

Summer 2024-2025 Club Satisfaction Survey

Club Information

1. Club Name
2. Name of person completing this survey
3. Role at the Club (e.g. President, Secretary, Facility Manager, Coach, other)
4. What kind of Club/Organisation are you?

Facilities

Please rate the following aspects of the facility your Club uses

1. Amount of facilities
2. Quality of facilities
3. Lighting quality (if applicable)
4. Toilets and Changerooms
5. Access to storage
6. General maintenance
7. Do you have any suggestions or ideas for potential improvements to the sporting facilities your club uses?

Please note: While we may not be able to action all suggestions, your feedback will help inform future planning and priorities.

8. Any further comments relating to the facility you use?

Customer Service

How would you rate your recent interactions with Council staff regarding the below

1. Responsiveness to enquiries
2. Timeliness in resolving issues
3. Knowledge of sport and club needs
4. Clear communication
5. How satisfied is your Club with the following processes or documents in terms of time required and ease of completion?
6. Seasonal Application process
7. Pre-season training application
8. Club request for works process
9. Community Grants Program
10. Sport and Recreation Awards nominations
11. Confirmed seasonal licence documentation
12. Lease obligations
13. Any further comments on customer service?

Consultation and Engagement

14. To what extent do you agree with the following statements
15. council provides appropriate opportunities to give feedback
16. Our Club feels informed about Council decisions that affect us
17. Council genuinely considers club feedback in its planning and decision making
18. How can Council improve its engagement with your Club?

Club Development and Support

19. Has your Club accessed any of the following in the past 12 months?

Please rate the value of the support you received

Club development workshops or training

Grant or funding support

AllSports Newsletter

Whitehorse Sports Awards

Club request for works process (for Club-funded projects)

One-on-one support from Council

What further support would assist your Club's development?

Council Direction and Planning

How satisfied are you that Council is planning appropriately for community sport and recreation needs?

20. Are there any changes or improvements you'd like to see from Council in future planning?
21. Overall, how satisfied is your Club with Council's performance and support in relation to sport and recreation?
22. Would you like a phone call from a Council Officer to discuss any of your responses?