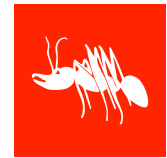


2015 End of Season Club Member Satisfaction Survey



Introduction

Following the completion of the 2015 season, all club members were invited to participate in a club satisfaction survey to inform the club's strategic planning process and to ensure that you, our members, are being heard.

Highlights:

- 90+% of respondents agreeing that they are a satisfied member of the club
- 88+% would recommend PBJFC as a club of choice for their friends and family
- 91+% feel that Team Managers communicate effectively with parents
- 5.5% feel that apparel process are unreasonable
- 76+% believe that the club can improve its facilities

The Club Committee has segmented the detailed results into 3 categories for further action:

- (1) Positive feedback
- (2) Room for improvement
- (3) Inconclusive results

The Committee has considered the survey results and developed a set of:
(4) Planned Actions

Overwhelmingly, the feedback was positive, but some members were able to provide insight into ways that the Club can improve the experience for its members.

2015 End of Season Club Member Satisfaction Survey



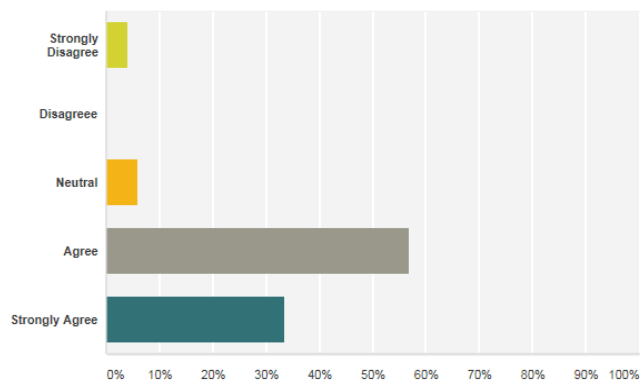
Detailed Responses

(1) Positive feedback

A range of positive feedback was received. The committee will continue to build on these strengths into the future:

Overall I am satisfied as a member of the Preston Bullants.

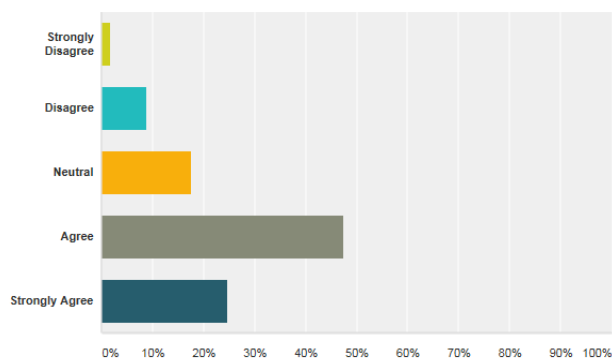
Answered: 51 Skipped: 8



Answer Choices	Responses	Count
Strongly Disagree	3.92%	2
Disagree	0.00%	0
Neutral	5.88%	3
Agree	56.86%	29
Strongly Agree	33.33%	17
Total		51

The coaching at PBJFC is suitable to the needs of the relevant age groups.

Answered: 57 Skipped: 2



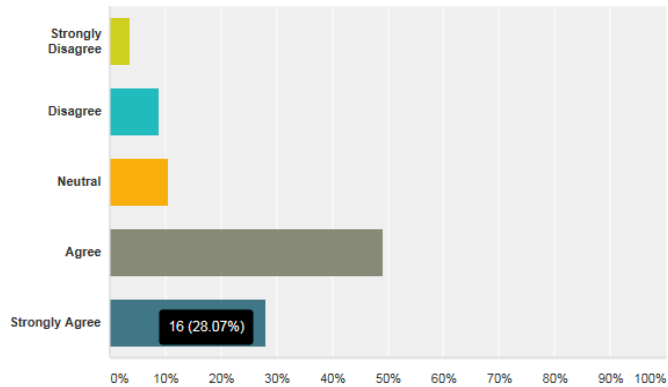
Answer Choices	Responses	Count
Strongly Disagree	1.75%	1
Disagree	8.77%	5
Neutral	17.54%	10
Agree	47.37%	27
Strongly Agree	24.56%	14
Total		57

2015 End of Season Club Member Satisfaction Survey



Coaches are approachable and open to feedback.

