



# Waratah Netball Club

## Improvement Sub-Committee (ISC)

### Report to Membership

26<sup>th</sup> September 2025

Feedback from our membership is essential to our Club's growth and improvement. As one of our members recently said, "The Club is a big part of my community, and I want to see it flourish." This sentiment drives our commitment to continuous improvement. The Improvement Sub-Committee (ISC) was formed to harness your ideas and turn your suggestions into actionable improvements. In this report, we will share the results of our recent Club-wide survey, highlight key areas for improvement, and outline the recommendations made by the ISC to the Club Executive

The ISC framed their survey questions, and subsequent recommendations around following questions:

- What MUST the Club do better?
- What SHOULD the Club do better?
- What COULD the Club do better?

In the survey, the membership was asked to grade their responses from 1 (Very Dissatisfied) to 5 (Very Satisfied). The responses are shown at the end of this report.

The ISC collated the members' comments into general themes, and made recommendations against those themes. Not all members responded to the survey, however there was sufficient information to gain a general feeling of the areas that need particular attention.

In general, there was high level of satisfaction with the Club. There did not seem to be any significant issues, however it is worth noting that communication within the Club requires attention. This will be a priority for the Exec Committee.

The attached table includes the significant comments, and the Exec Committee response. The Club Management Committee will act on the Exec recommendations to maximise the improvements before the 2026 season.

The Improvement Sub-Committee and the Exec Committee wish to thank all members who made the effort to provide feedback. This feedback is key to helping the Club can improve, grow, and prosper.

*Nick Osborne*

Chair  
Improvement Sub Committee

### Exec Committee Responses

	Member Comment or Observation	Management Committee Action
1	Website needs updating with contemporary look	<b>Exec agreed.</b> This is currently under action, and updates will be in place by the end of 2025
2	Consider a uniform refresh Early access for uniform and merchandise. We need socks as part of our uniform	<b>Exec agreed.</b> This is currently under action, with Nicole (President) as the lead of the Uniform Refresh Sub-committee
3	Selection guidelines to be reviewed. Still issues with team selections. Too many changes every year not allowing teams to bed down their connections and strategies Once players are selected for a division, that's where they should stay. If a player moves to another team support is required to replace that player. My team alone has had 15 players come through, with at least two poached [sic] to tri-series teams. This constant change has made it difficult to build strong connections and consistent combinations on the court. At one stage, we had over 12 players in the team, which made court time quite limited. I feel this has been a little unfair, especially for those who have paid their fees but aren't getting much opportunity to play.	<b>Exec noted.</b> The policy is currently under review by the Exec However, the Exec did note that sometimes people are at different levels and that needs to be accommodated in team changes to strengthen teams and develop players. The Exec must ensure that all players are aware of the policy. Selectors will consider any requests (from either players or coaches) to play together but cannot guarantee it. Selectors will, in consultation with coaches, take into consideration team sizes

	Member Comment or Observation	Management Committee Action
4	I would like to see teams stay together as much as possible. The constant changing of players each year is disruptive to team cohesion. If a team want to stay together for the next year they should be allowed and only new players should come in if there are vacancies	<p><b>Exec noted.</b> Excluding new players is not in accordance with Club policy.</p> <p>The policy will be reviewed by the Exec.</p> <p>The Exec must ensure that all players are aware of the policy.</p> <p>Selectors will, in consultation with coaches, take into consideration teams staying together</p> <p>Exec <b>may</b> consider establishing a two or three year block period where <b>junior</b> teams stay in the same team and then changes occur at dedicated age slots.</p>
5	<p>Umpiring Sub-committee to offer additional training sessions.</p> <p>Umpiring Sub-committee to continue to offer support to all levels (including senior umpires)</p> <p>Umpiring comms at both Senior and Junior level need to improve as many members were not aware of the options.</p> <p>We came to the club because the support and encouragement for Junior umpires was outstanding, a support coach per umpire. The last couple of years only 1 person and that person only supported 1 of the umpires. We haven't even had an umpires session and we have 2 x 12s this year</p>	<p><b>Exec agreed.</b> However, it was noted that additional training sessions were offered in April and July, with very little uptake. Umpiring committee also offered to coaches for umpiring convenors to attend team training to assist with umpire training, but with little interest. It is possible that information may not have passed onto Junior teams by their coaches and or managers.</p> <p>Umpiring committee is to manage comms, noting that coaches and managers attendance at pre-season briefing will ensure better understanding of support that is available.</p> <p>The Junior Umpire Policy was not implemented or used by Junior teams. Next season Umpiring Convenor will meet with all Junior teams (and parents/carers) to explain the policy and what support is available</p>

