

# 2019 Member survey

- All members were invited to complete a short survey last September to give feedback on the positive aspects of our sport and organisation, and to suggest opportunities for improvement.
- The following slides give a summary of key points.
- There is a comparison with results from the 2015 and 2017 surveys.
- The spreadsheet of survey results is available on the GFA web page and you are encouraged to view the range of comments made. With up to 1000 comments on any one topic, it is impossible to list them all in this summary document and I hope that I haven't missed too many key points.
- Under Docs/Forms on the web page search for "Survey"
- There are some individual unique comments and I have included some of these just for interest sake. You can find many more if you look at the spreadsheet. My Favourite is for the Board to improve the weather in Victoria.
- The Board will use this data in implementing it Strategic Plan.

# 2019 MEMBER SURVEY - WHO RESPONDED?

## 450 members responded to the survey

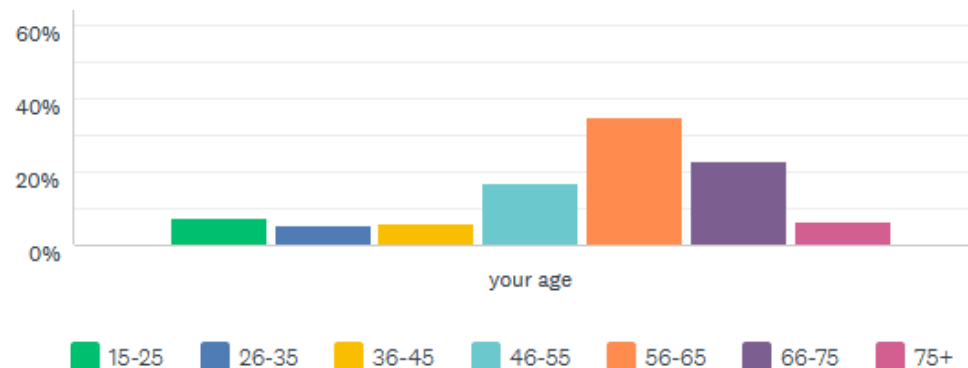
*113 fewer than in 2017, and represents 20% of our membership*

## Gender: 91.6% Male, 8.4% Female

*(5.5% in 2017).*

## Age: Good representation except in the 15-25yo age range

Approximately 15% of GFA members are aged below 25yo, yet only 7.5% of respondents were in this age bracket.



# Gliding Experience: Participants had a good range of gliding experience

*Student through to Instructor, club committee members, airworthiness, coaching.*

*Not many coaches responded – or we don't have many coaches?*



	2019	2017	2015
<b>Still in training</b>	21%	25%	20.3%
<b>GPC</b>	60%	50%	55.5%
<b>AEI</b>	28%		
<b>Instructors</b>	39%	34%	62.8%
<b>Coaches</b>	12%	9%	13.1%
<b>Competition</b>	25%		
<b>Aerobatics</b>	13%		
<b>Airworthiness</b>	30%		
<b>Committee member</b>	29%		
<b>Tow pilot</b>	19%		

# RESPONSES

Members were asked to indicate if they agreed with the 5 Primary Objectives for GFA as shown in the Strategic Plan.

The Primary Objectives of the GFA are:

**FREEDOM TO FLY:** *To maintain and extend the freedom of members to fly.*

**SAFETY:** *To foster a culture of safety and risk management.*

**PROMOTE & DEVELOP THE SPORT:** *To maximise participation and to promote and develop the sport of gliding.*

**DEVELOP A CULTURE OF PERFORMANCE EXCELLENCE:** *To foster excellence in all aspects of soaring including training, sport and performance flying, technical expertise, safety management and international participation. Compare GFA systems with those used by other soaring nations to tap into best practice opportunities. Share our lessons with other nations, as well as other Australian sporting aviation bodies.*

**MEMBER ENGAGEMENT AND SUPPORT:** *To improve member engagement and satisfaction through ensuring a culture of justice, inclusion and diversity improvement and adopting agreed behaviours that ensure membership growth. Provide management and administrative services to Members, Clubs and Regions in an efficient and cost effective manner.*

**SERVICES:** *To provide management & administrative services to Members, Clubs & Regions in an efficient & cost effective manner, whilst optimising voluntary effort. Clubs and members are effectively represented, supported and regulated through efficient regional and national organisations*

- ✓ All of the objectives received at least 90% support
- ✓ Highest ranked, with 95% was “Promote and Develop the Sport”.
- ✓ Lowest ranked with 90% was “Providing Services to members and club”

## RESPONSES

Members were asked who provides them with valuable information and support?

	2019	2017	2015
Fellow glider pilots	85.5%	83.5%	83.5%
My Club	73.1%	78.1%	76.5%
GFA departments, office, staff	67.1%	69.3%	64%
My Regional Association	43.0%	33.9%	32%

# RESPONSES

## What areas should the Board focus on to effectively grow the GFA?

*The scores indicate the percentage of respondents who ranked this item in the top three*

	2019	2017	2015
Individual pilot freedom and responsibility	57.7	51.4	43.5
Our Safety culture	55.2	51.0	43.1
Supporting Air Force Cadets and other youth organisations	48.8	32.5	26.7
Mateship and having fun	46.7	44.9	39.0
Reducing costs	33.2	31.9	31.7
The GFA Club system	33.1	39.1	35.5
Introducing more women to the sport	32.7	32.3	24.3

