

STARCLUB Field Officer Program

Stakeholder Feedback Survey (June 2019)

An analysis of feedback received from clubs/associations in regional areas with access to the STARCLUB Field Officer Program.



Table of Contents

1. Executive Summary 3

 1.1 Purpose..... 3

 1.2 Response Rate 3

 1.3 Methodology..... 3

 1.4 Summary of Key Findings 4

 1.5 Recommendations for STARCLUB Field Officer Regions..... 7

2. Introduction 9

3. Background 10

 3.1 ORSR Distribution 10

 3.2 Timeframe 10

 3.3 Total Responses 10

 3.4 Privacy Policy 10

4. Survey Responses 11

 4.1 Disqualified Survey Responses 11

5. Analysis of Survey Responses 12

Question 1 – What best describes your involvement at the club/association? 12

Question 2 - What Council is your club/association located in? 13

Question 3 - What STARCLUB Field Officer Region is your club/association located in? 14

Question 4 - Are you aware that there is a local STARCLUB Field Officer to assist you with club development support within your Council area? 16

Question 5 - Have you been in contact with your local STARCLUB Field Officer within the last 12 months? 18

Question 6 - Please rate each of the statements below, based on how important it is to your club/association, and your satisfaction with the support provided. 20

Question 7 - Please rate each of the statements below, based on how important it is to your club/association, and your satisfaction with the support provided. 24

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Question 8 - <i>The STARCLUB Field Officer Program supports my club/association by:</i>	28
Question 9 - <i>For each resource/service please rate how important it is to your club/association and your satisfaction with the resource/service provided.</i>	31
Question 10 - <i>Have you implemented changes at your club as a result of attending training courses provided through the STARCLUB Field Officer Program?</i>	35
Question 11 - <i>The STARCLUB Field Officer Program is crucial to supporting my club/association.</i>	37
Question 12 - <i>How could the STARCLUB Field Officer Program better assist your club/association in the future?</i>	39
Question 13 - <i>Would you like a STARCLUB Field Officer to contact you? If so, please leave your email address below</i>	41
Appendix 1 – Survey Comments in Response to Question 4	42
Appendix 2 – Survey Comments in Response to Question 5	44
Appendix 3 – Survey Comments in Response to Question 6	47
Appendix 4 – Survey Comments in Response to Question 7	52
Appendix 5 – Survey Comments in Response to Question 8	56
Appendix 6 – Survey Comments in Response to Question 9	60
Appendix 7 – Survey Comments in Response to Question 10	63
Appendix 8 – Survey Comments in Response to Question 11	70
Appendix 9 – Survey Comments in Response to Question 12	73

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1. Executive Summary

1.1 Purpose

The intent of the survey was to:

- Survey clubs to determine the value of the STARCLUB Field Officer Program to stakeholders in regional areas.
- To inform the Minister of the key benefits and areas of improvement for the STARCLUB Field Officer Program.
- To inform other councils of the value for the STARCLUB Field Officer Program.

1.2 Response Rate

There were **211** responses received from various clubs/associations located across **33** regional councils, plus the Outback Communities Authority, all of which were regions currently serviced by the STARCLUB Field Officer Program in 2018/19.

1.3 Methodology

The survey was designed to capture feedback against the strategic objectives of the STARCLUB Field Officer Strategic Plan. The program was evaluated against 4 key areas:

- Leadership
- Collaborate
- Build Capacity and Capability
- Support and Resources



The survey enabled clubs to measure the importance of particular services provided to them through the STARCLUB Field Officer Program, against their satisfaction with the support/services provided.

Clubs were asked to rate their responses under the following categories:

Importance of this support	Satisfaction with this support
<ul style="list-style-type: none">• Very important• Important• Neither important/unimportant• Unimportant• Very unimportant	<ul style="list-style-type: none">• Very satisfied• Satisfied• Neither dissatisfied or satisfied• Dissatisfied• Very dissatisfied• Not applicable (not accessed this support)

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1.4 Summary of Key Findings

- Community awareness of the program is positive.
- **98%** of survey respondents were aware of the STARCLUB Field Officer Program.
- **90%** had been in contact with their local STARCLUB Field Officer within the last 12 months.
- **93%** of survey respondents identified themselves as being committee members of their club.
- **68%** of people implemented changes at their club as a result of attending training courses provided through the STARCLUB Field Officer Program.
- **81%** of survey respondents either **'agreed'** or **'strongly agreed'** the STARCLUB Field Officer Program is **crucial** to supporting their club/association.

The top priority identified under each of the 4 key strategic objectives is outlined below.

LEADERSHIP

- **Top Priority:** **204** people said it was either **'important'** or **'very important'** the STARCLUB Field Officer Program promotes the latest initiatives, resources & funding opportunities to assist their club.
- **Level of Satisfaction:** **182** people said they were either **'satisfied'** or **'very satisfied'** the program has been supporting their club with the latest initiatives, resources & funding advice.
- **Conclusion:** In the 'Leadership' category, overall there was a **3-6% difference** in what clubs rated as important compared to how satisfied they were with the support being provided.

COLLABORATE

- **Top Priority:** **196** people said it was either **'important'** or **'very important'** the STARCLUB Field Officer is visibly active in their community.
- **Level of Satisfaction:** **172** people said they were either **'satisfied'** or **'very satisfied'** the STARCLUB Field Officer is visibly active in their community.
- **Conclusion:** In the 'Collaborate' category, overall there was a **1-8% difference** in what clubs rated as important compared to how satisfied they were with the support being given. The largest gap in **level of importance verses satisfaction of support (8%)** was in relation to how satisfied clubs felt the program helped them build a relationship with council.

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BUILD CAPACITY AND CAPABILITY

- **Top Priority:** 202 people said it was either 'important' or 'very important' the STARCLUB Field Officer Program provides advice, resources and training.
- **Level of Satisfaction:** 185 people said they were either 'satisfied' or 'very satisfied' with the advice, resources and training provided through the program.
- **Conclusion:** In the 'Build Capacity and Capability' category, the **level of importance of support vs satisfaction with the support** provided is generally being met. Overall there was a **3-16% difference** in what clubs rated as important compared to how satisfied they were with the support being provided. The greatest gap in satisfaction with support (**16%**), was identified to be as follows: clubs need more help developing strategies to maintain/increase their membership.

SUPPORT AND RESOURCES

- **Top Priority:** 202 people said it was either 'important' or 'very important' the STARCLUB Field Officer Program assisted with identifying funding opportunities.
- **Level of Satisfaction:** 174 people said they were either 'satisfied' or 'very satisfied' with the assistance provided in identifying grant funding opportunities.
- In the 'Support and Resources' category, the **level of importance of support vs satisfaction with the support** provided is generally being met. Overall there was a **2-14% difference** in what clubs rated as important compared to how satisfied they were with the support and resources being provided. The greatest gap in satisfaction with support (**14%**), was identified to be as follows: clubs need more help to identify resources to better manage utility costs and club finances.

On analysis of the survey results, the STARCLUB Field Officer Program is largely meeting community expectations, however there is still some minor room for improvement.

In comparing the level of importance of support to clubs, versus their satisfaction with the support provided through the STARCLUB Field Officer Program, minor gaps have been identified, which can be addressed moving forward. However overall, the survey results demonstrated the community's expectations of **importance** versus **satisfaction** with the support provided are generally being met.

The feedback received on the STARCLUB Field Officer Program was positive and demonstrated the value of the STARCLUB Field Officer Program to regional communities.

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Summary of Key Comments

- *“Our Field Officer works hard to ensure all groups are aware of them & the services they can provide”.*
- *“The support we have received has been priceless”.*
- *“I cannot stress how important this position is for regional clubs & associations regarding advice on growing clubs & members, governance, facilities & local government mediation”.*
- *“Schedule more upskilling & training events in a variety of areas, & then coordinate all the clubs to come together & train - this could also improve the connectors between clubs in the bridge”.*
- *“The Field Officer actively supported the development of our strategic & business planning process. Also provided resources & information to support committee members to understand their roles & responsibilities”.*
- *“It's useful to have someone with a link into the system and across all aspects of clubs”.*
- *“Without the support of the Field Officer & the STARCLUB program, our club would have found the logistics of building a new synthetic pitch overwhelming. The Field Officer made the process relatively pain-free. Their support eased our anxiety & guided us in the right direction”.*
- *“Our club had a few things in place prior to the STARCLUB Field Officer being appointed to this area, but we are now kept more up to date with different things that we didn't know about”.*
- *“We have refined and implemented policies where we didn't have them. We have an excellent STARCLUB Field Officer in our area”.*
- *“I feel there is a need to support clubs with their operations model more intensively. I think a lot of work has been done around safety, inclusivity, enjoyment, volunteers etc. but the actual finances and business model need support too. Fundraising is becoming more and more difficult and all clubs seem to run with different business models, right down to expertise in the canteen - all operational areas could do with some extra support but the skill set is possibly outside of the current Field Officer profiles”.*
- *“More local upskilling courses. Coaching, risk management, child safe, team managing, umpiring sports duty of care/courses. As I have done these type of courses and sometimes my recommendations get unheard, but they would understand if they too had access to these courses like I did. All coaches, managers and umpires should have to do a level 0 in sports. Level 0 in sports with kids, could be a universal course that carries to all sports. Also I believe numbers are down on sports of teenagers. Funding to increase teen and young adults would help retain club members longer. Not just the primary school sector”.*

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- *"It would be good to have a more regular check-in type of service, I think it is also unclear as to what assistance the field officer has to offer. I was sort of under the impression that they helped with STARCLUB accreditation and with providing information on grants and available training - wasn't aware that they might be able to help with numerous other areas as well".*
- *"We need to be made aware of what assistance is actually available. We are all volunteers so don't have the time to be actively seeking assistance so need it more brought to our attention regularly".*
- *"Perhaps a meeting with the committee to explain the area's that the Field Officer can provide assistance".*
- *"Moonta seems to be ignored by the starforce region".*

1.5 Recommendations for STARCLUB Field Officer Regions

Leadership

- All STARCLUB Field Officers to:
 - Make contact with the clubs/associations that stated they would like their local STARCLUB Field Officer to contact them. All Field Officers were provided these details in May 2019.
 - Continue to ensure the latest initiatives, resources and funding opportunities are being promoted to volunteers.

Collaborate

- STARCLUB Field Officers to continue to be visibly active in regional communities. This was rated as one of the top priorities.

Build Capacity and Capability

- Clubs want useful workshops to upskill volunteers, coaches and officials. Continue to seek out courses which are of greatest need/interest in your region to upskill volunteers.
- Clubs want help developing strategies to maintain/increase their membership.
 - It is acknowledged that given the demographics and population of some regional areas, **increasing membership** may not be a possibility. **Maintaining membership** numbers should be the focus moving forward.
 - STARCLUB Field Officers to increase awareness of the resources currently available to assist clubs maintain their membership.

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Support and Resources

- Clubs would like more help to identify resources to better manage utility costs and club finances.
 - It is acknowledged that most clubs are likely only interested in where they can obtain grant funding for installing solar panels and other energy saving devices.
 - STARCLUB Field Officers need to increase awareness of the resources currently available to assist clubs to better manage utility costs and club finances.
 - The ORSR *Environmental Sustainability Guide* provides clubs with the tools to undertake their own energy/water usage audit and set up simple policies to make savings at their club. The usage of this resource should be encouraged. In order to better promote this resource, STARCLUB Field Officers need to familiarise themselves with the contents of the *Environmental Sustainability Guide*.
 - STARCLUB Field Officers to increase awareness of the resources currently available to assist clubs in 'Part 6 – Sustainability' of the STARCLUB Club Development Program.

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2. Introduction

STARCLUB Field Officer Program Stakeholder Feedback Survey



The STARCLUB Field Officer Program has been providing support to sport and active recreation clubs/associations in regional communities since 2012.

The STARCLUB Field Officer Program is an initiative of the Office for Recreation, Sport and Racing. It is a program which supports regional councils to employ STARCLUB Field Officers, who may work across several councils.

STARCLUB Field Officers are responsible for providing club development support and facilitating relevant training development programs in regional communities.

In February 2019, the Office for Recreation, Sport and Racing (ORSR) offered each club/association located within a STARCLUB Field Officer region, an opportunity to undertake a short 15min survey on the value of the STARCLUB Field Officer Program to their club.

At the time this survey was distributed (February 2019):

- The ORSR was in partnership with **33** regional councils plus the Outback Communities Authority.
- There were **11** STARCLUB Field Officers working in **10 regions**, encompassing **33** regional councils plus the Outback Communities Authority.

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3. Background

3.1 ORSR Distribution

- The survey was emailed to all sport and recreation clubs on our database system (ORSR Grants Database and STARCLUB Database – over 1,000 clubs), located in existing STARCLUB Field Officer Regions. This database is not up to date and there were many emails which bounced back.
- The highest response rate was received on the first day the survey was distributed. On the day the survey was distributed, **62** responses were received, and most of them within the first hour of the survey being distributed.
- STARCLUB Field Officers were also asked to distribute the survey to their own contact database, to **ALL** sport and active recreation clubs in their regions, not just clubs registered with the STARCLUB Club Development Program.

3.2 Timeframe

- A 3 week timeframe was given.
- The survey was distributed Tuesday 26 February 2019 and closed Friday 22 March 2019.

3.3 Total Responses

- **211** complete survey responses received.
- Initially **231** responses were received. However in **8 cases**, only the first 3 questions of the survey were answered. Therefore these responses were deleted. In addition **12 clubs** were listed as disqualified, and were not included in the survey results, leaving a total of **211 responses**.
- **Average time spent to complete the survey: 11 minutes**

3.4 Privacy Policy

- Responses to the survey have not been identified to specific clubs/associations.

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4. Survey Responses

Incomplete survey responses were deleted.

22 March 2019

- **230** responses were received.
- However as part of a detailed review of the survey, it was identified that in **59 cases**, only the first 3 questions were answered:
 1. Club name
 2. Describe your involvement at the club (committee member, player, volunteer or parent)
 3. Council you are located in.
- As this was not useful data for the survey, all these incomplete survey responses were deleted.
- Where the club provided their club name, ORSR searched for their email on the STARCLUB database and emailed them directly to ask if they would like to complete the survey again.
- These clubs were given an opportunity until **Friday 26 April 2019** to complete the survey.

26 April 2019

- **231** survey responses were received.
- In **8 cases**, only the first 3 questions of the survey were answered and therefore these responses were deleted, leaving a total of **223** responses.

The problem was identified as follows:

- Incomplete survey responses were submitted where the club did not answer all questions or an iPad was used instead of a PC.

4.1 Disqualified Survey Responses

A total of **12** survey responses were listed as 'disqualified'. After answering the first 3 questions, if the club said their council was not listed, they were taken straight to the end of the survey, and were listed as a 'disqualified' survey response.

- **4** clubs in Loxton Waikerie tried to complete the survey but were not able to as their council is not currently a partner of the STARCLUB Field Officer Program.
- **6** clubs said their council was not listed. The relevant council location for them could not be identified from a google search using the club name. In addition, 3 of the 6 were duplicates, with the same club name.
- **2** clubs could have completed the survey but were not able to, due to ticking the wrong section.
 - A club in Victor Harbor said their council was not listed.
 - A club in Roxby Downs said their council was not listed.
- As a result, all **12** of these clubs were taken straight to the end of the survey.

