

Feedback for Clubs - 2015 Survey MT

1. Time Management

- Tweak the system to match time poor people.
- I gave up flying because I had to travel 2 hours to the club sit around all day whilst getting 2 maybe 3 flights if lucky, then travel 2 hours home. It felt like I was wasting a whole heap of time for very little flying. Gave up in the end, it was too time consuming
- Consider a more modern approach to gliding that caters for time-poor flyers
- GFA should also avoid complications and wasting time. But I think the clubs need to change so everyone does not need to put in as much time. And is not expected to.
- Access to mid-week flying opportunities suit my style best, but these are in limited supply.
- More professional and intensive instruction of people wanting to learn gliding, such as at Lake Keepit is needed.
- Each member to welcome all new comers and to discourage the unhelpful practice of having a special passenger flying day. It is highly overrated in my fifty years' experience of gliding. Far better to ensure members get the maximum amount of flying with the occasional passenger flight being done at the day's end when air conditions are calm.
- Most clubs in Aust cannot accommodate people who have strange job or strange working hours. It then becomes very hard to fly and then takes long time to get through to c ticket. Sadly it's not just gliding but this applies to almost all sports.
- Other responsibilities and activities limit the time available. Cost of driving to the club is significant.
- I would like to further develop my own flying skills but find the demands put on me by my club and time restrictions limit this.
- More full time training
- Lack of full time training - two flights every two weeks just does not cut it
- Make concentrated ab-initio training more available
- it - but even the most technically illiterate can be inspired 146 I say average, as. If a club says they only will take two students per instructor per day, they should maintain that. One instructor per 4-5 students means 1 or 2 short flights across a 10 hour day, with no time for ground tutoring. Not conducive to encouraging people to learn to fly.
- As time is more important to people, I have heard of a club doing morning and afternoon training to free up time, I think this would be good. The modern club, may be one instructor and a motor glider that can tow a glider?
- I like the ability to be able to have 5-7 day sustained flying. My club occasionally does this and it is a great way to consolidate skills. Tough to always have a day or two on weekend.
- Cost in money and time to train for these positions - there should be online courses and the face-face parts are short, convenient assessments or even summaries of long duration reviews by your peers in yours and other clubs - does the applicant demonstrate the required behaviors always, mostly, sometimes or never?
- Manage time to meet objectives some life coaching helps probably not core GFA matter but probably about being flexible flying times
- Gliding is by nature a time consuming sport so it struggles to attract members with family's or busy jobs. The way around this is to try to get people in their late teens/early twenties flying gliders before they reach that life stage so they're more likely to continue flying.
- See point 4 relating to family interaction at a club levell think in these time poor or overcommitted times the basis of how gliding is structured needs to change, especially during the learning phase. Once you are a pilot especially with own glider things are easier. Maybe allow for the day to be broken up into morning or afternoon lessons. I found with the number of students we were all sitting around for ages waiting our turn. Maybe half the students could show up in the morning to get day ready and glide. Then other half show up in the afternoon glide and do the pack up.

- Distance from my club (6 hours drive) and frequency in getting there and staying for a reasonable time
- likely to stay on once it comes.
- Maybe a flight booking system to entice the 'middle aged' parents back to gliding who may be 'time poor' will get those of us coming back to the sport. Not permanently but up to a specific training point (pre solo)
- Personal achievements are sometimes taking a backseat to club operations that are necessary
- A lot of clubs still place more importance on the income from passenger flights than attracting or helping young pilots
- People are time poor these days. Easy for people to get home after flying at XXXX .does not promote a lot of socialization. Locality problem. Applies also to maintenance and support
- I think that the big issue is commitment. 2 hours drive to the club and all day there. Other sports they can go to the river and paddle a boat, or have surf and be back home for lunch.
- Encouragement to fly at different clubs
- New pilots typically need to put in a lot of work and hours for some very brief flights, sometimes only one five minute flight in a day (winch launching).
- No need to have full day
- Increase accessibility for time poor participants
- The gliding movement as a whole has not changed in the last 20 + years. Times have changed and the current all day culture with regard to early training will not prosper in the time limited modern day situation. Sports that have made this change for example other aviation environments RAAus etc. will most likely be successful. People are willing to spend time but in the early training period there needs to be less emphasis on this "have to be at the club all day" - it will come if they are interested and active enough! Just as it does in other sports.
- More full time clubs
- People decide they want to be glider pilots; they need to be able to expedite the process. Not possible in small weekend clubs.
- Clubs don't seem to realise the importance of launch rate and how it affects the morale of students in a club situation..... Solo pilots also need to know that there will be a single seater available for a good flight..... Private owners were once in the lineup for a single seater to fly. Private owners should muck in and help in a club so that they get help as well.

