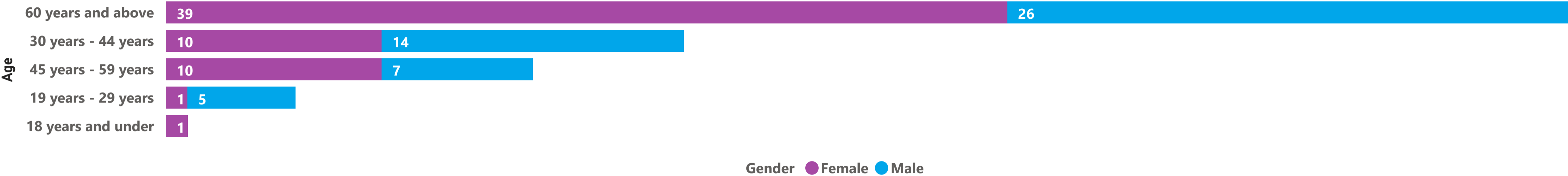
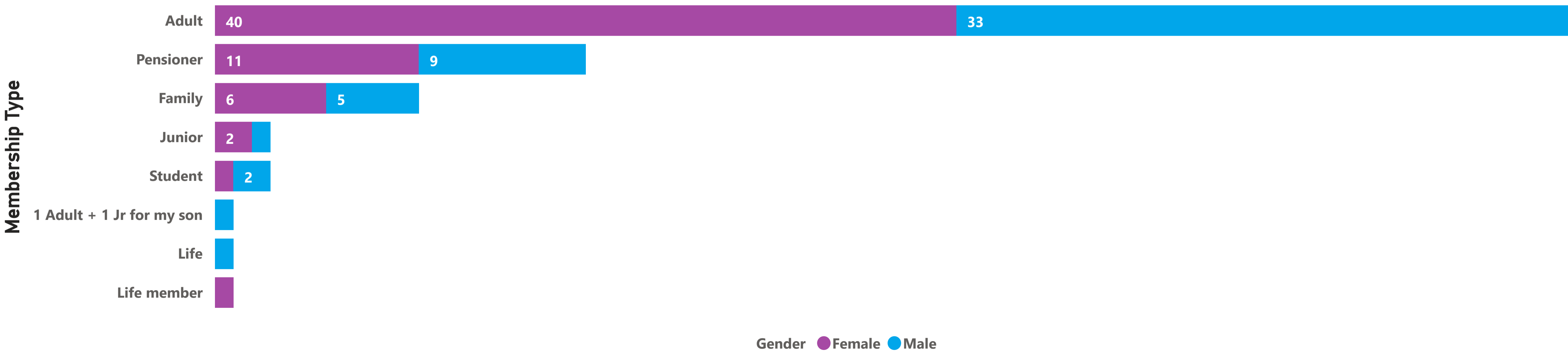
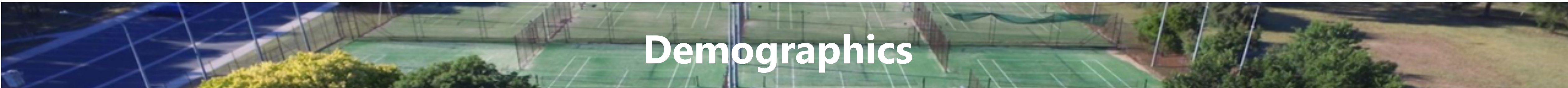