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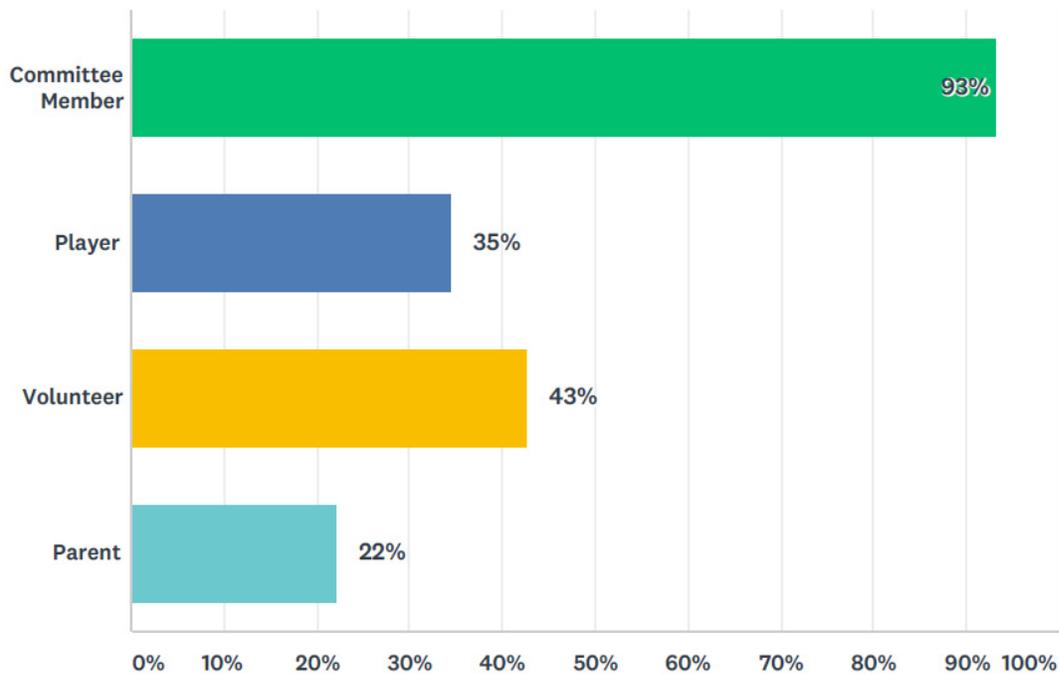


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5. Analysis of Survey Responses

Question 1

What best describes your involvement at the club/association? Tick all that apply



ANSWER CHOICES	RESPONSES	
Committee Member (1)	93%	197
Player (2)	35%	73
Volunteer (3)	43%	90
Parent (4)	22%	47
Total Respondents: 211		

- The majority of people that completed the survey associated themselves with being a committee member at their club (**93%**).
- Therefore the survey was completed by people at the club with a good understanding of how their club operates, and the level of assistance their club has received through the STARCLUB Field Officer Program.

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Question 2 - What Council is your club/association located in?

The majority of the survey responses were received from the Rural City of Murray Bridge (26 clubs), followed by Alexandrina Council (21), Whyalla (14), Copper Coast (14), and Naracoorte (12).

Council	Responses
Alexandrina Council	21
Barunga West Council	1
Berri Barmera Council	4
Clare and Gilbert Valleys Council	1
Coorong District Council	6
Copper Coast Council	14
The Flinders Ranges Council	1
Regional Council of Goyder	2
District Council of Grant	3
Kangaroo Island Council	6
District Council of Karoonda East Murray	1
Kingston District Council	1
Mid Murray Council	6
City of Mount Gambier	6
District Council of Mount Remarkable	4
Rural City of Murray Bridge	26
Naracoorte Lucindale Council	12
Northern Areas Council	6
District Council of Ororoo Carrieton	1
Outback Communities Authority	5
District Council of Peterborough	1
Port Augusta City Council	7
Port Pirie Regional Council	9
Renmark Paringa Council	9
District Council of Robe	1
Municipal Council of Roxby Downs	4
Southern Mallee District Council	6
Tatiara District Council	1
City of Victor Harbor	9
Wakefield Regional Council	4
Wattle Range Council	5
City of Whyalla	14
District Council of Yankalilla	6
Yorke Peninsula Council	8
TOTAL Responses	211

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Question 3

What STARCLUB Field Officer Region is your club/association located in?

<i>Region</i>	<i>No. of Responses</i>
Yorke Peninsula Region <i>(Yorke Peninsula Council, DC of Barunga West & Copper Coast Council)</i>	23
Limestone Coast Region <i>(City of Mount Gambier, DC of Grant, Wattle Range Council, Naracoorte Lucindale Council, DC of Robe, DC of Tatiara & Kingston DC)</i>	29
Murraylands Region <i>(Rural City of Murray Bridge, Coorong DC, Mid Murray Council, Southern Mallee DC & DC of Karoonda East Murray)</i>	45
Mid North Region <i>(Port Pirie Regional Council, Northern Areas Council, District Council of Mt Remarkable, DC of Orroroo Carrieton & DC of Peterborough)</i>	21
Central Mid North Region <i>(Regional Council of Goyder, Wakefield Regional Council & Clare & Gilbert Valleys Council)</i>	7
Southern Fleurieu / Kangaroo Island Region <i>(City of Victor Harbor, Alexandrina Council, DC Yankalilla & Kangaroo Island Council)</i>	42
Port Augusta / Flinders Ranges Region	8
Whyalla Region	14
Roxby Downs Region <i>(Municipal Council of Roxby Downs, Andamooka & Woomera)</i>	4
Renmark Paringa Region <i>(Renmark Paringa Council & Berri Barmera Council)</i>	13
Outback Communities Authority Region <i>(23 Outback Progress Associations)</i>	5
TOTAL Responses	211

The 3 regions with the highest response rate came from the:

- Murraylands Region,
- Southern Fleurieu/Kangaroo Island Region and
- Limestone Coast Region.

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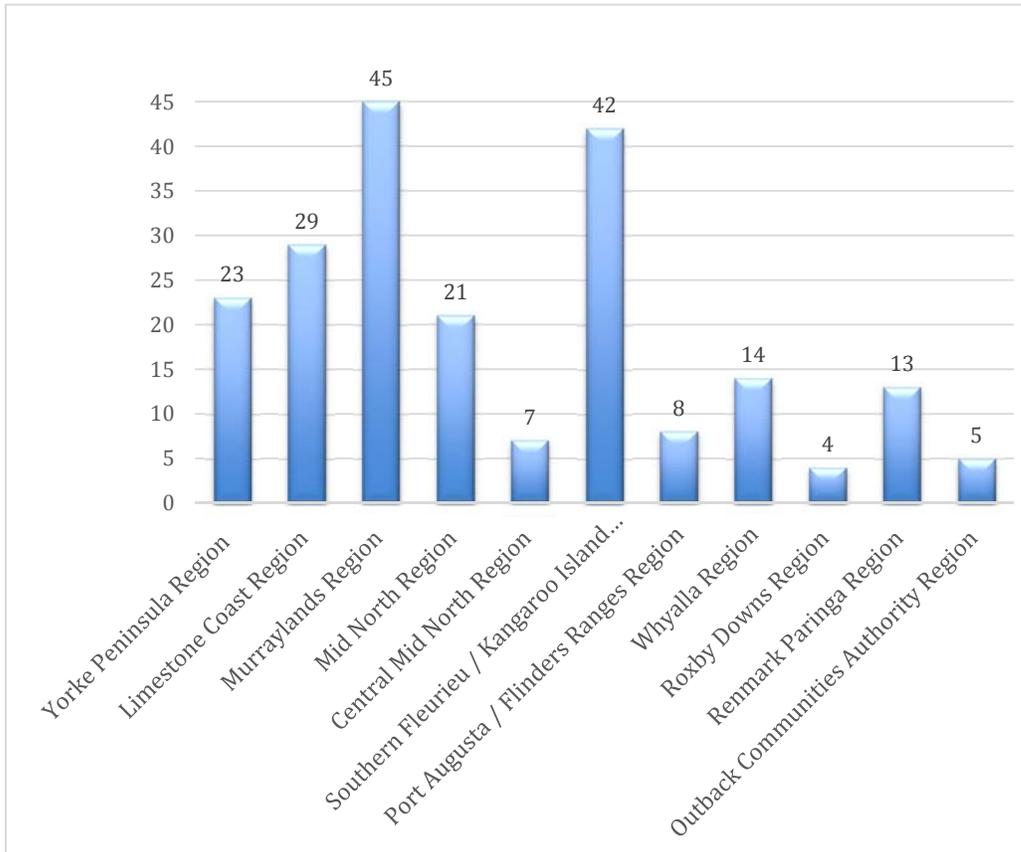
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Number of Survey Responses per Region



- It is acknowledged that the number of councils per region varies, which impacted the number of responses received per region.
- Regions with greater than 2 councils had more clubs who could participate in the survey.
- Two regions are very new and only commenced in June 2018 (Central Mid North and Outback Communities Authority). Therefore the program is still very new in these areas and currently being promoted.
- Berri Barmera Council made an agreement with Renmark Paringa Council (commencing January 2019), for the STARCLUB Field Officer to work 1 day per week in their council area. Therefore this is also only a very new area where the program is currently being promoted.

Reasons why more people may not have completed the survey in some regions

- Some regions had run a club development survey in their own region a few months earlier.
- Some regions do not comprise as many clubs/associations as other regions.

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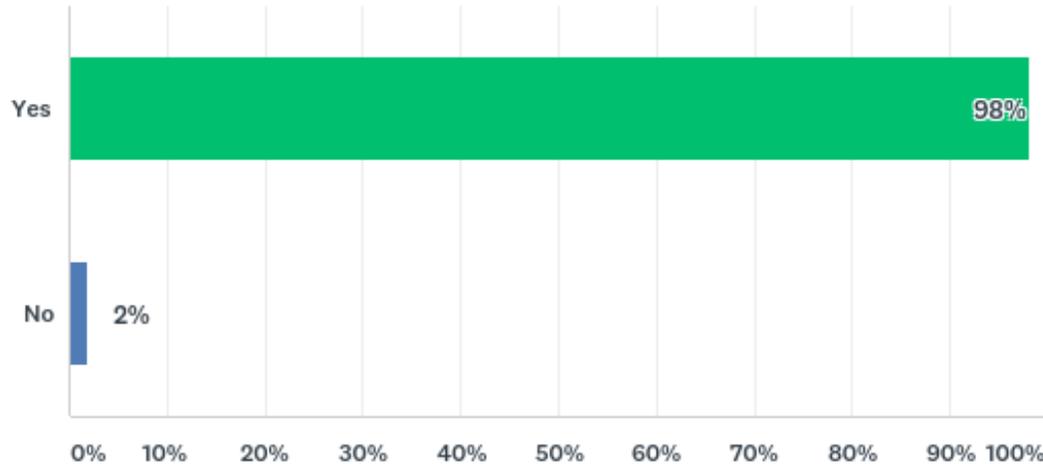


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Question 4

Are you aware that there is a local STARCLUB Field Officer to assist you with club development support within your Council area?



ANSWER CHOICES	RESPONSES	
Yes	98%	207
No	2%	4
TOTAL		211

The majority of survey respondents were aware there is a local STARCLUB Field Officer to assist with club development support at their club (98%).

Comments

A total of 69 comments were received in relation to this question.

The value for the STARCLUB Field Officer Program was clearly evident given the list of positive responses received about the Program, and support provided from STARCLUB Field Officers.

Comments are summarised below:

- “On behalf of our committee I would like to thank ORSR for setting up the STARCLUB Program, the supporting resources online and also face to face support given to our club by the STARCLUB Field Officer. Our STARCLUB Field Officer has certainly been a valuable and helpful resource person”.
- “As an Association we can’t praise and thank our Field Officer enough, who is always easy to contact, willing to meet with us and very helpful with anything we ask”.

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Comments continued

- *"I believe the program has an important role to play in the community".*
- *"I attended a Child Safe Officer Course last night. I certainly appreciate the efforts of the presenter and the STARCLUB Field Officer in running this session in an informative and professional friendly manner. Their knowledge on how to help sporting clubs deal with different issues was excellent. I certainly value effective and informative presenters!"*
- *"We access the STARCLUB Field Officer Program regularly".*
- *"I have used and sourced advice from the STARCLUB Field Officer".*

Our STARCLUB Field Officer:

- *"Attends our meetings and gives good insights into club management".*
- *"Is a great advocate of sports in our region and does a great job".*
- *"Has been extremely supportive and provided vital information for our club".*
- *"Has always been very willing to offer assistance, guidance and information any time we have asked".*
- *"Is in regular contact as we are looking to complete the STARCLUB program while also investigating some facility upgrades".*
- *"Great help with re-doing our strategic plan".*
- *"Is very pro-active in providing information to clubs and organising workshops".*
- *"Is fabbo and very knowledgeable and explains things very well".*
- *"Is extremely helpful and willing to research on behalf of any enquiries I have".*
- *"Always very helpful and keen to help out".*
- *"Helped us through the initial set up of our club".*
- *"We have regular contact".*
- *"Has been extremely valuable with assistance on a number of occasions, with policies, grants and junior support. Is always available for a phone call/chat".*
- *"Our Club has benefitted from active engagement with the Field Officer for a long time. The support has been very much appreciated".*
- *"We have valued the help and support of our STARCLUB Field Officer".*

Additional comments received for this question are listed in **Appendix 1**.

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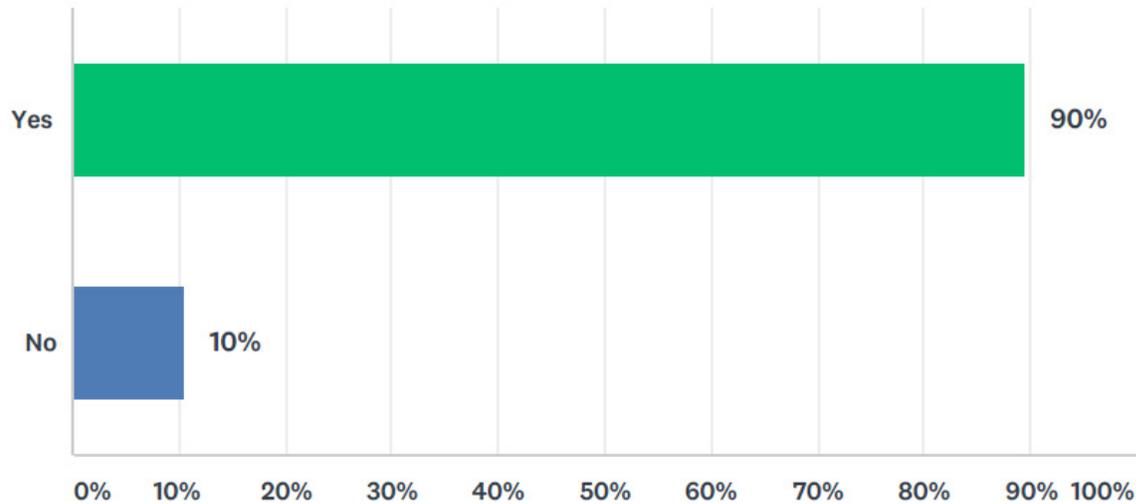


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Question 5

Have you been in contact with your local STARCLUB Field Officer within the last 12 months?



ANSWER CHOICES	RESPONSES	
Yes	90%	189
No	10%	22
TOTAL		211

The majority of people (**90%**), advised they had been in contact with their local STARCLUB Field Officer within the last 12 months. This demonstrates the Field Officers have had an active presence within their local communities.

A total of **64** comments were received in relation to this question.

Comments are summarised below.

