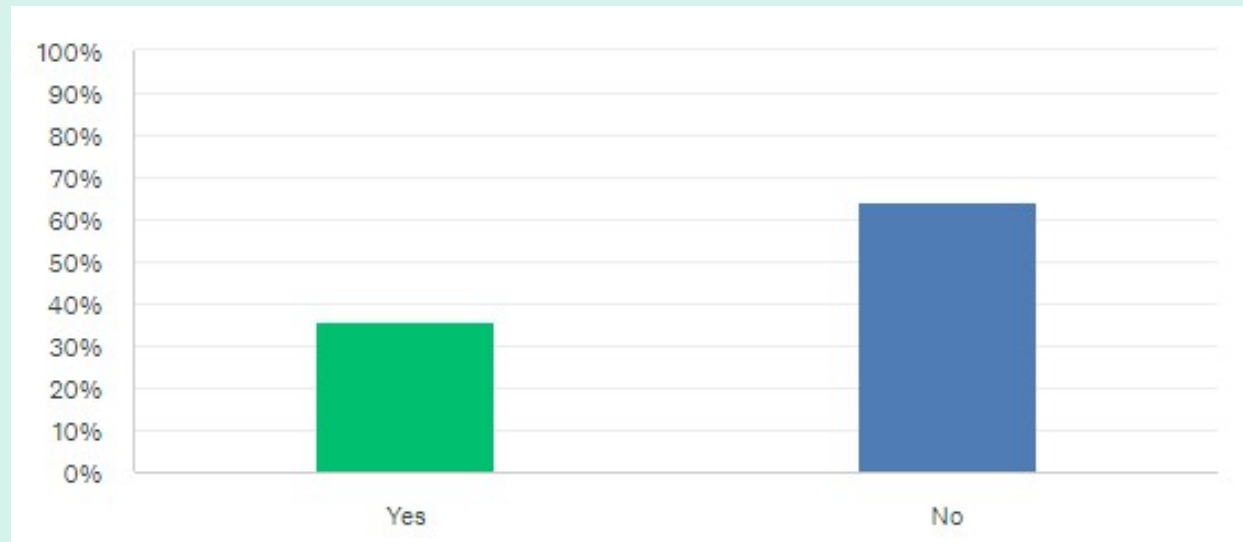
No



Yes

Does your Centre offer coaching apart from the normal competition meets?

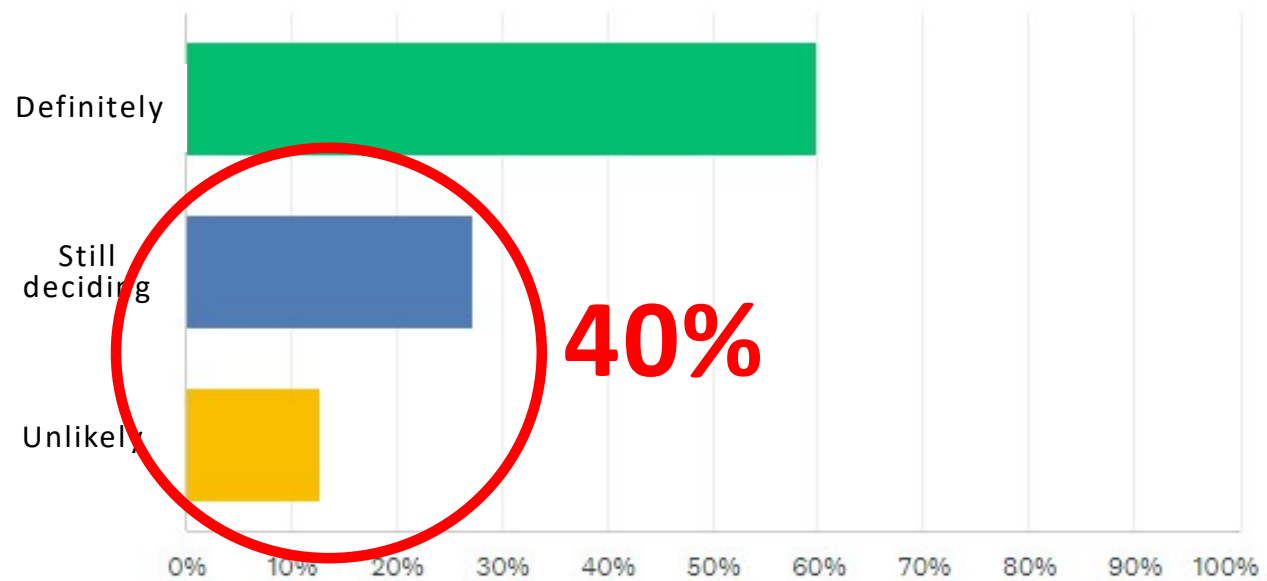
**Do you spend
additional \$\$
for private
coaching?**