	Member Comment or Observation	Management Committee Action
6	<p>Better communications around uniform and when items are due. Possible solution email sent to people after their order with expected timeframes and if this is not met - a follow up email.</p> <p>It was disappointing about the jumper orders and club's transparency about misplacing the sizings collected on the day. We want to offer quality of our ability to arrange and organise such things quickly and promptly are resolved.</p>	<b>Exec agreed.</b> This is currently under action with the Uniform Coord to review the policy
7	Dedicated junior and senior comms would be good. What the parents of U10's want can be very different from a senior player.	<b>Exec agreed.</b> In 2026, the Comms chat will be split at teams level: Senior Teams (18yrs and above), and Junior Teams (17 yrs and below).
8	Team formation notification needs to be provided sooner.	<b>Exec agreed.</b> This is currently under action with the Exec. Intent is to provide all teams with official notification sooner, particularly to enable uniform purchase.
9	The follow up and response from The Club regarding the poor lighting for training for the junior teams and how dangerous this is, was disappointing. We were willing to contact NNA directly but were told we shouldn't	<p><b>Exec noted.</b></p> <p>NNA was approached by the Exec, but would not move the team, and advised nothing was able to be done. Exec noted that there are two more courts available next year with new lights on Courts 13 &amp; 14.</p> <p>However, from a comms perspective, the Exec agreed that the Club coaches and managers need clear and simple guidelines as to whom to direct the issue. NNA has advised that they will deal with routine complaints and issues only through the Club Management Committee (urgent issues on game days can still be referred direct to the NNA Office).</p> <p>The pre-season coaches and managers briefing will highlight the process, and the Exec will provide a Point of Contact on the Club website.</p>