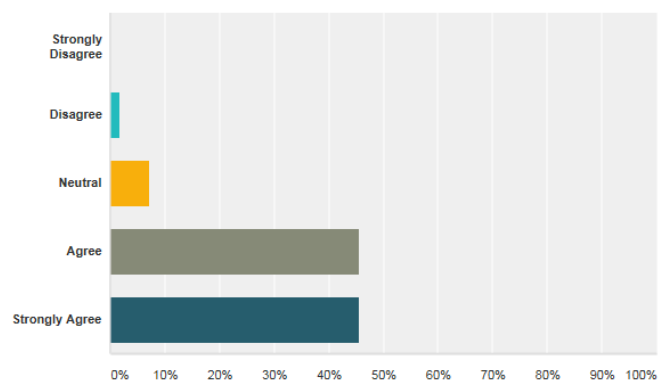
Answered: 57 Skipped: 2



Answer Choices	Responses	Count
Strongly Disagree	3.51%	2
Disagree	8.77%	5
Neutral	10.53%	6
Agree	49.12%	28
Strongly Agree	28.07%	16
Total		57

Team Managers communicate effectively with parents about requirements and arrangements for each game.

Answered: 57 Skipped: 2



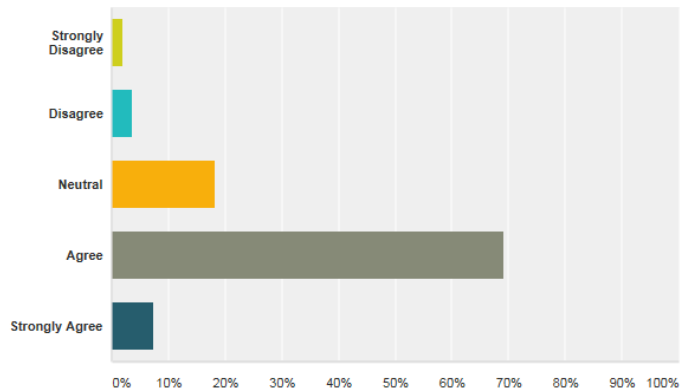
Answer Choices	Responses	Count
Strongly Disagree	0.00%	0
Disagree	1.75%	1
Neutral	7.02%	4
Agree	45.61%	26
Strongly Agree	45.61%	26
Total		57

2015 End of Season Club Member Satisfaction Survey



Club uniforms and apparel are reasonably priced.

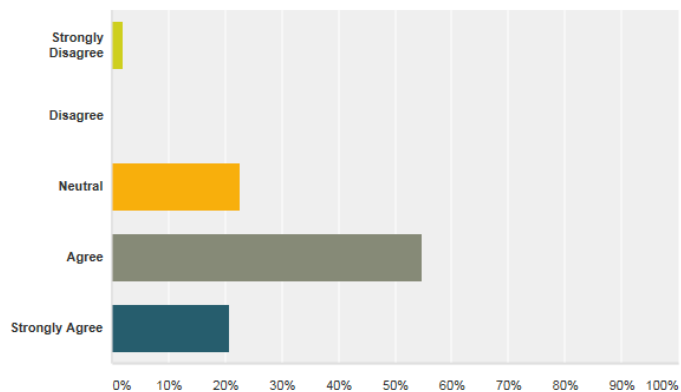
Answered: 55 Skipped: 4



Answer Choices	Responses
Strongly Disagree	1.82% 1
Disagree	3.64% 2
Neutral	18.18% 10
Agree	69.09% 38
Strongly Agree	7.27% 4
Total	55

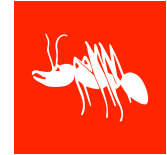
Social and Family Events are well organised.

