

SPORTS CLUB SATISFACTION SURVEY HIGHLIGHTS



WYNDHAM CITY'S SPORT & RECREATION TEAM UNDERTOOK A SURVEY IN NOVEMBER 2016 WITH WYNDHAM'S SPORTS CLUBS TO MEASURE SATISFACTION WITH THE SERVICE AND FACILITIES PROVIDED BY COUNCIL AND TO IDENTIFY OPPORTUNITIES FOR IMPROVEMENT. 31 CLUBS RESPONDED TO THE SURVEY. THANK YOU TO ALL CLUBS WHO PARTICIPATED.

OVERALL SATISFACTION

Overall **85%** of clubs were satisfied with the services and facilities offered by Council to support their club this year.

SATISFACTION WITH SERVICES

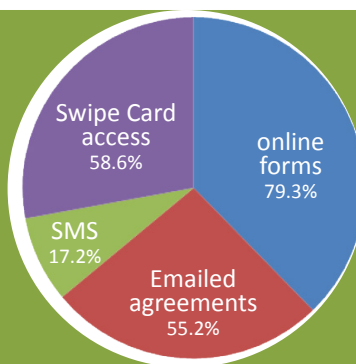
	Satisfied	Somewhat Satisfied	Neither S or D	Somewhat Dissatisfied	Dissatisfied
Seasonal allocation process	16	10	2	3	0
Response to maintenance items	12	11	2	6	0
Completion of maintenance items - pavilion	11	7	8	4	0
Completion of maintenance items - sportsgrounds	9	11	8	1	1
Your Club's relationship with Council's Sport & Rec Officer	20	8	2	1	0
Council's management of facilities	10	12	7	2	0



WHAT WE WILL DO:

- Improve liaison with clubs regarding maintenance items

SUGGESTIONS FOR IMPROVEMENT



WHAT WE WILL DO:

- Provide online forms where possible
- Email agreements and trial swipe card access



OPPORTUNITIES FOR VOLUNTEER TRAINING



WHAT WE WILL DO:

- Council will look to provide priority sessions with a sports focus next year
- Other training options will be covered in Council's volunteer training calendar

