NEW LAMBTON FC JUNIORS

QUARTERLY SURVEY RESULTS - MARCH 2023



RELEASED APRIL 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 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
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CONSOLIDATED CLUB SURVEY RESULTS - HAVE YOUR SAY - AUTUMN EDITION								
	Question	**Very Dissatisfied**	**Dissatisfied**	**Neutral**	**Satisfied**	**Very Satisfied**	**Yes**	**No**
1	PRE-SEASON - Overall, how satisfied are you with the pre-season process so far?	0	0	11%	56%	33%		
2	REGISTRATION / PLAYING FEES - Overall, do you think the registration fees are value-for-money?	0	11%	44%	12%	33%		
3	RESPECT - Do you think you or anyone else has been treated differently at the Club?						11%	89%
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.)	0	0	0	44%	56%		

8	PLAYING SHIRTS - If the Club could better-manage costs by reusing playing shirts across a number of seasons, would you return your playing shirt at the end of the season?						78%	22%
8	Comments (note that generic answers such as “yes”, “no”, “n/a”, etc have been excluded)	1. Committee is rising to the occasion. 2. Committee members do an excellent job. Thank you. 3. Muster day was impossible to hear the information and there has been absolutely no follow up since - no summary email or email to managers/coaches Doing well offering coaching training for u6/7 parents. 4. Happy with all the club is doing. 5. Grade interdistrict teams according to skill level for kids who would like to play more seriously, without needing to play NPL or NPL/W. 6. Good vibe. Positive. 7. Provide support and coaching tips for parent coaches or have other alternatives for training when grounds are unusable. 8. Only started, can’t say at this stage. 9. You’re doing well in the post-Covid world. 10. Talented player pathways for underprivileged children. More light shed, and providing opportunities for development.						

KEY FACTS

1. 89% of respondents were either satisfied or very satisfied with the Club's pre-season so far, with the remaining 11% of respondents neutral
2. 45% of respondents were either satisfied or very satisfied with the cost of Registration, with 44% of respondents being neutral and 11% dissatisfied
3. 100% of respondents were either satisfied or very satisfied with the Club's standard of communication
4. 89% 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
8. 78% of respondents were happy to reuse playing shirts in subsequent years

SUMMARY FINDINGS

1. Registration fees are viewed as being not cost-effective by some respondents
2. Some respondents did not believe the Club treats everyone respectfully
3. The majority of respondents were happy to reuse playing shirts in subsequent years

RECOMMENDATIONS

1. Provide full cost break-down of registration fees to all members, including a like-for-like comparison of similar Club's fees
2. Club to undertake an anonymous response survey of members, seeking specific feedback to all cultural matters, although specifically relating to Respect at the Club as this has been identified as an unacceptable score of <100% positive responses
3. Review possibility / viability of reusing playing shirts in subsequent years (include SWOT and cost / benefit analysis)
4. 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

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