Answered: 53 Skipped: 6



Answer Choices	Responses
Strongly Disagree	1.89% 1
Disagree	0.00% 0
Neutral	22.64% 12
Agree	54.72% 29
Strongly Agree	20.75% 11
Total	53

2015 End of Season Club Member Satisfaction Survey



(2) Room for improvement

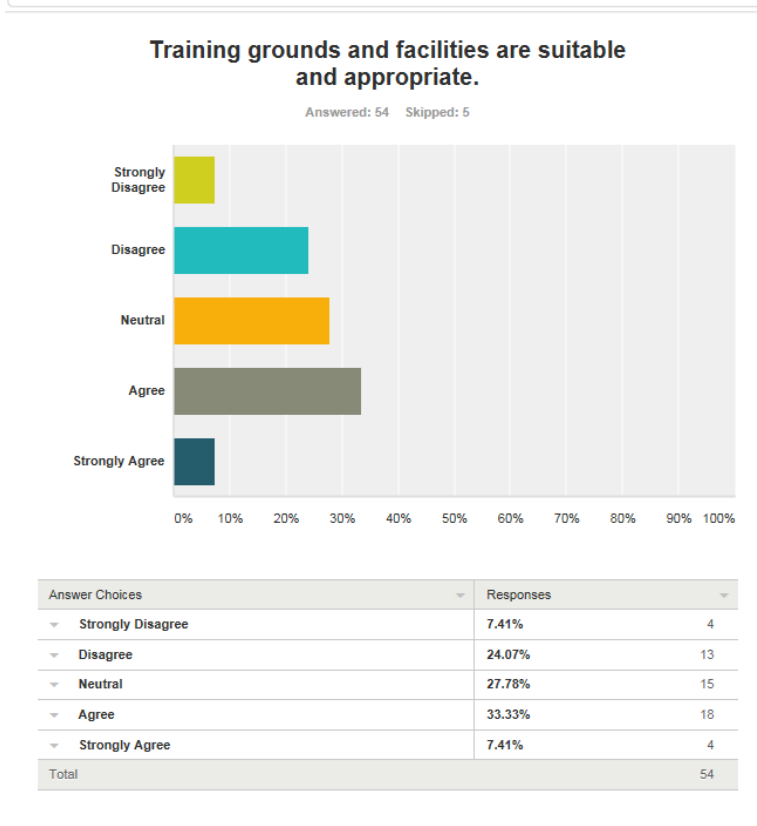
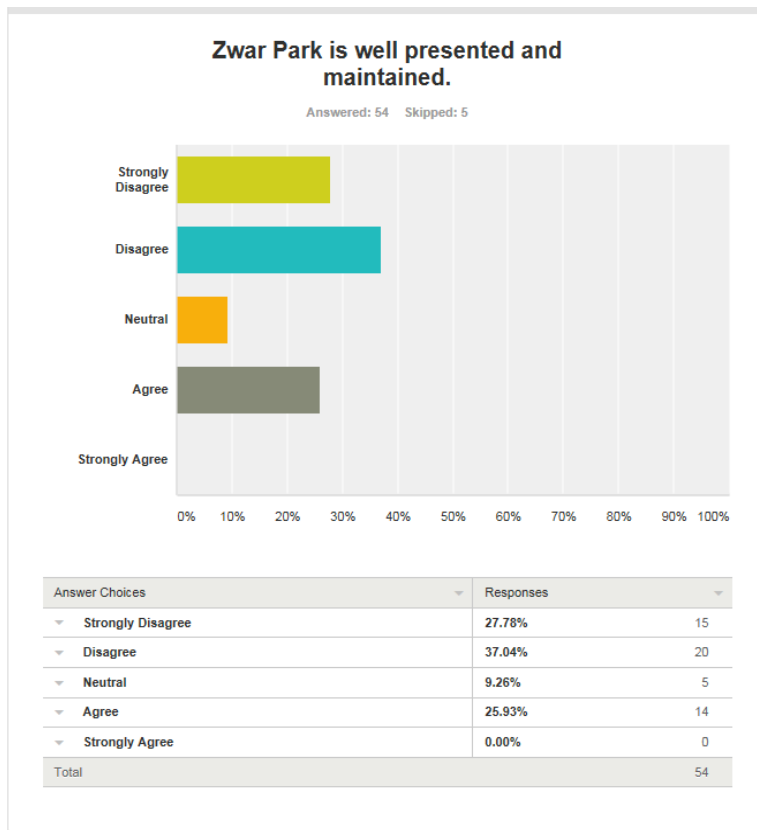
The Committee acknowledges feedback from members on aspects of the club that can be improved. This will be considered as part of the Strategic Planning process and will remain a focus for the Committee in the short to medium term.