Age



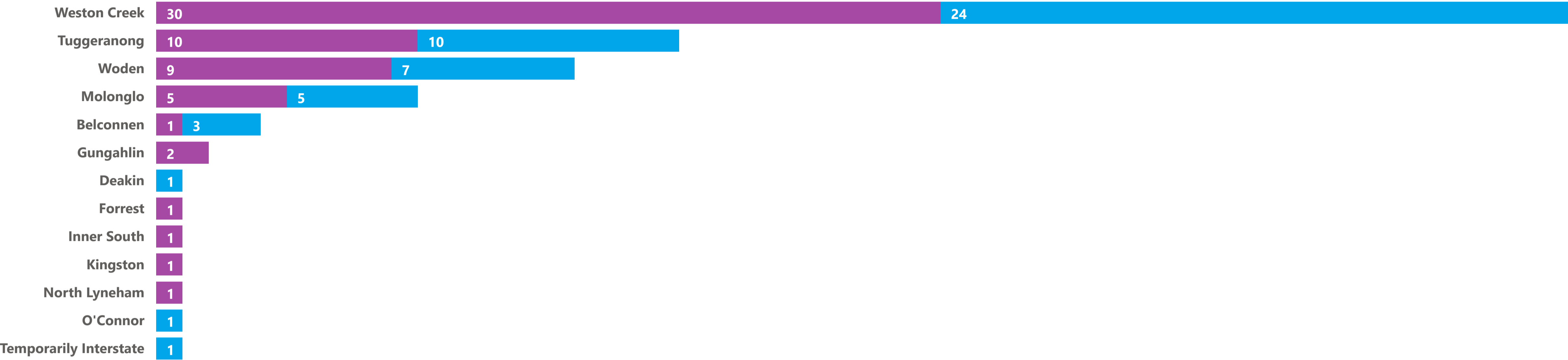
Membership Type





Location

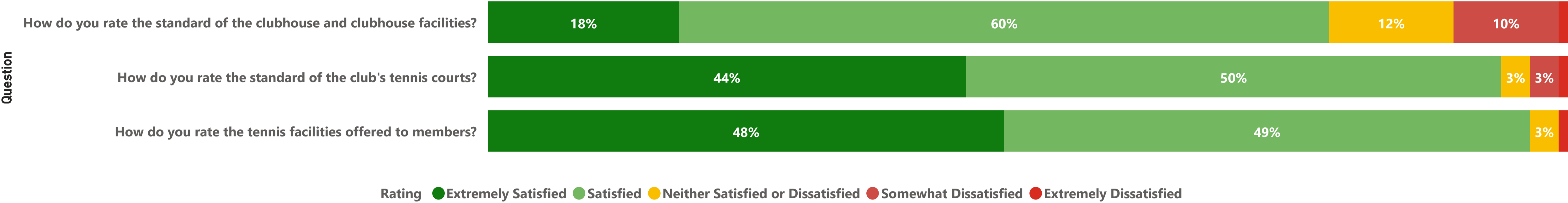
Location



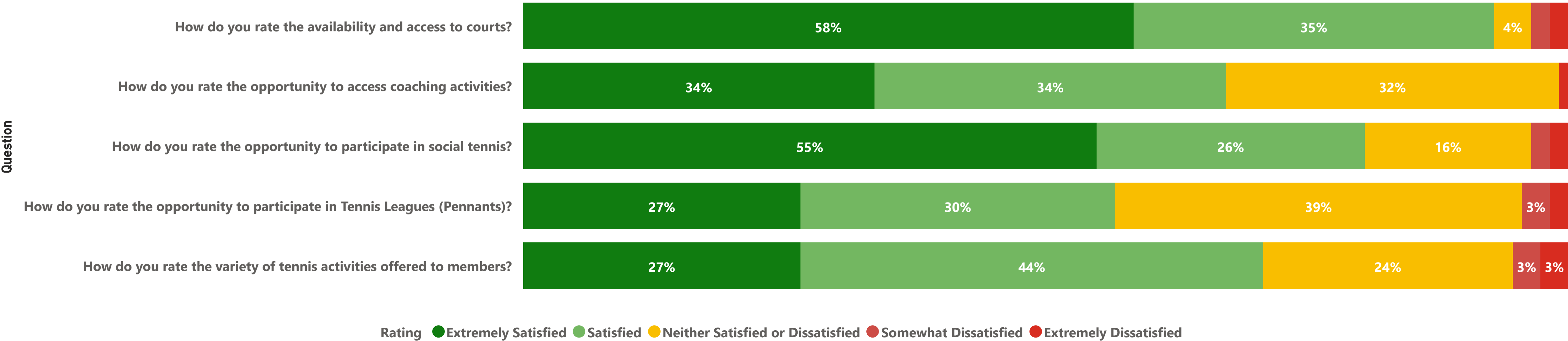
Gender ● Female ● Male



Club Facilities



Club Activities



