

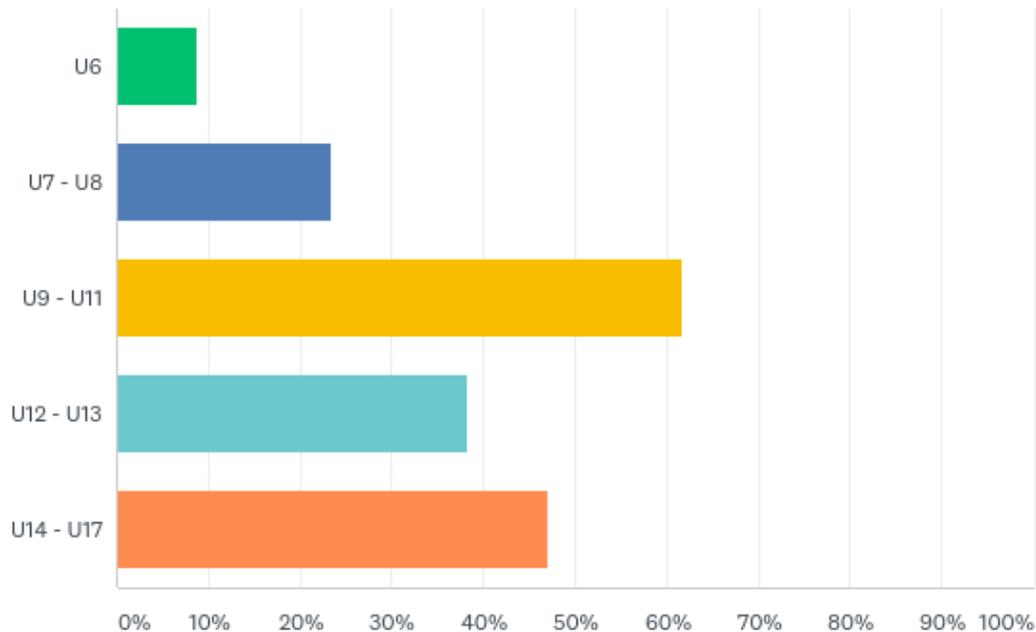
Member Experience Feedback

Friday, March 22, 2019



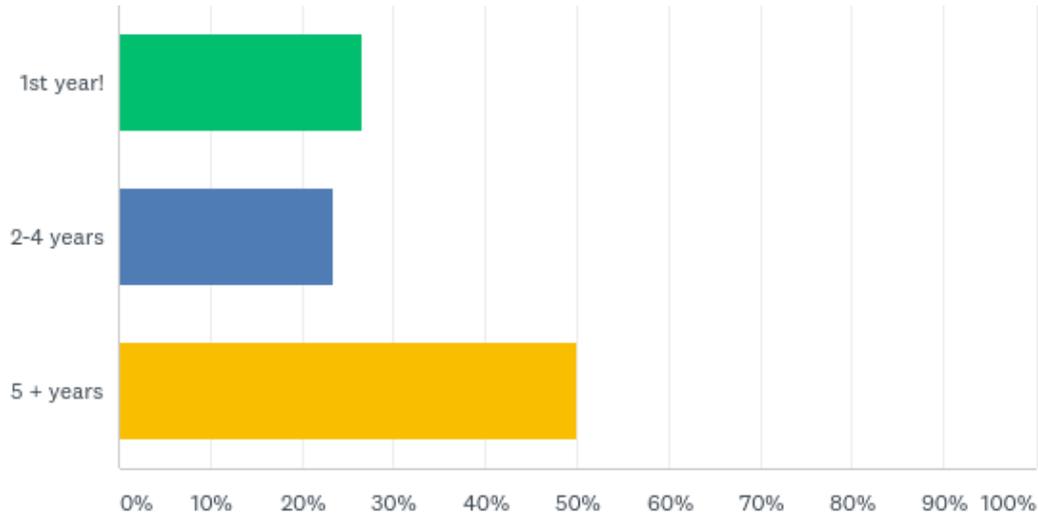
Athletes Community
Friendships
Family Friendly Kids

Q1: Select the age(s) of your children who are members of Ridgewood Little Athletics.





Q2: How long have you been members of Little Athletics?





