

BBBA Member Survey April 2019

The Batemans Bay Basketball Association member survey was conducted through March and April 2019. We had an overwhelming response, with 68 individual respondents. When analysing feedback from a survey it's important to analyse both the text and the sub-text of the responses. An example of subtext is the number of responses that were received in the first day of the survey being open (~40). This aligns to the sentiment that BBBA members felt that they hadn't been heard, and were grateful for an opportunity to share their views.

This report includes an overview of how the association fared in key areas in graph format, whilst also capturing comments that were fairly representative of overall responses. Where possible we've tried to highlight trends within the responses so that these can be addressed in the future.

The feedback from the survey will be used to inform key stakeholders from within the association as we work with BNSW to develop a three year strategic plan. The plan will outline the association's key goals and objectives, as well as strategies for achieving those outcomes into the future. It's clear from the responses in this survey, and from general observation that the current culture within the association is not where we would like it to be. With that said, it's equally clear that there is genuine passion, and a want to rebuild our basketball community. By identifying what's most important to our members we can start working towards achieving those outcomes.

As explained earlier, there are trends that have emerged within each question, however there are also overarching themes that repeated throughout the report. A few of these are listed below.

Overarching themes:

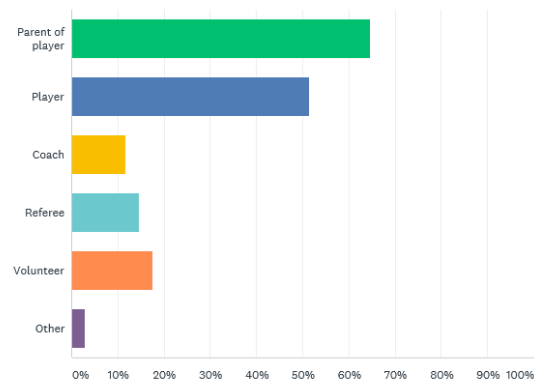
- More transparency is needed in all areas, but specifically to rep fees.
- Communication needs to be improved, particularly with more attention given to emails and website.
- The association needs to be more welcoming, and the committee need to be more approachable.
- Representative basketball is important, however it shouldn't overshadow the club competition which is the association's core purpose.
- More assistance is required to deliver a quality basketball program. The same volunteers are too regularly called upon and regularly burn out.
- Referee development and support needs to be a key focus.
- Increasing junior participation needs to be a major focus.

The final point about this survey is that it should now become a yearly tool, allowing the committee and association members the opportunity to track progress from year to year.

A snapshot of respondents

What is your involvement in Batemans Bay basketball? Multiple boxes can be selected.

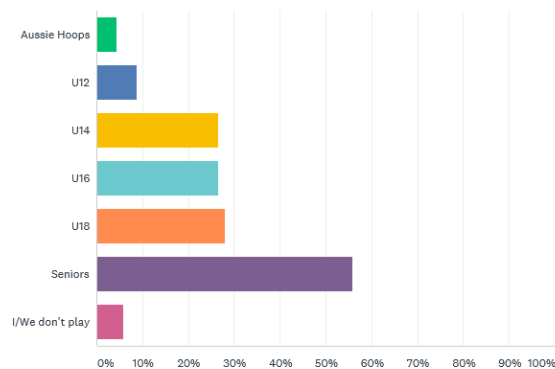
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Parent of player	64.71%	44
▼ Player	51.47%	35
▼ Coach	11.76%	8
▼ Referee	14.71%	10
▼ Volunteer	17.65%	12
▼ Other	2.94%	2

Which age group do you or your children play in? Multiple boxes can be selected.

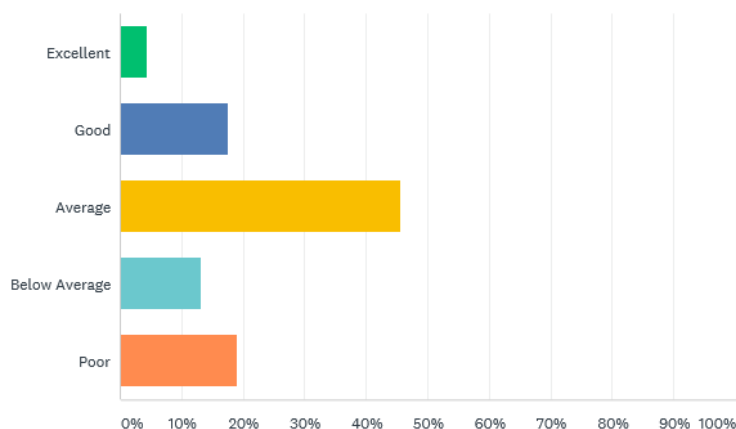
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Aussie Hoops	4.41%	3
▼ U12	8.82%	6
▼ U14	26.47%	18
▼ U16	26.47%	18
▼ U18	27.94%	19
▼ Seniors	55.88%	38
▼ I/We don't play	5.88%	4

How would you rate the communication from Batemans Bay basketball to you?