The most common opportunities for improvement that were identified by members were in relation to:

- Zwar Park facilities
- Social functions
- Transparency re use of club funds
- Apparel range

These (amongst) others form part of the Committee's Planned actions (refer to **(4) *Planned Actions*** below)

2015 End of Season Club Member Satisfaction Survey

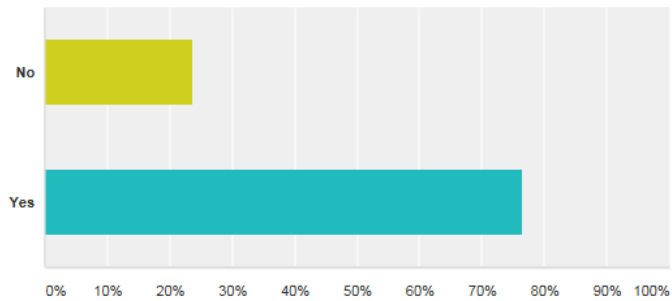


2015 End of Season Club Member Satisfaction Survey



Can the club improve its facilities?

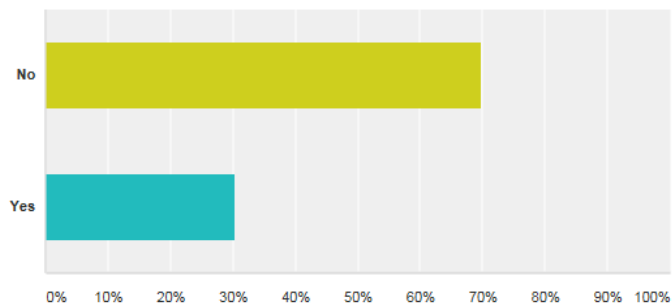
Answered: 51 Skipped: 8