Q3. What are two things you like best about Ridgewood Little Athletics?

active fun with friends
Location
sportsmanship between athletes
The organisation of comp days
Close to home
The people are very friendly and welcoming
Local
Friendships between the kids
Encouraging personal growth
Family orientated
Promotion of be your best / Pb's not all about winning
Friendly environment
friendships
Variety of events
Great atmosphere and ethics
friendship across age groups
Atmosphere/spirit
My child enjoys being with his friends
Family environment
The tickets the kids get at the end of track
Friendly club
Friendship
Friendly atmosphere
dedicated coach
The friends you make.

Encouraging environment
Good community spirit between everyone

Positive experience for our children, who get to part of a wider community and make friends while learning to or just enjoying exercise.
Everyone is included and supported
Family community
The Friendships between the kids
the new roster system with age group officials

Kids making new friends
Twilight meets in summer
enjoyable watching the kids improve and develop
Friendly
Well run
The support given to members with extra coaching available

Not all about winning for the athletes
Opportunity to try new skills
community spirit
Encouraging family and community involvement
Room for kids to grow and improve
Friendships made
Great attitude of athletes and parents
the way things are run
Freindly environment

Canteen
community
Location
Healthy fun
Role modelling between older - younger kids
Support of all athletes
Well organised
local training ground in easy reach
The atmosphere
Well organised
Well organised and transparent with communications
Ridgewood centre Saturday Comp days provides a sports carnival every weekend but without it being too competitive. I think RW currently has the fun family fitness moto down to a tee.
It is easy for an athlete to see their progress using the APP

The family nature of the club
results available very quickly
The crowd encouraging everyone regardless of which club you are from
Participative nature



Q4. What are 2 things you would recommend we do differently?

offer training for all events post centre championships to be in top form for zones/states

The roster- equally shared

soemtimes there was a big time gap between events and sites looked empty

Trial -to acknowledge athletes participation at

Zones/States/Events count by email/ Centre website and have collection only of Pins at the Windup

Better PA system cant hear

Having a timer that everyone can see which would stop the paper slips being printed out

Shorten Saturday morning program to 3 hours

perhaps have the younger kids u6 u7 have their events done closer together as they have such long wait times between events. i do know its not always possible though

Nothing

*

More flexible on the day with events so less waiting

Position speakers on the far side of the oval (near jump pits/discus)

nothing

Its way too long

Na

timely finish

Have the medal presentations back outside rather than in the club rooms

Have timed finals no heats fastest in the top race but everyone's time counts

Nil

Make canteen rosters shorter time

Not so long between events on a Saturday morning

Look at nominating events for championship weeks giving more children a chance at medals

Can't think of anything

difefrent tone - some of the announcements, dealings from RW level were very patronising

Structure the events over a three week period. This will allow more efficiency of the program and athletes spending less time waiting to do an event

Not so many twilight competitions

Shorten the program on a Saturday - look at implementing a 3 week program

Bring back the tickets....the kids loved it!

We had a big learning curve as a newbie family in terms of all the events and marshalling etc, but I think the club had everything set up well once we got used to it.

Championship days back to choosing events to compete in

Try and convince LAWA to extend the season back to what it used to be.

bring back tickets for the kids, seeing that little star in the corner lights up their face instantly!

I would be a bit more lenient on the new comers when it comes to marshalling times. Especially for the 1500 metre events. A lot are still trying to figure out how it all runs and having someone simply explain things rather than just shut down the kids would be useful.

Fix the gates please.

try and offer all events an even number of times throughout the se

Starting the Multi Day earlier if possible

If lights improve more twighlights over the holidays

Sign out clip boards to volunteers so you know if your partner for the day has already collected it
nothing

Split age groups to diff days / times

less club administration

Have training sessions for officials sites for new parents

Championship day way too long a day. Medal presentation way too long

Nothing else

mopre encouragement less judgement

The structure of the day and the timings.