Answered: 68 Skipped: 0



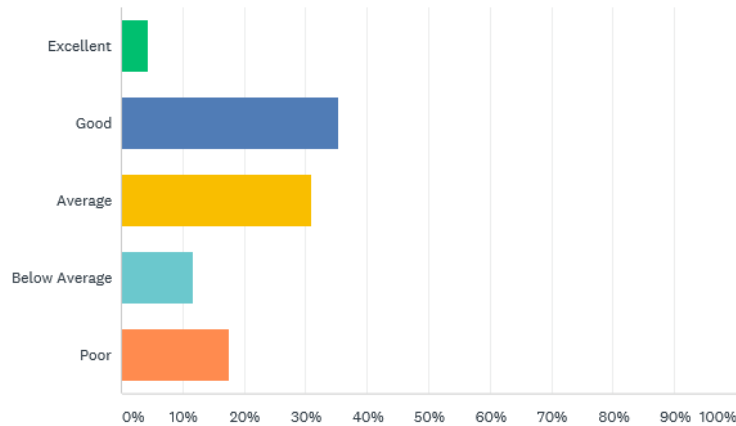
ANSWER CHOICES	RESPONSES
▼ Excellent	4.41% 3
▼ Good	17.65% 12
▼ Average	45.59% 31
▼ Below Average	13.24% 9
▼ Poor	19.12% 13

Key themes: More email and web content, transparency in everything we do, timely delivery of information, better information for new players, rep communication is good through mangers, association communication is poor.

- I am not on Facebook and am not willing to get it just for basketball however ALL communication is through Facebook.
- Not everyone has Facebook as a means of communication when a game time changes or forfeit happens.
- No information to new members what so ever! I wasn't even told where to look for game times let alone what team my son was on, I had to ask another mother as I have no idea who committee members are and I still don't after a whole season.
- Most of the comms I get come from my team captain, which is fine. However, emails about: A new season starting, finals, fees would all be nice.
- Improving by the day
- Communication from Rep Managers is great! Communication from club is not always clear. Would prefer to receive notifications only via SMS and/or email. Social media posts can be easily missed. Also, late notification of ref rosters and other items is very frequent.
- Need to talk more and not hide things

How would you rate the delivery of customer service at Batemans Bay basketball?

Answered: 68 Skipped: 0



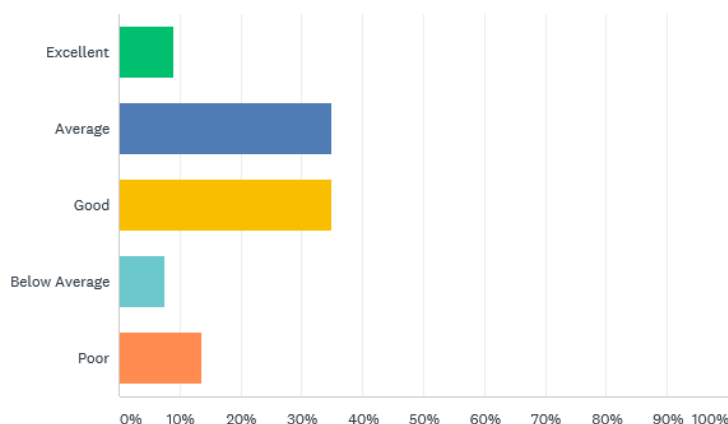
ANSWER CHOICES	RESPONSES	
▼ Excellent	4.41%	3
▼ Good	35.29%	24
▼ Average	30.88%	21
▼ Below Average	11.76%	8
▼ Poor	17.65%	12

Key themes: poor communication of forfeits, perception of agenda based decisions, sense of committee not being approachable

- If yr kid is not a rep player, it feels like they don't count.
- They are all volunteers so have to be appreciative they are giving up their time to allow the association run
- Unapproachable committee
- During the past 4-8 years the club has not provided the level of service required of a sporting association. Committee members whom serviced 12 months or greater were not observed to be making objective decisions for the good of the club.
- There's also an inability to take on ideas and suggestions with decisions being made to suit individual purposes rather than in the best interest of the association and players.
- Too often I turn up to the stadium to find a game cancelled due to team players not turning up
- More organisation and forward planning is required.