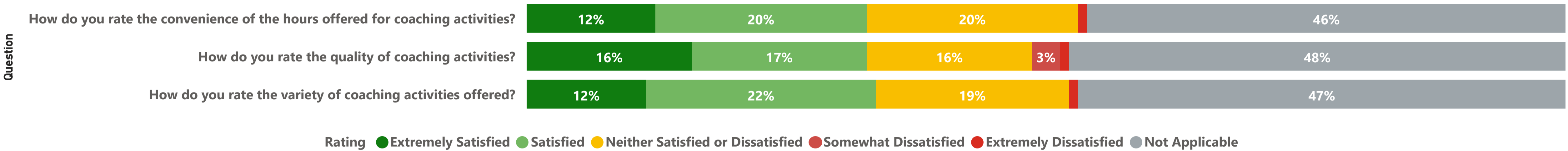
Membership, Coaching and Communication



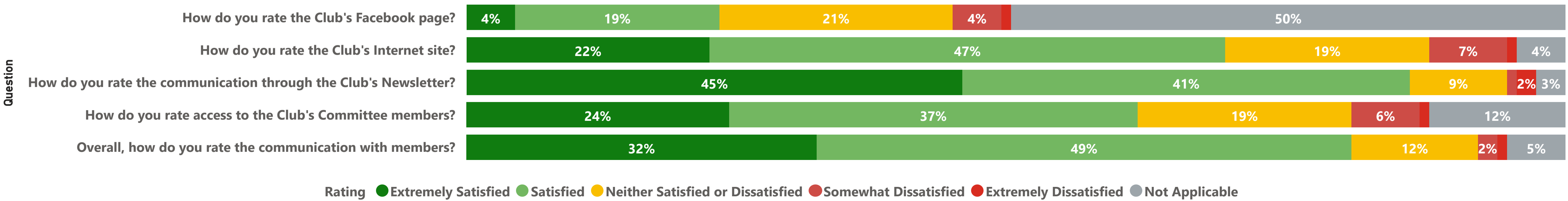
Club Membership



Club Coaching

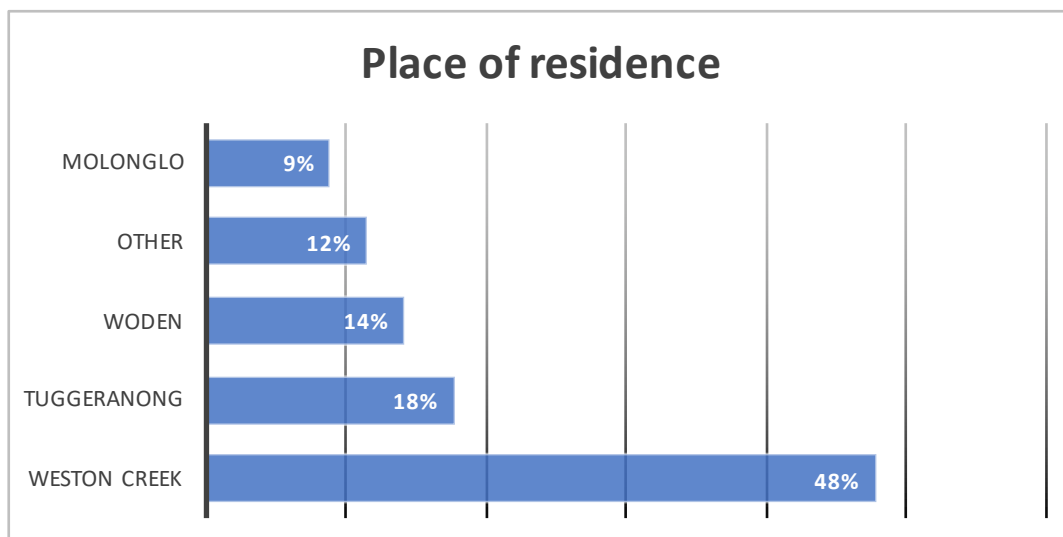
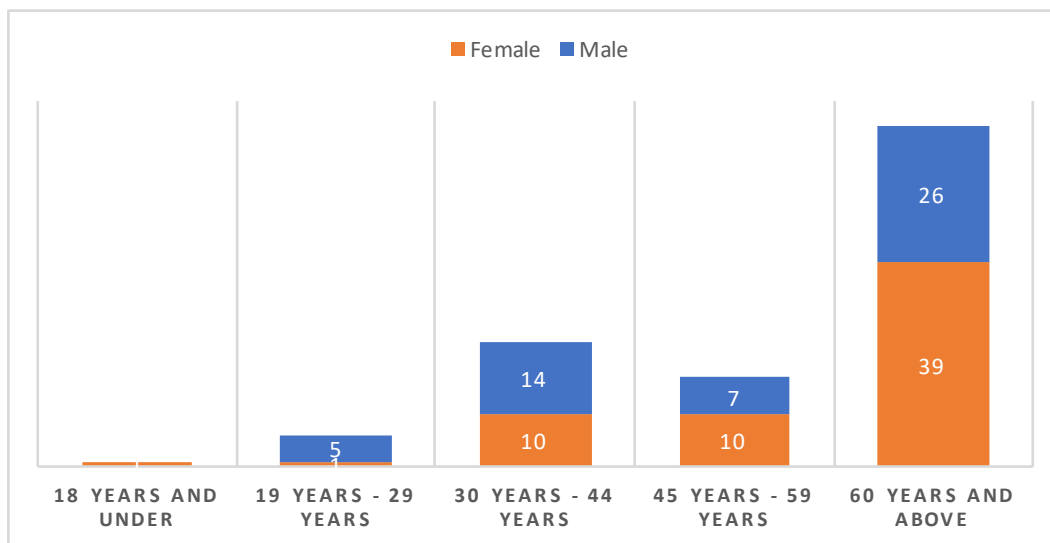