More twilights however on a Saturday afternoon/evening

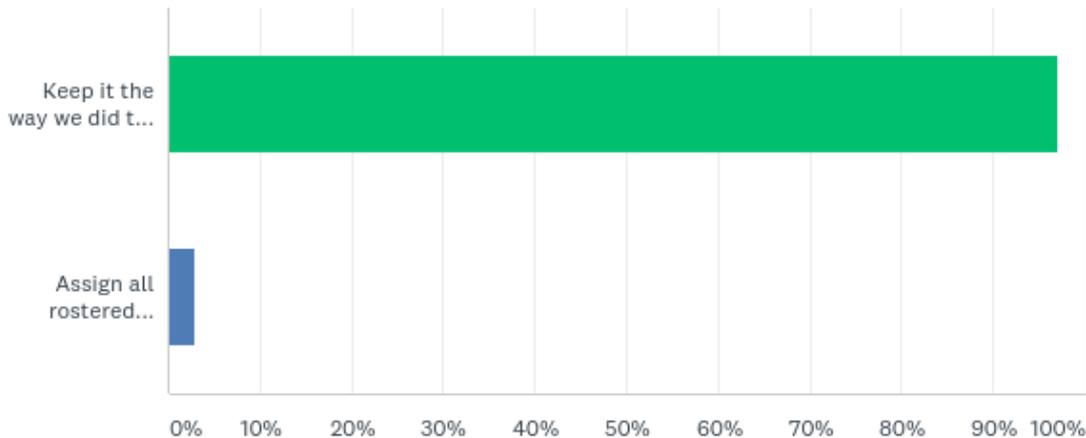
Can't think of anything

ensure all chief officials have done at least some training in the event, be it online or centre provides training opportunities

Perhaps championship days could run over 3 weekends as some days run extremely long especially when the first event is at 630am.

Quicker or earlier start on Saturdays.

Q5: This season we trialed having Age Group Officials - not just all rostered positions assigned to the sites. We will always have a minimum number of officials rostered to the sites to ensure we are providing appropriate coaching / technical feedback at each site. But what is your preference?



It wasn't perfectly implemented but it will probably be better next year now everyone is more familiar with it consuming

worked well although a few parents didn't show up at sites so had to radio for help a few times

More families seem willing to do rosters if they are with their children's age group.

Worked really well

Don't know any different and seemed to work fine.

Some of our families didn't like the change...they liked the idea of having a site entirely run by the sub club. I personally am okay with age helpers...but if you do continue it please don't give us a roster where there are no children from our club in the age group

Parents more willing to help, need to tweak age groups so those allocated are in the age group

Seemed to work really well. You get to know your group for the day which makes it easy to spot if someone is missing.

adding to that you should ask who wants to be an official first and you can nominate for that (then allocate number of rosters to the clubs around that)

this year my club would only let me be on age roster - I could have offered more to the centre, wasn't allowed by my club so did minimum rosters after years of being official every single week, I was not the only one at our club in this position so I can only assume other people in other clubs would have people in the same position

Easier for parents to travel with kids especially new and younger families

worked well

It worked better... smoother process

I think the age group officials enabled parents to watch their children compete more

chance to follow own child during age group rotations

Keep it the same as this year!! That way we get the parents invested as they may have kids in the particular age group and then they won't mind helping more if required as volunteers.

I think this method worked much better than the other. The old method meant you could be put on site nearly all day and not see any of your children at any of their events.

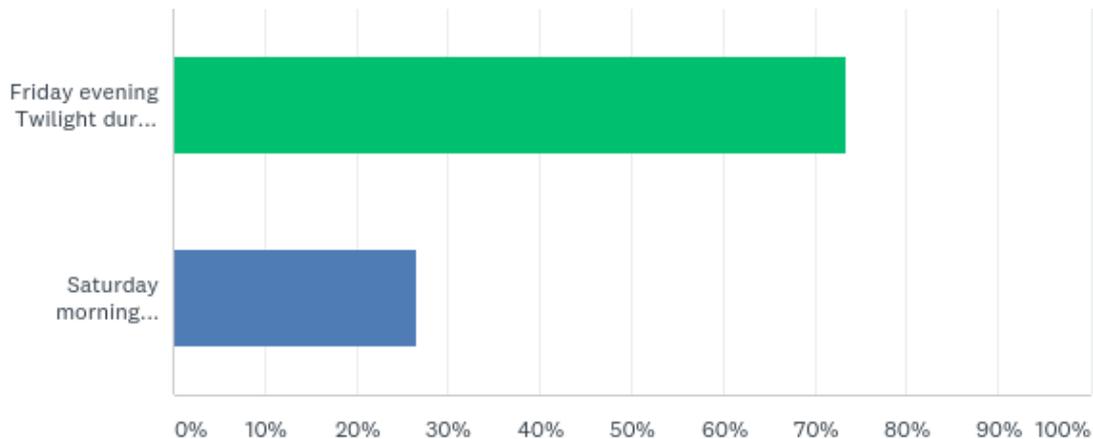
I really valued staying with the children (especially the age groups my kids were in) throughout the competition - gives variety and ensures you're not missing out on watching their performances.