- *“Regularly in particular with regard to funding”.*
- *“The Field Officer has been a great support to our association for an extended period of time and has reached out to the new committee members (our association had a large changeover of volunteers recently), to ensure we were aware of the resources available to us”.*
- *“At this stage the club is running okay but like all, would like more members & volunteers. We will need to visit our constitution and alter to suit current declining memberships and terminology”.*

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- *“Always very helpful”.*
- *“Moonta seems to be ignored by the starforce region”.*
- *“Numerous meetings regarding accreditation, advice, grants, facilities and cooperation with local council”.*
- *“Our STARCLUB Officer has been invaluable in helping our club attain \$1.2 million in funding for a new synthetic hockey pitch. The Field Officer encouraged us at the application stage, and was a conduit between our club and our local council, providing practical support, has helped write parts of the application and has approached people for letters of support. The Field Officer has continued to support us actively throughout the planning stage and has offered support in the upcoming construction phase. Without the STARCLUB program I doubt whether we would have had the confidence or the skills to be able to secure the funding for this wonderful piece of regional infrastructure”.*
- *“The Field Officer has been assisting myself and the other trainers in the local area to recruit more trainers”.*

Additional comments received for this question are listed in **Appendix 2**.

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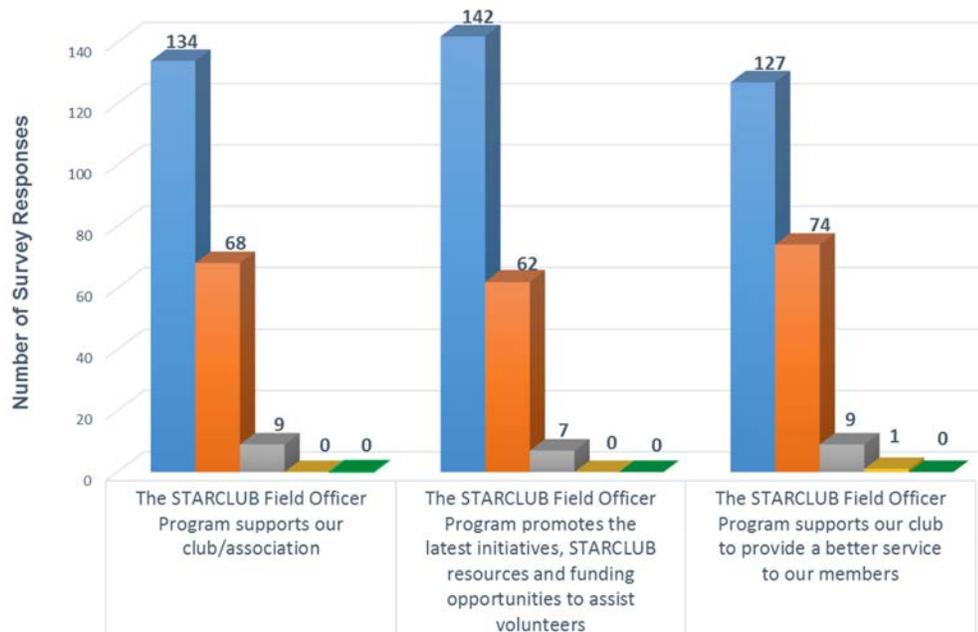
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LEADERSHIP

Question 6

Please rate each of the statements below, based on how important it is to your club/association, and your satisfaction with the support provided.

Importance of this Support



Very Important	134	142	127
Important	68	62	74
Neither Important/Unimportant	9	7	9
Unimportant	0	0	1
Very Unimportant	0	0	0

- The most important thing to clubs/associations is that the STARCLUB Field Officer Program promotes the latest initiatives, STARCLUB resources and funding opportunities to assist volunteers.
- The second highest priority is simply that the program supports their club/association.
- A handful of clubs were undecided about the importance of this support. Otherwise all responses were positive that the support outlined above is important to them. Only 1 club indicated it was not important for the SFO program to support their club to provide a better service to their members.

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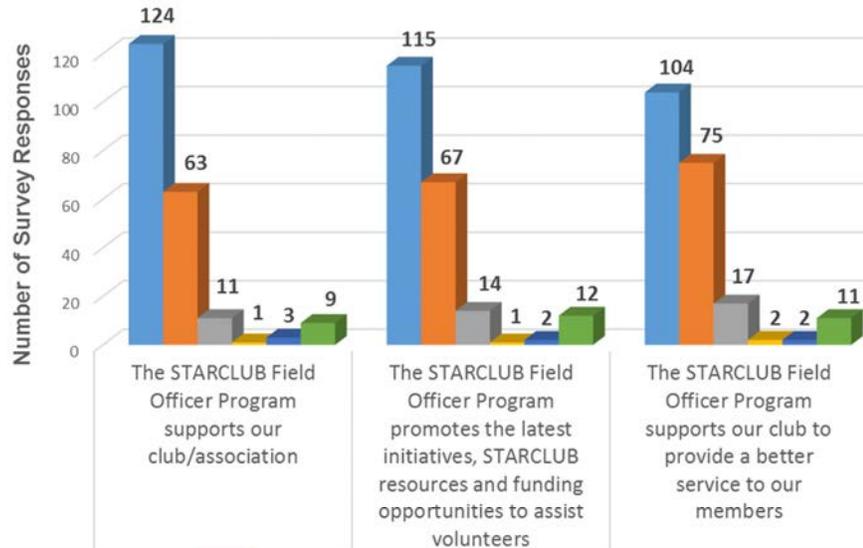
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Satisfaction with this Support



Very Satisfied	124	115	104
Satisfied	63	67	75
Neither Dissatisfied/Satisfied	11	14	17
Dissatisfied	1	1	2
Very Dissatisfied	3	2	2
Not Applicable (not accessed this support)	9	12	11

- The highest level of satisfaction identified was simply that the clubs/associations feel they are being supported by the STARCLUB Field Officer Program.
- A small portion of clubs were not able to rate their level of satisfaction with the support provided, as they had not accessed this support.
- In order to obtain an accurate result of satisfaction with the support provided, all survey respondents who stated (N/A) as they did not access these support services, have been excluded from the following graph.

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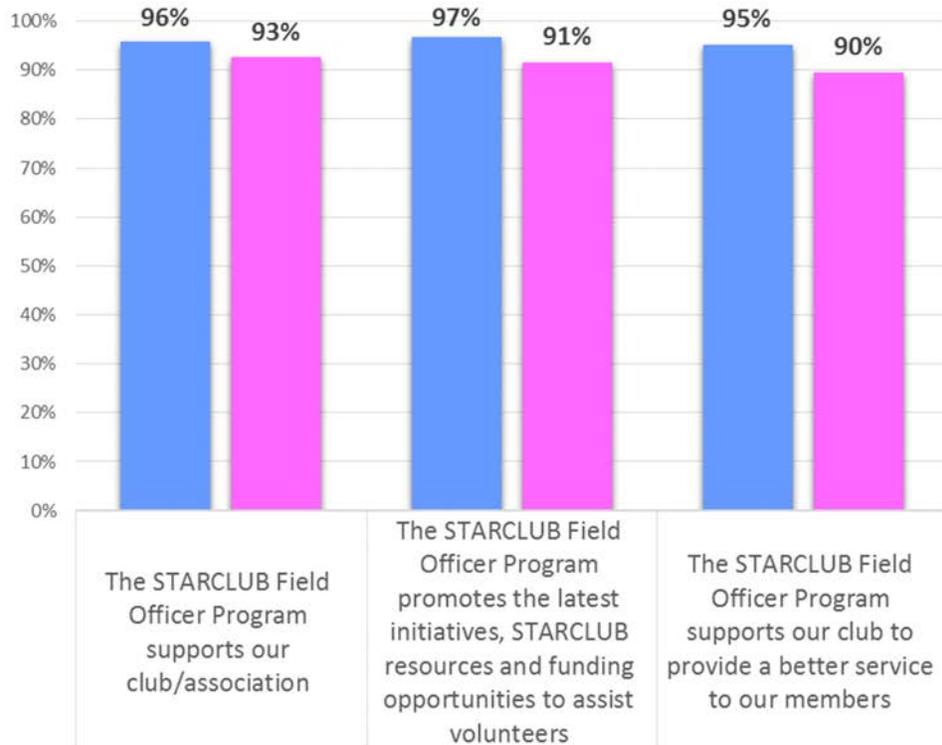
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Level of Importance of Support vs Satisfaction with the Support Given



Very Important/Important	96%	97%	95%
Very Satisfied/Satisfied	93%	91%	90%

Highest Priority vs Satisfaction with Support

- **Highest Priority** - 97% of clubs stated it was either *important or very important* to them for the STARCLUB Field Officer Program to promote the latest initiatives, STARCLUB resources and funding opportunities to assist volunteers.
- **Satisfaction with Support** - 91% were either *satisfied or very satisfied* with the support given in this area.
- In the LEADERSHIP CATEGORY, the **level of importance of support vs satisfaction with the support** given is generally being met, with some minor room for improvement. Overall there was a 3-6% difference in what clubs rated as important compared to how satisfied they were with the support being provided.
- The results demonstrate that the STARCLUB Field Officer Program is generally meeting the community's expectations to support their club.

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Comments

There were **60** comments received in relation to this question.



“For regional areas I cannot stress how important this position is for regional clubs and associations regarding advice on growing clubs and members, governance, facilities and local government mediation”.



“We have found the program and our Field Officer an integral part of making our club better for all”.



“Such a valuable asset for our club and the region”.

Additional comments received for this question are listed in **Appendix 3**.

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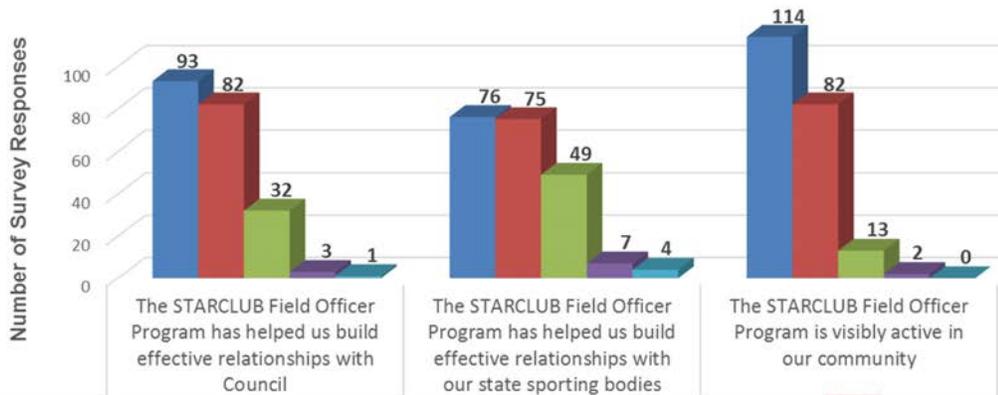
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COLLABORATE

Question 7

Please rate each of the statements below, based on how important it is to your club/association, and your satisfaction with the support provided.

Importance of this Support



Very Important	93	76	114
Important	82	75	82
Neither Important/Unimportant	32	49	13
Unimportant	3	7	2
Very Unimportant	1	4	0

Key Areas of Importance

- The majority of survey respondents indicated that the most important support service for them, was for the STARCLUB Field Officer Program to be visibly active in their community.
- The second highest priority for clubs was for the program to help them build effective relationships with council.

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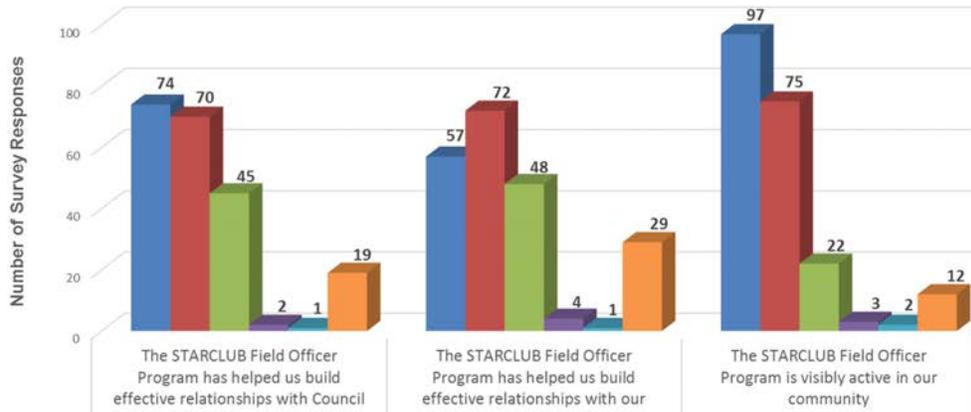
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Satisfaction with this Support



Very Satisfied	74	57	97
Satisfied	70	72	75
Neither Dissatisfied/Satisfied	45	48	22
Dissatisfied	2	4	3
Very Dissatisfied	1	1	2
Not Applicable (not accessed this support)	19	29	12

- The results demonstrate that not everyone was of the opinion the STARCLUB Field Officer Program has helped their club build effective relationships with council or their state sporting bodies. A large portion of clubs were undecided and stated they were neither dissatisfied nor satisfied. Clarification around this can be seen in the 'comments' submitted for this section. Some clubs felt they already had a good relationship with their sporting bodies and council before engaging with the STARCLUB Field Officer program. Therefore they were neither satisfied/dissatisfied.
- All survey respondents who stated (N/A) as they did not access these support services, have been excluded from the stats to obtain the data in the following graph.

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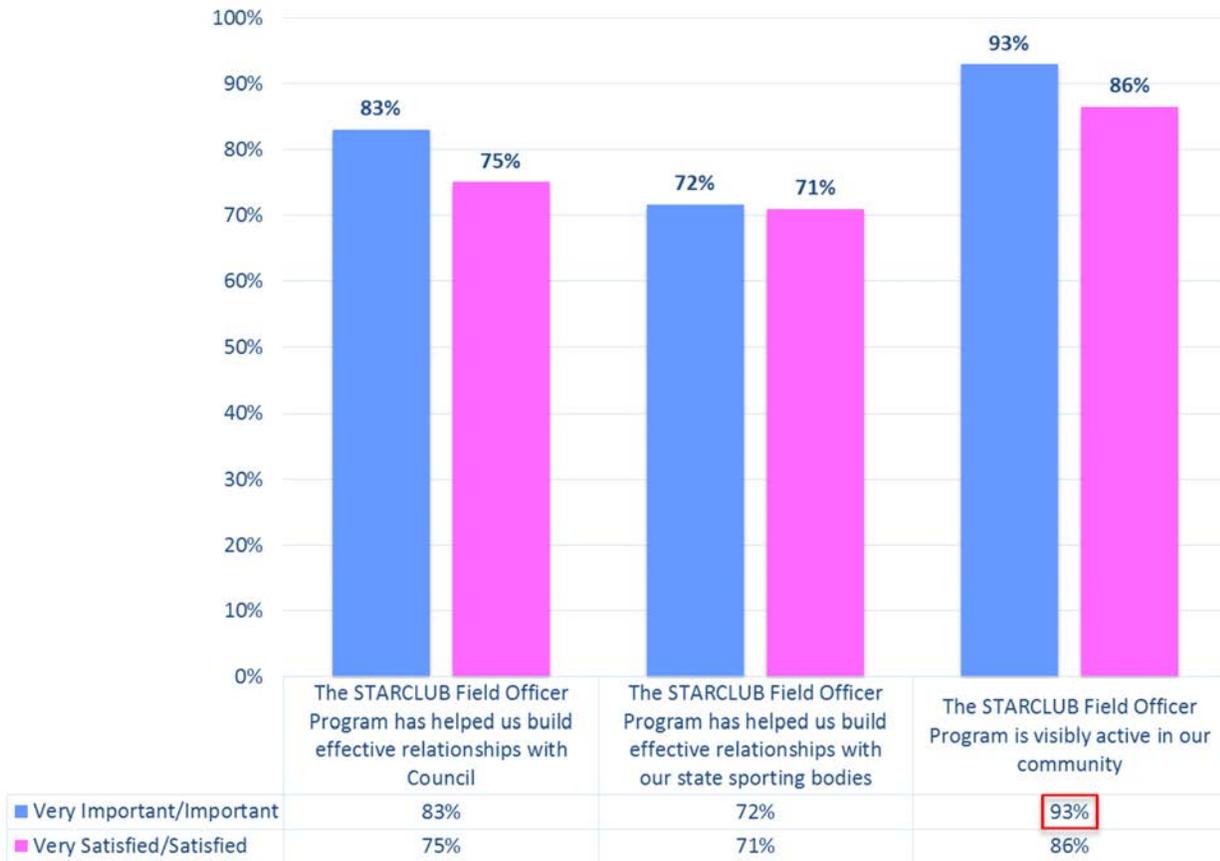
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Level of Importance of Support vs Satisfaction with the Support Given



Highest Priority vs Satisfaction with Support

- **Highest Priority** – 93% stated it was either *important or very important* for the STARCLUB Field Officer to be visibly active in their community.
- **Satisfaction with Support** – 86% were either *satisfied or very satisfied* that the STARCLUB Field Officer is visibly active in their community.
- In the COLLABORATE CATEGORY, the results demonstrate that the STARCLUB Field Officer Program is generally meeting the community’s expectations but there is still some minor room for improvement.
- Overall there was a **1-8% difference** in what clubs rated as important compared to how satisfied they were with the support being given. The largest gap in level of importance verses satisfaction of support (**8%**) was in relation to how satisfied clubs felt the program actually helped them build a relationship with council.

