



Waratah Netball Club

Improvement Sub-Committee (ISC)

Meeting 25 May 25 1030 - 1100

Attendees (via Vidcon):

Nick Osborne, Donna Endresz, Laura McAllister

Apologies:

Holly Di Matteo, Nadine Jones

Introduction

1. Waratah Netball Club is committed to continuous improvement, and the Improvement Sub-Committee (ISC) was formed on direction from the Club Committee. The ISC is to gather information from the Club membership on what areas the Club could improve, and provide recommendations to the Club Executive for consideration.

Membership

2. The ISC membership consists of:

Nick Osborne	Exec
Holly Di Matteo	Player
Donna Endresz	Umpire
Nadine Jones	Manager
Laura McAllister	Manager
Mandie Rodgers	Player

3. The ISC will add additional members as required to gain a wide representation from the membership. *[Afternote 26 May 25: Mandie Rodger (Senior Player) has volunteered to participate in the ISC, and has been added to the list above]*

Discussion

4. The ISC should frame their discussion and recommendations around following questions:
 - What MUST the Club do better?
 - What SHOULD the Club do better?
 - What COULD the Club do better?
5. In order to answer the questions above, the ISC will send out a survey to past and present members. Laura will draft the questions for ISC review. The ISC will send out the survey within seven days, and request the returns within 14 days of the emails being sent out. The ISC will reconvene to consider the responses.
6. Nick advised that the email could be sent out to current members via the PlayHQ app. He has confirmed that members are able to unsubscribe from PlayHQ emails. Emails to those members who did not re-register in 2025 would have to be sent via MyClubMate email service.

Improvement Points already raised for next meeting (due in approx. four weeks)

7. **[Donna]** Umpiring comms at both Senior and Junior level need to improve as many members were not aware of the options. We should note the limiting factors from NNA about NOT be able to walk along and chat to umpires.
8. **[Nadine]**: Communications around uniform and when items are due - possible solution email sent to people after their order with expected timeframes and if this is not met - a follow up email. Most members did not realise that the bulk ordering is the cheapest way, but individual orders can be done, although this is more labour intensive for the Uniform Coord.
9. **[Nadine]**: Website - improving the interface of this would attract more members. Nick advised that this was already a Committee Action Item (#30), and needs to be progressed this year.
10. **[Nadine]**: Dedicated junior and senior comms would be good. What the parents of U10's want can be very different from a senior player. Donna suggested we set up different messages coaches & managers chat, and via email. Laura advised that we need to make it clear who the comms is aimed at.
11. **[Nadine]**: Surveys to current members would be a good start. The ISC agreed, and Laura has the lead on developing the survey on Goole Forms.
12. **[Laura]**: Team formation information seemed to be late for, in particular, 10yrs.

Action Items

	Action	Lead	Due Date
1	Laura draft survey in Google Forms. Include options for Exit Survey responses	Laura	31 May 25
2	Develop a baseline from which to compare progress, for example: <ul style="list-style-type: none">- Membership numbers- Website engagement- Enquiries- Uniform orders - numbers, turnarounds,	Nick	31 Jun 25