I like both. The older athletes don't like their parents following them around 14-17 age group. But it works for the rest of the age groups.

From a club's perspective it was much easier and less stressful to fill the positions. The vibe around the club was much nicer when talking about the roster. Some parents thoroughly enjoyed following an age group around and they learnt a lot about all the different events, rather than just the one.

I think the younger ones especially need the Marshall travel with them. I feel better as a mother of children in multiple age groups knowing that my children have adult supervision.

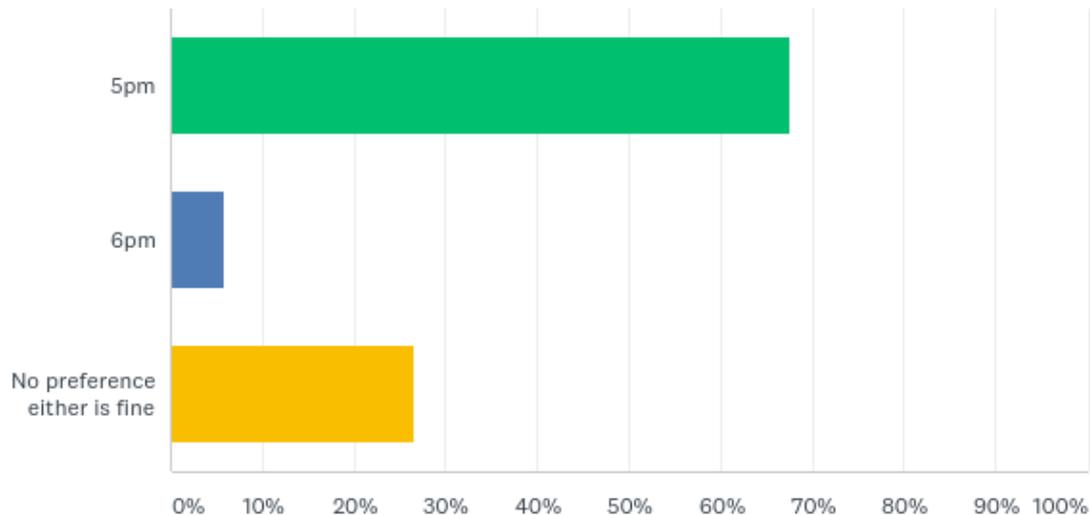
Q6: Do you prefer we offer the Friday evening twilight during the holidays ... or prefer we stick to Saturday mornings?



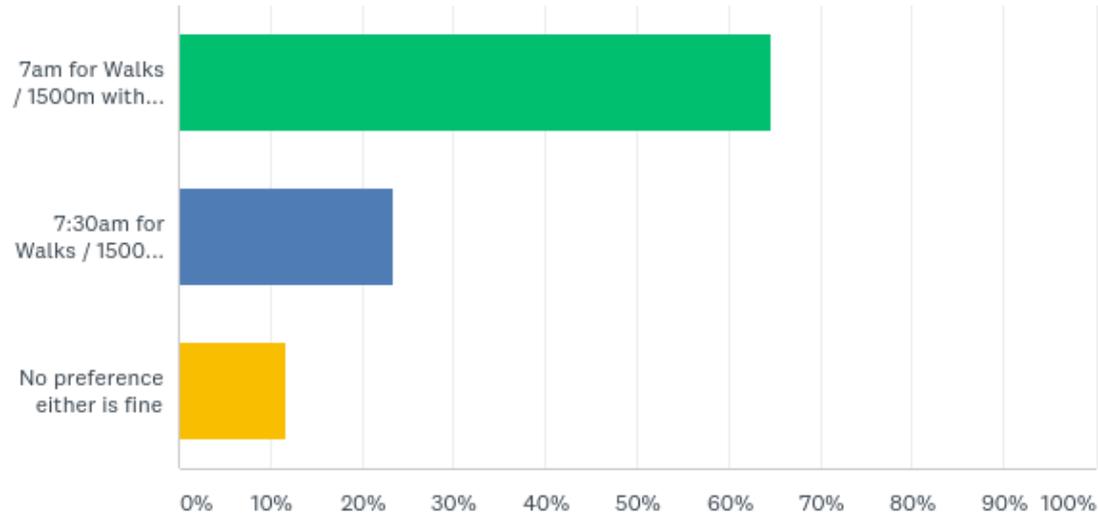
Only prior to states as kids are below the age threshold for the main season. Training offered after centre championships and before states didn't adequately cover all disciplines. It seems odd that at the peak of the season, training drops away as there is no club support after championships - Just when the kids are super enthused about representing their centre, their centre doesn't appear enthused about supporting them.
Training for the Cougars was mon and wed.