2. Attitudes

- Improve attitude of some club officers, which can be bullying
- Authority bullies who drive people out of the sport.
- Private owners also own the club fleet but are treated as someone who has no right to fly club gliders this attitude needs changing. They are just a source of income!
- Promote the "club" atmosphere of the days of yore.
- Focus on resourcing club office holders in better dealing with divisions in membership issues like splinter group lobbying infrastructure at the club level, so
- The clubs (all) have to be inviting and supportive.
- Bolster club framework so it is stable and resilient in the face of vested interest sub groups
- Various issues arise - particularly getting private owners to support the club operation in some way.
- It depends on the private owners; if they participate in club duties they will receive full support.
- Personality conflict with club hierarchy and their perception that people who are not from an airline or GA background are lesser human beings.
- Some members exhibit behaviors that are in clear breach of the harassment policy which I believe may have driven existing members away and may have turned away visitors. I

understand that this is largely a club issue and this is one reason why I joined the club's committee.

- Some of our club members see private ownership as elitist cash cows rather than a goal for everyone through syndication
- My club doesn't want any more instructors because they have too many. I have returned to the sport after a long break and was previously a level 2 & CFI and feel like I'm being treated like an ab initio some times.
- I have returned to gliding after a 30 year break and was shocked to overhear a conversation where an advanced solo pilot was, due to lack of retention of members, strongly putting forward an argument that the club should no longer encourage pre solo pilots. After 30 years I was hoping this type of thinking had been eradicated.
- Some clubs are a bit hierarchical and do not promote a good social atmosphere.
- Very club dependent. An open environment where visitors are welcome and supported is crucial.
- Social atmosphere is still too "blokey" and subtly discourages female participation. Some clubs remain actively opposed to private owners or at best tolerate them. There is no clear process for mentoring and supporting solo pilots, they are often left to fend for themselves and we lose them.
- Social atmosphere - good for the established members but it can be hard to break into.
- Older members are always looking for the new members to take on tasks and committee roles but they still want control and things done their way. It's their club. They need to let go.
- More collegiate less competitive approach to gliding goals
- Actively develop hangar space and workshop facilities on site for private owners
- The social atmosphere suffers with strong minded individuals who get big heads and take over. It seems that of the 6 clubs in the local area that 5 of them have suffered from this in the last 5 years. This has resulted in projects that cost tens of thousands of dollars that were a total loss, clubs in crippling debt, and members leaving because of the way they are treated.
- Sometimes it's as though we are in a different club.
- We are still living with the cold shoulder syndrome. I have seen many good people pushed from gliding by club factions and am tiring of it myself.
- I changed my primary club due to poor culture and excessive barriers to progression. Lake Keepit is wonderful in comparison and worth the long travel from Sydney.
- I have been flying gliders for over 30 yrs and my new club of 2 years don't recognise my flying endorsements. I only just got my passenger rating back and not my AEI, back seat, and only got my independent I2 because of a friend of mine. But they use me to do form 2 on their aircraft.
- Accepting that private owners are valid club members. Having a known procedure for asking for maintenance support.
- Encourage camaraderie
- Re-learn the diversity of expression of the sport and stop being myopic
- Get rid of the stigma of the out landing. Out landings and retrieves are a normal part of gliding, and quite often exciting and fun.
- Make gliding fun
- Improve cultural attitude - meet and greet
- Less negativity between members
- Less political
- Decouple club politics from pilot revalidation and flying
- Clubs are about people not process. A committee and instructors panel can make or break a club.
- Talk to young folks
- As expected the performance of club varies significantly much of the performance of clubs centers around the performance of the instructor panels and their approach in general unfortunately focus is generally not on the best interests of the pilot or their welfare but on other factors. In this some clubs are fantastic at creating the right environment that allow their

membership to flourish whilst others constrain the performance of the club and the members accordingly.

3. Social

- Fostering family interaction at a club level to encourage next generation members
- Have some social and fun activities not just for pilots but also for their families who can be long suffering
- Social activities in my club generally fall flat. Just our culture
- Stress that the sport is about having fun
- Enhance the focus on pilots having fun
- More regular and social club interaction.
- Non flying get togethers
- Encourage people to enjoy flying.
- Enhance social activities. But how???
- Try to stop glider hogging selfishness of some members
- Work on social side to attract partners/families of pilots to clubs
- Clubs to have regular - perhaps monthly social events.
- Some clubs are excellent at social atmosphere, supporting solo and private pilots and others are very bad
- Our club Monday operation has the best social atmosphere which is due to the perceived enthusiasm of the instructor
- Gliding is a pleasure activity that takes place in a social club environment.
- My parents played tennis, me and my siblings accompanied them to weekend tennis competitions and thus were exposed to the rules, practices and psychology of the sport. It was a pleasurable experience as my parents enjoyed their involvement, I enjoyed it for the social experience of interacting with others of a similar age and with adults. Little wonder that I was attracted to taking up tennis, in fact I still enjoy a hit of tennis today. Could there be a parallel when considering gliding?
- Clubs need a designated social committee to run fun nights, guest speakers, BBQs, family events.