How would you rate the website/social media content at Batemans Bay basketball?

Answered: 66 Skipped: 2



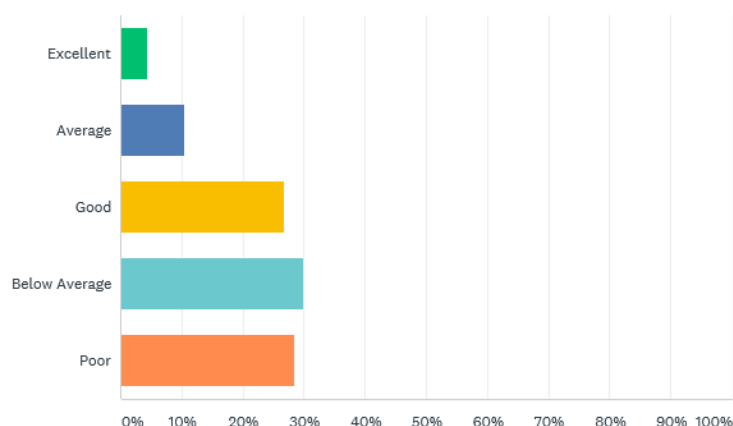
ANSWER CHOICES	RESPONSES
▼ Excellent	9.09% 6
▼ Average	34.85% 23
▼ Good	34.85% 23
▼ Below Average	7.58% 5
▼ Poor	13.64% 9

Key themes: Website is difficult to navigate, social media content is predominantly good but not a preferred form of communication for some, website information (ie. results & ladders) is outdated, not enough content gets uploaded to web.

- Website poor, Facebook is good (but not everyone has Facebook so an alternate means of communication is definitely required)
- The web is out of date and not updated regularly. Game times are on a different site. Im not sure about Facebook
- No information is on any social media about game times, it's all about referring. To find game times and results are complicated and no results are ever put up for public information. The ladder was only in the last week.
- Non existent except for the photos of rep players
- Need to update website as often as the Facebook page Also when can the SportsTG system be used at full capacity eg individual player stats? Scoring should be done online
- The website is clunky and takes a bit to find what you're looking for
- Very difficult to navigate

How would you rate the sense of community at Batemans Bay basketball?

Answered: 67 Skipped: 1



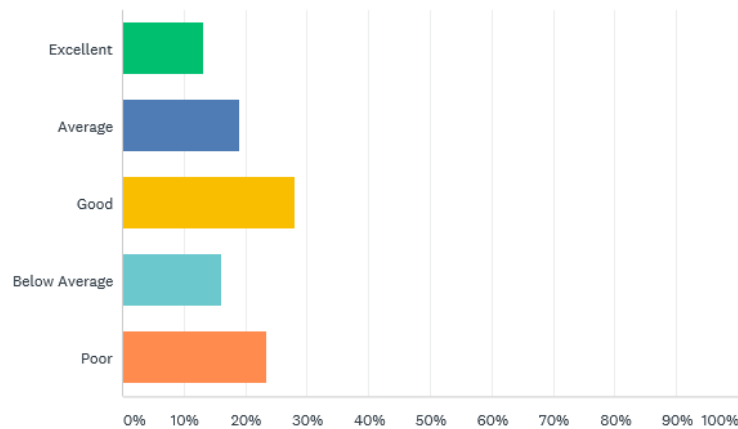
ANSWER CHOICES	RESPONSES
▼ Excellent	4.48% 3
▼ Average	10.45% 7
▼ Good	26.87% 18
▼ Below Average	29.85% 20
▼ Poor	28.36% 19

Key themes: Rep community strong club community poor, was stronger in the past, toxicity has crept into club culture with politics and personality clashes over-riding decisions.

- Rep level community is excellent but club spirit / community needs work.
- Used to be a very inclusive great club, even my son who lived for that club pulled away
- There is too much negativity from senior people within the club
- Association operates to meet the needs of individuals and is selective. There's no real sense of a broader basketball community. Seniors are particularly undervalued and disrespected as noted above.
Horrible atmosphere unapproachable committee and poorly run competitions the last few years compared to prior
- Needs work to bring everyone together
- It's very political, and there is bullying within the club.
- Relationships have fractured over the years. Committee members have at times held tight control over most aspects of the running of a club. Perhaps it will be valuable to consider running a mini campaign to encourage parents and players to contribute to the day to day runnings of the club.
- Would expect it to be better though given it's a country town

How would you rate the value for money of the club competition at Batemans Bay basketball?