My little man is only 5
only committed to club training due to other sporting commitments but if situation changed would definately utilize Ridgewood training
Other commitments
we do other sports on those days, my answer to q11 has no bearing
work and cant get there but it is a great idea
Attended Belhaven
Too far and time poor
Clashes with club training
Conflicting training days
She was training in Quinns Rocks every Tuesday
don't think he could, asked about it at the start of the season, got a very vague/unfriendly reply by an official at the comps - no clear info; hence can't answer the next question really
We trained at Yanchep
Does not cater for younger kids. I feel the focus is always on the older kids. We need to support the younger kids to keep the interest in the sport. Even one day a week with the younger kids could be an option.
other commitments

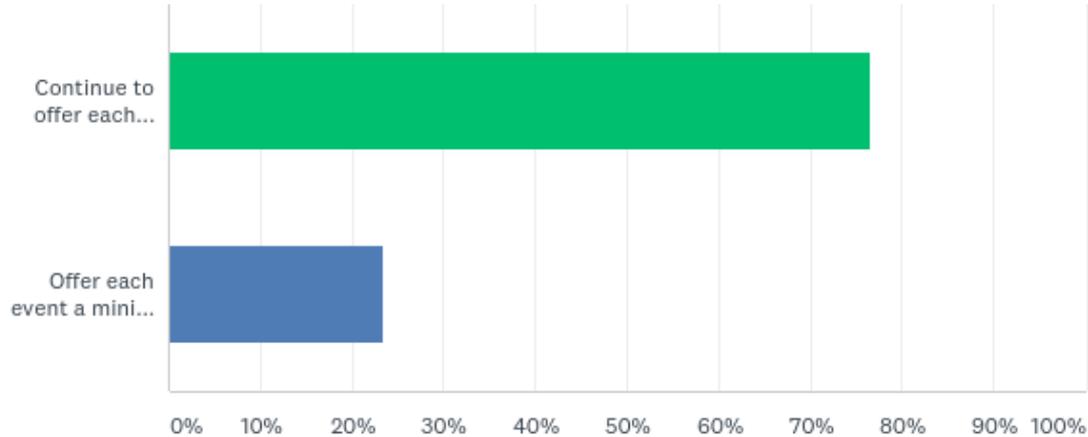
Q7: We started the Twilights at 5pm to ensure the youngest athletes were done by 7pm. What start time would be your preference?



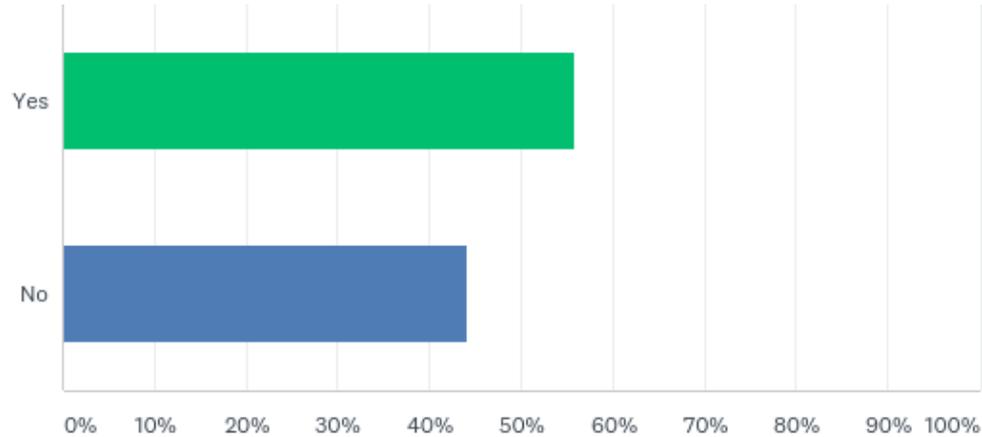
Q8: For the Centre Championships we started a bit earlier. What is your preferred starting time?