Club Communication



• DEMOGRAPHICS

- Just over half (54%) of respondents were female.
- Highest representation was in the 60 years and above cohort (58%), followed by 30-44 years (21%) and 45-59 years (15%). There was very little response from the youngest cohorts (< 6% 29 years and under)
- Nearly two-thirds (65%) of respondents had an adult membership with just under a fifth of respondents (18%) pensioners and only 10% from a family membership
- Nearly half (48%) of respondents reside in Weston Creek, with almost a third coming from



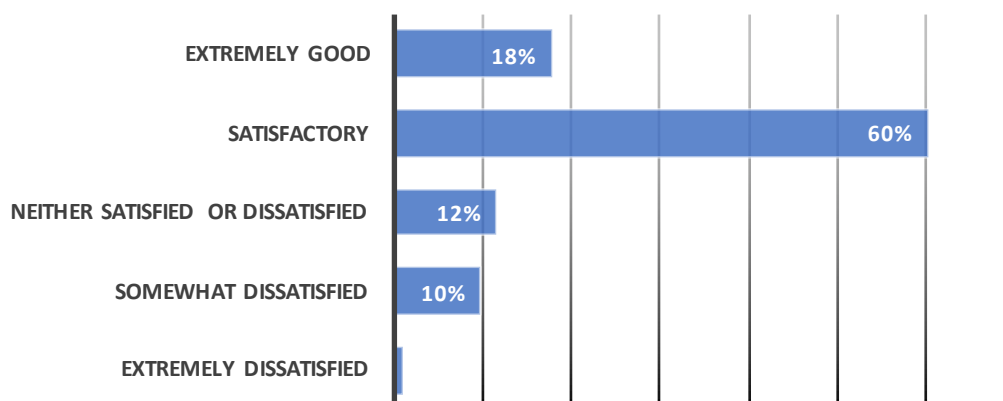
• TENNIS FACILITIES

- Nearly half of respondents (48%) rated the overall tennis facilities as *Extremely Good* while another 49% rated them as *Satisfactory*.
- interestingly of those who rated the facilities *Extremely Good* , 76% also rated the courts as *Extremely Good* but only 37% of this group rated the clubhouse as *Extremely Good*. Similarly, of those who rated the overall tennis facilities as *Satisfactory*, 18% were *Somewhat Dissatisfied* with the clubhouse.
- When looking at comments provided by respondents, there was positive feedback on the grounds. Respondents also commonly suggested that the clubhouse needs a significant upgrade. In terms of courts, net replacement and court surface replacement (including hardcourts) was identified.