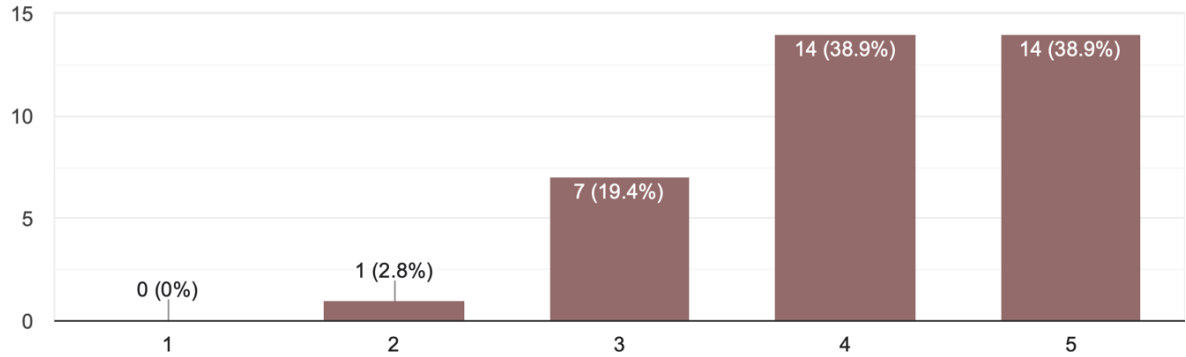
	Member Comment or Observation	Management Committee Action
10	We need more qualified experienced coaches to be able to see what needs improvement to help us out in the Club.	<b>Exec noted.</b> The Exec is actively trying to recruit coaches. This is an issue across all Clubs and Associations. The Exec will encourage parents in Juniors teams to coach, as well as targeting senior players to help.
11	Team outings or more games in training	<b>Exec noted.</b> This is for coaches' action, and will be raised at the pre-season coaches briefing.
12	I think Rep players should be pushed to higher grades. The Club needs to retain them at the higher level.	<b>Exec Agreed.</b> Passed on to selectors for action
13	Find a new sponsor, somewhere more fun where all ages of players will enjoy themselves. The bowlo have been great, but it's just the same raffles and presentation nights	<b>Exec noted.</b> Sponsorship is at best difficult to get. The Exec welcomes anyone who is willing to accept the role as Sponsorship Officer to help finding sponsorship.  The Exec also noted that although our current major sponsor is a relatively small Bowling Club, they have provided outstanding support for the past 15 years. Therefore, while the Exec will look at all options, they will only consider a change if there is a very compelling reason to do so.
14	I want coaches and managers to support players making complaints to the NNA when they experience physical or verbal abuse on court. This season, I have personally received both, and the opponents responsible have faced zero repercussions. I believe the NNA relies on player complaints to track and address unacceptable behaviour.	<b>Exec noted.</b> Coaches and managers to be offered guidance at pre-season briefing as to how to deal with complaints of rough play. This will include both how to approach umpires, and how to raise complaint to NNA through Club management.
15	In relation to senior management- I do feel our inclusive and fairness policy is perhaps followed too well and poor behaviour is tolerated when it shouldn't be	<b>Exec noted.</b> Exec does not tolerate poor behaviour.  It should be noted we have exited three members (a player, a parent, and a coach) over the last 3 years for failing to meet our Club values.

	Member Comment or Observation	Management Committee Action
16	I get that the fee increases come each year, but is there any way that our Club can try to look at lowering them.	<b>Exec noted.</b> Exec will consider options to reduce the player fees, particularly noting the current pressures on households.
17	I am very happy at the Club. People are the most important asset. I loved having a coach and opportunities to improve so the more coaches we have and improving current coaches' skills will definitely keep players engaged.	<b>Exec noted.</b> It is good to get feedback such as this
18	My daughter loves netball and her coach, is amazing	<b>Exec noted.</b> It is good to get feedback such as this
19	I think it's great already. We are very fortunate to have such wonderful volunteer coaches	<b>Exec noted.</b> It is good to get feedback such as this
20	We appreciate the communication and support our daughter has received at Waratah	<b>Exec noted.</b> It is good to get feedback such as this

## Survey Responses

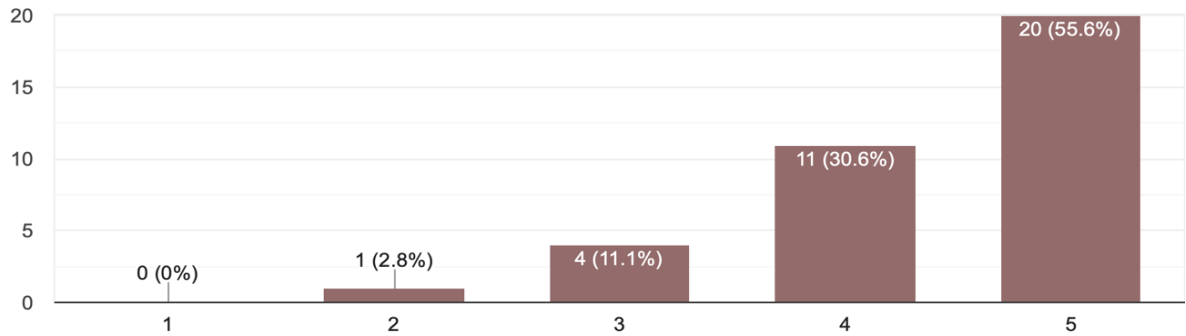
How satisfied are you with your overall experience with the club?