Answered: 68 Skipped: 0



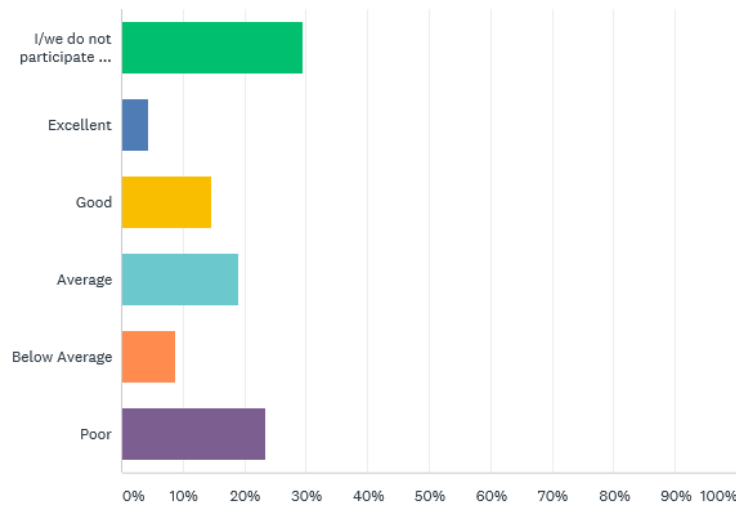
ANSWER CHOICES	RESPONSES
Excellent	13.24% 9
Average	19.12% 13
Good	27.94% 19
Below Average	16.18% 11
Poor	23.53% 16

Key themes: A mixed response which is reflected in the above graph, people concerned with the cost is likely a reflection of the quality of product provided and not the cost of the product.

- Men seem to pay alot of money per comp but it's not really clear where the money all goes . Prices are going up again and we dont even get proper reffs
- I've only been involved in the club for just the competition, and is a lot cheaper from our other club to play.
- There is no transparency in the fee structure. When asked for a fee breakdown the committee simply responds with that is what it is no breakdown is provided.
- With insurance and game fees it works out expensive especially when the competitions don't go for the full school terms.
- I do think it's value for money, a one off payment for the season and no on fees
- Local competition value for money is excellent.

How would you rate the value for money of the representative program at Batemans Bay basketball?

Answered: 68 Skipped: 0



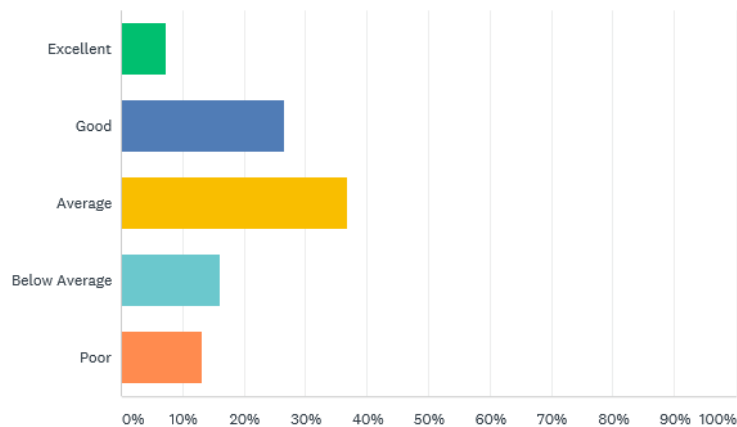
ANSWER CHOICES	RESPONSES	
I/we do not participate in representative basketball	29.41%	20
Excellent	4.41%	3
Good	14.71%	10
Average	19.12%	13
Below Average	8.82%	6
Poor	23.53%	16

Key themes: Fees have increased without explanation of why, more transparency needed to show breakdown of costs, a belief that rep should be subsidised either by club players or sponsorship.

- Fees sky rocketed for some reason too expensive now will push out a lot of kids that struggled with the old fees of \$200. Also we were allowed to pay it in instalments when Kylie ran the club
- One of the most expensive sports to play!! The association needs to help out with this costing which ultimately means the association needs to do fundraising or gain additional sponsorships to assist with costs.
- It did get expensive and should be broken down to show parents what the cost involves. Maybe players could pay some money each week for training to reduce overall cost. More sponsorship could be sought but I know this is difficult.
- Each player should get an itemised invoice for fees. Not just told that you need to hand over \$600.00 and the only explanation for the increase is for the payment of the refs and to pay the coaches.
- This season there was a large increase in the cost of rep, it was a shock. I understand a little bit about the increase but to be honest it has never really been explained to us.
- It is never easy each year coming up with extra money but BBBA is similar rep \$\$ as netball and other sports so it is expected and OK.
- hile rep fees continue to rise there appears to be no additional services or accompanations are made for rep players or their families. While these players represent the club, the club does not seem to subsidise the cost.
- Not enough players of sufficient ability to form a Rep team

How would you rate the standard of refereeing at Batemans Bay basketball?