**How can we incorporate
skill development and
coaching into our
Centres?**

**Are you
returning
next season?**





Reasons for not returning

Wait time between events or
competition taking too long **20**

16 Unhappy with Centre Committee

No technique or guidance shown **20**

21 Centre was unorganised

Other sports **29**

6 Location or timing not suitable

Behaviour of other parents / athletes 9

6 Bad Centre culture

Expensive and didn't feel value for money (too many wash outs) 26

14 Lack of communication / don't know what's going on

Volunteer expectations 3

6 Children not keen

**Reasons
for not
returning**



**How can we address
these concerns to
improve athlete
retention?**

Group 1: How do we improve wait time between events or ensure our competitions don't take too long?

Group 2: How do we improve communication with members so they "know what's going on"?

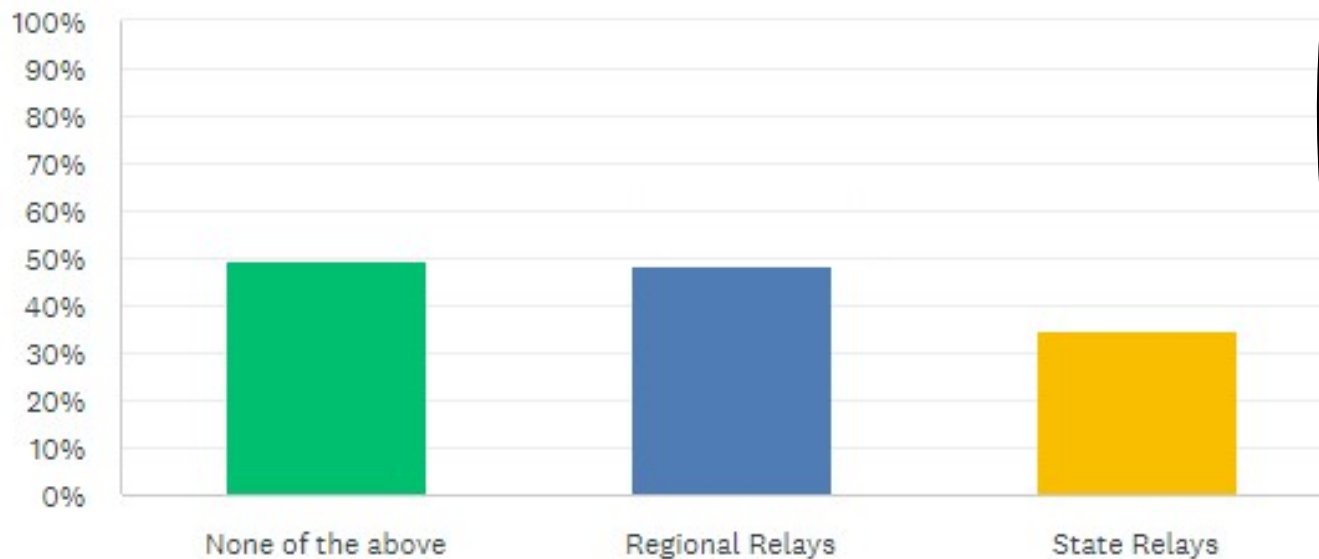
Group 3: What can the Centre / Committee do to be more organised?

