# NEW LAMBTON FC JUNIORS

## QUARTERLY SURVEY RESULTS - DECEMBER 2022



**RELEASED JANUARY 2023**

**NEW LAMBTON FOOTBALL CLUB JUNIORS - OUR VALUES, VISION AND MISSION**

New Lambton FC Juniors has adopted a set of values to guide Club behaviour:

1. **Wellbeing:** We develop and promote a safe and supportive environment
2. **Excellence:** We strive for quality and improvement in everything we do
3. **Integrity:** We know and do what is right
4. **Respect:** We respect diverse views and opinions and act with integrity, and treat others as we expect to be treated

Our WEIR values (Wellbeing, Excellence, Integrity and Respect) underpin everything we do as a Club, as well as how we expect all our players, volunteers and others to engage with one another and the community.

Our Values help set our Club's Vision and Mission Statement.

**Vision**

For New Lambton FC Juniors to be the leading and most respected local community football club and to support and promote football to ensure it is the largest and most popular sport for males and females.

**Mission**

1. To provide for all our members a Club run to the highest standard, without limitation as to age, race, religion or gender.
2. To improve the publicity of, and public perception of, amateur football at the Club level, so as to foster the continued prosperity of the sport.
3. To encourage and assist new and current players wishing to participate in organised amateur football.
4. To provide high-quality facilities for the benefit of all our members and the wider community.
5. To provide a progression pathway for all our members, from grass-roots through to the highest level of football available.
6. To do all these things whilst having regard for the amateur nature of our membership, and therefore keeping Club / Player costs at the lowest possible level.

New Lambton FC Juniors understands the value of diversity, equity and inclusion and expects its members to treat each other and members of the community with dignity and respect. We are committed to creating an inclusive Club culture where everyone feels respected, valued and safe to contribute their opinions and talents to the success of the organisation so that we can drive positive community outcomes. We value diverse styles, experiences, and perspectives. People from diverse backgrounds are welcome!

**INTRODUCTION**

One of the Strategic Priorities in our Strategic and Operational Plans is for us to facilitate staff and member feedback and consultation - surveys, etc.

We highly value your involvement with the Club, and look forward to providing a positive experience through the provision of a quality football environment.

Our goal is to make sure that we build a fantastic Club culture and this will arise through conscious behaviours which in turn will form positive and pleasant experiences for players, coaches, managers, referees, other volunteers and parents.

The survey model employs both quantitative and qualitative indicators to gauge the project effectiveness for all key stakeholders.

Our promise is to make the coming season at this Club safe, organised, enjoyable and engaging.

I would like to highlight that many of our coaches, managers, referees and other committee helpers are volunteers and many are themselves in the process of developing. Just like the players, we would like them to get enjoyment from their roles and support their development.

However, this said, we do want you to be active partners in the process as you will more than likely spend more time than any of us with your team and I would ask you to feel free to give us feedback on how we, as a Club, are going.

Our Quarterly Community Survey provides a regular opportunity for us to gain feedback on New Lambton FC Juniors projects and initiatives. We want to gauge the pulse of the Club and gather views and feedback on key aspects of how we do things, our core values and what we can do better.

We are focussing on the 4 main groups in our club – players, parents / guardians, volunteers and “everyone else” (e.g. visitors, etc).

We plan on running 4 surveys each year – a Spring edition (September), a Summer edition (December), an Autumn edition (March) and a Winter edition (June). Each survey will be open for 2 weeks, and results will typically be available no later than 2 weeks after each survey closes. The survey takes about 5 mins to complete and all views either good or bad will be reviewed and will help improve how we do things and shape the future of NLFCJ.

Please do not hesitate to involve yourself and provide feedback via our quarterly surveys, and / or feel free to contact me or any of our other committee members regarding the Club, our roles or any feedback you have regarding any of the volunteers at this Club.

Thank you in advance for your understanding and cooperation in moving our Club forward.