Answered: 68 Skipped: 0



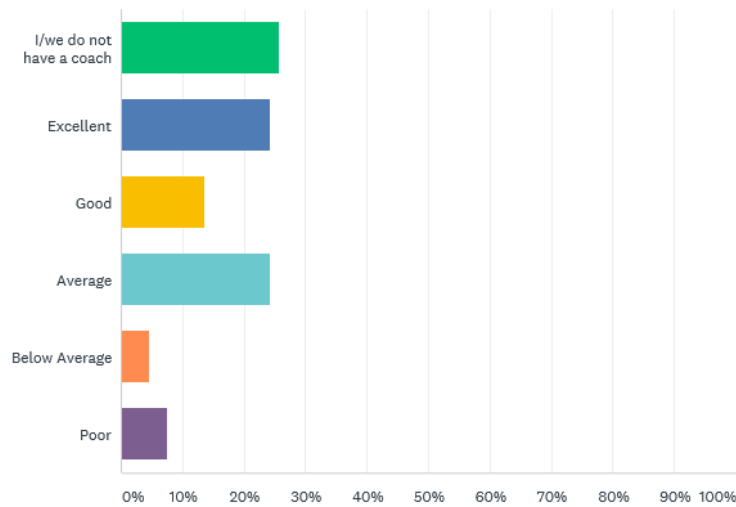
ANSWER CHOICES	RESPONSES	
▼ Excellent	7.35%	5
▼ Good	26.47%	18
▼ Average	36.76%	25
▼ Below Average	16.18%	11
▼ Poor	13.24%	9

Key themes: Investment in referee development a must, inconsistency is the major issue, investment in courtside referee coaches should be considered.

- The younger umpires don't take it seriously. Last year I saw an umpire steel the ball and do a layup during a game. The need to watch a mentored.
- Had issues last season with no fouls being called, kids being pulled up for tech fouls in finals but never through the season, they had no idea what was happening. Incorrect scoring.
- Some refs are great others are below average which makes a game frustrating for all involved....
- There is no referee development program and no appropriately qualified and experienced people to support developing referees
- Definitely needs work in this area, there is a lack of consistency throughout the season (more so the juniors). There needs to be a zero tolerance enforced by the co-ordinators. One of the hardest aspects to build upon.
- The reffing of the last youth girls comp was poor and they didn't take it seriously which I think led to a lot pulling out.
- I feel for the refs but they need more training
- Refing is general is hard, reffing basketball is very hard. The refs do a great job. If any refs end up reading this, thanks very much!
- The standard of refereeing is consistent with the training and development provided. Batemans Bay does not currently run any regular training sessions or development camps for refs. This may be an area of focus and perhaps it would be valuable to consider monthly or quarterly training sessions.
- There should be a mentor/coordinator for referees if they are to improve, especially junior referees that pick up bad habits early. referees should be paid more if they do their job properly and if they don't referee properly shouldn't be paid at all. This would increase the level of refereeing

How would you rate the standard of coaching at Batemans Bay basketball?

Answered: 66 Skipped: 2



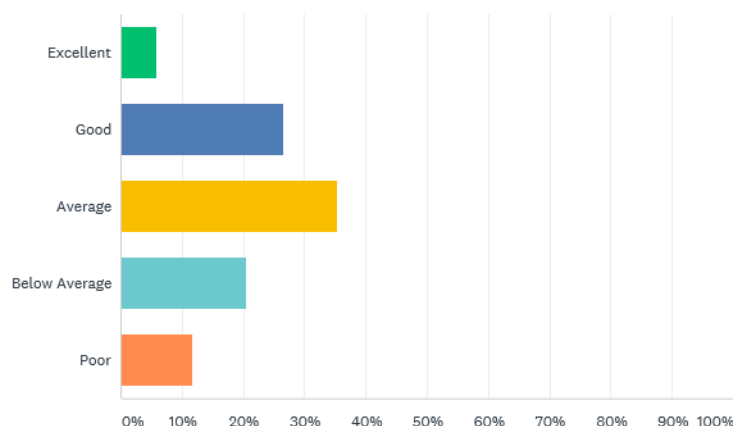
ANSWER CHOICES	RESPONSES	
I/we do not have a coach	25.76%	17
Excellent	24.24%	16
Good	13.64%	9
Average	24.24%	16
Below Average	4.55%	3
Poor	7.58%	5

Key themes: Representative coaching is excellent, club coaching is lacking and in some instances non-existent.