Tennis Courts



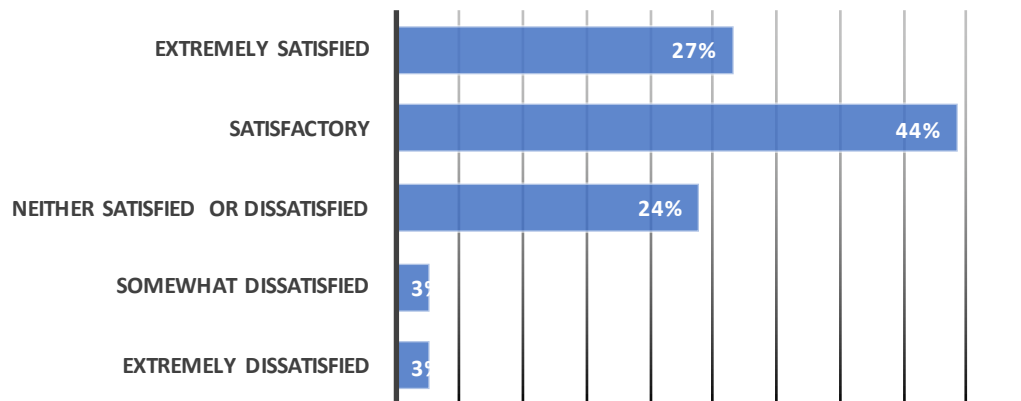
Clubhouse



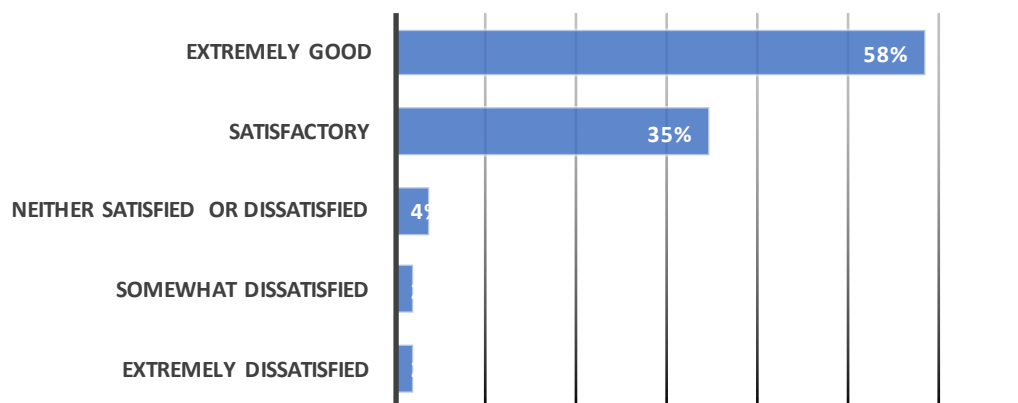
• Activities

- The majority of respondents were happy with their experience in club activities of social, adult leagues and coaching, as well as access to the courts.
- Comments from respondents indicated that court availability is limited during peak times and that members would benefit from greater opportunities to participate in these various activities.