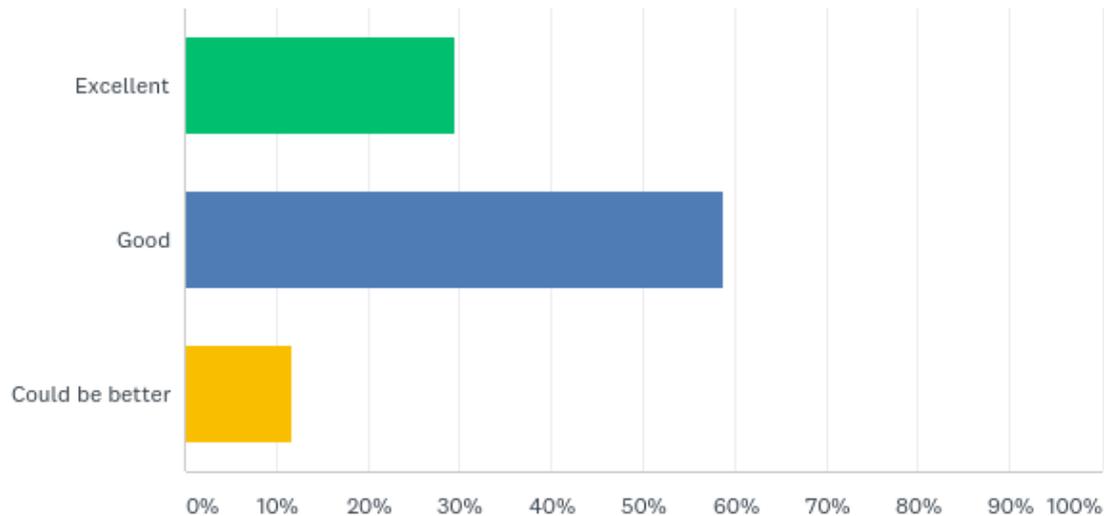
Q9: We currently offer each event at least 5 times per season to endeavour to offer adequate skill development through-out the season. We often get asked if we could make Saturday mornings shorter ... and we could if we offered less events. What is your preference?



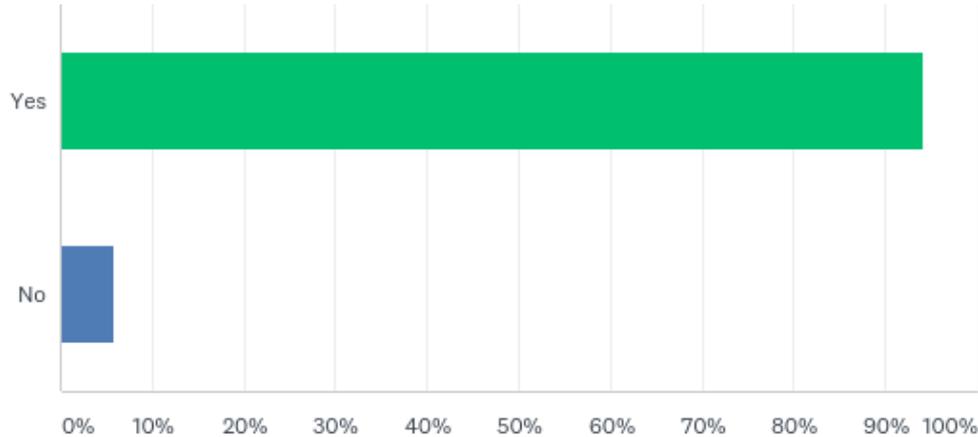
Q10: My kids have at least once attended Ridgewood training on Tuesday or Thursday.



Q11: I believe the 'quality' of training provided to members by Ridgewood on Tuesday and Thursday is good?