- The time donated and skills taught by the teams coach for the rep comp is fantastic. There is little in regard to the domestic comp.
- Representative coaches have been great. No complaints at all
- Very poor for domestic comp...sometimes no coaches at all....
- There really isn't any in the domestic competition so can't really assess/rate.
- Representative coaching is good but certainly needs assistance albeit with more coaching courses locally from BNSW, you can never stop learning, knowledge is power.
- There is no coaching in the domestic comp. The coach that my child has this year for Rep is Amazing.
- But I'd like one! Having senior coaching would be very cool, and probably also excellent for the feeling of being a part of a community.
- Thumbs up to all of those coaches who volunteer their time for the kids during training and tournament weekends away from their own families. It would be lovely if all parents appreciated this effort as well.

How would you rate the facilities at Batemans Bay basketball?

Answered: 68 Skipped: 0



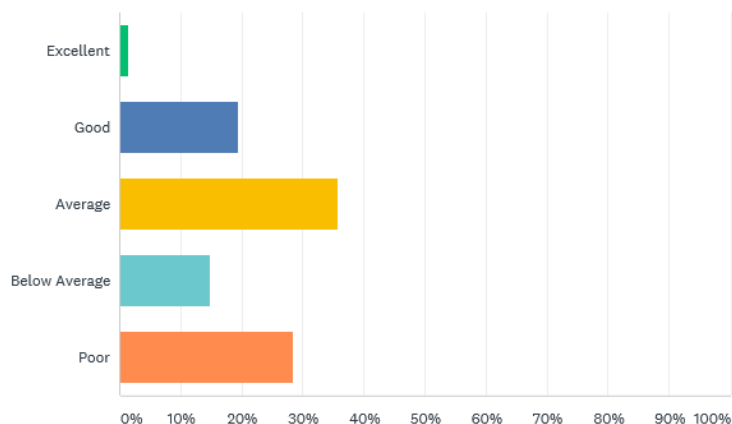
ANSWER CHOICES	RESPONSES	
▼ Excellent	5.88%	4
▼ Good	26.47%	18
▼ Average	35.29%	24
▼ Below Average	20.59%	14
▼ Poor	11.76%	8

Key themes: Court is good, the building and surrounding amenities are outdated, toilets in very bad state.

- So outdated. The bathrooms are a disgrace. The seating is poor. Surely a working bee to improve facilities.
- The court is good.
- Very dated building, basketball court flowing great but the rest needs updating
- Poor toilets. The stadium doesn't even have a bubbler! Need a second court Need better air ventilation for summer
- Very old but functional. Not adequate to host tournaments on a larger scale.
- Excellent for what BBBA control, poor for what council controls.
- The stadium looks very tired and run down. The court looks great but the rest needs some serious attention.
- Toilets are always disgusting, canteen is rarely in stock, canteen sells out of date stock, type of products sold need to be reevaluted.
- I love our shed

How would you rate the amenities (ie. toilets) at Batemans Bay basketball?

Answered: 67 Skipped: 1



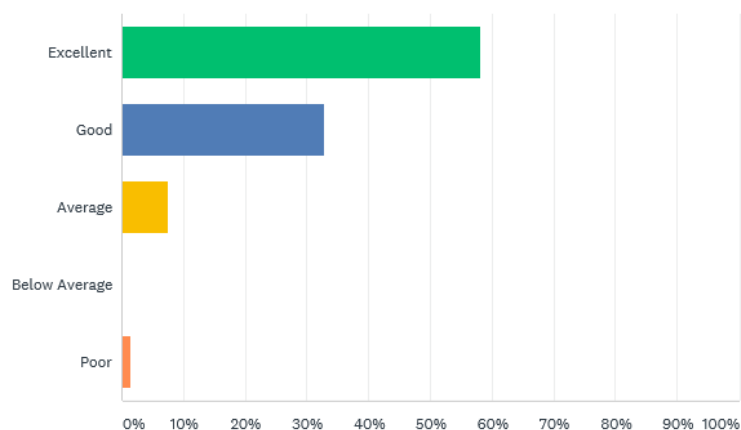
ANSWER CHOICES	RESPONSES
▼ Excellent	1.49% 1
▼ Good	19.40% 13
▼ Average	35.82% 24
▼ Below Average	14.93% 10
▼ Poor	28.36% 19

Key themes: Old but functional, in need of a renovation, cleaning schedule needs to be addressed with Council.