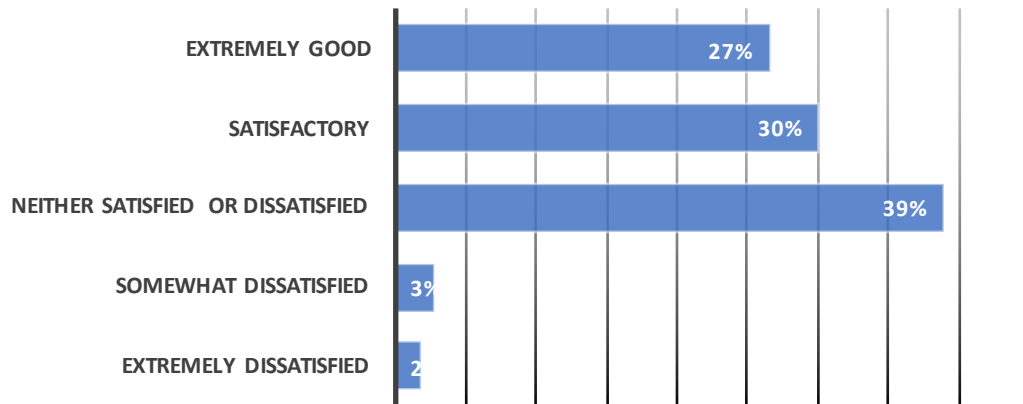
Variety of Activities



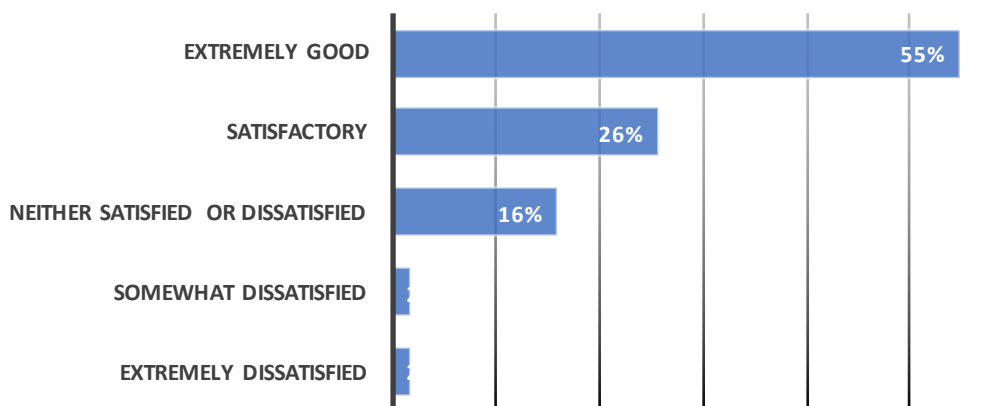
Court Access



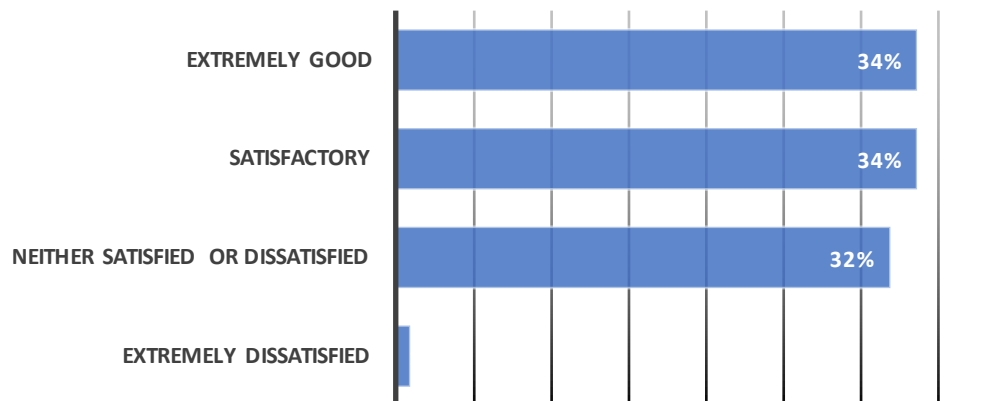
Leagues



Social



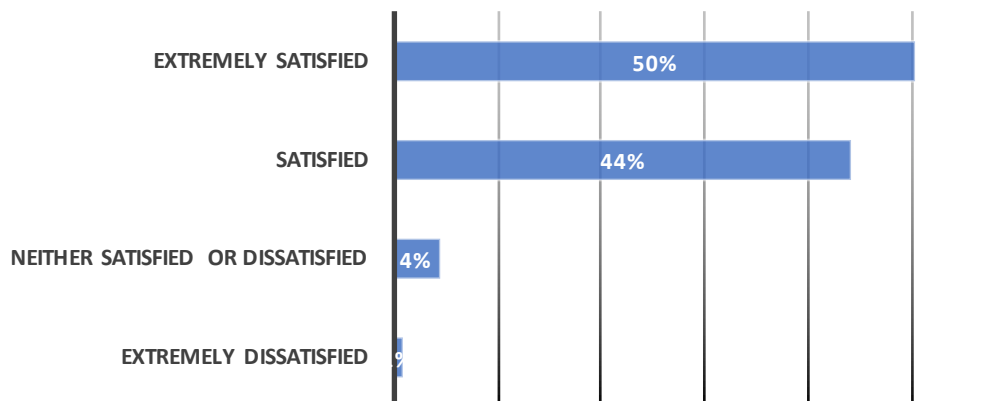
Coaching



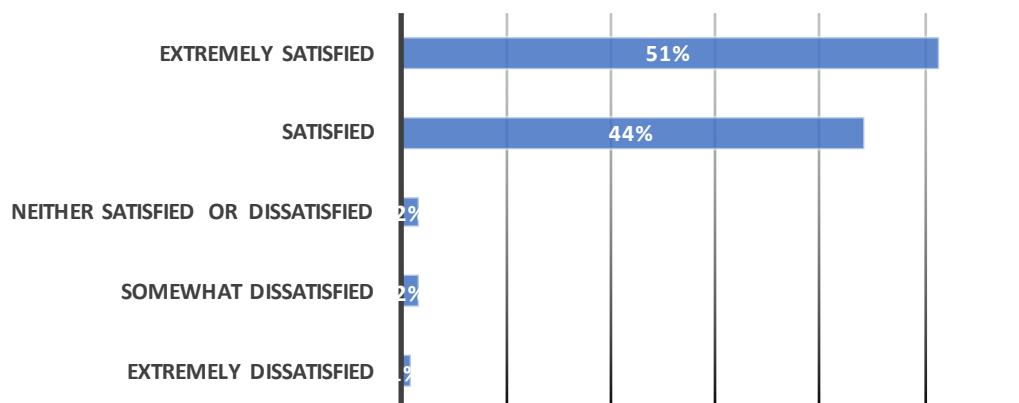
- **MEMBERSHIP**

- Nearly all respondents were happy with their membership experience and value for money. This was also reflected in positive comments about WCTC membership and 91% of respondents indicating they would recommend the club to others and 88% indicating they would be re-newing their membership.
- There was some feedback on providing greater court availability during peak times.