Regards,

Dave THOMAS
NLFCJ Vice President
0429 994 343 vicepresident@newlambtonfcjuniors.org.au

| CONSOLIDATED CLUB SURVEY RESULTS - HAVE YOUR SAY - SUMMER EDITION | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Question** | **Very Dissatisfied / Bad** | **Dissatisfied / Bad** | **Neutral** | **Satisfied / Good** | **Very Satisfied / Good** | **Yes** | **No** |
| 1 | COACHING - Overall, how satisfied are you with the coaching at New Lambton FC Juniors? | | 5.7% | 26% | 41% | 27.3% | | |
| 2 | TRAINING VENUES AND EQUIPMENT - How satisfied are you with the quality of the training venues and equipment? | | 20.7% | 17.6% | 61.7% | | 50% | 50% |
| 3 | RESPECT - Do you think you or anyone else has been treated differently at the Club? | | | | | | 5% | 95% |
| 4 | EQUALITY, DIVERSITY AND INCLUSION - Do you feel the club is committed to Equality, Diversity and Inclusion? | | | | | | 100% | |
| 5 | SAFETY - Do you feel the club is committed to the safety of everyone involved and offers a safe environment to play, train and participate in sport? | | | | | | 100% | |
| 6 | FAIR PLAY - Do you think the club promotes fair play both on and off the pitch? | | | | | | 100% | |
| 7 | COMMUNICATION - How do you rate the club's communications with you? (e.g. emails, website, facebook, TeamApp, etc.) | | 5.7% | 6.6% | 66% | 21.7% | | |

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| 8 | Comments (note that generic answers such as “yes”, “no”, “n/a”, etc have been excluded) | 1. DO NOT schedule the girls teams to Regent St Park for training or games. My daughter played 4 games this season in Under 11's, while I have a nephew playing in under 6's who played just about every game and every training because they are at Alder Park. I understand that the weather has had a part to play in a limited season. We are subsequently looking to go to another club as a result. FYI we refused to go to the presentation day after paying registration fees, playing 4 games then being told we would have to pay to attend the day - not a good way to entice parents to bring their kids back for another season.<br>2. I think promoting the community comp and teams as much as the higher level teams would be encouraging.<br>3. The club exec team is doing an amazing job. I also appreciate that we pay our referees unlike many other junior sports.<br>4. Take less teams in so the grounds can accommodate all teams.<br>5. Better organisation and info on game day duties.<br>6. Take on-board the above mentioned if you want more girls to participate in this game.<br>7. Push Council for improved drainage - after the wet season we had, it was very interesting to see the difference in playing surfaces between different councils (and different clubs).<br>8. More opportunity for training days for juniors who aren’t part of the development squad, eg goalie training.<br>9. Grade interdistrict teams to create more competitive and therefore enjoyable experiences for kids who want to play quality football.<br>10. How can we get more experienced coaches in community level teams?<br>11. Very happy with our volunteer coaches. |

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| | | 12. Training twice a week.<br>13. Coaching was great.<br>14. Well run club. Grounds need work and lobbying to councils to improve facilities.<br>15. Development programs for coaches.<br>16. Working hard!<br>17. The club is doing a great job of handling logistics and administration considering the number of players.<br>18. Communication can be much better than it was through the season. This has improved in the off season. Place more effort into getting miniroos games on (even when wet) as older kids games can be mid week. This includes moving games from Regent St when it's unavailable. To get more volunteers (general rather than a specific role), I suggest each team needs to provide a general committee member. This could also serve as a stepping stone for a committee role for some later on.<br>19. Doing well at organising the games, could do better at visibly supporting all levels of ability through the club.<br>20. In general I feel the club is moving in the right direction.<br>21. Upgrades to facilities.<br>22. More equipment available to miniroos teams. Our team of 12 received 8 cones, balls and nothing else. The coaches are having to purchase equipment out of their own pocket.<br>23. More liaison with the junior volunteers to get them engaged in the beginning and not overwhelmed. |