36 responses



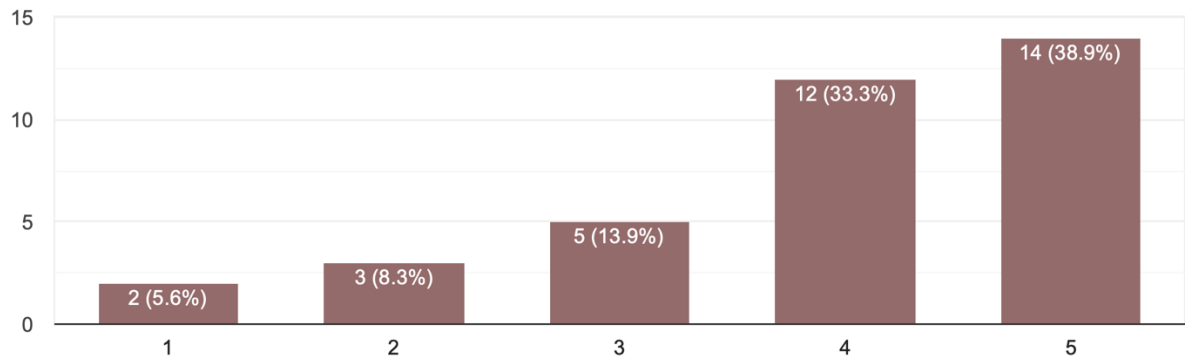
How satisfied are you with the communication you receive from the club (e.g. updates, schedules, announcements)

36 responses



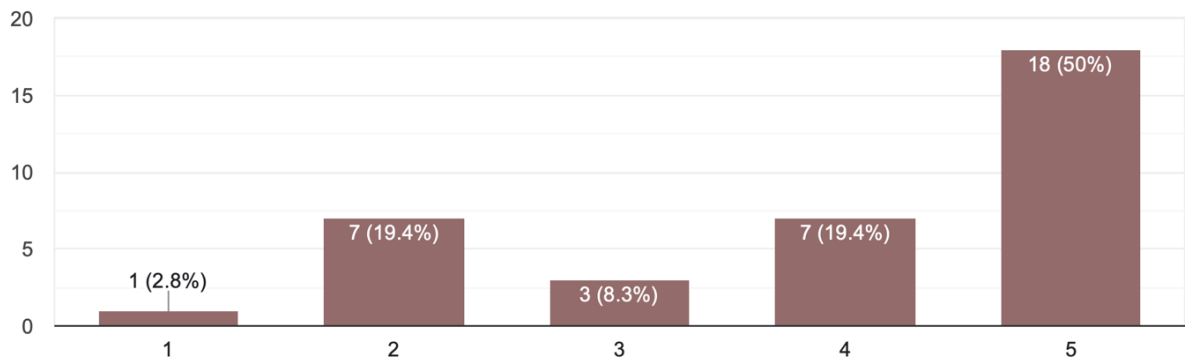
How satisfied are you with the quality of coaching and skill development provided?

36 responses



How satisfied are you with the fairness and transparency of the team selection process?