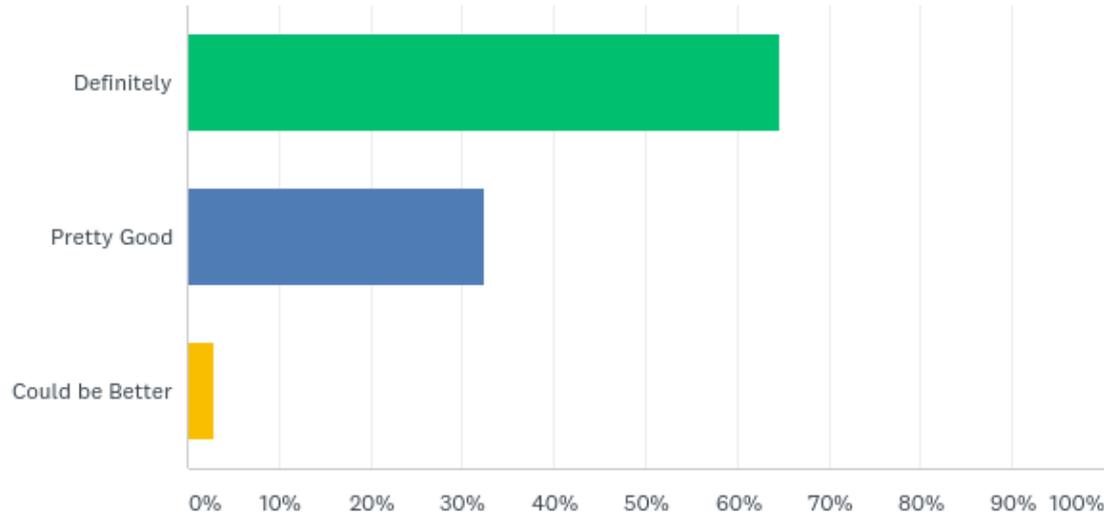
Q12: As a parent taking on a roster on Saturdays, I felt I had enough support to do a good job?



some skills

I have done it plenty of times previously. stay on site or vacate, do we wait for athletes (second call before taking athletes to sites...; on site support was good by the "supervisors" though fellow officials seem to all do kind of year I felt I was thrown in the deep end. I feel like the officials at each site could simply ask the parent on roster if they have done the task before and of not just give a quick run down.

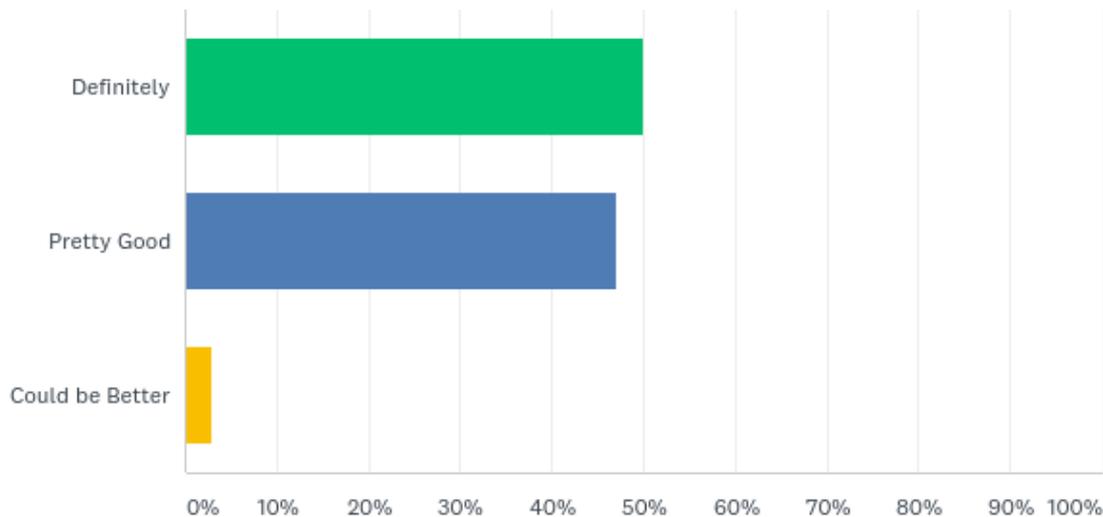
Q13: Do you feel that Ridgewood Little Athletics has created an environment that promotes 'Family, Fun & Fitness' and has strategies in place to appropriate manage behaviours when necessary?



Particularly on trainings some kids behaviours was aggressive to others punching and shoving and not addressed by the coaches.

How you talk to parents - I think the bit about encouraging the kids to be supportive of each other is really good

Q14: Do you believe Ridgewood Little Athletics communicates effectively with its membership? (Saturdays, emails, website, Facebook etc.)