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Comments

There were 51 comments received in relation to this question.

"I feel that this question is difficult to answer as some people in the community may not be aware of the program and may not necessarily wish to be aware of it, however it is very important to those people who have needed or received support from the program. I'm not convinced that visible profile necessarily indicates the value of the program".

"We already had a very strong relationship with our state sporting body before our involvement with STARCLUB".

"The field officer is continually communicating and has been invaluable with all levels of support".

"Our officer works hard to ensure all groups are aware of them and the services they can provide. Some clubs are just starting to realise with the changing environment legally they do need this support".

"We as a sporting Club, have always had a close liaison with our State and National Body. Being part of STARCLUB has put a professional polish on our Cubs outlook for the future".

Additional comments received for this question are listed in **Appendix 4**.

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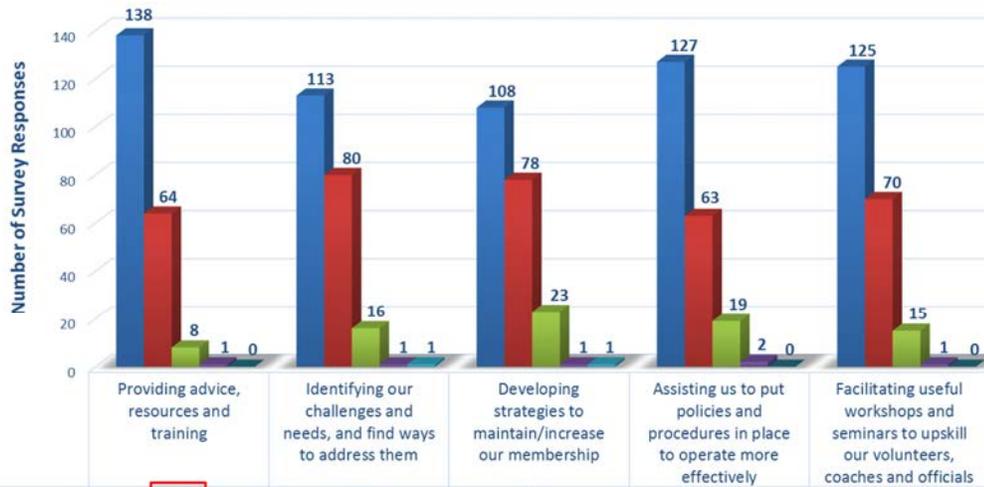
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BUILD CAPACITY AND CAPABILITY

Question 8

The STARCLUB Field Officer Program supports my club/association by:

Importance of this Support



Very Important	138	113	108	127	125
Important	64	80	78	63	70
Neither Important/Unimportant	8	16	23	19	15
Unimportant	1	1	1	2	1
Very Unimportant	0	1	1	0	0

Key Areas of Importance

- The area of most importance under the 'Build Capacity and Capability' stream was that the STARCLUB Field Officer Program provides advice, resources and training.
- The second most important service was for the program to assist clubs to put policies and procedures in place to operate more effectively.

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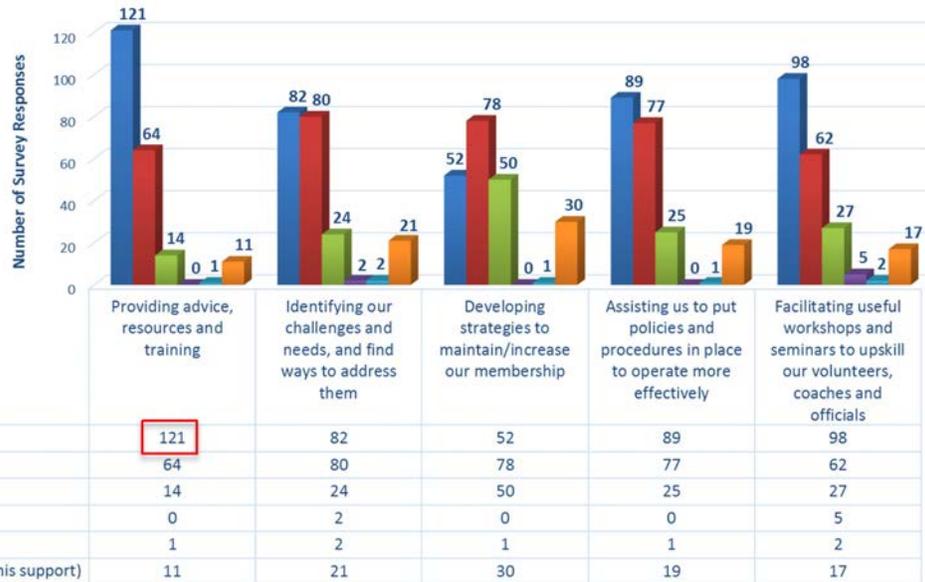
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Satisfaction with this Support



Top Two Areas of Satisfaction:

- The greatest level of satisfaction with support under this stream, was the advice, resources and training provided through the program.
- The second highest level of satisfaction identified, was that the program facilitates useful workshops and seminars to upskill club volunteers, coaches and officials.
- All survey respondents who stated (N/A) as they did not access these support services, have been excluded from the stats to obtain the data in the following graph.

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Level of Importance of Support vs Satisfaction with the Support Given



Highest Priority vs Satisfaction with Support

- **Highest Priority** – 96% of clubs stated it was either *important or very important* to their club for the program to provide advice, resources and training.
- **Satisfaction with Support** – 93% were either *satisfied or very satisfied* with the support given in this area.
- **Second Highest Priority** – 92% stated it was important the program facilitated useful workshops to upskill volunteers. There was a 10% gap in satisfaction with this support.
- In the BUILD CAPACITY AND CAPABILITY CATEGORY, the **level of importance of support vs satisfaction with the support** provided is generally being met.
- Overall there was a 3-16% difference in what clubs rated as important compared to how satisfied they were with the support being provided.
- The greatest gap in satisfaction with support (16%), was identified to be as follows: clubs need more help developing strategies to maintain/increase their membership.

There were 53 comments received in relation to this question. Refer to **Appendix 5**.

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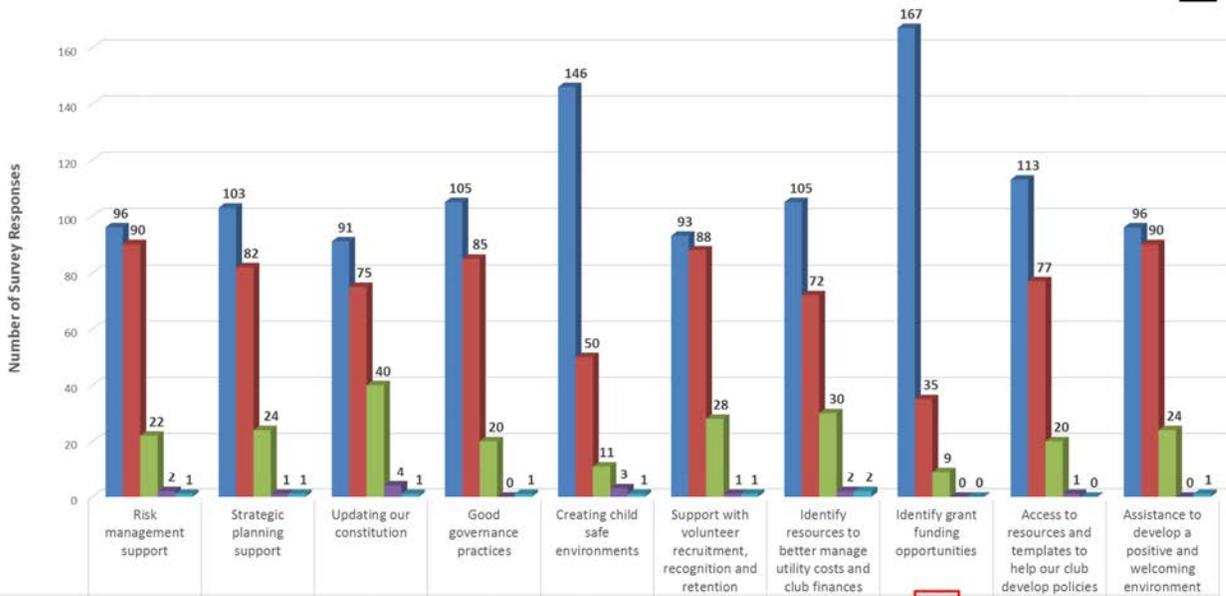
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Support and resources provided through the STARCLUB Field Officer Program.

Question 9

For each resource/service please rate how important it is to your club/association and your satisfaction with the resource/service provided.

Importance of this Support



Very Important	96	103	91	105	146	93	105	167	113	96
Important	90	82	75	85	50	88	72	35	77	90
Neither Important/Unimportant	22	24	40	20	11	28	30	9	20	24
Unimportant	2	1	4	0	3	1	2	0	1	0
Very Unimportant	1	1	1	1	1	1	2	0	0	1

Key Areas of Importance

- The area of most importance under the 'Support and Resources' stream was that the STARCLUB Field Officer Program assisted their club to identify funding opportunities.
- The second most important service was that the program assists clubs to create a child safe environment.

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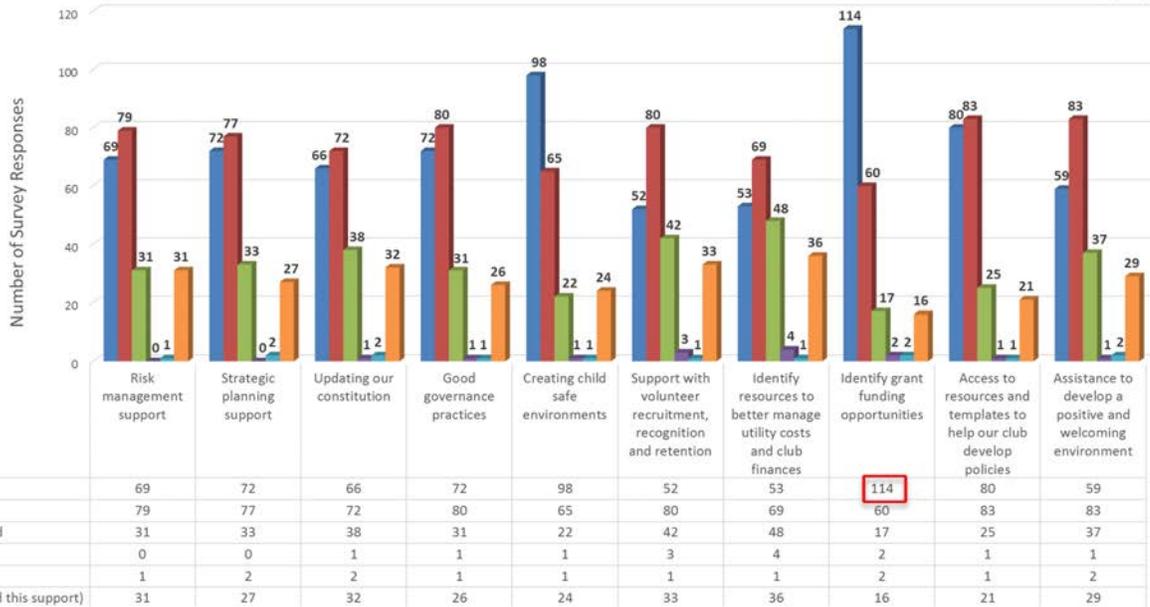
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Satisfaction with this Support



Top Two Areas of Satisfaction:

- The greatest level of satisfaction with support provided under this stream, was the assistance clubs received with **identifying grant funding opportunities** and **providing child safe environments**.
- All survey respondents who stated (N/A) as they did not access these support services, have been excluded from the stats to obtain the data in the following graph.