- yuk they smell
- Needs upgrading
- Need an update, but always clean.
- Again, old but functional. Cleaning services need to be reassessed as current cleaning services do not appear to be very thorough.
- At one stage the toilets were not being cleaned properly but that seems to be ok now. Haven't got disabled toilets
- Needs a good clean

How would you rate the car parking at Batemans Bay basketball?

Answered: 67 Skipped: 1



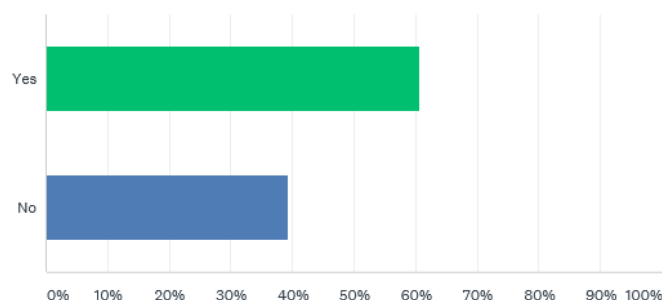
ANSWER CHOICES	RESPONSES	
▼ Excellent	58.21%	39
▼ Good	32.84%	22
▼ Average	7.46%	5
▼ Below Average	0.00%	0
▼ Poor	1.49%	1

Key themes: Car parking is excellent.

- car park looking great.
- The recent council work has improved this area.
- The new car park is a big improvement. Good to have the car park close to the front door. Lighting is good at night.
- Plenty of parking

Do you believe the scheduling of fixtures is effective?

Answered: 66 Skipped: 2



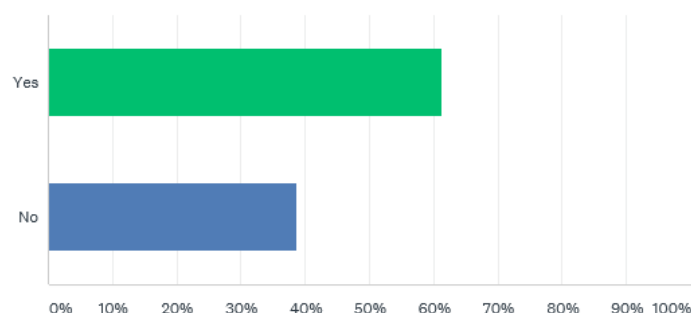
ANSWER CHOICES	RESPONSES	
▼ Yes	60.61%	40
▼ No	39.39%	26
TOTAL		66

Key themes: Club competition should come before rep trainings, grand finals should be same day as competition, late games are not ideal.

- No there are always games getting cancelled due to lack of players
- no other way to do it with one court but give domestic comps preference over rep trainings...give back thursday arvos for junior comp and not because it suits committee members to train.
- Missed my grandfinal as it was on a weekend.....
- SJL training was allowed to come before club games
- Without a domestic comp both senior & junior there would not be an association of a rep program. Rep training sessions should not take precedence over domestic competition and domestic comp games should be scheduled at reasonable and respectful times. The idea of a grand final day whilst nice is not particularly effective. This idea should be reconsidered and finals taken back to be consistent with comp days.
- It's difficult as a working parent to get kids to 430 games - and they always start late it's a run on effect to the next game which then starts and finishes late
- I think the grand final should just take place the same time as other games are played but understand you're trying to make it a community event.
- Scheduling is not an easy thing to organise and I think they do a good job with the amount of basketball being played. I do believe the scheduling of finals should happen on competition nights so that people are available
- The 9:10 starts are late, but I understand it's difficult to do anything about that.
- With the exception of finals and late notice of time changes. I would like to see a referring roster out earlier then the day of the game.

If you were asked, and if it was a suitable role, would you be prepared to volunteer around 4 hours a season to improve our Association.

Answered: 67 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	61.19%	41
No	38.81%	26
TOTAL		67

Key themes: Volunteerism is likely to increase with clear vision and improved sense of community.

- I am unable to due to health issues however I could possibly send someone in my stead. I think it is a great way to help prevent the committee from flaming out.
- There is not much in sense of community in regards to the committee very clickey and feel I would be wasting g my time
- Have offered countless times but committee refuses to accept help
- I have been a member at Batemans Bay basketball for a considerably long time and have put in countless volunteer hours for the association. I am no longer in a position to do so.
- But like in any community group you get the same people over and over to the point that you just don't want to do it any more.
- The club takes advantage of those that put up their hand and runs them into the ground expecting them to do more than required. You can't live at the stadium all week.
- I believe I do this by doing bench duty regularly when the rostered team doesn't do their share
- I work 40 plus hours a week with my normal job and also run around another child with their sport - my time is very limited otherwise I would
- I would love to be a part of improving our Association as long as a suitable committee was in place. A committee that puts players first!
- Already heavily involved & on committee of another local sporting club.