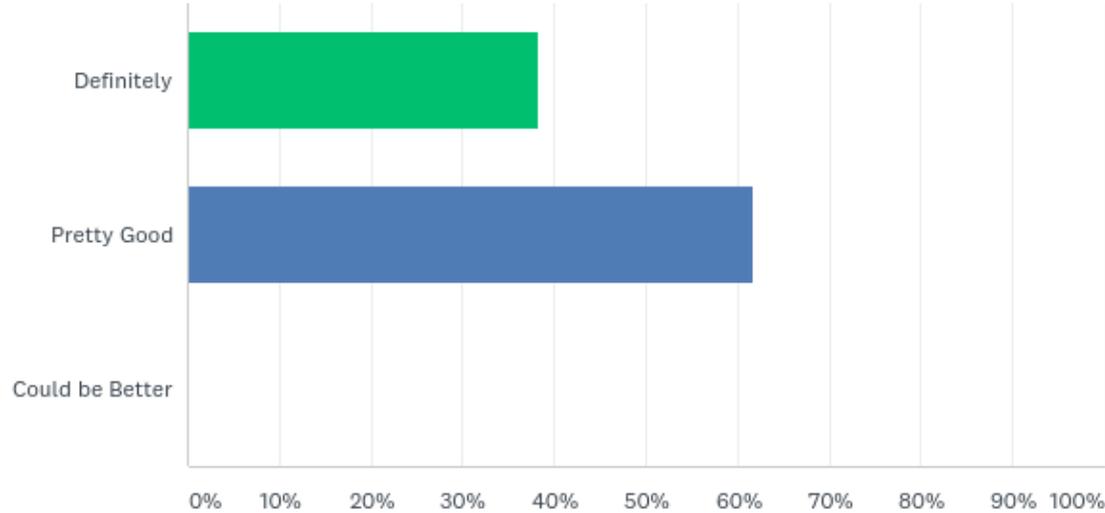


this year the only communication we received was on facebook, didn't receive many emails except now re states, maybe we need to go back to that even at just club level

Had difficulty around figuring out zones... but local committee helped

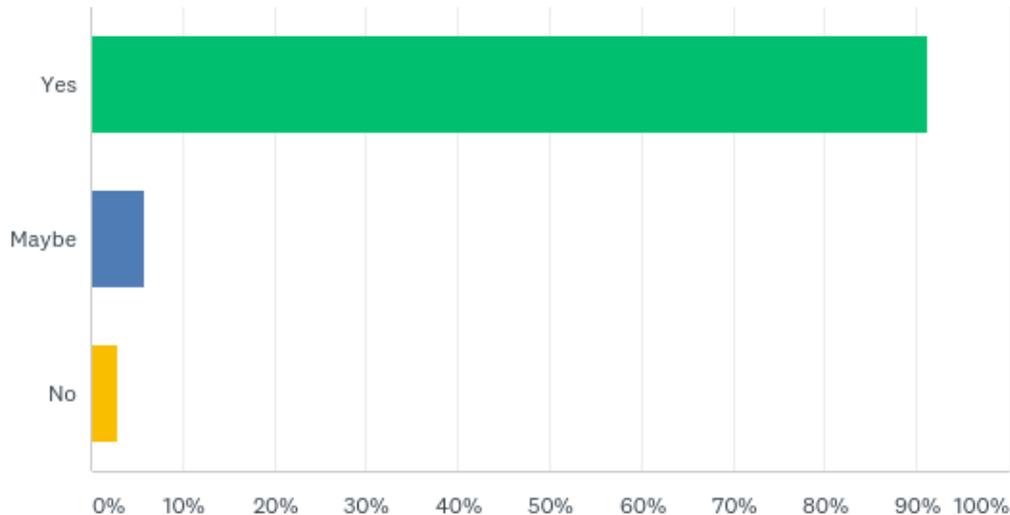
Some notifications about events other than Ridgewood centre were sent out at late notice.

Q15: Do you believe Ridgewood Little Athletics listens to and engages with its membership?



I think the survey is a good idea, thanks

Q16: I would recommend Ridgewood Little Athletics to my friends and family?



You need to be invested

I think the level of commitment required by the parents is quite high. I did recommend it to a friend and she hated it and complained all the time. But having said that I would recommend it to the right kind of people, if that makes sense.