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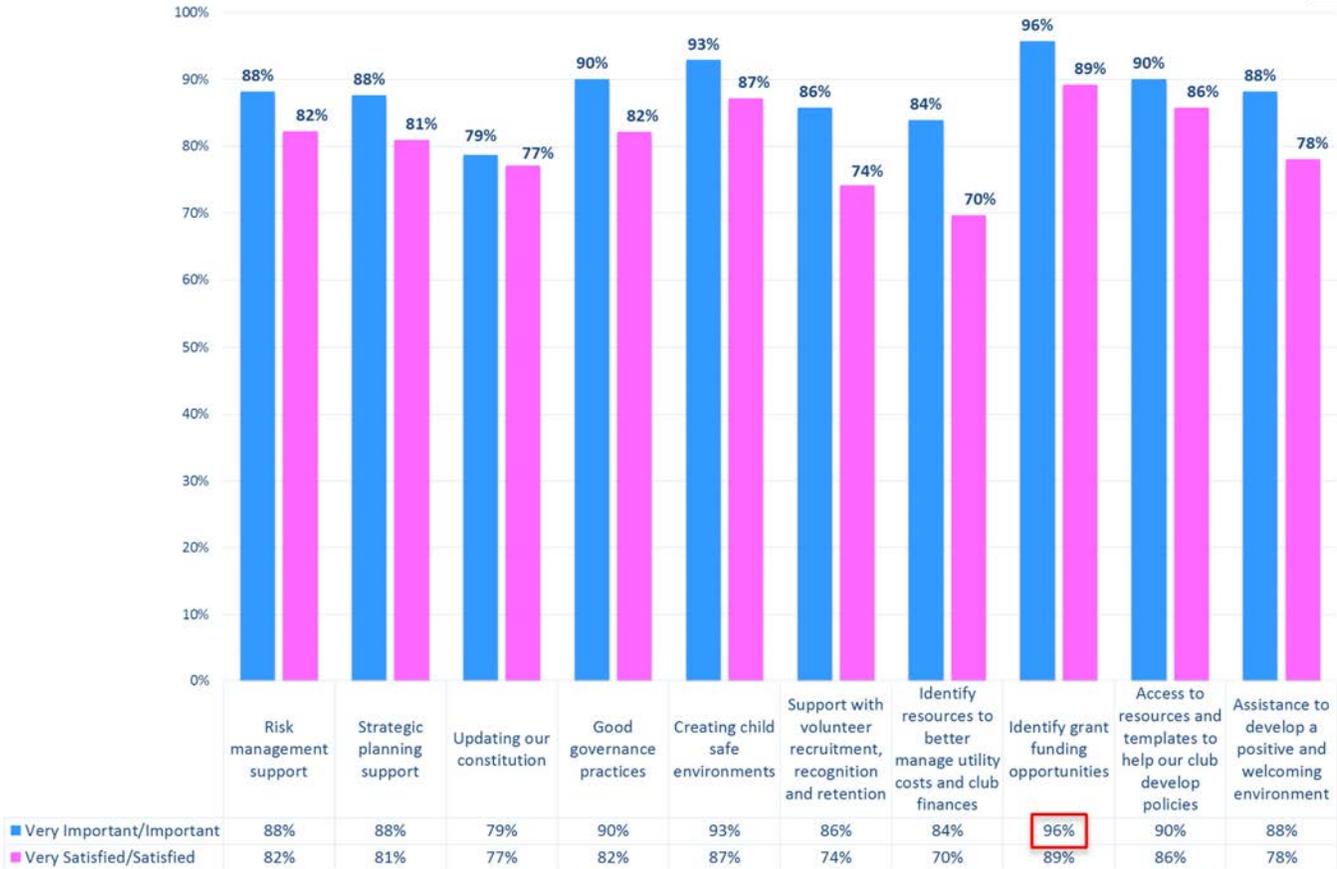
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Level of Importance of Support vs Satisfaction with the Support Given



Highest Priority vs Satisfaction with Support

- **Highest Priority** – 96% of clubs identified that it was either important or very important that the program helped them to identify funding opportunities. **Satisfaction with Support** – 89% of clubs were either satisfied or very satisfied with the support given in this area. There was a small 7% gap in satisfaction with this support.
- **Second Highest Priority** – 93% stated it was important the program assisted with creating child safe environments. There was a minor 6% gap in satisfaction with this support.
- In the SUPPORT AND RESOURCES CATEGORY, the **level of importance of support vs satisfaction with the support** provided is generally being met. Overall there was a 2-14% difference in what clubs rated as important compared to how satisfied they were with the support and resources being provided.
- The greatest gap in satisfaction with support (14%), was identified to be as follows: clubs need more help to identify resources to better manage utility costs and club finances.

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Comments

There were **45** comments received in relation to this question.

Some comments are summarised below.

- *“Without the Field Officer’s assistance, I don’t think we would have been able to get our small club up and running with the constitution etc.”*
- *“The resources I have been able to access via the various websites that I have learnt about via STARCLUB has been excellent”.*
- *“I feel concerned that ‘dissatisfied’ does not really identify the issue. It is more that clubs need almost a business planning diagnostic/tool and this is becoming more and more important. Access to expertise that can do a business test on clubs and their finances and then make some recommendations plans that clubs could follow to become better business models would be great - this includes association level. Perhaps this resourcing is out there but there is nothing individual that I’ve seen where clubs could access someone with business expertise to support them to grow and become more viable”.*
- *“As a new president of a club and not getting much help from previous president, the Field Officer has been a huge help with policies etc”.*
- *“It would be beneficial for our club if workshops weren’t held always on a Wednesday night, we train these nights and most of our committee members coach these nights”.*
- *“I feel more workshops within our locality are needed in regards to what policies are essential to clubs, mandatory reporting, responsible person role, coaching and first aid”.*

Additional comments received for this question are listed in **Appendix 6**.

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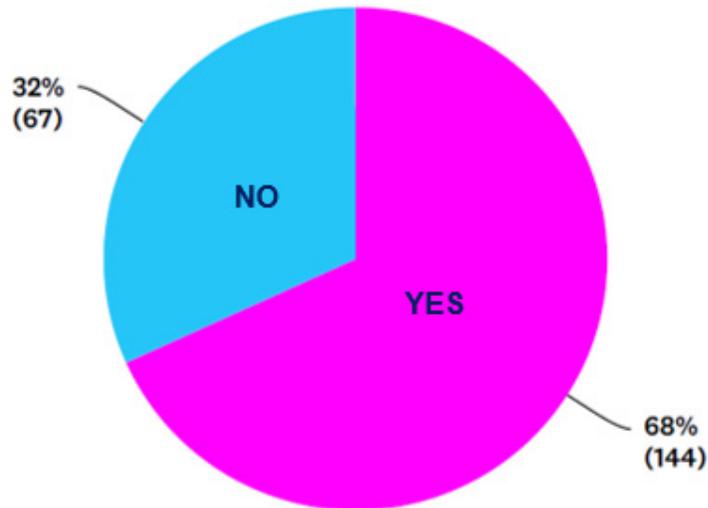
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Question 10

Have you implemented changes at your club as a result of attending training courses provided through the STARCLUB Field Officer Program?



The majority of clubs (**68%**) stated they had implemented changes at their club as a result of attending training courses provided through the STARCLUB Field Officer Program.

Comments

There were **114** comments received in relation to this question.

When asked to describe the changes implemented, these were some of the responses.

- *“Child Safe Environment training addressed the issue that we didn’t have a dedicated officer - this has now been addressed at committee and club level”.*
- *“Currently reviewing our Constitution after attending a training session and understanding the changes needed. Club Coach able to attend local Child Safe training rather than having to take time off work to attend in Adelaide”.*
- *“Looking to implement upgrades and changes at our facilities with a holistic approach rather than just our own club”.*
- *“We have updated most of our policies and regularly review them”.*

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- *"Probably the one thing that we have implemented is recognition of volunteers. Most other things have just tweaked what we were already doing. Time will determine how this impacts on our Club".*
- *"I have for many of the clubs I am involved in. Governance, child safe, appointing grant officers so we cannot just talk about funding. Risk management, job roles- strategic management. Police checks & child safe processes in Hockey club & association level, basketball and our theatre group".*
- *"We are applying for grants left, right and centre for our courts, so I value these courses, but also the kids aimed courses are beneficial to maintain our kids' inclusion of the club".*
- *"Revised Constitution, developed strategic and business plans and documented policies and procedures. Also supported successful applications for sport grant funding to build new rowing infrastructure in our region".*
- *"We have refined and implemented policies where we didn't have them. We have an excellent STARCLUB Field Officer in our area".*
- *"This has made us aware of the importance of updating constitutions, good governance practices, strategic planning & risk management planning".*
- *"Developed new constitution, updated policies, working on volunteer participation and player recruitment".*
- *"Building a club hand book with policies etc., coaches accredited".*
- *"Our club had a few things in place prior to the STARCLUB Field Officer being appointed to this area but we are now kept more up to date with different things that we didn't know about".*

Additional comments received for this question are listed in **Appendix 7**.

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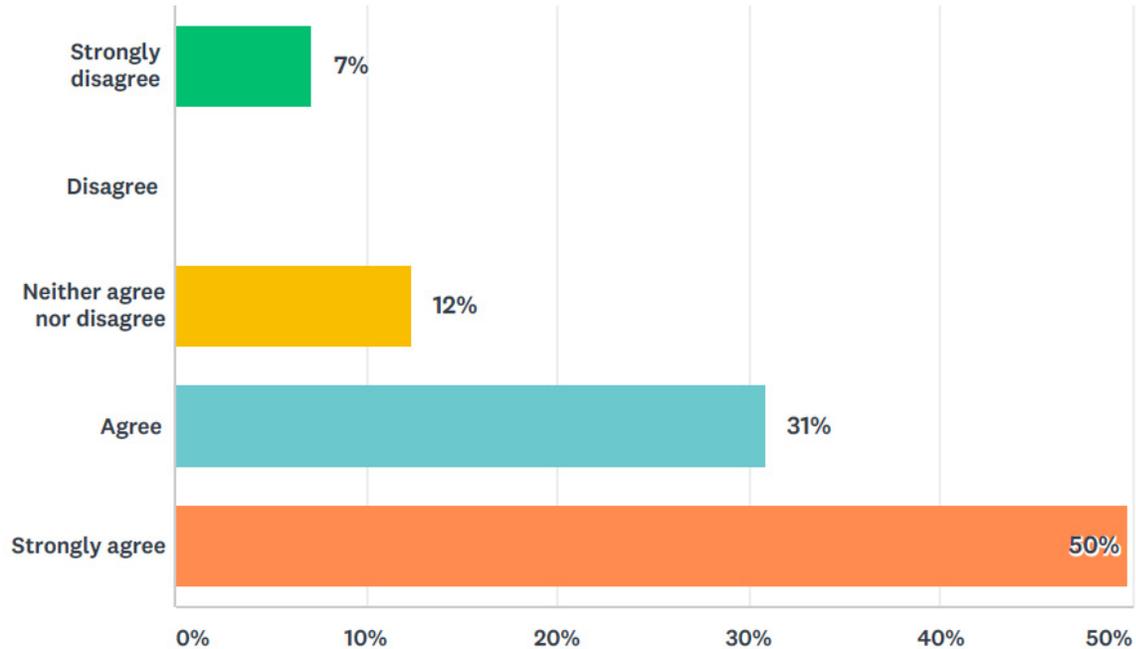


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Question 11

The STARCLUB Field Officer Program is crucial to supporting my club/association.



ANSWER CHOICES	RESPONSES	
Strongly disagree	7%	15
Disagree	0%	0
Neither agree nor disagree	12%	26
Agree	31%	65
Strongly agree	50%	105
TOTAL		211

Key findings

- **50%** of survey respondents **'strongly agreed'** that the STARCLUB Field Officer Program is crucial to supporting their club/association, followed by **31%** who **'agreed'**.
- A small percentage of survey respondents (**7%**) felt the Program was not crucial to supporting their club/association.

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Comments

There were **45** comments received in relation to this question.

- *"If we are talking just the STARCLUB Club development programme - it has been very crucial. If you mean the Officer - not crucial - but absolutely necessary to get us the training to do the programme".*
- *"I think the more people we have assisting the few people that are on the committees the better. It does appear that most clubs have the same people volunteering their time for several organisations. These people are already busy with their own personal lives and at times you become quite dependant. So the more help the easier it is".*
- *"It's useful to have someone with a link into the system and across all aspects of clubs".*
- *"We have a variety of members with diverse views on how the club should develop and what is required to maintain the Club. The Field Officer has helped the committee navigate through some of the trickier aspects of governance we've experienced by providing good factual background and information".*
- *"This is our local link to the program - they have localised links necessary for our club to co-exist with others and with promoting events where the Council is involved".*
- *"Needs more hands on direction for clubs! Clubs require assistance in notification of grants available, compiling grant submission, and feedback on why they are unsuccessful. Many small clubs find the detail required for grants onerous and very hard to comply with".*
- *"The program does not fit our club particularly well, but we are interested in accessing workshops etc. as they become available".*
- *"They have been really helpful, we are lucky to have STARCLUB as well as Tennis SA on our side. Much of the information that I have sourced through STARCLUB I could get through Tennis SA, but having the STARCLUB Field Officer contactable and being local means a whole lot to myself and our club".*
- *"The availability of the STARCLUB Field Officer is particularly important in rural communities where access to other supports is often limited".*

Additional comments received for this question are listed in **Appendix 8**.

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Question 12

How could the STARCLUB Field Officer Program better assist your club/association in the future?

Comments

There were **149** comments received in relation to this question.

Key comments received were:

- *"To be there as the aging committee members retire/change, to advise the incoming members of methods procedures etc. Constitutional alterations will need to be made down the track?? Which will require assistance".*
- *"Follow up regularly without us contacting them, we are volunteers and sometimes don't think of contacting them until needed ASAP".*
- *"Being able to continue to be involved with our club and provide us with access to information and resources we require to develop the Club in a positive way".*
- *"The average age of our club members is quite high. Perhaps we need help/advice in developing strategies to attract new members, especially young people and females".*
- *"Help us with training more referees and coaches. At the moment we pay all fees associated with this but now need first aid training for coaches etc".*
- *"The current process seems to be working very well for us. We receive information and can choose which courses we wish to attend and which members to send along to each information night. We are always kept updated from our field officer, but not pressured or annoyed in any way. We know if we wish to contact our field officer any time that they will be more than willing to assist".*
- *"Attend club and introduce themselves".*
- *"Perhaps offer more Responsible Service of Alcohol Trainings throughout the region due to new Liquor Licensing Laws being implemented in November 2019. Our Club needs have been addressed by our STARCLUB Field Officer, but there are a significant number of volunteers affected in numerous sports by this new legislation".*
- *"Facilitate meetings and interactions with other sporting associations to share information and ideas on how best to help each other out".*

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- *"Building relationships with local council would help us. The council seems to have little interest in the service we provide to the community".*
- *"I feel there is a need to support clubs with their operations model more intensively. I think a lot of work has been done around safety, inclusivity, enjoyment, volunteers etc. but the actual finances and business model need support too. Fundraising is becoming more and more difficult and all clubs seem to run with different business models, right down to expertise in the canteen - all operational areas could do with some extra support but the skill set is possibly outside of the current Field Officer profiles".*
- *"More local upskilling courses. Coaching, risk management, child safe, team managing, umpiring sports duty of care/courses. As I have done these type of courses and sometimes my recommendations get unheard, but they would understand if they too had access to these courses like I did. All coaches, managers and umpires should have to do a level 0 in sports. Level 0 in sports with kids, could be a universal course that carries to all sports. Also I believe numbers are down on sports of teenagers. Funding to increase teen and young adults would help retain club members longer. Not just the primary school sector".*
- *"Very happy with the support provided since the commencement of the program".*
- *"Help keep us up to date with any changes in policy and or procedures. Help keep us on the ball with any funding opportunities".*
- *"It would be good to have a more regular check-in type of service, I think it is also unclear as to what assistance the field officer has to offer. I was sort of under the impression that they helped with STARCLUB accreditation and with providing information on grants and available training - wasn't aware that they might be able to help with numerous other areas as well".*
- *"We need to be made aware of what assistance is actually available. We are all volunteers so don't have the time to be actively seeking assistance so need it more brought to our attention regularly".*
- *"The Field Officer Program should consider revisiting each Club after an AGM (or at AGM) to educate the members, as the Secretary usually gets left with the responsibility and Committee members think it is 'just paperwork' with little effect upon members. This would educate new members, motivate returning members and increase understanding of the program and what has changed".*
- *"Perhaps a meeting with the committee to explain the area's that the Field Officer can provide assistance".*
- *"This was the first time the club has used the Field Officer. She has been invaluable in the resources provided and has given clear direction to assist our club".*
- *"Schedule more upskilling and training events in a variety of areas, and then coordinate all the clubs to come together and train - this could also improve the connectors between clubs in the bridge".*

Additional comments received for this question are listed in **Appendix 9**.