Answer Choices	Responses	
▼ No	23.53%	12
▼ Yes	Responses 76.47%	39
Total		51

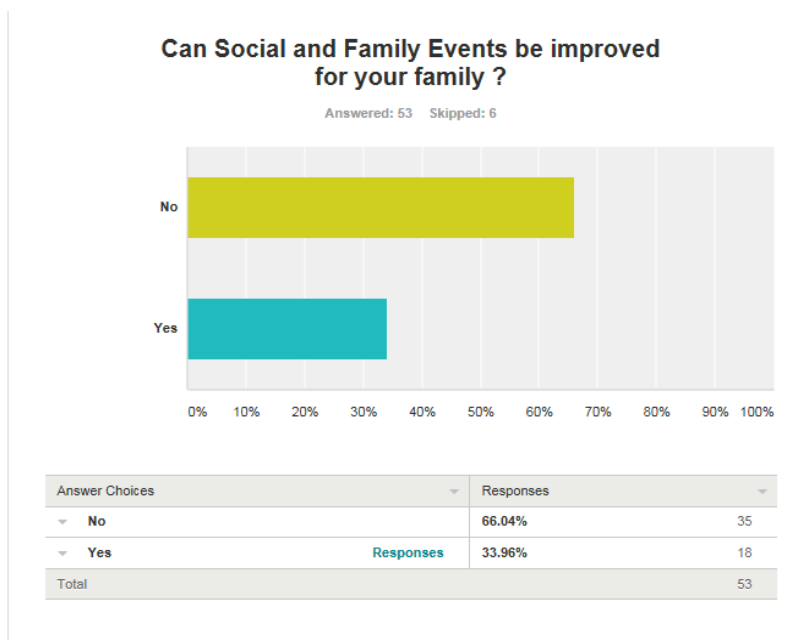
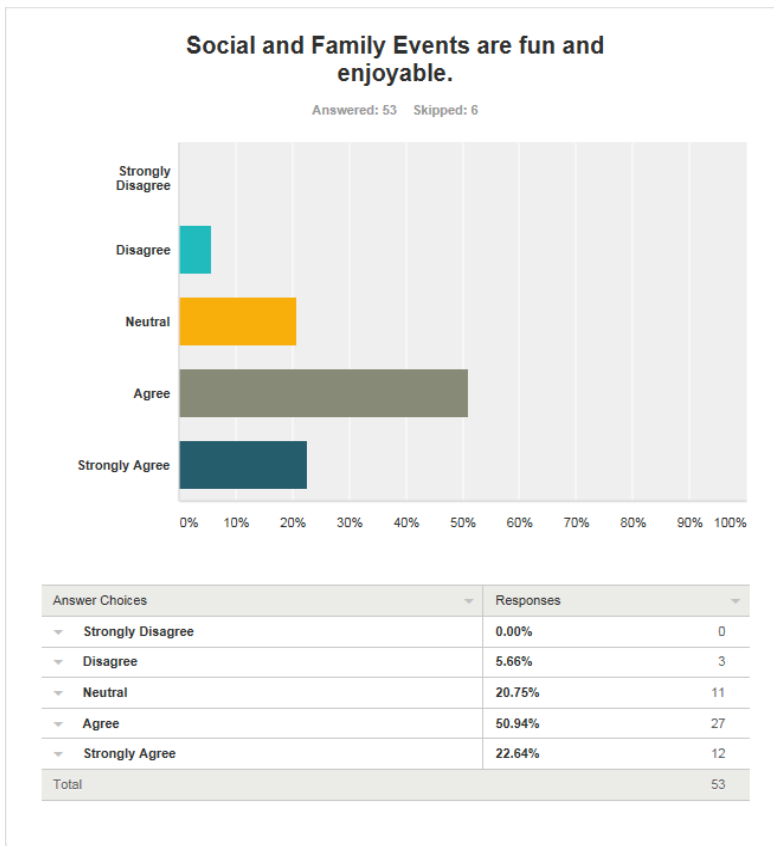
Can the club improve its Canteen operations?

Answered: 53 Skipped: 6



Answer Choices	Responses	
▼ No	69.81%	37
▼ Yes	Responses 30.19%	16
Total		53

2015 End of Season Club Member Satisfaction Survey

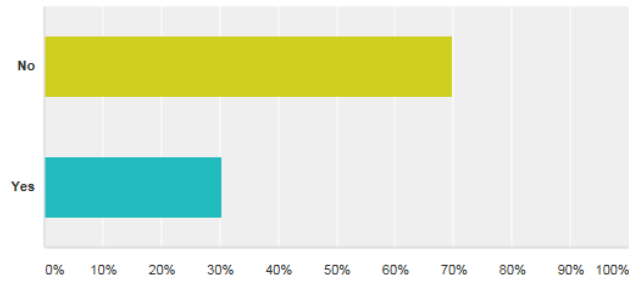


2015 End of Season Club Member Satisfaction Survey



Do you have any suggestions regarding club uniform and/or off-field apparel.?