Membership Experience



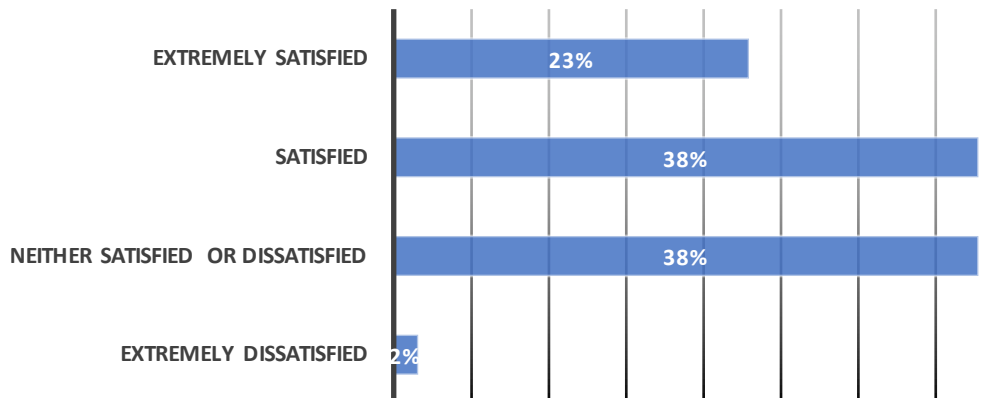
Membership Value



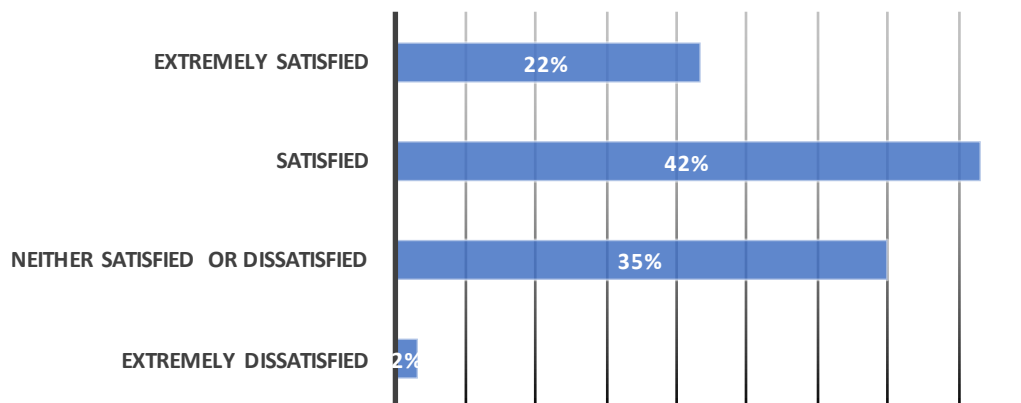
• COACHING

- Approximately half of respondents participated in coaching activities. Of those, the majority were happy with convenience of coaching hours, the variety of coaching offerings and quality of coaching.

