



## **You spoke – we listened! Member Survey Results, and our new One Hundred Club**

A big thank you to everyone who provided feedback in our recent Member Survey.

We are so fortunate to have such an engaged and passionate community working together for the overall success of the Club.

More than 200 of you responded to our survey, with representation from UWA Hockey Club and University Associates across the grades.

Our respondents were equally split between those associated with the UWAHC junior club, and those associated with the senior club.

A few key statistics:

- 87% of you are satisfied with the Club and everything we do
- Our Net Promoter Score (NPS) is +32
- 80% of you think our frequency of communication is about right

Those of you who said you'd recommend the Club cited the social opportunities and lifelong friendships, its success and size, the fact that it's inclusive, fun and has a great vibe, and that it's friendly, supportive and welcoming.

Our volunteers gave us some great suggestions to work through over the coming months to ensure a smooth transition into the 2024 season. We are so grateful to our army of volunteers for giving up your precious time for the benefit of the members. Thank you!

One of the primary objectives of the survey was to help the Board prioritise our focus over the coming 12 months.

You told us you'd like us to focus first and foremost on our players and coaches, and improving Club facilities.

A key priority for the Board continues to be managing the Club's involvement in the tender process being run by UWA for the replacement of our main turf in line with our current International Hockey Federation Category 3 standard.

The turf replacement is due to commence in mid-November and we will be working closely with UWA to ensure minimal disruption to members during this period.

Discussions regarding the changerooms and bar front upgrade are ongoing, and we are hopeful that we will be able to negotiate a positive outcome for the Club before the end of the season.

The quality and depth of coaches across the Club and player skill development is something the Board is keen to nurture.

Our Junior Club has run a Skills Academy over the last four years and last year introduced the Development Squad for high potential and elite players. The coach the coach sessions that were run this year are slated to continue in 2024.

The Board is currently working through a refined position description for the Director of Hockey, with a view to advertising this role in the coming months. This individual will have oversight of both the senior and junior hockey programmes to continue the club's vision of continued growth and success at every level.

We also heard from you that while we communicate well about events for members and player and team success, we could do a better job of communicating about future priorities and projects, and letting you know how members' funds are spent.

The Board is currently working on a new communications strategy that identifies further opportunities to keep you informed, and we intend to publish our revised strategic plan on the Club website in the coming weeks.



### **One Hundred Club launches**

As we prepare to celebrate our Centenary year in 2024, the Long Table Lunch saw the official launch of our One Hundred Club initiative: <https://asf.org.au/projects/university-of-western-australia-hockey-club>

The Club has established a Future Fund called the One Hundred Club to ensure we have the resources to continue to operate as a leading hockey club in Western Australia for many years to come.

The Fund will be established by UWA Hockey Club, transferring to it \$100,000 from its accumulated reserves. Coupled with this, we are seeking 100 club supporters to donate at least \$1,000 to the Future Fund. Donations to the Fund will be tax deductible if directed through the Australian Sports Foundation (ASF).

No part of the membership fees paid by current players will be applied to the Future Fund. It is proposed that the Future Fund will be invested conservatively and it is currently planned that the Fund will be accumulated over the next 5 years.

Membership of the One Hundred Club will be suitably recognised by UWAHC on an ongoing basis.

The Fund will be property of UWAHC and will only be expended with the approval of the UWAHC Board.

Please consider becoming a member of the UWAHC One Hundred Club today and invest in the future of our incredible hockey club.

Any questions relating to the Future Fund, please contact [gm@uwahockey.org.au](mailto:gm@uwahockey.org.au)

David Miller – on behalf of the Board