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| | | 24. Better collaboration / working with the Senior club. There appears to be a growing divide which will only hurt both clubs. Both will need to make compromises and put aside past differences to make this work. What is in the best interest of all the members (mainly the kids)?<br>25. Organise Team social events.<br>26. The size of the squads are two large. Our u8 team had a squad of 12. We are only allowed 4 substitutes as per mini Roos rules, meaning a player misses out each week and players play less than 60% of game time each week. This is a huge disappointment to each player every week and is the coaches and managers main challenge….<br>27. Thanks for asking for feedback. Please reach out if you have any questions.<br>28. Nothing at this stage. If something should come to my attention I will let you know.<br>29. Preparing grounds for wet weather. Council responsibility for grounds but too many games washed out this year. Moving forward, club needs to work with council to make grounds more resilient.<br>30. Ensure fundamentals are focused on e.g. the kids need to be shown how to play out from the back and keep possession.<br>31. Dedicated volunteers.<br>32. Great club. Getting grounds up to scratch, more development opportunities.<br>33. Improve training of fundamental skills.<br>34. Nothing. Doing great.<br>35. Well done to volunteers. |

**KEY FACTS**

1. 68% of respondents were either satisfied or very satisfied with the Club's standard of coaching, with slightly over 30% of respondents either neutral or dissatisfied
2. 62% of respondents were satisfied with the training venues and equipment, with the remaining 40% of respondents being either neutral or dissatisfied
3. 88% of respondents were either satisfied or very satisfied with the Club's standard of communication, with slightly over 10% of respondents either neutral or dissatisfied
4. 95% of respondents felt the Club treats people with Respect
5. 100% of respondents felt the Club is committed to Equality, Diversity and Inclusion
6. 100% of respondents felt the Club is committed to Safety
7. 100% of respondents felt the Club promotes Fair Play

**SUMMARY FINDINGS**

1. Resourcing for Club support personnel needs improvement, including focussed training for coaches, referees and general volunteers
2. The quality of training venues and equipment needs to improve, including general grounds improvements
3. Allocations for playing and training need revision, including wet weather contingency
4. Minimum / maximum player numbers (per team) need revision
5. Communication with the Club (intra-Club and inter-Club) needs some focussed attention

**RECOMMENDATIONS**

1. Review training needs and other options for coaches, referees and general volunteers
2. Implement minimum training standards for coaches and referees, including developing specific Development Action Plans
3. Review upgrades to playing and storage facilities, and incorporate into the current Facility Project Plan, Operational Plan and Strategic Plan
4. Review the team training gear allocation, and develop a Team Training Gear Guideline
5. Review wet weather options, including developing a Ground Closure Guideline
6. At least one representative from each team to attend the committee meetings, so there can be clear communication and collaboration between individual teams and the Club committee

| PLAYER CLUB SURVEY RESULTS - HAVE YOUR SAY - SUMMER EDITION | | | | | | | | |
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| | **Question** | **Very Dissatisfied / Bad** | **Dissatisfied / Bad** | **Neutral** | **Satisfied / Good** | **Very Satisfied / Good** | **Yes** | **No** |
| 1 | COACHING - Overall, how satisfied are you with the coaching at New Lambton FC Juniors? | | | 20% | 40% | 40% | | |
| 2 | TRAINING VENUES AND EQUIPMENT - How satisfied are you with the quality of the training venues and equipment? | | 20% | 20% | 60% | | | |
| 3 | RESPECT - Do you think you or anyone else has been treated differently at the Club? | | | | | | 20% | 80% |
| 4 | EQUALITY, DIVERSITY AND INCLUSION - Do you feel the club is committed to Equality, Diversity and Inclusion? | | | | | | 100% | |
| 5 | SAFETY - Do you feel the club is committed to the safety of everyone involved and offers a safe environment to play, train and participate in sport? | | | | | | 100% | |
| 6 | FAIR PLAY - Do you think the club promotes fair play both on and off the pitch? | | | | | | 100% | |
| 7 | COMMUNICATION - How do you rate the club's communications with you? (e.g. emails, website, facebook, TeamApp, etc.) | | | 20% | 40% | 40% | | |