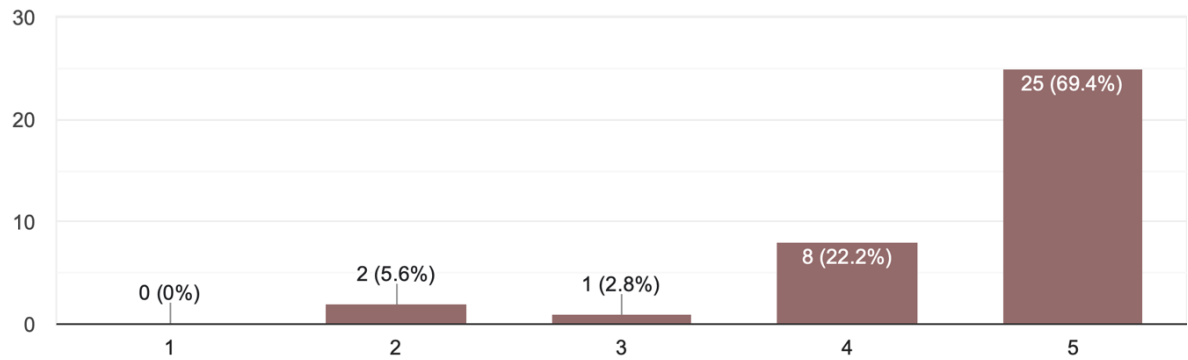
36 responses





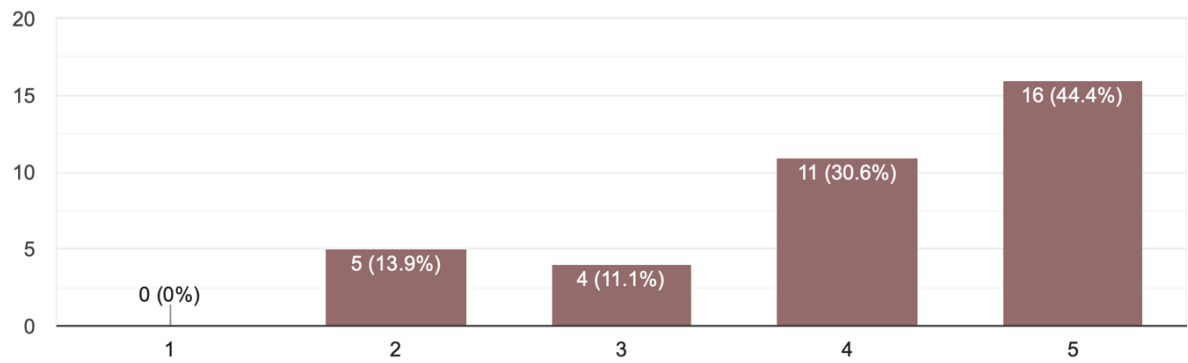
How satisfied are you with the inclusiveness and friendliness of the club environment?

36 responses



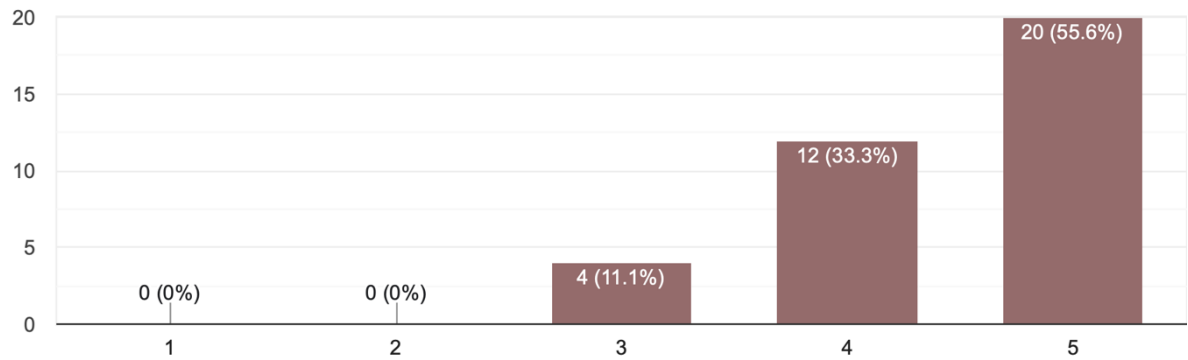
How satisfied are you with the club's responsiveness to feedback or concerns?

36 responses



### How satisfied are you with the equipment provided during training and matches?

36 responses



### How satisfied are you with the options and support for umpiring within the club

36 responses