Answered: 53 Skipped: 6



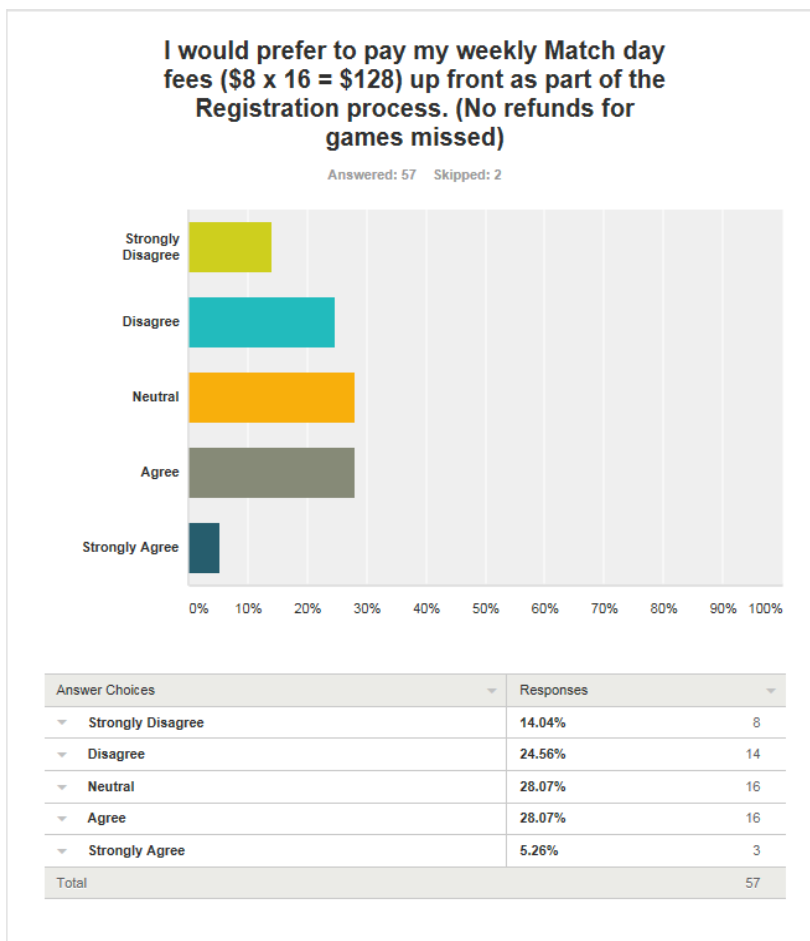
Answer Choices	Responses	
▼ No	69.81%	37
▼ Yes	30.19%	16
Total		53

2015 End of Season Club Member Satisfaction Survey



(3) Inconclusive results

A few of the survey items produced results that displayed a range of opinions across our membership base. The Committee will continue to monitor and review the club's performance in these areas. These will again be the subject of the club's 2016 end-of-season survey.

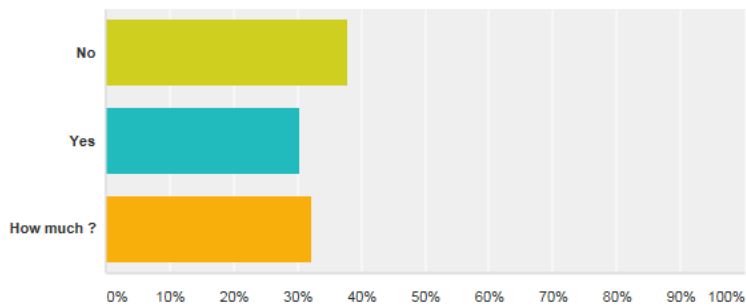


2015 End of Season Club Member Satisfaction Survey



Would you be prepared to pay a higher registration fee to have professional First Aid services at each PBJFC Home game ?

