

# Survey Findings – Snapshot

## The Good

- Members feel like they are well informed on services available to them
- Members believe our staff are friendly & knowledgeable
- The vast majority of members are either satisfied or very satisfied with the opportunities available to them
- The vast majority of members feel we have improved their health and wellbeing



## Matters to Consider

- The state and availability of our equipment
- Members believe that we are understaffed
- Members don't feel that their voice is heard
- Over half of the members either don't know or don't approve of our direction
- Respondents report less opportunities to participate in sport, recreation and social programs

# Survey Findings

## Continued Strengths

- Members are happier and given us an **'Excellent ACSI score'**<sup>1</sup>
- Staff knowledge and friendliness is again highly rated



1. So what's an ACSI score and what 's 'Excellent'? ACSI stands for American Customer Satisfaction Index. It's a customer satisfaction benchmarking service available internationally, and it compares our score to industry peers. The relevant industry for us is the *Health Care and Social Assistance sector*. The best service providers in this industry group achieve a score of 80 (with an average of 78 over the past 5 years). Scores regardless of sector rarely exceed 80. Based on the survey completed by our members, we scored 78.26 (2014: 67.3), and the assessment bands look like this:- Poor: <55, Average: 55-64, Good: 65-74, Excellent 75+)

## Concerns

- Equipment appears to be an issue that hasn't improved despite having regular maintenance
- Over half of respondents don't know enough (44%) or disapprove of the direction (15%) we are taking, so we need to improve how we communicate



# Who was surveyed this year?

## Completed survey on someone else's behalf:

2015 – 35.9%

2014 – 25%

## Age brackets:

	2015	2014
17 or younger	23%	29%
18-59	72%	63%
60 or older	5%	8%

## Main involvement:

	2015	2014
Competitive sport	20	17
Non-competitive sport	11	13
Social	4	12
Recreational	4	11

## Membership:

	2015	2014
For 6 years or less	64.1%	60%
Paid 2015 fees	92.31%	92.6%

## Events in last 12 months:

	2015	2014
More than 5	29.7%	75%
None	27%	0%

## Main conditions:

	2015	2014
Paraplegia	34.2%	26%
Cerebral Palsy	26.3%	26%
Spina Bifida	13.2%	26%
Amputee	13.2%	0%

## Main popular sports played:

2015	2014
Basketball	Basketball
Handcycling	Soccer
Little Dribblers	Swimming

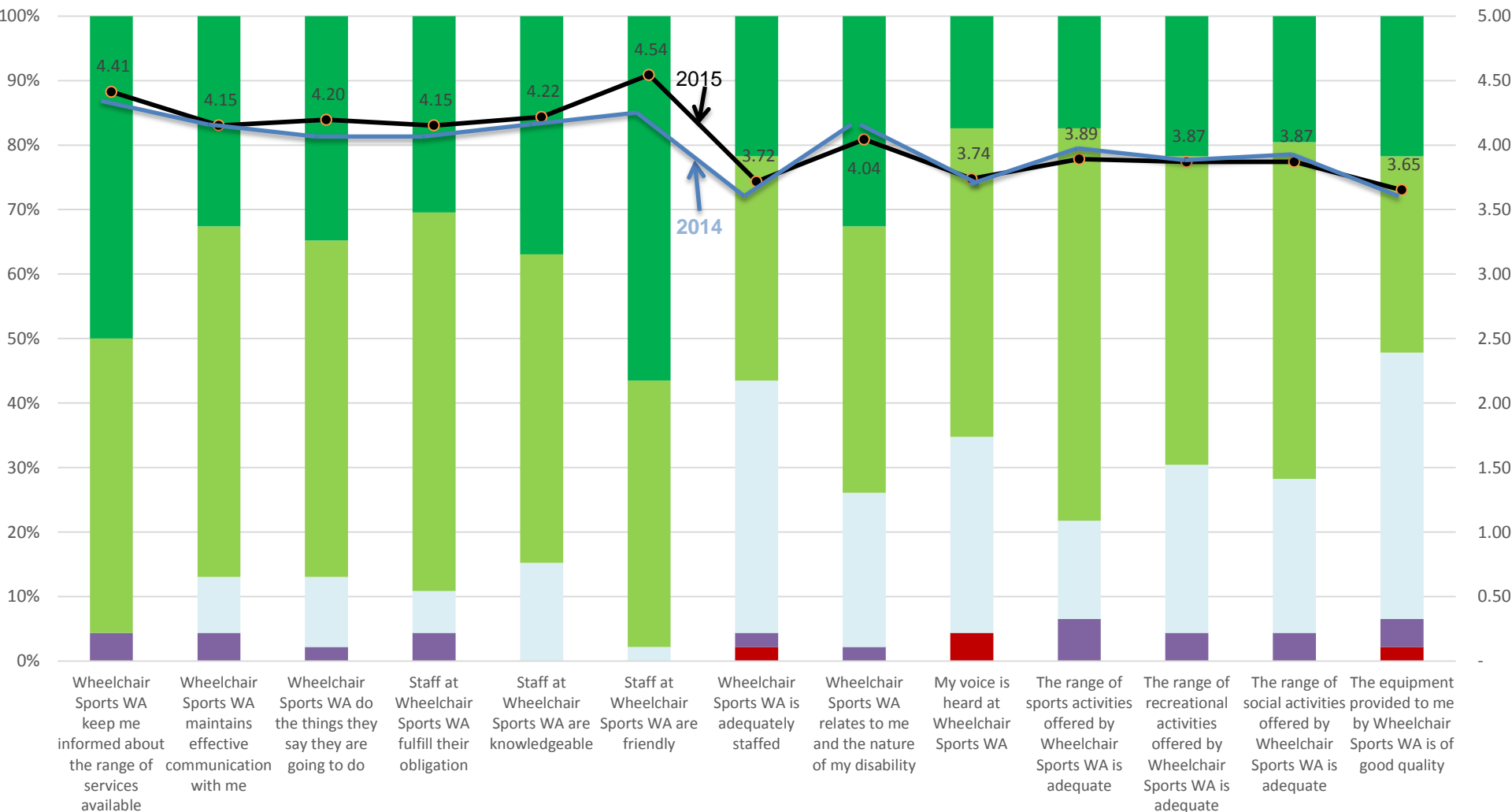
## Desired new sports:

2015	2014
Hockey	<u>Horse Riding</u>
<u>Horse Riding</u>	Cricket
Swimming	Para Ice Hockey
	Water Skiing

N.B. Perhaps more promotion of Riding for the Disabled?



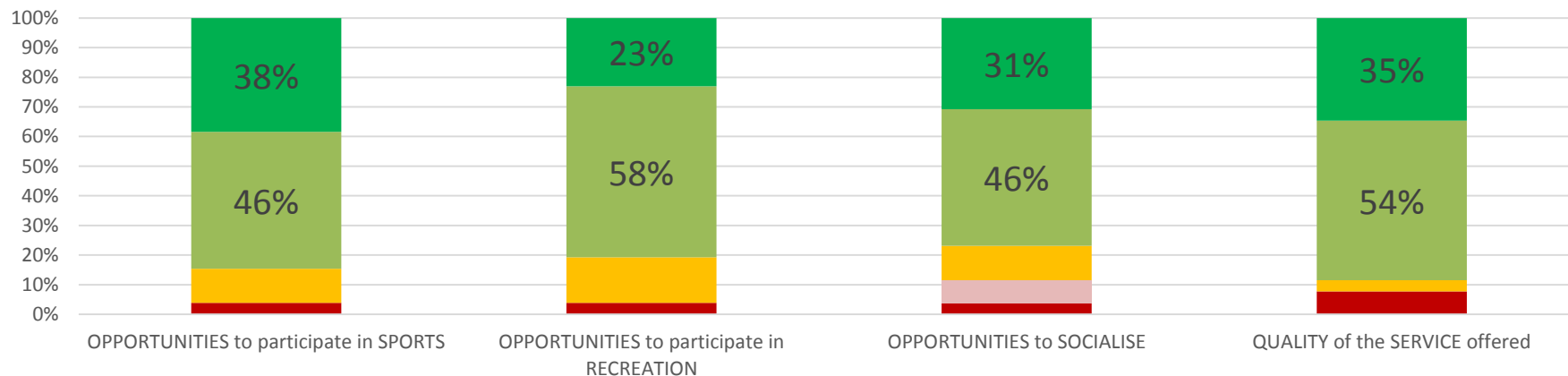
# How WSWA rated on key attributes



# How WSWA rated against expectations

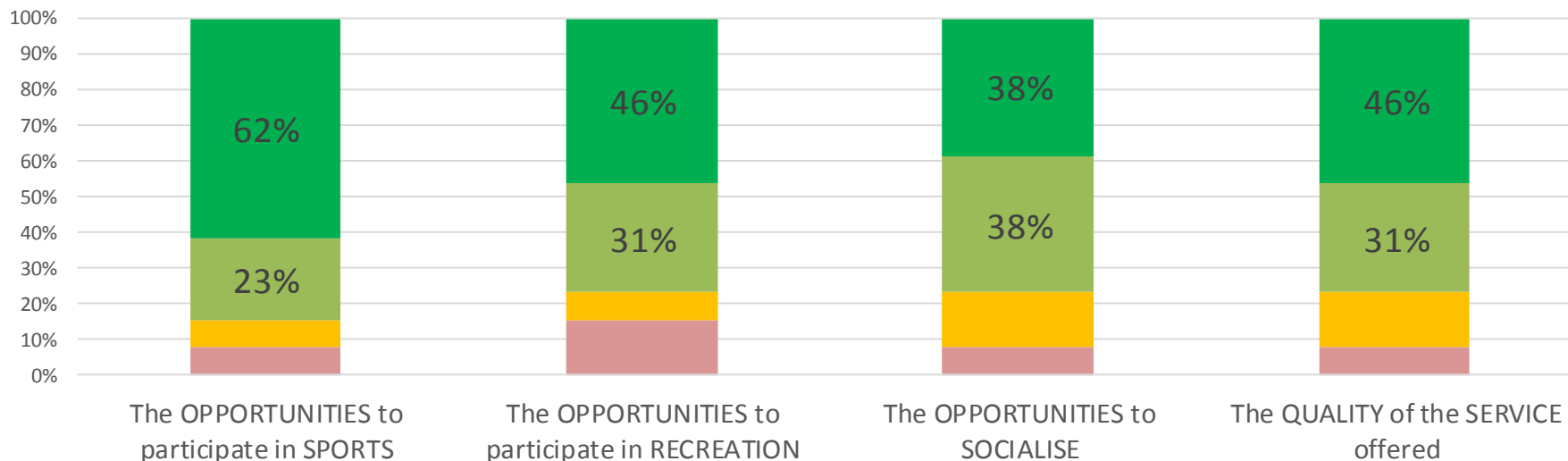


2015



2014

Very Unsatisfied    Unsatisfied    Neutral    Satisfied    Very Satisfied

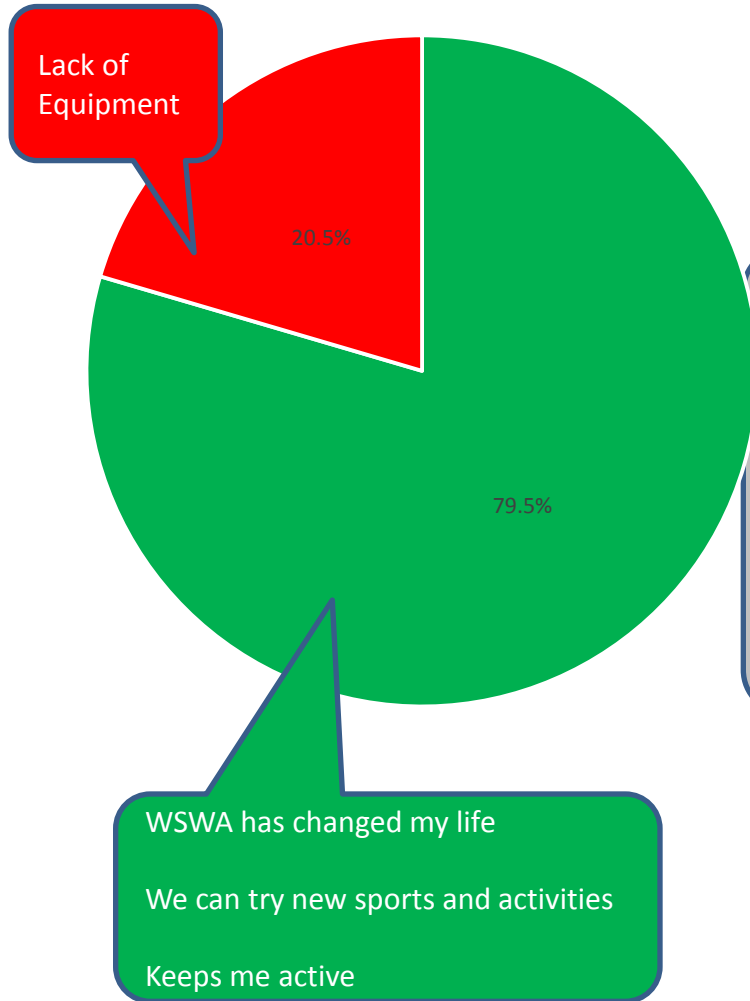


Dissatisfied    Neutral    Satisfied    Very Satisfied

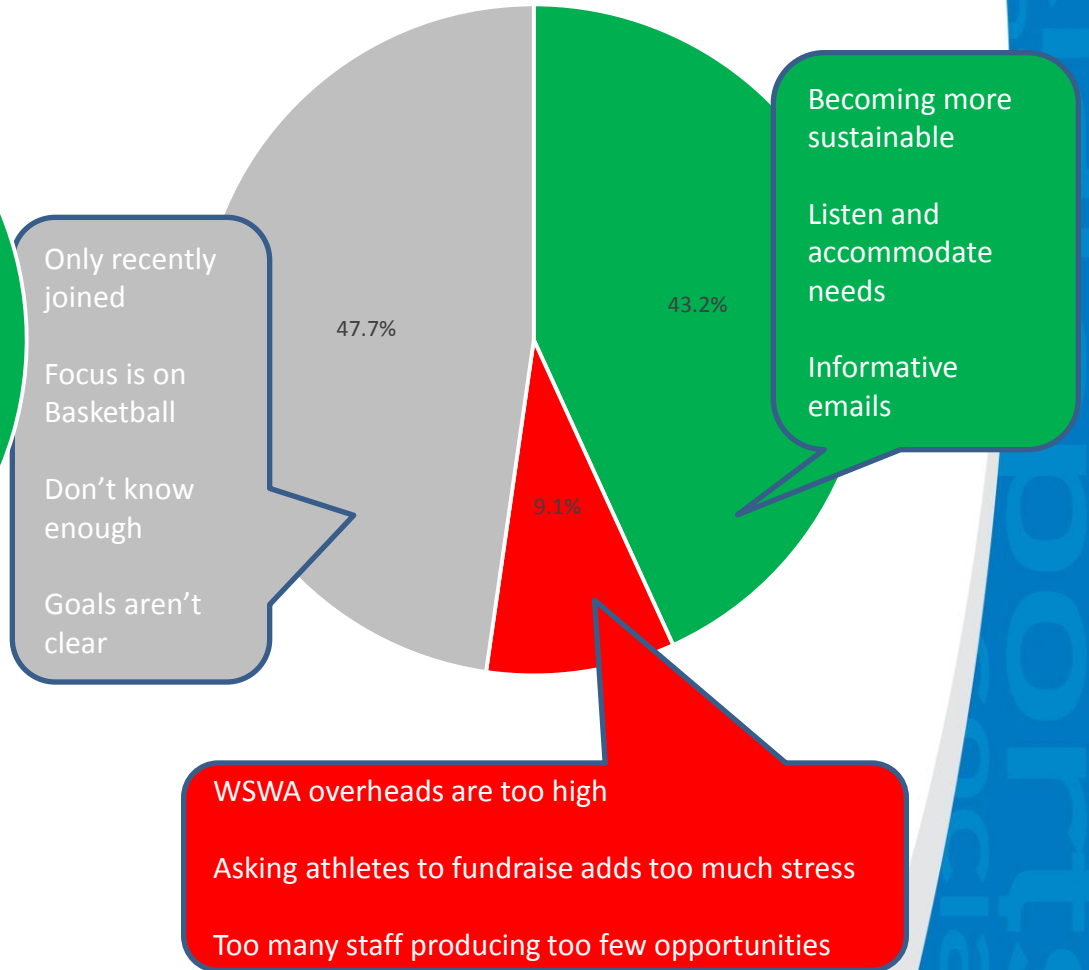
# WSWA and its Charter



Has Wheelchair Sports WA enhanced your health and wellbeing?



Do you approve of the direction in which Wheelchair Sports WA is going?





# WSWA and its charter – verbatim comments

Regarding *health and wellbeing* – overwhelmingly positive comments with a few negative

- Got me into sport which has kept me healthy and interacting with other community people
- Wheel sports has changed our life both my son and myself we are both fitter, happier. My son has more confidence with sport his school work etc.
