



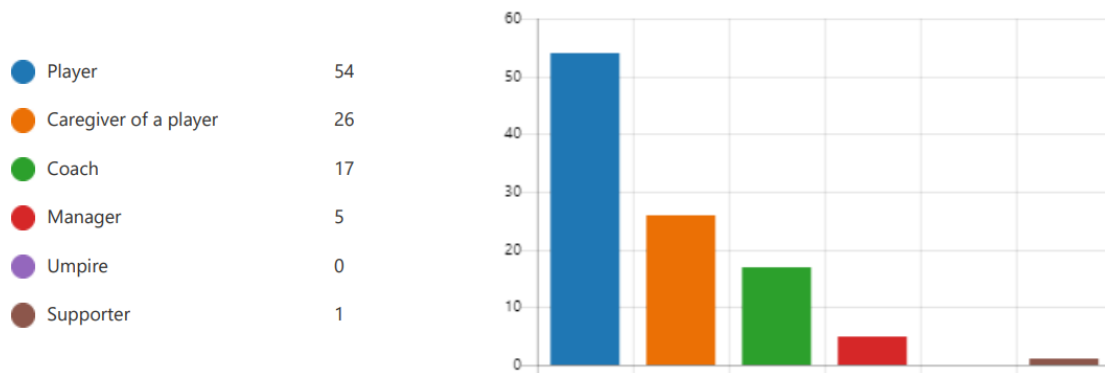
KAPI MANA NETBALL CENTRE

2021 participant survey results

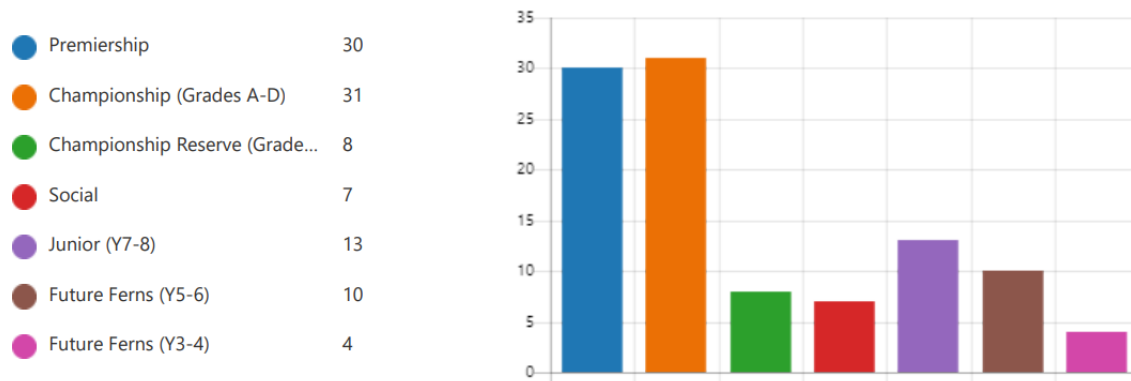
The 2021 KMNC participant survey was sent to the 1095 registered players for 2021 as well as member club and school primary contacts for further distribution within their networks. It was open for 10 days between October 25 and November 4.

We received 103 responses, which although only representing around 10% of our membership, is still the best response to a survey in several years.