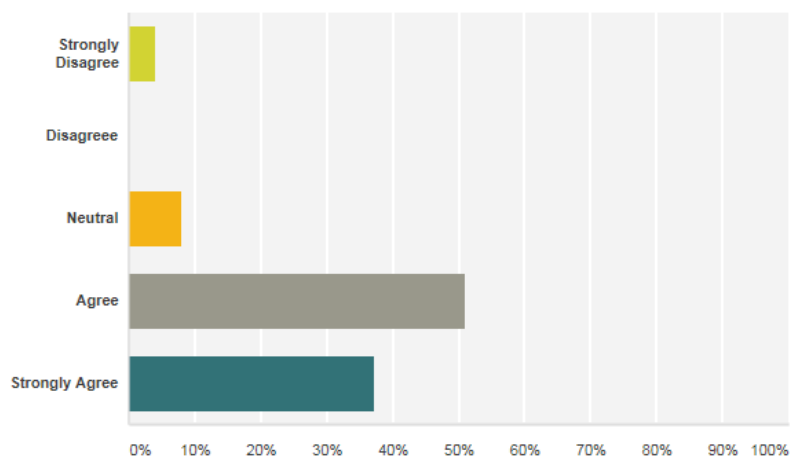
Answered: 53 Skipped: 6



Answer Choices	Responses	Count
No	37.74%	20
Yes	30.19%	16
How much ?	32.08%	17
Total		53

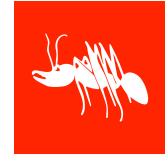
I would recommend PBJFC to friends and family as a club of choice for their child/ren.

Answered: 51 Skipped: 8



Answer Choices	Responses	Count
Strongly Disagree	3.92%	2
Disagree	0.00%	0
Neutral	7.84%	4
Agree	50.98%	26
Strongly Agree	37.25%	19
Total		51

2015 End of Season Club Member Satisfaction Survey



(4) Planned Actions

• Zwar Park facilities

- *Drainage and new surface:* Immediately following the end of the 2015 season, the club was advised that Darebin Council was to undertake a complete overhaul of the drainage at Zwar Park which included a newly laid turf surface. This was successfully completed in May 2016.
- *Permanent Coaches boxes:* The club has applied for a grant from the Department of Transport, Planning and Local Infrastructure to enable the installation of 2 x permanent coaching shelter structures at Zwar Park. If successful, the Club will share the cost in a joint project which would see the new structures in place in time for the commencement of the 2017 season.
- *Incremental improvements:* The Committee will continue to work with Darebin Council to maintain and improve the amenity of the facility. The Committee has some significant aspirations including the possibility of:
 - a fence around Zwar
 - an improved scoreboard
 - toilets revamp
 - review canteen operations, including the range of food and drinks (inc. coffee) available

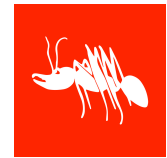
• Social functions

- Thank you to members for their feedback. The committee will continue to review these on a yearly basis.

• Club funds

- All members are welcome to attend the club's AGM where our annual report, including our Club finances, is tabled. Club members are also welcome to view the Club's finances by submitting a request to the Treasurer, Mark Giuliano.
- The Committee feels that the club registration fee (\$165) is competitive with other junior sporting clubs in the area.
- The \$50 fundraising levy is the result of previous feedback, which expressed a preference for a levy over having to participate in multiple fundraising efforts throughout the year.

2015 End of Season Club Member Satisfaction Survey



- The weekly Match Day fee is designed to bring an element of ‘user pays’ to the club’s fee structure. This results in those children who play fewer games making a lower financial contribution to the club. There was insufficient negative response to the Match Day fee to warrant a replacing the weekly fee with an increased, up-front registration fee. The Committee will, however, explore options to make the payment of all fees a less cumbersome experience for all members.
- **Apparel range**
 - The Committee thanks members for their feedback. The committee will continue to review the range of apparel available on a yearly basis.