

CIRCULAR



PERTH FOOTBALL
L E A G U E

Subject: 2018 CLUB SATISFACTION SURVEY

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Audience: Club Committees, WAAFL Board Members

<p>Summary: As part of the Governance Charter, the Board conducted an annual club satisfaction survey in September 2018.</p> <p>Percentages reflect where clubs “Agreed” or “Strongly Agreed” with the statement.</p>	<p>Action: Information only.</p>
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30 responses received 45%. (n=47 2017) (n=34 2016) (n=36 2015) (n=32 2014).

Rate the overall performance of the WAAFL in co-ordinating and managing the season:

Exceeded expectations					Met expectations					Needs improvement				
2014	2015	2016	2017	2018	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
18%	11%	18%	6%	3%	64%	72%	68%	83%	87%	18%	17%	15%	11%	10%

Statement	2014	2015	2016	2017	2018
The Board is providing sound leadership and good governance of the WAAFL.	82%	84%	97%	83%	93%
Staff were helpful and provided good service throughout the season.	100%	89%	100%	94%	90%
The WAAFL communicated key information in a timely and effective manner.	91%	89%	98%	85%	93%
The WAAFL APP provided timely information.	94%	83%	97%	94%	97%
The WAAFL's Facebook, Twitter, Instagram and website were current and interactive.	91%	81%	91%	91%	93%
Online player registrations was simple and effective.	67%	61%	77%	87%	93%
Major events such as the Medal Presentation Night and Grand Finals were well organised and presented.	97%	95%	94%	96%	87%
Where a player received a Red Card, the process for set penalty, pre-offer or Tribunals was timely and fair.	82%	73%	74%	87%	80%
Where a player was found guilty of a reportable offence, the penalty given was appropriate for the offence.		67%	83%	83%	87%
There was significant improvement in umpiring compared to last season.		53%	41%	26%	40%
There was adequate information and opportunity for players to participate in the West Coast Eagles 23s and Colts programs.	82%	72%	65%	79%	70%
The WAAFL's Competition Integrity Committee was effective in monitoring and stopping the payment of players.	24%	28%	32%	49%	47%
There was adequate information and support for new competitions/grades in 2018.					87%
The WAAFL has good working relationships with key stakeholders including clubs, WAFC, local government, media.					90%