Group 4: How can we make parents feel value for money with lots of washed out meets?



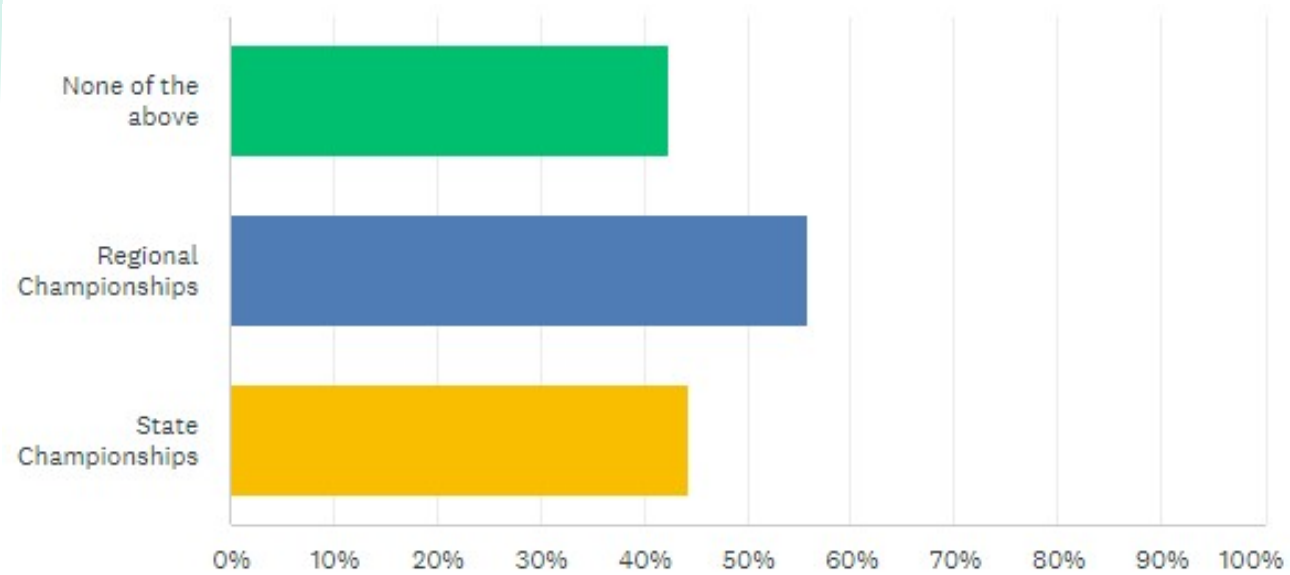
**Well done
Deception Bay!**

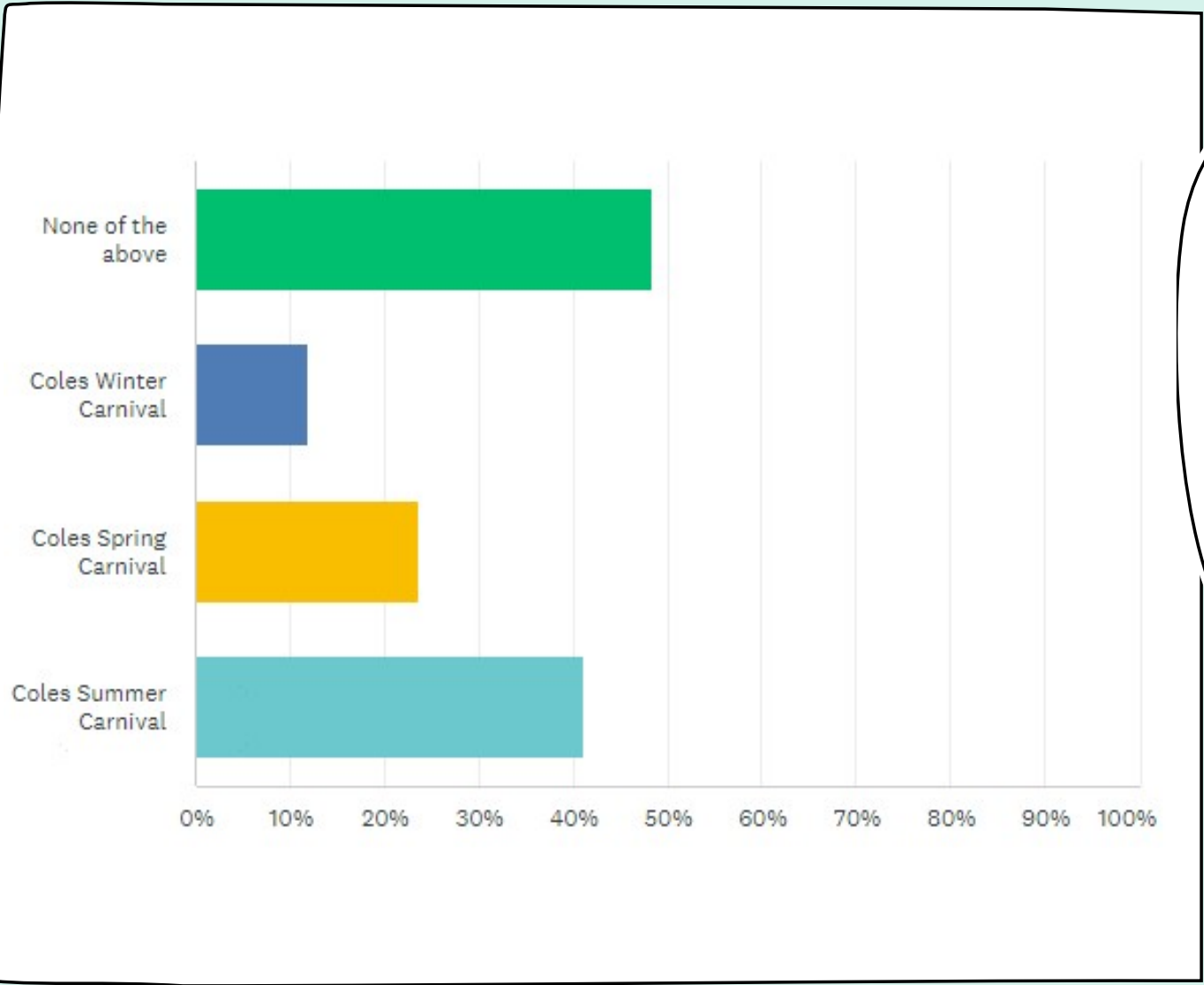
It has been a great first season for my son. He thoroughly enjoyed being part of the club. The club was welcoming and friendly. The leadership team are inclusive whilst celebrating those who excel. There was genuine support for new parent helpers and children at the start of the season and communication with parents was excellent throughout. I find it very hard to find a single bad thing to say about DBLAC. Sadly the track is all grass and very susceptible to the rain, which meant a large portion of the season was rained off, but this is no fault of the club, who always kept us well informed and shared our disappointment when competition nights and training were rained off.



Did your children attend any Relay events?

**Did your
children attend
any
Championships?**





Did your children attend any LAQ Carnivals?

Comments on Summer Carnival

Day is way too big.


**Too many athletes, numbers
should be capped.**

**The constant “yelling” at parents
to help or “this event will not
start” is not good enough.**

Split over 2 days.

**I don't really enjoy these events. They
are incredibly long days, often with
enormous waits between events.**

**Summer carnival wasn't as
good, pretty chaotic.**



**How can we improve
the LAQ Summer
Carnival product?**