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| 8 | Comments (note that generic / non-value answers such as “yes”, “no”, “n/a”, etc have been excluded) | 1. DO NOT schedule the girls teams to Regent St Park for training or games. My daughter played 4 games this season in Under 11's, while I have a nephew playing in under 6's who played just about every game and every training because they are at Alder Park. I understand that the weather has had a part to play in a limited season. We are subsequently looking to go to another club as a result. FYI we refused to go to the presentation day after paying registration fees, playing 4 games then being told we would have to pay to attend the day - not a good way to entice parents to bring their kids back for another season.<br>2. I think promoting the community comp and teams as much as the higher level teams would be encouraging.<br>3. The club exec team is doing an amazing job. I also appreciate that we pay our referees unlike many other junior sports.<br>4. Take less teams in so the grounds can accommodate all teams.<br>5. Better organisation and info on game day duties.<br>6. Take on-board the above mentioned if you want more girls to participate in this game.<br>7. Push Council for improved drainage - after the wet season we had, it was very interesting to see the difference in playing surfaces between different councils (and different clubs).<br>8. More opportunity for training days for juniors who aren’t part of the development squad, eg goalie training.<br>9. Grade interdistrict teams to create more competitive and therefore enjoyable experiences for kids who want to play quality football.<br>10. How can we get more experienced coaches in community level teams? |

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| | | 11. Very happy with our volunteer coaches.<br>12. Training twice a week.<br>13. Coaching was great. |

| GENERAL VISITORS CLUB SURVEY RESULTS - HAVE YOUR SAY - SUMMER EDITION | | | | | | | | |
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| | **Question** | **Very Dissatisfied / Bad** | **Dissatisfied / Bad** | **Neutral** | **Satisfied / Good** | **Very Satisfied / Good** | **Yes** | **No** |
| 1 | COACHING - What do you think should be the most important things when coaching grassroots football? (note that generic / non-value answers such as “yes”, “no”, “n/a”, etc have been excluded) | 1. Quality programs to develop coaches and players. | | | | | | |
| 2 | TRAINING VENUES AND EQUIPMENT - do you think there are adequate training facilities and equipment available for our grassroots players to use? | | | | | | 50% | 50% |
| 3 | RESPECT - Do you think you or anyone else has been treated differently at the Club? | | | | | | | 100% |
| 4 | EQUALITY, DIVERSITY AND INCLUSION - Do you feel the club is committed to Equality, Diversity and Inclusion? | | | | | | 100% | |
| 5 | SAFETY - Do you feel the club is committed to the safety of everyone involved and offers a safe environment to play, train and participate in sport? | | | | | | 100% | |
| 6 | FAIR PLAY - Do you think the club promotes fair play both on and off the pitch? | | | | | | 100% | |

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| 7 | COMMUNICATION - If you wanted to hear more about general news at our club, what method would you prefer? (e.g. emails, website, facebook, TeamApp, etc.) | 1. Emails.<br>2. TeamApp. |
| 8 | Comments (note that generic answers such as “yes”, “no”, “n/a”, etc have been excluded) | 1. Well run club. Grounds need work and lobbying to councils to improve facilities.<br>2. Development programs for coaches. |

| VOLUNTEER CLUB SURVEY RESULTS - HAVE YOUR SAY - SUMMER EDITION | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Question** | **Very Dissatisfied / Bad** | **Dissatisfied / Bad** | **Neutral** | **Satisfied / Good** | **Very Satisfied / Good** | **Yes** | **No** |
| 1 | VOLUNTEERING - Overall, how satisfied are you with the volunteering experience at New Lambton FC Juniors? | | 17% | 33% | 33% | 17% | | |
| 2 | TRAINING VENUES AND EQUIPMENT - How satisfied are you with the quality of the training venues and equipment? | | 17% | 33% | 50% | | | |
| 3 | RESPECT - Do you think you or anyone else has been treated differently at the Club? | | | | | | | 100% |
| 4 | EQUALITY, DIVERSITY AND INCLUSION - Do you feel the club is committed to Equality, Diversity and Inclusion? | | | | | | 100% | |
| 5 | SAFETY - Do you feel the club is committed to the safety of everyone involved and offers a safe environment to play, train and participate in sport? | | | | | | 100% | |
| 6 | FAIR PLAY - Do you think the club promotes fair play both on and off the pitch? | | | | | | 100% | |
| 7 | COMMUNICATION - How do you rate the club's communications with you? (e.g. emails, website, facebook, TeamApp, etc.) | | 17% | | 83% | | | |