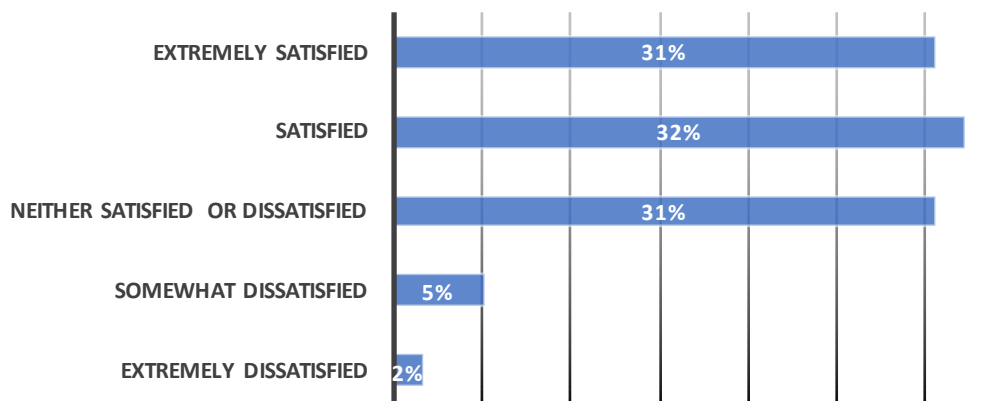
Convenience of Coaching Hours



Coaching Variety



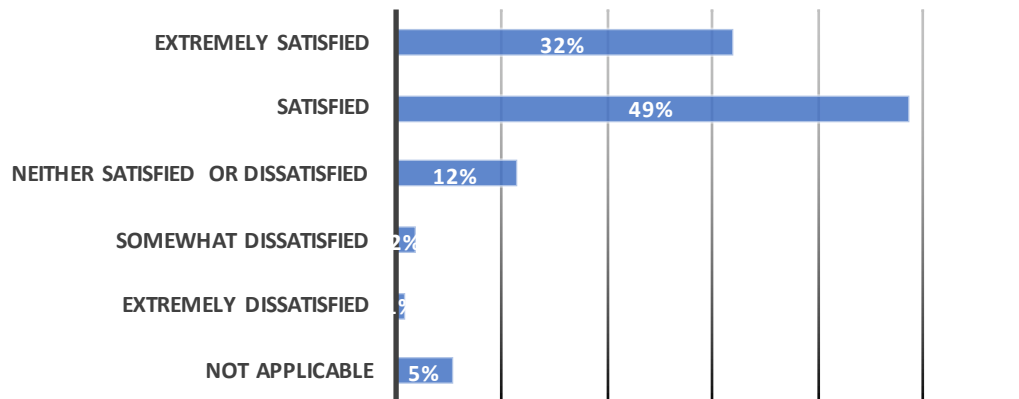
Coaching Quality



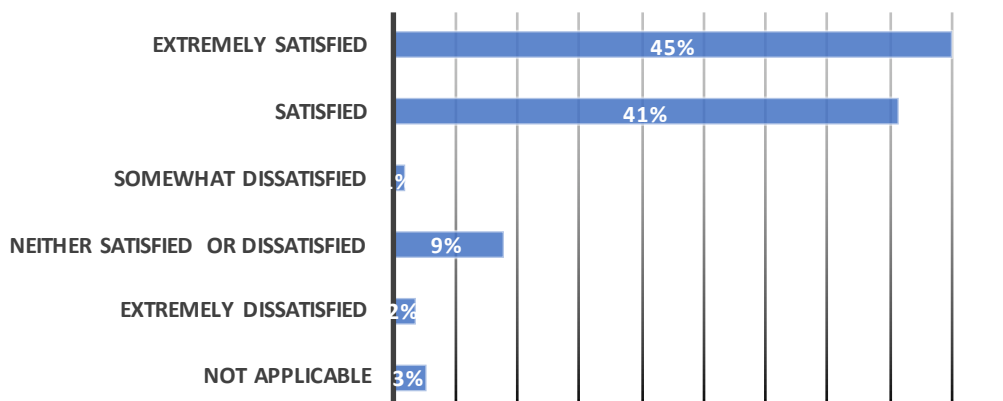
• COMMUNICATIONS

- The majority of respondents were happy with the overall communication from the club, particularly with the newsletter and followed by the club website. The club facebook page was not accessed by 50% of respondents.

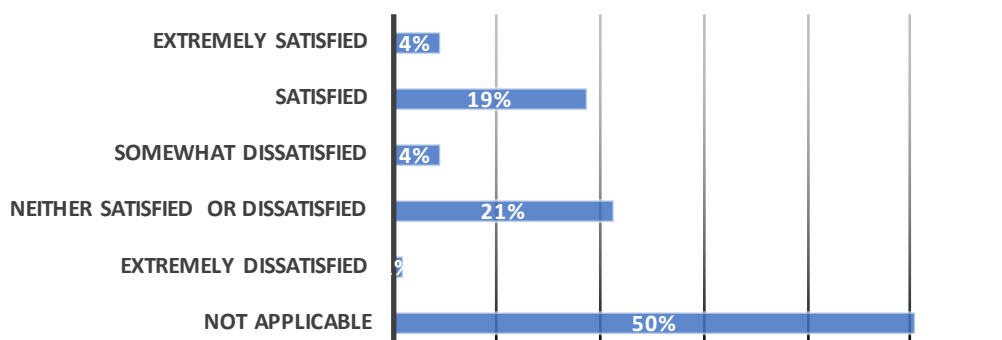
Overall Communication



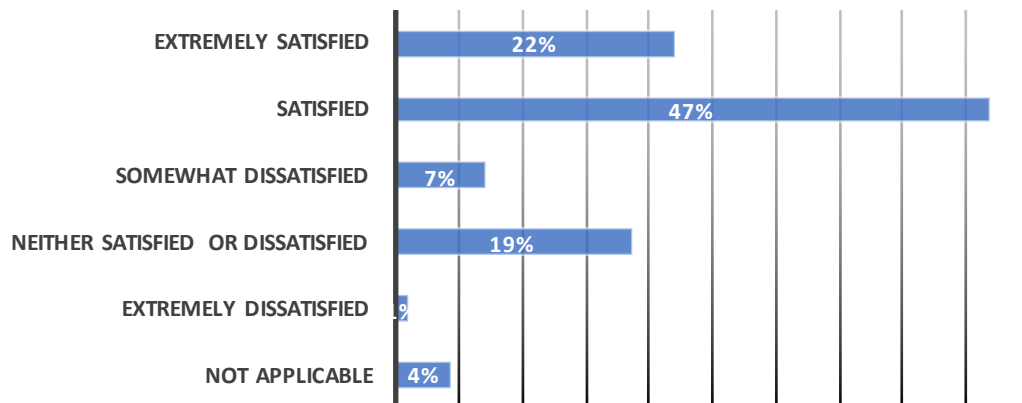
Newsletter



Facebook



Internet site



Access to Committee