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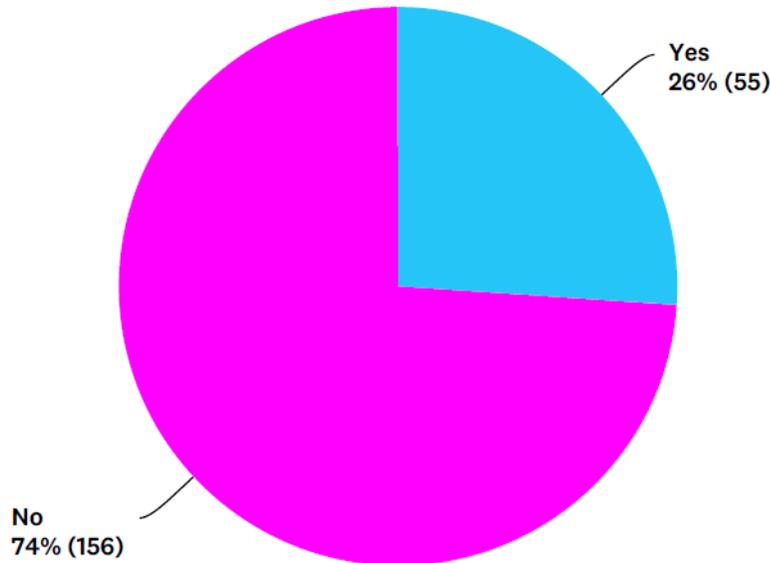


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Question 13

Would you like a STARCLUB Field Officer to contact you? If so, please leave your email address below.



A small number of clubs (**26%**) stated they would like their STARCLUB Field Officer to contact them and provided their email address. The contact details for these clubs were given to the relevant STARCLUB Field Officer in each region.

The survey results demonstrated that the majority of clubs are already in contact with their local STARCLUB Field Officer, and therefore did not feel the need to be contacted via this process, as they are already in communication with the STARCLUB Field Officer.

Comments

A couple of comments from clubs in relation to this question were stated as follows:

- *"He's already got it".*
- *"I have the Field Officer's contact details and have been working with her already".*

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Appendix 1 – Survey Comments in Response to Question 4

Question 4

Are you aware that there is a local STARCLUB Field Officer to assist you with club development support within your Council area?

Comments

In the past I have found the local STARCLUB person very helpful when required (especially the one before the current one). This one sends out good information on grants and conferences etc.

Still waiting on a reply as to our eligibility.

ORSR in South Australia decided that model aerospports are not a "sport" despite other states and federal government accepting the international status of aeromodelling as a sport through the FAI.

I attend as many workshops that are made available. I am also involved with Sport & Rec forum so I do come into contact regularly with the Field Officer.

We have a committee investigating our qualification for membership.

Our STARCLUB Field Officer:

- *Is very helpful when we have required assistance.*
- *Is very well known in the community, makes personal contact with clubs and offers support to many different clubs from a variety of sporting codes in our community.*
- *Brilliant local community member.*
- *Has a good presence in the community.*
- *Does a great job interacting with the members of our committee.*
- *Is amazing.*
- *Has been very supportive.*
- *Have met a few times, very helpful.*
- *Met at public meetings, very helpful and keen to assist with STARCLUB process and potential grant submission.*
- *Came to our Annual Shoot.*
- *Been very helpful on all occasions.*
- *Has a lot of input and advice for clubs.*
- *Has visited our Club on a couple of occasions to present us with our STARCLUB Banner and also assist us in organising our grant application.*

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Our STARCLUB Field Officer:

- *Has given us great support in our journey to full STARCLUB accreditation.*
- *Has been brilliant.*
- *I use the Field Officer for work on STARCLUB work.*
- *Has been a great help.*
- *Is extremely supportive and provides vital information for our club.*
- *Is very helpful and supportive. Offers a good sounding board.*
- *Is very forthcoming to help with programs.*
- *Always lets us know when they are coming over.*
- *Keeps us informed of various courses etc., happening in the region, has visited our club when requested, and provided supporting letters for grant applications. We have found our STARCLUB Field Officer to be very accommodating and easy to work with.*
- *Is very handy and has helped on previous occasions with grants and general info.*
- *Does an excellent job of keeping us informed and helping with any problems that arise.*
- *Our Field Officer does an excellent job and has been a great support to us as a club.*
- *Has attended many meetings with our Club.*
- *We have met and communicated on a number of occasions and the Field Officer has been incredibly helpful to us.*
- *We have used the assistance from the Field Officer on several occasions.*
- *Is a great help to our Club and organising useful seminars.*
- *Great lad.*
- *Have not had personal contact, but trying.*
- *Is very helpful and proactive!*
- *Provides our club with regular updates via email, of information and dates for courses run locally for our region by the Field Officer.*
- *Always assists us when needed.*
- *Is in contact regularly.*
- *Is a great help and provides a very valuable service.*
- *Is always very helpful.*
- *Have used their advice and expertise on numerous occasions.*
- *Our Field Officer's Facebook page is outstanding.*
- *Is involved in National over 60s sides event through council sponsorship.*
- *Is brilliant!!*

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Appendix 2 – Survey Comments in Response to Question 5

Question 5

Have you been in contact with your local STARCLUB Field Officer within the last 12 months?

Comments

Not to do with STARCLUB though.

In regular contact, either in my role as a journalist or as an under 15 football volunteer coach.

The Field Officer has always been very willing to offer assistance, guidance and information any time we have asked.

The Field Officer is very help and proactive!

Normally every 2 to 3 weeks.

Yes. Quite often. The Field Officer is always available when required. Has even come to a few meetings after working hours.

Ran a workshop for Team.

When attending various development courses.

Haven't had a need to.

The Field Officer is always available to us.

Attended an information night, and also follow up email correspondence.

Working together on a project at our club (New Disabled Toilet Facilities).

By phone, email and personally. The Field Officer has been to the club twice and members have visited him.

The Field Officer played in massive role in our recent Junior Basketball Tournament (70 teams).

Several times.

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Always very helpful and keen to help out.

Very small club everything runs smoothly :-)

We regularly see and speak with the Field Officer.

Yes the Field Officer has helped us becoming a STARCLUB.

Regularly

Ran a workshop for Team

Helped out club reach a specified point in star Club to receive a council grant.

Yes spent time with the Field Officer on phone today and planning to meet up next week.

Have referred another local.

Request for Child Safety Officer training.

The Field Officer is currently helping us with a grant application.

Great place to get training links and to have a coordinated approach to rolling upskilling out.

Re: Grants

Overall oval master plan included with STARCLUB.

Many times

Constantly – The Field Officer's assistance has been excellent to assist clubs.

We have been in contact to finalise our STARCLUB registration

Very helpful

To become a STARCLUB and constitution upgrades

Required assistance for our Netball club

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Only via emails.

Tuesday 16th March was the last time. We try to meet monthly.

Regularly

Assisted me with my planning to attain Star Club status.

Has been regular really.

Workshop for Grant writing.

The Field Officer has presented at community meetings and has actively made contact with clubs.

The Field Officer has been very supportive.

The Field Officer has assisted us with accreditation, business and marketing plan.

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Appendix 3 – Survey Comments in Response to Question 6

Question 6

Please rate each of the statements below, based on how important it is to your club/association, and your satisfaction with the support provided.

Comments

It is very important for the STARCLUB Field officer to support and promote all areas.

It always takes a dedicated person to represent the club & have the time & energy to follow up. It is so easy to just run out of puff. All the assistance is there but paperwork has to be filled out.

Although we have not used the Field Officer a lot, they are always at hand when needed.

The support we have received has been priceless

If there is an initiative or service available to clubs in our region, our Field Officer provides it and makes all aware of what opportunities are there. The workshops are invaluable.

We will need to utilize the Field Officer in the near future to upgrade our constitution to suit changing needs.

Has been very supportive of our Club as we move towards developing a strategic plan and in assisting us with funding application queries, and informing us about local workshop sessions.

Excellent way that our Field Officer pursues our club to participate and assists us in every opportunity. Local knowledge and understanding is crucial.

Thanks for support.

Most occasions when you're club requires advice they are very helpful.

They have been great.

Smoothing the pathway between soccer and hockey enabling us (soccer) to use hockey facilities as we have over 100 children from 4 - 17 with no facilities.

We as a club do not utilise STARCLUB as much as we should.

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Although our membership is small, the members have a wide range of professional and practical skills. Therefore we have not to date had any need to call on the Field Officer for assistance. However I did attend two Information sessions conducted by the Field Officer (and two by others in the metropolitan area) last year, and I am quite sure the services are invaluable to the many other clubs in our area who are not as fortunate in their membership as we are. We check all of the Field Officer correspondence to us, in case there is anything offered that might be of assistance to us, and will certainly take advantage of the Field Officer services if that situation arises.

Has provided excellent resources to help us work through and achieve STARCLUB accreditation.

Would like to receive more support on completing our STARCLUB accreditation.

We have found the program and our Field Officer an integral part of making our club better for all.

Our Field Officer has been very supportive to our club and continues to engage.

Such a valuable asset for our club and the region.

Our Field Officer continually informs us of new and relevant info and has offered hands on support in meetings etc.

Support provided can be as minor as pointing in the right direction for information or working together to review sources and what can be provided in our region for community and sport and rec groups.

As mentioned prior we are not members at this time but are looking at what we need to do to qualify therefore these answers are a bit hypothetical.

For regional areas I cannot stress how important this position is for regional clubs and associations regarding advice on growing clubs and members, governance, facilities and local government mediation.

This we know is on-going and we hope to have the recognition shortly.

Has helped us get grants and very useful advise on getting grants

Our local council made us aware of funding opportunities which enabled us to secure \$1.2 million in grant and council funding. We would not have been able to achieve this without the Field Officer Support and leadership. We are incredibly grateful to the STARCLUB program, without it we would not have such fantastic facilities in regional SA.

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Has supported us and demonstrated initiative by suggesting new ideas.

Our Field Officer has had a long and sustained relationship with our region. Over time the Field Officer has developed their understanding of our unique region and its challenges, helping us to let him in and trust his knowledge and support. This is a crucial element of services to country regions. If we need anything he is quick to address it and he also is on the front foot to organise and alert us that he will be over so that his days are packed with contacts. We see many people visit and enjoy themselves and sometimes forget about doing the work they came over for – Our Field Officer is definitely not one of these! Although we have support from other areas (such as SANFL and our zone) we have still utilised his support and knowledge on many occasions. As a female administrator I have often felt unsure of my position and confidence. Our Field Officer has been a great sounding board and encouraged and has supplied many resources to help.

We as a Club have found all of our involvements with Star Club to have been not only beneficial but also very professional.

Our club members are mostly adults and is managed by persons who have a wide knowledge of business management. We are also guided and supported by Bowls SA with policies for good management. We have appreciated the various courses managed by the STARCLUB Officer and attend those that are applicable to the club and which we feel would be of added benefit to our club.

She is always available to support our Club, but not all our members want to get involved.

Without his help we would not be in the position we are.

Our Field Officer has excelled in all areas. She has helped our association on numerous occasions.

Our club does not fit the program very well, but found the process useful.

Support is on offer but due to such a large region we have to travel 100-200km to all engage in these services. He is very supportive as an individual.

Always receive emails / Facebook posts with Training opportunities, grant offers, Club Policies etc

Our club get regular newsletters, events and updates associated with our type of club.

Field Officer actively supported the development of our strategic and business planning process. Also provided resources and information to support committee members to understand their roles and responsibilities.

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Have not seen or heard from a field officer.

Has all sporting clubs in the area at heart and really understands the local struggles.

As mentioned above, we've not been contacted by a Field Officer, nor have we "needed" to contact one yet.

Facebook and emails are an easy method of communication which I find helpful.

Access to program denied as stated above

Was proactive in helping Stuart gain STARCLUB status, we now have a better run club with guidelines and policies in place and goals to achieve.

The satisfaction level is based more on our engagement with our Field Officer. She is very pro-active however the club could probably utilise her more if we were more pro-active in return.

I have attempted twice to submit applications for membership to the STARCLUB but have encountered problems with the program used by the STARCLUB and have given up in disgust.

Always helpful

Has attended many meetings promoting Star Club and the various ways it can assist in its growth and promotion.

Has been very proactive in ensuring we are up to date with all the tools and support that STARCLUB has to offer.

The Field Officer and I have only recently met and we are working on a project to provide toilet access to disabled people and at the same time upgrade our existing toilets.

Has been AMAZING in his help to our club and myself as secretary. Couldn't have done it without all of his help.

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Has provided vital information and also guidance for our club.

Our club needed a lot of guidance and governance, and this could not have come at a better time, BUT perhaps we should have instigated this a couple of years ago??

We need intensive care for our committee and members to boost morale and enthusiasm but it has been difficult to find time to meet our Field Officer at a time that is convenient for both of us.

My interactions with STARCLUB have been valuable to our club development.

Has been very supportive, encouraging and extremely approachable and helpful.

There is a glitch in the system as we await final confirmation of our STARCLUB status. Although we have completed all the requirements and this has been confirmed, apparently the Department is having trouble in recognising Radio Sport as a sport. I have provided evidence of our activities and yet we don't seem to be classified as such. It is even more frustrating to learn that a Chess Club has been given that status.

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Appendix 4 – Survey Comments in Response to Question 7

Question 7

Please rate each of the statements below, based on how important it is to your club/association, and your satisfaction with the support provided.

Comments
<i>Very satisfied</i>
<i>Our council seems to be more inward looking to its own area.</i>
<i>Whilst we haven't utilized our officer yet, we are receiving regular updates via emails to keep us in touch with what is going on and invites to attend workshops etc. She and the Program is definitely visible in the community & accessible.</i>
<i>We were connected to Rowing SA before being involved with the STARCLUB Field Officer, so this is not an area we require support in.</i>
<i>We already had a very strong relationship with our state sporting body before our involvement with STARCLUB.</i>
<i>We already have a close relationship with our state and national body.</i>
<i>There is no state sporting body associated with our club. We are a local outback club that puts on an annual gymkhana / motokhana for our district and visitors.</i>
<i>It is very helpful to relationships with council and state body's through STARclub to know about grants and funding.</i>
<i>The Field Officer smooths over and helps with any problems we have.</i>
<i>Our application to become Star Club members was submitted last July. To this day we still have not received confirmation of our registration. Very very disappointing.</i>
<i>We are still setting the direction of our club.</i>
<i>See additional comments for previous question.</i>

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This year was the first time our club called on the STARCLUB field officer to assist us in achieving aspects of the STARCLUB Program. We already have built relationships with BB Council, Golf SA.

Would like our STARCLUB officer to have more opportunities to come out to our club.

Our field officer can be contacted easily and has been and continues to be of great help.

Difficult to answer this Statement because we have a good relationship with the Council and our Officer has not needed to assist in that area.

We see our Field Officer all the time through meetings and events.

Our Field Officer's support has been welcomed.

See comments above

As said before this is a necessary role especially for regional areas where we do not have easy access to advice etc.

- 1. We have always had an effective relationship with the local council.*
- 2. Unsure if this has happened within our sport groups under our Sports Club.*
- 3. Many members in our club would know who our Field Officer is and his support role :)*

Our club was involved in discussions and meetings with several other adjacent clubs with the view to share and collaborate facilities, knowledge and other shared resources.

Our Field Officer is regularly seen at meetings and is always emailing with training that is available.

Our Field Officer has been the conduit between our club and council and has been the key person liaising between us and other clubs regarding our proposed synthetic pitch development. The Field Officer has helped to make things run as smoothly as possible during a time of significant change for hockey and sport in general in our council.

Assisted us with applying for and successfully receiving two grants.

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I feel that this question is difficult to answer as some people in the community may not be aware of the program and may not necessarily wish to be aware of it, however it is very important to those people who have needed or received support from the program. I'm not convinced that visible profile necessarily indicates the value of the program.

We as a sporting Club, have always had a close liaison with our State and National Body. Being part of STARCLUB has put a professional polish on our Cubs outlook for the future.

Membership and approval /of STARCLUB is a bonus our club in that it indicates our degree of good management. This is important when dealing with Councils and Government bodies but is probably not of significant importance to our membership of Bowls SA.

Support very much appreciated.