4. Cross Pollination

- Improve cross pollination of clubs
- Establish programs and exchanges with the countries with many glider pilots e.g.: Germany, Netherlands, and France. Establish channels for low cost and effort
- seasonally shipping gliders across continents, same for pilots and clubs.
- Foster 'cross pollination' infra and intra state.
- Encourage inter club contact so islands don't limit cross pollination of ideas and standards
- Perhaps in some area's bigger clubs could assist smaller ones
- Flying at and participating in activities at sister clubs
- Web based services and cross linking of pilots interclub and interstate
- Clubs with less favoured conditions for xc soaring to be encouraged to cooperate with a better positioned clubs in that respect
- Inter club recognition of membership
- Improve cross club interaction
- Bigger clubs to run x/c courses for smaller ones
- Foster inter club activity

5. Instruction

- Club does not place enough importance and effort in encouraging and training new instructors. Hence new members do not get enough tuition and training leading to loss of membership.
- We have everything out there and we just have to get on with it. At XXX gliding club we encourage everybody to go after what they want and we have paths laid out for them to follow. All of our instructors and coaches are very good at what they do and are only too willing to help.
- Distributed training during the week at nights is good.
- Promote club based training, particularly at larger clubs
- Flying with different instructors each visit has the negative of each must get to know the student before progressing - log books, progression charts and daily ops summaries aren't sufficient to impart the required understanding that the student is at level.
- New Instructors Handbook (being developed) and Basic Gliding Knowledge (close to being released)
- Gliding clubs need to be seen as more professional. Learning plans for students, flow charts for progression, assigned mentors, feedback and follow up. Less looking like a bunch of old dodders!
- You need clubs with suitable instructors and not just because of necessity
- General safe flying practices are maintained and passed on in the club situation. There would be less RAAus crashes if they had a club culture like gliding.
- Club means well but not enough instructors to provide the required support. The will and intent is there but not the resources.
- Difficulty keeping enough instructors on the roster. Hate to think what difficulty's small clubs face
- Response is subjective based on limited club exposure. A lack of clarity in the year to year plan for advancement means that the this pilot has not always seen how to improve as a pilot and contributor
- Club-level resistance recognising that coaches are not instructors and can be a different career paths in gliding. What makes one good at one side doesn't automatically mean they are good at the other.
- Having enough other instructors at the club - I try to organise a roster and the other instructors will not commit in advance.
- When compared to GA we stand out well above in all areas but there's still room for a lot of improvement. A big area I would like to see improved is theory. It's shocking some of the answers people come up with around my local club including instructors. I'm sure it's not just mine.

6. Post Solo training and Retention

- I would say I was left to my own devices and not given a lot of encouragement. I think the junior members of the club were given a lot of the attention.
- More needs to be done to retain members in the 30-40 year age bracket. I know it's a long term problem, but many go solo and then lose their way with no real idea of what to do afterwards, or get fed up with the inconsistent voluntary nature of club services.
- There is a heap of focus on people going solo but more effort needs to be put in for newly solo pilots to be taught to soar, go XC. Otherwise these people get despondent and leave. , as is making sure these members don't get given heavy roles e.g. treasurer, winch driver too early. You need to make sure these members get priority over AEI flights, stick time, flying in a motor glider over safe paddocks just outside of final glide. That way they feel early XC is not too hard or scary. The cost for people flying club gliders needs to be low enough to encourage them to fly regularly. E.g. a bulk rate, cheaper launches before silver C.
- Instructors are often too busy to help progress post solo pilots.

- Sometimes solo pilots that might be good cross country pilots slip through the cracks. It is hard to work out who is to blame, the pilot or training.
- For supporting solo pilots, I believe that role of CFI and instructor panel is important, but it would be of benefit to have a dedicated person to be in charge of the 'development' of the pilots.
- I have always thought that there was too much focus on getting to solo and many clubs tend to ignore pilots once they are solo. We need more focus on goals beyond solo.
- The club's focus seems to be focussed on getting people to 'c' and then coach/mentor a few select juniors.
- Not sure how my club flying is assessed. No glider pilot life planning ever mentioned at XXX, although it may be a good idea to set long term goals.
- Many clubs do not have a specific agenda to progress post-solo pilots.
- Once you've gone solo, it seems that you are more or less 'on your own'. While this works for some members, it doesn't work for all. Perhaps the goal should be not to train people to solo, but train to the GPC? Private owners wanting to fly their gliders are not necessarily embraced by clubs. They are sometime perceived as 'taking' from the club and not helping with club operations. This is often despite those members making considerable contributions to the club, just not at the operational coal face. There is little guidance available for maintenance, and the attitudes to ensuring gliders are well maintained is poor. People don't follow approved data, and are comfortable modifying gliders without appropriate documentation.
- A structured mentor system would help. Private owners seem to run themselves and know who to approach for help; the club doesn't actively support private owners.
- Some sort of club mentoring program. Solo pilots are left to themselves to progress.
- Supporting solo pilots and private owners is dependent on the club and the club culture. Some do it very well, other less so. The good ones have clear goals, set tasks, encourage cross country flying (including by setting tasks or having mini comps within the club).
- The whole system still needs to be changed to keep people interested after solo.