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| 8 | Comments (note that generic answers such as “yes”, “no”, “n/a”, etc have been excluded) | 1. Working hard!<br>2. The club is doing a great job of handling logistics and administration considering the number of players.<br>3. Communication can be much better than it was through the season. This has improved in the off season. Place more effort into getting miniroos games on (even when wet) as older kids games can be mid week. This includes moving games from Regent St when it's unavailable. To get more volunteers (general rather than a specific role), I suggest each team needs to provide a general committee member. This could also serve as a stepping stone for a committee role for some later on.<br>4. Doing well at organising the games, could do better at visibly supporting all levels of ability through the club.<br>5. In general I feel the club is moving in the right direction.<br>6. Upgrades to facilities.<br>7. More equipment available to miniroos teams. Our team of 12 received 8 cones, balls and nothing else. The coaches are having to purchase equipment out of their own pocket.<br>8. Better collaboration / working with the Senior club. There appears to be a growing divide which will only hurt both clubs. Both will need to make compromises and put aside past differences to make this work. What is in the best interest of all the members (mainly the kids)?<br>9. More liaison with the junior volunteers to get them engaged in the beginning and not overwhelmed.<br>10. Organise Team social events. |

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| | | 11. The size of the squads are two large. Our u8 team had a squad of 12. We are only allowed 4 substitutes as per mini Roos rules, meaning a player misses out each week and players play less than 60% of game time each week. This is a huge disappointment to each player every week and is the coaches and managers main challenge….<br><br>12. Thanks for asking for feedback. Please reach out if you have any questions.<br><br>13. Nothing at this stage. If something should come to my attention I will let you know. |

| PARENT CLUB SURVEY RESULTS - HAVE YOUR SAY - SUMMER EDITION | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Question** | **Very Dissatisfied / Bad** | **Dissatisfied / Bad** | **Neutral** | **Satisfied / Good** | **Very Satisfied / Good** | **Yes** | **No** |
| 1 | COACHING - Overall, how satisfied are you with the coaching at New Lambton FC Juniors? | | | 25% | 50% | 25% | | |
| 2 | TRAINING VENUES AND EQUIPMENT - How satisfied are you with the quality of the training venues and equipment? | | 25% | | 75% | | | |
| 3 | RESPECT - Do you think you or anyone else has been treated differently at the Club? | | | | | | | 100% |
| 4 | EQUALITY, DIVERSITY AND INCLUSION - Do you feel the club is committed to Equality, Diversity and Inclusion? | | | | | | 100% | |
| 5 | SAFETY - Do you feel the club is committed to the safety of everyone involved and offers a safe environment to play, train and participate in sport? | | | | | | 100% | |
| 6 | FAIR PLAY - Do you think the club promotes fair play both on and off the pitch? | | | | | | 100% | |
| 7 | COMMUNICATION - How do you rate the club's communications with you? (e.g. emails, website, facebook, TeamApp, etc.) | | | | 75% | 25% | | |

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| 8 | Comments (note that generic answers such as “yes”, “no”, “n/a”, etc have been excluded) | 1. Preparing grounds for wet weather. Council responsibility for grounds but too many games washed out this year. Moving forward, club needs to work with council to make grounds more resilient.<br>2. Ensure fundamentals are focused on e.g. the kids need to be shown how to play out from the back and keep possession.<br>3. Dedicated volunteers.<br>4. Great club. Getting grounds up to scratch, more development opportunities.<br>5. Improve training of fundamental skills.<br>6. Nothing. Doing great.<br>7. Well done to volunteers. |

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