Our field officer regularly keeps us informed

Huge region to facilitate.

Our Field Officer has visited on numerous occasions and always very helpful.

Our committee has several Council employees working at the local Council, so many of the Council related issues we have we tend to deal with ourselves which cuts out the middle man of STARCLUB. So don't take that away from the Field Officer from our club's perspective.

Council has supported our Club in many ways over the past few years both through the Field Officer but also through Senior Management.

STARCLUB field officer has a high profile amongst sporting groups in the region which is reflected in the high numbers that attend information sessions.

Have not seen or heard from a field officer.

The STARCLUB Field Officer in our region is visibly active in our community and it is very much appreciated by many sporting bodies in the area.

We have not had the need to ask for assistance

Agree

Not applicable for first two. In my experience the Field Officer is active locally.

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We haven't asked for assistance with any of these statements. Therefore we are neither satisfied nor dissatisfied.

As our assoc. is not affiliated with our state body, point 2 is not applicable.

Personal presence crucial.

The Field Officer makes themselves available at all times and actively promotes throughout the region.

Our Field Officer has been tremendously active in our community and with our association.

The Field Officer has met with myself and Council on numerous occasions and was a tremendous help.

Not aware of STARCLUB linking us with Hockey SA.

Always receiving emails regarding workshops and things happening in our area.

Visibility is fine if we talk about organisations, not necessary for the wider community in my opinion.

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Appendix 5 – Survey Comments in Response to Question 8

Question 8

The STARCLUB Field Officer Program supports my club/association by:

Comments

Has helped lots

There can be so much red tape in applying for funding or to understand the processes available to run a sporting club and our Field Officer is always available to short circuit any issues or concerns.

Several workshops been held locally.

We are just in the beginning stages of strategic planning, so over time, I think there will be more scope for developing membership numbers and assisting us with policy/procedures from our planning phase.

We would like to attract more members, especially young people and females. We are finding it very difficult. An important factor in this seems to be the negative attitude in the community towards shooting.

Due to the wide area covered by the STARCLUB field officer it is understandable that many trainings etc. are held in Mount Gambier, unfortunately this requires interested parties to travel up to two hours one way to attend. An opportunity to attend via an online system (e.g. zoom meeting) would be worth looking into.

Our club at this stage has not required the support.

With STARclub involvement has helped develop policies and strategies to better our club.

Our Field Officer ticks all the boxes here.

As yet we haven't had any clinic set up by our Field Officer but I am sure if we needed them he would help.

To my knowledge there have not been any workshops or seminars to upskill our Coaches and Officials.

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Our club will call on the STARCLUB Officer as we work through our strategic plan and implement different aspects of the plan.

It would be beneficial for our club if workshops weren't held always on a Wednesday night, we train these nights and most of our committee members coach these nights.

Some of these Statement are not relevant to us - just had to choose the least inappropriate answer.

We have participated in many training opportunities.

Any support in club development is gratefully received.

Based in an organisation that is constantly updating and sourcing policy and procedures, for a lot of items offered it isn't warranted for my group. But for many of the sporting clubs involved with is a vital tool in bring the clubs into line regarding changing legal requirements and improving governance.

Star Club is too hard to achieve for small clubs in country communities as you find people are volunteers on more than one sporting club and the numbers are small.

Point 3: this is definitely something to investigate more in the future.

Point 4: Will be organizing to meet in the near future to collate our policies and procedures

Point 5: yes this happens but I think we could expand on this in the future...most of time it is our member/volunteer availability that halts this.

We are still in the proceedings.

KFC understand the importance of policies, procedures, workshops, etc. Several have been carried out and more will be done over the course of the upcoming season.

Useful training nights

The Field Officer has been incredibly supportive for our club, his knowledge, skills and can-do attitude has meant that we have developed the confidence and skills to apply for grants and move forward with a \$1.2 million synthetic pitch project. His advocacy with the council has been second-to-none.

We have not used our Field Officer in the last 12 months.

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I feel that we have been very satisfied but realise the additional resources required to support a remote location such as ours. We would like to feel that this doesn't need to be "weighed up" by the program but is given the same access/resourcing as other regions in SA. Our FO does a fantastic job but sometimes we worry if he has to battle internally to make sure that KI is getting equity and access - hopefully not.

Our State body organises training and coaching days which are very beneficial. We as a Club have benefitted by our involvement with STARCLUB in the day to day running of the Club.

As a club at this time we are able to identify our needs and challenges and recruiting strategies, but it is good to know that the STARCLUB Officer is available to help.

Workshops and seminars are made available but getting our members involved is another thing.

We are interested in accessing workshops as they become available.

We are only just getting to many of these stages where we will look for support & guidance in these areas.

As previously pointed out. Getting volunteers to courses 100km-200km away is difficult. The momentum was great at the start but now we need to upskill others to take over our tired volunteers. Meaning courses like child safe need to be continually offered within active towns.

We get so many emails from STARCLUB regarding free information and training sessions, they are a real credit to STARCLUB for putting on.

STARCLUB Field Officer first point of contact when resources or support of any kind needed.

I don't think that we have attempted to utilise fully what the STARCLUB field officer has to offer, but the Field Officer also has to cater to a very wide community with hundreds of clubs so it can be difficult to get enough time to be able to work through issues, etc.

Have not seen or heard from a field officer.

Always difficult to get people to support seminars when they are on offer, even when they are free however our Field Officer has tried to reach many people to upskill volunteers and the courses provided have been appreciated.

Although our state body is expecting us to increase our membership, we as a club are finding this difficult. We may need to access STARCLUB for promotions.

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The training opportunities and grant are well advertised through star club.

This was a key area in which we hoped to gain support. Access to these club building measures denied.

Very satisfied with assistance provided when we ask for it.

The STARCLUB Program was very supportive whilst we were doing the Accreditation Program, but we have not had a great deal to do with them in this regards since then, however, I hope they will be as supportive when we have to update the policies and protocols in the next few months.

I feel more workshops within our locality are needed in regards to what policies are essential to clubs, mandatory reporting, responsible person role, coaching and first aid.

The Field Officer has held a number of workshops but we have not engaged with them at this point. We hope to in the future.

Always contactable.

The Field Officer has continue to promote the services of STARCLUB to our association to assist us in our A + rating and providing a safe, supported and inclusive environment

It is a bit soon to give accurate answers to a lot of the questions.

Still early stages for these resources to be acknowledged really.

I haven't had any conversations around maintaining and increasing our membership. The biggest hurdles we face with participation is the cost per child of playing multiple sports and the lives of mums and dads are getting busier and they want to have weekends off which makes it difficult to get them to get there kids up and out of bed each sat morning and off to cricket.

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Appendix 6 – Survey Comments in Response to Question 9

Question 9

For each resource/service please rate how important it is to your club/association and your satisfaction with the resource/service provided.

Comments

Our club will getting more involved in this in the very near future.

Very satisfied

Identifying grant funding very important getting them is near impossible for small clubs.

The Club is active in seeking grant funding opportunities and has had reasonable success over a long period of time with a stable committee having a reasonable knowledge of procedures. Opportunities have generally been notified by the local MP's Office, local paper articles and now direct emails from the Star Club Field Officer.

Haven't had much involvement yet as just starting to get everything set up.

Our sport is highly regulated by SAPOL. We also have strong support from SARPA (SA Revolver and Pistol Association). We already have well developed policies and practices in most areas.

Our constitution is up to date already. Utility costs are not a problem as we use outback power and our own water.

It is possible that in near future our club will be seeking assistance.

In all areas of running a golf club being involved with the STARclub has made running our club better.

The Field Officer has been on the front foot assisting our group across all these elements.

As yet we are dealing with our own constitution and child safe environments but I am sure if we were to ask for help it would be there.

The program is a great tool for club development.

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As mentioned throughout we are not currently members, however we intend to be so our answers are of what we would expect not what is being received. Trust you understand our position.

Most Country Sporting Clubs are struggling to maintain volunteer base and to remain financially viable so they do not really have time or inclination to put more pressure on people to do what they would deem non-essential.

There has been minimal contact with the Field Officer.

Happy to update survey in due course. We have these documents in place but I am happy to have assistance to collate and make sure they are up to scratch :) Which is a job for the near future.

Very proactive. Offers support in many ways. Very productive and timely.

We as a rule update our Constitution every 3 years. We are thankful of the assistance with gaining Grants. We have over the past few years worked hard on the social aspects of the Club with great success.

Our Bowling Association has field officers who are available to assist with most of the above practices. We have also utilized assistance from the Field Officer when needed.

Satisfied with the support we are getting.

Have not accessed very much because we are not a typical sporting club, but the assistance the Field Officer has provided has been useful and appreciated.

Very active in promoting these issues with clubs.

We have been recently working with the Field Officer to update our constitution and he was really efficient (it's me who isn't!), and many of the topic above are covered through the free workshops that STARCLUB put on.

The Star Club resources are exceptionally useful for effective management of any Club.

Have not seen or heard from a field officer.

The Field Officer is very helpful with STARCLUB knowledge and access to resources.

Ditto access denied.

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As a Community Gym, there were no other such organisations seeking STARCLUB status when we were trying to develop policy and protocol templates and reports, so relied on non-specific resources to do it. STARCLUB very supportive of all other resource programs.

I find that my local council, Onkaparinga, provides me with most of these services. I am unaware of Yankalilla Council providing the same.

Very happy with support provided.

The Field Officer has been instrumental in our association's success with grants and ensuring our policies and procedures meet requirements.

As we are still in the early stages of this new governance it's a bit difficult to comment on a lot of these questions.

As a volunteer the resources may be there but it is difficult to find the time to access them and then implement them.

I have had limited contact with Star Club Reps, most of it has been in relation to a club hand book that I am putting together. The assistance provided by the Field Officer has been fantastic. In relation to the above comments we haven't had any conversations on those matters yet.

With the Field Officer's support, the clubs I am involved in are working hard to be the best they can be. There has been significant support from the Field Officer.

We have done this on our own.

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Appendix 7 – Survey Comments in Response to Question 10

Question 10

Have you implemented changes at your club as a result of attending training courses provided through the STARCLUB Field Officer Program? Please describe the changes implemented:

Comments

5yr plan child safe officer.

Strategic planning (upcoming training), good governance.

Developed policies for our club. Improved our grant applications.

Child safety policy

Updated strategic planning, child safety environment and good governance

Not yet.

Looking at all policies and updating as required. Working closely with STARCLUB Field Officer.

Coaching / working with children - training provided for our coaches also the child safety program is now up and running.

By updating Policies and procedures and having a better knowledge of what is required.

Multiple things have been implemented from child protection through to working on a new constitution.

Updating constitution.

We as a club have not had much involvement with STARCLUB as yet as we are still getting the process set up.

Developed a new Constitution in 2018 and in the process of developing a strategic plan for our Club in 2019.

Club members have not attended any training courses provided through the STARCLUB Field Officer Program.

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Child Safe Environment training addressed the issue that we didn't have a dedicated officer - this has now been addressed at committee and club level.

Currently reviewing our Constitution after attending a training session and understanding the changes needed. Club Coach able to attend local Child Safe training rather than having to take time off work to attend in Adelaide.

Not as yet

Ability to have child safe officers trained and available

Child Safe Officer

No members have attended training courses as yet!

Strategic and development plan and child safety officers.

Policies and procedures, strategic plans, grant applications

In the way the club handles any situation

Applying for grants

Child safe measures

No smoking/safe child environment/food safety/ no domestic violence day/ meeting with council as needed.

Early days, we will look at training provided in coming months.

Grant development, training, council collaboration.

Working towards achieving Child Compliance Statement, Constitution amendments and ratification

We are not yet officially declared a STARCLUB organisation, however we have been working on each of the 25 STARCLUB steps. I believe we are very close to having met all requirements and we will likely be taking the necessary steps to become officially recognised as a STARCLUB organisation this year.

Updates to policies and become more involved in our community.

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Changes to coaching and better relations with other sporting clubs.

Many changes from all over the club.

Child Safety, Funding & Volunteers.

Looking to implement upgrades and changes at our facilities with a holistic approach rather than just our own club.

We are now up to date with Child Safe policies, constitution, and we have trained our trainers through courses offered through STARCLUB.

We have completed the STARCLUB set of objectives - and this has certainly helped us to put policies and procedures into place.

Updated constitution and accreditation for coaches.

Updated our policies and Child Safe responsibilities.

Strategic plan, volunteer support and recognition.

Updated our money trail procedure.

Council cooperation and support, governance, policies and procedures.

Just written a few new policies and undertaken Child Safe Accreditation for members.

Not that I am aware of, however the individual clubs may have done so. Netball, Football particularly

Alcohol and drug training Level 2.

We have updated most of our policies and regularly review them.

Our club had a few things in place prior to STARCLUB Field Officer being appointed to this area but we are now kept more up to date with different things that we didn't know about.

We now have a qualified child safety officer. Also had junior coaches attended "Essentials for Coaching Children" so they are more prepared.

New constitution.

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Helped with head injury policy.

We are still working towards changes (never seems to end) however having the STARCLUB Field Officer along to support and encourage along the way has been great. Some of the greatest impact has been in the way we involve and interact with young people. We have experienced growth in this area not just due to the Filed Officer input, but this was a bit piece of a collective approach to make our sport more inclusive and above all fun and enjoyable for all. We are very happy with the responsiveness of our Filed Officer to request and also their sensitivity to the needs and sometimes "overwhelmed" response of sports administrators in our region. Thankyou.

Probably the one thing that we have implemented is recognition of volunteers. Most other things have just tweaked what we were already doing. Time will determine how this impacts on our Club.

Child safety and administration.

Improved managing/reminding volunteers to update police checks.

Complaint Handling and Grievance Procedure.

Have not attended any courses yet but plan to.

Introduced practices to ensure Child Protection. Developed various policies and job descriptions.

Have provided new constitution and Strategic Plan. Negotiate a meeting with Council and State body to discuss grants available.

I haven't but others have.

Club now has a child safe officer!

Strategic Planning

Addition of a Child Safety Officer. Reviewing our constitution. Showing appreciation of volunteers.

Becoming a member of STARCLUB, putting policies and procedures in place.

Strategic Plan

I have for many of the clubs I am involved in. Governance, child safe, appointing grant officers so we cannot just talk about funding. Risk management, job roles- strategic management. Police checks & child safe processes in Hockey club & association level, basketball and our theatre group.

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Attended Strategic Planning workshop, which we hope to implement in the next 12 months.

Adopted child safe policy.

Child safety and admin training.

We are in the process of doing a strategic plan.

Became a STARCLUB

Child Safe Officers at clubs

STARCLUB status supported

We are applying for grants left, right and centre for our courts, so I value these courses, but also the kids aimed courses are beneficial to maintain our kids' inclusion of the club.

Still ongoing

Revised Constitution, developed strategic and business plans and documented policies and procedures. Also supported successful applications for sport grant funding to build new rowing infrastructure in our region.

Implement and assist with our star club policies and procedures

Not through Field Officer training but on-line courses

More positive environment

We have refined and implemented policies where we didn't have them. We have an excellent STARCLUB Field Officer in our area.

Policies implemented

Attitude towards responsible service alcohol is the primary change.

Nil this year

Ensuring policies and procedures are in place.

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Changes in Constitution and Governance initiated due to information from the Field Officer and available on STARCLUB material.

Policies and Constitution, have all been updated. Grant process has been explained as to what is required.

This has made us aware of the importance of updating constitutions, good governance practices, strategic planning & risk management planning.

We have participated in the child safety program and our coaches now hold sessions for the local high school.