7. Facilities

- Encourage home airfield ownership
- Build a decent clubhouse
- Encourage clubs to cater to families with decent non-flying facilities
- Modernise and focus on fun
- In my experience a lot of our clubs try to operate as quasi commercial organisations without business plans of the real cost then expect others to bail them out because they haven't been charging commercial rates for passenger flights and overseas pilots who can afford it. The only people who deserve any subsidy are young groups of Australian teenagers from middle or lower income families.
- Lack of suitable club aircraft capable of decent cross country
- Club focus on revenue = passengers self-interests of senior members in regard to not upgrading club equipment and operations
- The gliding clubhouse and surrounds needs to be inviting and convivial instead of ancient and Spartan and we need to have a reason to stay after or the night before a gliding day.
- Institute a levy of \$20? Per full member p.a. For an infrastructure loan fund so clubs can replace worn out equipment.

8. Airworthiness Issues

- Maintenance support and advice: have occasionally received poor maintenance advice from clubs. Club airworthiness standards need to be improved.
- Allow access at club level to skills, tools, equipment and repair hangarage
- AAO's to actively support private owners in maintenance programs, not just the club fleet.
- For airworthiness, the regional support is excellent, but I am having to create the support
- Average maintenance support simply because we are a city club that has always had a commercial AMO on field.
- Our club has become more like a golf club with all the work being done for them & I am far from convinced that this is good overall. There is very little encouragement to become interested in aircraft maintenance.
- Clubs with a commercial workshop have a conflict in their responsibilities to the business they run and to their members of a voluntary run club. The costs of doing a form 2 inspection (as a form 2 inspector) can vary \$500 or more depending on which club you belong to.
- Maintenance advice and support revolves around key individuals with an interest - everyone else does not get enthused by.

9. Junior and Female members

- Consider a youth (cadets) retention policy post school leaving
- Encourage the next generation and improve gender balance
- More girls
- It is difficult to generalise but the social side is affected by lack of female participation and the donut age profile
- I have reiterated previously that there is a 20 year gap in the development of the sport due to inactivity of the present members, 65 year olds. Recruiting juniors. Need I say more?

10. Marketing

- My club needs a dedicated development officer/instructor. Panel of instructors or CFI could perform that role, but they are not as focused as dedicated officer should be, due to number of other duties they perform simultaneously. My club is not an ideal location for the XC soaring, what reduces my chances to develop in a coach. My performance flying results improvements are entirely on my own, lacking to have a dedicated development instructor/officer in my club.
- Increased marketing program by clubs.
- Posters and notices in the clubhouse
- Don't over regulate more communication from the club committee. useful to me.

11. Costs

- Keep costs to a minimum
- Reduce cost, although most of that is club related.
- Limit the cost of air experience/TIF flights. They can be overpriced (e.g.: \$200 for 20mins) which gives the impression that gliding is expensive when it isn't. It also prevents people who could have later become members from taking that first flight.

12. Other

- Concentrate on promoting skills to advance club
- No matter how good the club is there is always room for improvement. As well as good

training and mentoring, gliding is about self-assessment and ongoing improvement

- Provide services at "club" level
- Keep good relations with local shire. Offer regular info, free flights as a way "breaking the ice".
- Better dissemination of information, regular (as opposed to sporadic) club newsletters.
- My club trains a lot of new pilots. Just as they get to a stage of being capable of putting back in to the system, other clubs lure them away, leaving our instructors, committee members no relief.
- Availability of a support crew for XC flying in a small club.
- Club only flies Friday Saturday and Sundays. Good weather only occurs on Tuesday to Thursday.
- The bias is to become private owners of gliders that are under-utilized. But that is a society that can afford it. Long gone is the club sharing structure.
- Each club is different it's a matter of finding the right one to fit your needs some clubs are focused on training and others on cross country.
- Getting airspace aligned with modern technology so that gliding fields could be much closer to capital cities are far too focussed on sending people solo,