



SURF LIFE SAVING SYDNEY

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Issue Date	Number
Wednesday, 19 June 2019	05/19-20

To	All Clubs, Presidents, Secretaries, Nipper Contacts
From	Doug Hawkins, Director of Junior Development
CC	BOM, SSC, MSC, LSC, JDC
Subject	Sydney Branch Nipper Club Surveys – For Implementation

Purpose

As we move into the planning for next season, it's important that each Sydney Branch Nipper Club understands how they are performing, what their Nippers/Parents think of the Programs they deliver, and how the Sunday program and other events meet their expectations.

Positive engagement with our thousands of Nippers and Parents across the Branch is a very important aspect of Surf Lifesaving, as it covers our greatest reach in Sydney Branch, covering over 12,000 people...and beyond.

It impacts on our reputation, how people speak of our organisation, and the general vibe at the beach on a Sunday morning.

To research the above Sydney Branch JDC have created two Surveys for each Nipper Club to present to their membership to engage with them and seek some responses to the relevant questions.

These questions cover all aspects of Nippers, and the programs your Club is delivering.

Each Survey has been targeted to a specific group as detailed below:

Survey One: Nipper Exit Survey Is for those people who have left your Club as of 31 Dec 2018 and did not return for the 2nd half of the season.	Link: https://www.surveymonkey.com/r/TWZLK9R
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People leave Nippers for a myriad of reasons, and some Clubs have control over these issues, and some not. This is a great opportunity to find out why they are leaving, what scenarios impacted on their decision, and if you can change that out for next season with some adaptations to your program or level of engagement.

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Survey Two: Nipper Staying Survey Is for those people who continue to come back to your Nippers and enjoy all that you have to offer to them via all your programs and events.	Link: https://www.surveymonkey.com/r/ZQSSRCK
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These Surveys will give you data on many aspects of your deliverables, your people and your organisation, and will certainly assist in creating and planning programs that work for our membership across the board

Implementation Timeline

The Branch has set a **deadline of 31st July 2019** for the completion of this information so we can have data summarised and returned to you prior to next season.

If any Club is not able to implement this Survey, then please get back to us and we can implement from the Branch, however I do think it's much more valuable coming from their own club as opposed to the Branch.

Our Survey of the JLOTY from the last three seasons at the end of last season gave us some very interesting and helpful data, and I would like to recommend to each Club to implement these surveys as soon as able, so we can review and plan specifically for the future.

We also encourage your Nipper Committee to complete the following test versions of the Survey so they understand the details that we are looking to get information on: Nipper Exit Survey [TESTING LINK](#); Nipper Staying Survey [TESTING LINK](#).

Should you have any questions please contact me at nippers@surflifesavingsydney.com.au.

Best Regards

Doug Hawkins
Director Junior Development SLS Sydney