Responsible service of alcohol

Committee responsibilities, Child safety and risk assessment awareness.

Updating & maintaining risk assessments.

Developed new constitution, updated policies, working on volunteer participation and player recruitment.

Not specific training courses, however I have met with the STARCLUB Field Officer on 3 occasions when I have needed assistance.

Haven't attended any as yet but we are informed of what is available. I am going to the 'Grant Funding' course soon in Booleroo.

RSA and Child Safe Environments

Child safe officer implementation

We have become Star club recognized thanks to the help and encouragement to complete it given. Have also applied for grants.

We did some work a few years ago in regards to Good Sports, especially around responsible service of alcohol.

Child safe environments.

New training cricket pitch

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Increase child safe environment for the club. As a newly formed club the Field Officer assisted us from the outset to ensure we had the right procedures in place.

An improvement to our policies and procedures through the advice and tools/support given. Understanding grant availability and access and in turn success rate.

Club Policies, Child safe environment

We have changed nearly 80% of our bookwork/checking which the Field Officer has helped us with.

New junior uniforms thorough previous grant and coach and umpire training. Develop child safe policies and procedures and dealing with complaints. Also started coach induction sessions to support and notify coaches of their responsibilities and our club expectations.

Junior coaching program was developed.

Not at this stage. We are still in the infant stages of this new governance, and perhaps there will be a new board as of May. One step at a time apparently.

The general running of our club. Also implemented changes to policies because of training we have attended.

Constitution and Policy Updates

RSA trained volunteers & Child Safety Officer trained & appointed.

We've become an accredited STARCLUB and are currently working towards accessing funding to completely redevelop our ageing outside courts.

Am in the process of doing more

Building a club hand book with policies etc., coaches accredited.

DCSI processes - grant motivation, and club governance

Child officer course , grants

We've attended catering workshops but I think they were arranged by Council.

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Appendix 8 – Survey Comments in Response to Question 11

Question 11

The STARCLUB Field Officer Program is crucial to supporting my club/association.

Comments

Once again it's making time to follow up & get it done!

We will be seeking the Field Officer's assistance in the near future.

It leads us in the right direction.

Although we haven't utilized the local Officer due to a stable committee for a number of years, we see the definite need for this program. The ORSR Funding Consultant is regularly utilized.

The Field Officer is always willing to meet with our association and answer any questions we have and assist in any way they can.

Critical - without this support we would not be where we are today.

Has helped smooth things between soccer and hockey.

If help is needed for the Netball Club I am sure the Field Officer will help any way possible.

Important for all sporting clubs.

Nice to have.

Their assistance has been extremely helpful.

Especially in rural communities.

A super valuable program that gives comfort you are on the right track.

Vital for regional areas.

Provides advice, workshops/seminars are informative and of value. A central person that a town with a large sporting and rec involved population the assistance and support of the STARCLUB Field official is a vital cog in the wheel.

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Only minimal contact.

As a club we have more volunteer help over committee positions which will give us more time to collate, implement and record STARCLUB involvement into the future.

It is very important that we as a club are heading in the right direction with the correct support and resources.

Always helpful.

The Field Officer's input has been invaluable across a number of areas both within his scope, and from his experience with dealing with many clubs and associations.

Without the support of the Field Officer and the STARCLUB program, our club would have found the logistics of building a new synthetic pitch overwhelming. The Field Officer has made the process relatively pain-free and their support has eased our anxiety and guided us in the right direction.

Often we need to be educated on new ways of managing and leading in the sports precinct. The Field Officer is full of energy and shares information readily.

Our interaction with our Field Officer has been consistent in quality, long term enough to build a very positive and informed relationship and interactions are always timely, efficient and matching our needs.

We finally have someone other than our State body as a go to if we need advice on governance, etc.

Has greatly assisted in a time of turmoil.

As commented before, the program does not fit our club particularly well, but we are interested in accessing workshops etc. as they become available.

Valuable resource for clubs.

The Field Officer has been great helping us with Star club matters.

Great to have access to support if and when needed.

It's useful to know the STARCLUB is there if needed.

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We are now proudly a Star Club and with the Field Officer's help we have been successful in gaining two grants.

The Field Officer has proven to be an integral part of ensuring our association becomes and maintains a progressive and sustainable strategic plan.

With the ageing of the bowling community over the years it's difficult to keep the club involved. With new younger bowlers coming through we need to change structure and the governance to bring our club into today's world.

Not crucial but very handy.

I think with more people we have assisting the few people that are on the committees the better. It does appear that most clubs have the same people volunteering their time for several organisations. These people are already busy with their own personal lives and at times you become quite despondent. So the more help the easier it is.

Yes it provides a great resource and it is fantastic to have someone so in tune with clubs.

It's useful to have someone with a link into the system and across all aspects of clubs.

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Appendix 9 – Survey Comments in Response to Question 12

Question 12

How could the STARCLUB Field Officer Program better assist your club/association in the future?

Comments

By providing the training required to fulfil the star club program.

Better connections with other similar clubs.

Don't know.

Notification and help with funding application.

As a fully voluntary club we need assistance through council/state government to provide help with ground equipment (lawnmower, line markers, plus solar) to help with rising cost of electricity.

We do apply for grants & funding but seem to miss out on most cases.

Having access to the field officer outside of work hours.

All good at the moment - covers all bases.

Sometimes a reminder gets you motivated.

The Field Officer has agreed to meet with our committee.

I believe the program provides the best available resources to assist our club.

Our STARCLUB Officer is doing fine thank you.

The Field Officer is working well with our Club to improve and our facility to offer a healthy sport and a safe environment.

I think it's up to the clubs to be more involved - this is hard as all are volunteers and finding the time to implement things like upgrading policies all takes time.

We have found our field officer to be very effective.

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We are happy on what is available be it help with grants and the workshops that are offered.

Not 100% sure how but I believe it will from the past experience I've had.

The Field Officer does a good job in the area and is currently running a strategic planning seminar this month for sporting clubs.

Good support at present.

Advertising

Have done in the past with general and funding advice will again rely on these services.

To be there as the aging committee members retire/change, to advise the incoming members of methods procedures etc. Constitutional alterations will need to be made down the track?? Which will require assistance.

Follow up regularly without us contacting them, we are volunteers and sometimes don't think of contacting them until needed ASAP.

Trying to make contact.

Being able to continue to be involved with our club and provide us with access to information and resources we require to develop the Club in a positive way.

The average age of our club members is quite high. Perhaps we need help/advice in developing strategies to attract new members, especially young people and females.

The Field Officer regularly emails us to keep us up to date.

Maybe phoning but there's nothing to stop us from ringing her.

Keep on being a familiar presence at association level so we can pass on networking info to clubs.

We need to participate more rather than the Field Officer needing to better assist. We like that they persist with contact and ensure that we have completed items in a timely manner.

Field officer is always there.

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Keeping abreast of industry training and updates.

Provision of more training opportunities that are affordable or easily attended by members.

I believe the Field Officer does a great job as is, he is always easy to get in contact with.

No suggestions

The Field Officer does a great job now 👍

The Field Officer has been great. All we can ask is that it continues to ensure our group has the best possible chance at success.

Help us with training more referees and coaches. At the moment we pay all fees associated with this but now need first aid training for coaches etc.

To finalise our registration

Not sure

By just being there when needed.

I am not sure as the Field Officer has helped us immensely already.

Keep doing what he is doing now.

Not sure at the moment

This was the first time the club has used the Field Officer. She has been invaluable in the resources provided and has given clear direction to assist our club.

The current process seems to be working very well for us. We receive information and can choose which courses we wish to attend and which members to send along to each information night. We are always kept updated from our field officer, but not pressured or annoyed in any way. We know if we wish to contact our field officer any time that they will be more than willing to assist.

The Field Officer has done an amazing job I don't feel they could improve.

We would like our STARCLUB officer to help us to achieve STARCLUB accreditation and to attend our club more regularly to do workshops for our players.

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Not really sure as it is such a high standard already.

Have regular meetings.

We need to continue to work with achieving our STARCLUB status, this has lapsed a little over the past couple of years - being bogged down with administration...something we would like to continue and achieve.

All great so far - I would be disappointed if the program finishes with the field officer we have.

Not sure

Maintain strong support network with, and continue to inform clubs of, relevant and new information available. This will assist clubs in their continual improvement and development.

Keep doing the exceptional things as the Field Officer is now.

Has asked what course/workshops would be of benefit and seeking community input.

Yet to become fully involved.

Our officer is very visual in our community and supports all clubs, sports etc.

Very happy with the assistance we have been receiving.

ATTEND CLUB AND INTRODUCE THEM SELF

Not really sure, Surf Lifesaving provides a lot of support.

Better notification of grants available State and Federal for bodies.

Help with complying with details required.

Perhaps offer more Responsible Service of Alcohol Trainings throughout the region due to new Liquor Licensing Laws being implemented in November 2019. Our Club needs have been addressed by our STARCLUB Field Officer, but there are a significant number of volunteers affected in numerous sports by this new legislation.

Already in discussions with the Field Officer, who is easily accessible in person, phone & email.

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Regular, planned visits would be helpful.

We have great support at present.

More Grant application assistance.

Facilitate meetings and interactions with other sporting associations to share information and ideas on how best to help each other out.

Same as the Field Officer does now.

Come to a committee meeting once per year to discuss how they can help us.

Not sure as helpful now.

The Field Officer is in regular contact with our club. Their contacts with the Office of Rec and Sport are invaluable as is their experience with other clubs and associations. We can only see positives and wish to continue using the Field Officer services and experiences in the future.

Building relationships with local council would help us. The council seems to have little interest in the service we provide to the community.

The Field Officer has been fantastic, I couldn't fault them on anything. We value their contribution to our community.

We could both communicate more regularly with our committee meetings rather than just with upcoming events.

Continue doing what they do. They are a great resource

Don't know

Keep in contact with the club. We are very satisfied with the Field Officer help especially with grant funding opportunities.

As indicated above I feel there is a need to support clubs with their operations model more intensively. I think a lot of work has been done around safety, inclusivity, enjoyment, volunteers etc. but the actual finances and business model need support too. Fundraising is becoming more and more difficult and all clubs seem to run with different business models, right down to expertise in the canteen - all operational areas could do with some extra support but the skill set is possibly outside of the current Field Officer profiles.

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Keep doing what the Field Officer is doing. We are very happy.

Our assistance is still in progress as we look to complete STARCLUB recognition, so being able to see that through will be great.

Come to a committee meeting for questions and presentation.

We are happy with the degree of assistance we receive, and would ask for further assistance if required.

We believe the assistance is there, it's a matter of getting our members involved?

Pretty happy with the level of support.

No suggestions - she has been very helpful.

A continued presence in the region, and continued access to field officer support and advice.

Quite happy with the assistance currently provided.

Governance and Strategic Training for the committee.

WE will seek further help as we progress through the star club points.

More help with funding opportunities.

More local upskilling courses. Coaching, risk management, child safe, team managing, umpiring sports duty of care/courses. As I have done these type of courses and sometimes my recommendations get unheard, but they would understand if they too had access to these courses like I did. All coaches, managers and umpires should have to do a level 0 in sports. Level 0 in sports with kids, could be a universal course that carries to all sports. Also I believe numbers are down on sports of teenagers. Funding to increase teen and young adults would help retain club members longer. Not just the primary school sector.

The Field Officer does a fantastic job.

We need a better access to grants via application input

Very satisfied with level of support.

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The Field Officer is readily available and has a wealth of knowledge, especially when he comes to the Council's to be closer if people would like to meet face to face. Just keep up the good work!

BY KEEPING UP THE GREAT WORK THEY ALREADY DO

Keep the way it is

Very happy with the support provided since the commencement of the program.

Help keep us up to date with any changes in policy and or procedures. Help keep us on the ball with any funding opportunities.

It would be good to have a more regular check-in type of service, I think it is also unclear as to what assistance the field officer has to offer. I was sort of under the impression that they helped with STARCLUB accreditation and with providing information on grants and available training - wasn't aware that they might be able to help with numerous other areas as well.

Help with obtaining grants

More workshops to support and nurture volunteers

We are in the process of trying to get a grant to do further development for our association

Receiving grants

Not sure

Contact us to find out how they can help

I think it is an excellent program with excellent support in all areas.

Bi-annual face to face re visit of club policies

Our field officer is always available and responsive to our requests and particularly assisted our netball club gain STARCLUB status

Keep doing what they are doing - clubs just need the volunteer hours to implement!

Perhaps a personal visit to discuss the STARclub and programs.

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With continuing support and updating us with opportunities to improve our club.

BY allowing access to the STARCLUB program to a broader range of Community Groups and the acceptance of our activity as a sport.

There is always room for improvement. At this point in time however, we are very satisfied with the Field Officer Program.

Grant applications

We have a great relationship with the Field Officer. They are always available via phone or email to assist us. Members of our club met with the Field Officer last night.

If only the Field Officer could get us a grant for a synthetic green we could guarantee the survival of our club which is looking like it may have to fold at the end of this season due to lack of green keeper!!

Nothing at this stage

We need to be made aware of what assistance is actually available. We are all volunteers so don't have the time to be actively seeking assistance so need it more brought to our attention regularly.

Hope that they will be able to assist with any updates required for the STARCLUB accreditation process.

Provide opportunities to develop all of the above.

The Field Officer Program should consider revisiting each Club after an AGM (or at AGM) to education the members, as the Secretary usually gets left with the responsibility and Committee members think it is 'just paperwork' with little effect upon members. This would educate new members, motivate returning members and increase understanding of the program and what has changed.

Potential to visit premises with committee and discuss opportunities. Difficult considering the distances and number of clubs, I understand.

Schedule more upskilling and training events in a variety of areas, and then coordinate all the clubs to come together and train - this could also improve the connectors between clubs in the bridge.

*Provide more training opportunities or
Funded support for costly funding such as trainers training and first aid*

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To touch base and help make recommendations on club improvements

Continued support and guidance helping in course availability and funding

Possibly assist in gaining a major grant. Any publicity of our club to the community.

Whilst some great workshops have been held, to date the timing of these has not suited us.

More resources

Unsure. We have good working relationship with the Field Officer who promotes all available grants/programmes available to assist us.

To be honest I feel the Field Officer has been able to assist us in every way we have asked. Never too small or big question, always receive a return call or email and most times the Field Officer goes over and above of what we have asked to ensure all options are considered.

Being available to ask questions, seek help and bounce ideas off.

Provide examples of how to maintain a viable competition.

Continue with the great service.

Ideas about retention and recruitment, and how to create a greater presence in our community

By visiting our venue to get a better understanding of our issues etc.

Just be on hand for questions and face to face when needed.

Nothing at the moment comes to mind. The level of communication is great, also lots of information is provided to us through the Star Club.

We just need to find time to access the resources and more face-to-face with our field officer would help that. We know who that person is we just need to find a time to suit both of us.

Help us get a new clubhouse.

Continued Support. We are lucky we have the Field Officer doing a great job.

Meeting with committee annually to assist with forward planning.

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Have more government grant sessions.

Continue to provide the service I have experienced over past 3 years.

Assist with identifying and applying for grants.

It seems like if you miss an email you miss the opportunity.

I'm extremely happy with everything the Field Officer has done.

Field officer is very competent and helpful. Our main problem is getting our organisation recognised as a sport by central office and we can't work out why.

We need to have greater contact with the field officer and processing applications need to happen a lot quicker. I believe the field officers need to be a little more proactive. We lodged our full application some time ago to become a Star Club Member and I still haven't seen or heard if we have completed the program.

Perhaps a meeting with the committee to explain the area's that the Field Officer can provide assistance.

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