Do you have any final comments or feedback that you think would be beneficial for us to consider?

- I like the new mens comp earlier times. Hopefully some players will return. Dont agree with the idea of lifting comp fees again. If they do go up I believe there at the very least should be to official refs at all games
- Junior Teams with equal amount of players and talent would be great!
- I think Batemans Bay Basketball Association is only interested in the good players and don't offer any incentive to players who want to just come along and enjoy a game of basketball could be why they are loosing players to other sporting codes
- I think it needs to be run more professionally. There needs to be an adult in the scoring box to watch over the children scoring and reffing.
- Junior referee need to be mentored and watched, some are great at what they do whilst others dont do the job properly and this affects development and growth of junior players.
- Its really not rocket science guys!!! Be nice, be organised, make it affordable and be inclusive.
- Overall I enjoy playing and would prefer if the grandfinal was the normal night we play....
- Consistent transparency operation if the association following published bi-laws and competition rules. A commitment to growing basketball as a whole and having affordable competitions and representative program.
- More juniors are needed to bring through (especially girls), maybe a few free open days during holiday periods to gather some more outside interests.
- Thanks so much for all you do for kids in our community!
- communicate more make everyone feel welcome and don't have clicks
- Please give out info packs to new members explaining all options that is offered fairly to all members, ensure parents are advised of the whole costing online payment and club payment
- I think that payment of fees needs to be tightened up rather than wait til finals. Pay before week 3 or something as I believe there a lot of people who don't pay their game fees.
- It would be helpful if they email the draws out so you know what is going on for the season and when the new season starts.
- Possibly scheduling refereeing more than a week in advance. It is sometimes hard to negotiate my week around refereeing when I am notified on Sunday. It is hard running an association on volunteers as generally the volunteers have a vested interest in their children benefiting from their role in the club. It sometimes creates an environment that frustrates the members who expect that bylaws will be followed.
- Thanks for asking for everyone's feedback, it makes us feel more involved as members😊
- Finals scheduling. Many players have other commitments so teams suffer
- It would be nice if knew who was on the committee. People seem to come and go and their is no discussions with players and or parents. It would also be nice to know the clubs visions for the year ahead. Then people might start getting excited again about the club.
- I'd like to see more players per team. I.e. minimum of 7 or 8 people per team, even if it means fewer teams. This is particularly important in the senior comp where people aren't available every week. I'd also love to have individual scoring totals uploaded to the web after each game, especially since we're already tracking it on paper.
- The association has undergone many committe changes in the last couple of years and I think they have lost thier grass roots commitments and ability to obtain and retain players.

- Electronic scoring on SportsTG, better utilisation of the SportsTG app, and for the bench duty to be one supporter from each team at the game time played (not before or after playing)
- I am grateful to have received this survey. It is refreshing that I am being asked my opinion and my experience with the club.
- I think the committee and association has some terrific people involved who are passionate about the sport and player development, I think we need more involvement from other people to avoid committee member / volunteer burn out.
- The committee needs role clarity and guidance in relation to what is expected of them. In the past certain committee members have undertaken multiple roles and perhaps not had the time to full fill each role taken on effectively. More volunteers are required. Appreciation and respect for the time volunteers devote is also needed.
- There needs to be more guidelines that are enforced. An association that is too laid back does not run efficiently. Fees must be paid on time. Uniforms (including referees) must be enforced. Working with children checks must be done by all relevant people. First aid courses should be offered to all coaches, managers and court supervisors.
- Desperately need more young players to become involved or there is a risk of the game dying out locally
- The zero tolerance policy must be enforced to ensure junior referees are not intimidated by some older players.
- The association is in desperate need for an upgrade. Superficially and internally. Lacks community spirit. Refs need to be trained more regularly.
- It would be much appreciated if some school holiday programs could be run locally. We do lots of travel for basketball it would be nice to have something put on close to home. Thanks for giving us the opportunity to have our say.
- A club needs to be transparent to its members. So many rules get changed to suit certain situations with no consultation or thought to how it affects the majority of a competition & or the club.
- Communication is key. Facebook posts aren't always best as everyone isn't on Facebook.
- I know it's a whole new committee. keep steering the direction you are now .
- Too many chiefs, not enough Indians. And those indians are the same ones day in and out who volunteer for everything.