- Socialising with others in a wheelchair is important
- We are able to do activities as a family
- The chance to participate and have fun with kids with similar disabilities and make friends with them :-)
- If not for WSWA I wouldn't know how to get into these sports
- Allowed him (my son) to participate as an equal, seeing greatly improved wheelchair ability
- Keeps me active
- Enabled me to try a new sport that I wouldn't have probably tried otherwise
- Lack of available equipment
- It doesn't have competitions for the older members

Regarding approval with WCS' *direction* – positive and negative comments were made

- I agree as I think WCS is struggling at the moment and need to bring about a change that will improve funding and support from providers
- As a charity, money is always going to be a struggle to obtain, so any new methods of sustaining the organisation should be considered
- WSWA provided all the information required
- Medium-long term goals and future plans are not clear
- Although we read the annual reports and literature shared, it's not all that applicable to our situation
- The added pressure of fundraising has added stress to athletes trying to perform at a high level
- Too many staff producing too few opportunities with large costs. Making people with limited income and health issues do fundraising to keep staff at WSWA employed is not ideal!

# Finishing Thoughts & Future



ACSI comparisons to other organisations and charter questions all point to members being very happy. However, there's always room for improvement, and here are the takeaways:-

What could change?

- Continue to improve our equipment
- Consider broadening our range of sports, recreational activities and social programs
- Continue working on reducing costs

What needs to be focused on?

- **More communication about what we're doing and why**
- Offering more opportunities for members' voices to be heard



[www.wheelchairssportswa.org.au](http://www.wheelchairssportswa.org.au)

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