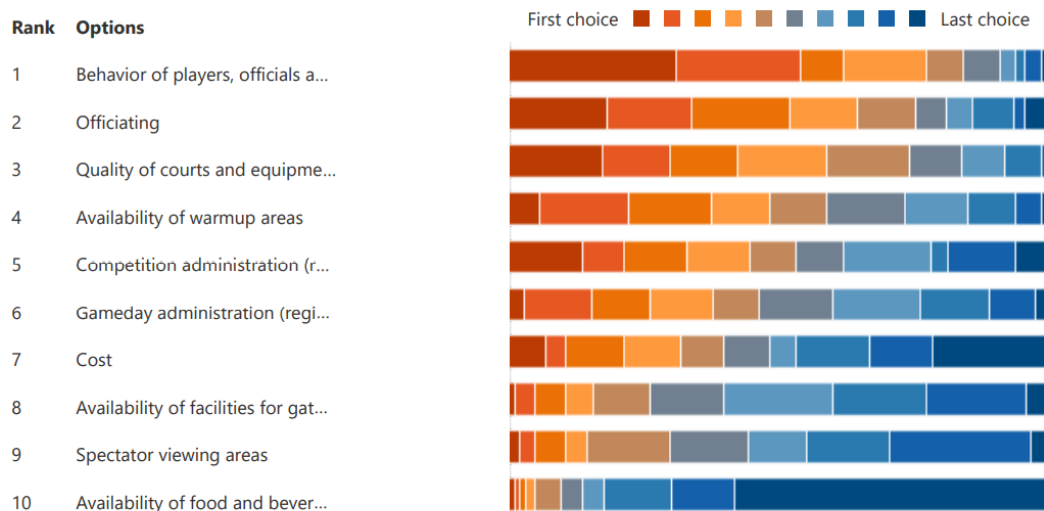
Respondents were broken down as follows



The competitions that respondents were primarily associated with are broken down as follows



Respondents were asked to rank 10 components of a winter season in order of which they felt was most important to them. The results are as follows



Respondents were also asked to think about their season and then list one thing they were unhappy with, one thing they were happy with, one thing they would change for 2022 and then invited to provide any additional feedback.

94 respondents listed something they were unhappy with

93 respondents listed something they were happy with

86 respondents listed something they would change for 2022

49 respondents provided additional feedback

What we learnt from the results

Overwhelmingly respondents felt that the behaviour of players, officials and spectators was the most important component of a winter competition. This was closely followed by officiating. This is echoed by the comments provided in the unhappy/happy/additional feedback sections and is a major concern of the respondents.

Another strong theme in the feedback was a need for improved communication and consistency from the centre, in particular

- Having competition rules and regulations published well in advance of the competition, that they are clear and consistent, and no conflicting information is available from other official KMNC sources
- Having draws and rosters published as far ahead as possible to allow clubs, schools, teams, and players to plan in advance. In particular, the umpiring roster for player/umpires.
- Having more communication and structure around development programmes such as our representative programme, and making this available earlier

Other themes that had less consensus (in terms of similar numbers of respondents having differing views) included

- Grading
 - o Some respondents felt grading was too long and/or didn't achieve a good outcome for them. Others felt grading worked well for them and put them into the correct competition grade

- The championship
 - Some respondents felt mixing college aged players in with adults did not provide a good experience for their players. Others felt this provided a good experience for their players and provided a good level of competition
- Season length
 - Many respondents expressed frustration with the short length of the season, which was compounded by cancellations due to weather and covid-19, however most also said that they understood and accepted the reasons for this
- TRA competition
 - There was some frustration expressed at the changes to the schedule mid-season, resulting in teams having to play games on unexpected days at short notice
 - There was some frustration around the difficulty of gaining entry to the premier grade for teams not already in this competition, and the relatively small amount of movement provided by the promotion / relegation system each season
- Facilities
 - Many respondents expressed satisfaction with the facilities, however some expressed a desire for improvements such as
 - Improved protection from the weather on courts at Mungavin Park
 - Improved spectator facilities at Mungavin Park
 - Improvements to court 4 at Mungavin Park
 - Improved warm up spaces both at TRA and Mungavin Park
 - Improved parking at Mungavin Park

Finally, although there was a lot of focus on things to be improved, there was also support for the centre around how well some aspects of the centre had performed during the season. There were many comments thanking the centre staff and volunteers for providing and managing the competitions for our community.

Board response

Overall, we agree with the feedback provided in the survey and it aligns with what the board considers as areas needing improvement.

The number of paid resources and volunteers we have does impact on our ability to deliver Netball services, and on the relative quality of those services. In 2021 the centre had only 1 paid employee, with all other “staff” being fully volunteer, including our umpires. Paid staffing, the ability to run programmes (both in and off season), and upgrade of equipment and facilities is dependent on grant funding which traditionally the centre has relied heavily on to operate. In the past, winter season subscription fees have been mostly used to pay NNZ and Zone affiliation fees, along with operational overheads such as power, rates, insurance, electricity, maintenance, court hire etc.

The centre has always relied heavily on volunteer resources to help deliver services and in recent years, volunteer numbers have been dropping. There is quite likely a strong correlation between behaviour of players, spectators, and officials as the most important component of a winter competition and a drop in volunteer numbers, particularly when considering the comments in the feedback sections, along with other anecdotal evidence gathered over the past few seasons.

In 2021 the centre had a total of 37 umpires in its centre umpire pool, which included umpires from Wellington, Hutt Valley and Kapiti Netball Centres. Of these however, only 18 were available full time with the others only available on a casual “on call” basis. Given that we run approximately 40

games on a Saturday and 9 on a Wednesday, there is considerable pressure on umpiring services at the centre.

What we want to focus on next season/year

Not over promising, then under delivering – easily done when you have good intentions, a lot to work on, but limited resource.

Subject to resourcing, we want to focus on:

Player, spectator, official behaviour. The health, safety and wellbeing of our players, coaches, managers, umpires, volunteers, and paid staff when participating in activities operated by the KMNC is critical to us and must be prioritised. We want to take a zero tolerance stance to antisocial behaviour in order to protect, ensure a positive experience and attract new participants. This however is something that cannot be addressed solely by the centre and needs community support.

The centre will undertake to investigate and where possible work to

- Develop and deliver additional education
- Develop very clear behavioural expectations and associated sanctions for our centre, and provide the framework to enforce these
- Increase numbers and visibility of centre staff/volunteers on competition days to
 - o Encourage more positive engagement by everyone at the courts
 - o Challenge negative behaviour in a respectful way
 - o Provide assistance where there are concerns

Umpiring. Without umpires, we cannot play. Attracting and retaining umpires and providing a positive experience for them across all levels of our competitions is critical to our ongoing operations.

The centre will undertake to review its current umpiring framework to identify areas where we can improve. There will be a particular focus on

- How we incentivise and reward our centre umpires
- How player umpires are used across our competitions
- Training, progression, and recognition
- Mechanisms for constructive feedback

Competitions

The centre will:

- **Grading**
 - o Review the grading process for the 2022 winter competitions with a view to making improvements where possible but does not expect to significantly change the grading process.
- **The Championship**
 - o Review the Championship and Championship Reserve grades for the 2022 winter competition with a view to making improvements where possible (in particular, around younger, less experienced teams being placed in grades with adults) but does not expect to significantly change this competition format.
- **Season length**
 - o Review the season length for all winter competitions in 2022.

- **TRA:**
 - The centre continues to be constrained by contractual agreements with TRA which allow it to make changes to our schedule at short notice. We will continue to work with and build relationships with TRA to reduce the impact of this.
 - The centre will review entry criteria into the premier grade and expects to make changes for 2022 to allow for more movement into this grade.
 - This review will also take a wider view of the competitions we run, their purpose, and venues they are held at.

Communication and consistency from the centre

The centre will

- Publish a calendar of key dates for the winter competition and associated development programmes, preferably early in 2022 subject to resource availability
- Review and publish winter competition rules and regulations to allow time for members to read and provide comment on, prior to the competition starting, preferably early in 2022 subject to resource availability
- Once all teams are entered into the winter competitions and the draws are set, publish an umpiring schedule that at a minimum shows what teams have umpiring duties and on what days/times, forecast as far ahead as possible

Funding model: The centre has a long-term vision of reducing its reliance on grant funding in order to provide more certainty around staffing and resourcing. In the short term however, the centre continues to investigate funding options, build relationships with potential providers, and investigate additional ways in which to generate income for the centre.

Staff resourcing (both paid and volunteer)

The centre has already set a new operational model that will see the level of paid staff move from 1 to 4 in the initial phase. The four paid roles are

- Centre administrator
- Game co-ordinator
- Netball development co-ordinator
- Communications co-ordinator (to be advertised at a later date)

We believe this structure will more adequately resource the centre to deliver on its objectives and vision.

The centre also undertakes to a review of its volunteer structure in terms of attracting, training, retaining and rewarding its volunteer base.

Facilities

The centre has had an ongoing initiative to look at opportunities for new and improved facilities, in particular at Mungavin Park. As a tenant at Mungavin Park however, we need to work closely with the council to ensure the things they want and the things we want for the park find a happy balance for all park users. We continue to build relationships with the various council divisions to ensure we are part of the discussion and our views are considered when changes are made at Mungavin Park.

Weather protection, warm up spaces and parking are areas of interest for the centre but unfortunately so far, there have been no easy or inexpensive ways the council can address these. The council has already signed off the next 5 years of planning at Mungavin Park.

For 2022, we are looking to avoid scheduling games on court 4 during the morning rounds if possible. A number of improvements to court 4 have been made over the last 18 months (including resurfacing), however its location means that weather affects it more than other courts despite these improvements.

In closing

Overall, we consider that these actions respond to the survey feedback and will work towards improving the services we deliver and the environment we provide them in. Ultimately this will make our competitions and programmes more enjoyable for everyone who participates in them.

Aroha Marsh

President

Kapi Mana Netball Centre