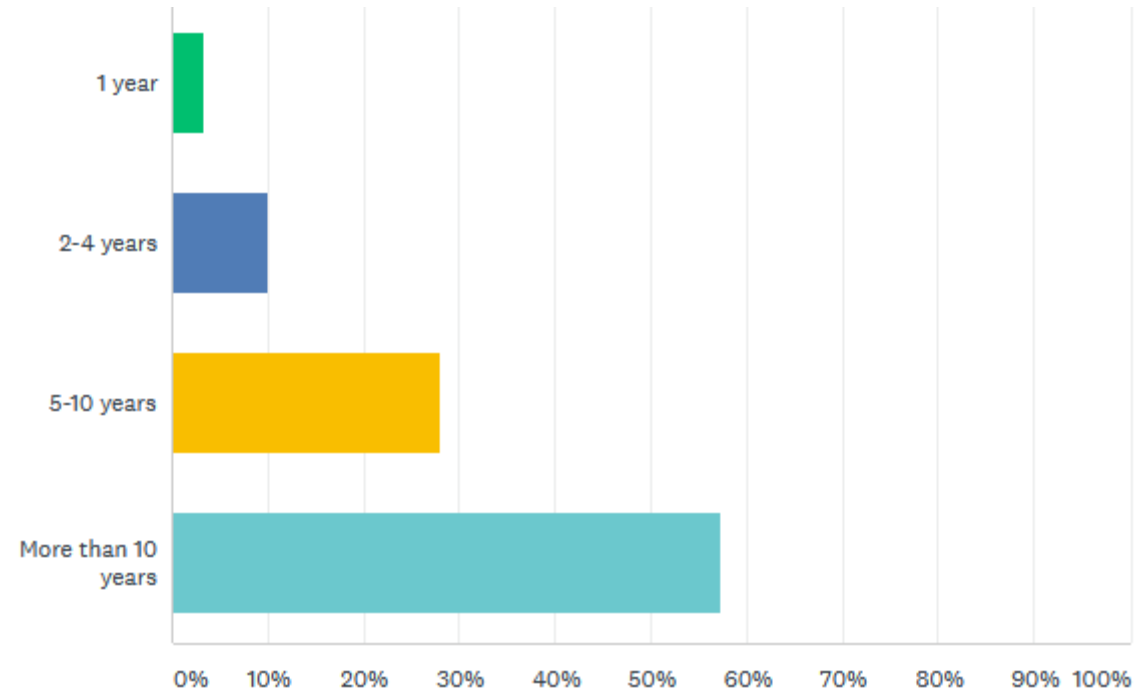
# RESPONSES

Members were asked if they were clear of the steps and were supported to achieve each of the following.

*Scores show the percentage of respondents who agreed or strongly agreed*

	2019	2017	2015
Set and achieve my personal flying goals	76	80	77
Improve my performance flying results	69	72	68
Become an airworthiness inspector	50	47	46
Progress to become an instructor	50	44	44
Develop skills to be a sports coach	33	29	28

## How long do you expect you will stay gliding?





# Member retention: Please list three factors that encourage you to continue gliding



- Satisfaction
- Social interaction
- Challenge/learning
- Challenge of going further and faster
- Success
- Support from others
- Access to modern aircraft
- Achievement of personal goals
- beating mates in a race
- Helping others
- Lower cost
- Coaching and mentoring
- Freedom
- Club & structure
- Excellent club facilities
- Good social atmosphere within club
- Flexible launching (mid-week etc)
- Contributing to the club via being on the committee
- Freedom, lack of red tape
- Camps and cross country
- Competitions
- Airworthiness
- I have a large financial investment in equipment, hangar & Gliders
- I like flying
- I look cooler in a glider than a foxbat

## Member retention: Please list three factors that could result in you deciding to leave Gliding

- Age & health
- Cost
- Conflict
- Slow progress
- Shrinking club
- Politics
- Bureaucracy
- Excessive rules
- Poor leadership
- Gender and age imbalance
- Medical
- Poor instructors/training
- Loss of freedom
- CASA interference
- Loss of airspace
- Airspace restrictions
- Any deviation from a strong safety culture
- Being unappreciated for volunteering
- Closed inner circles that operate within club committee's
- Club folding due to lack of members
- Club tensions/inhouse fighting

# RESPONSES

How effective are clubs in each of the following areas?

*Scores show the percentage of respondents who said Excellent or Good*

	2019	2017	2015
Training new pilots	80	83	79
Providing maintenance advice and support	76	71	72
The social atmosphere of gliding	75	72	71
Supporting private owners	68	63	63
Supporting solo pilots	65	65	59

# How can clubs become more effective

## Structure

- Allow true independent operations (free of club requirement)
- Change the emphasis from being a flying training club towards being a soaring gliding club.
- More professional approach

## Training

- Provide structure in training.
- 1-week courses
- Introduce a glider/instructor booking system
- Post flying debrief
- Reduce number of AEFs
- Mid-week flying
- More flying opportunities

## Facilities

- Improved clubhouse and facilities
- Provide hangars
- Reasonable access to good workshop facilities

## Pathways

- Provide advice on pathways to new members
- Progression past solo needs to be better identified
- Post solo programs
- Encourage new form 2 people
- Encouraging and guiding pilots to pursue further training.
- Encourage younger members to take responsibility, and help them

## Social

- More organised social events
- Camps and local flyaway
- Engage with partners and family
- Support for family members

## Culture

- Recognition for all levels of member
- Remove the men's shed approach - my wife won't go near the place
- Too many checks and reports discourages members
- Improve the training regime to include enthusiasm, encouragement and participation
- Limit tenure in various roles (committee etc)

## Growth

- Promotion in the local community
- Provide small 1 or 2 day airworthiness training courses for members
- More members produces a better environment
- Greater diversity in demographics would assist

# What barriers do you face with progression opportunities?

- Access to mentors
- Age - Too young. Too old
- Airworthiness rating for owners
- Club culture
- Club events
- Club politics
- Club system is too restrictive
- Little Coaching for older pilots
- Coaching is expensive
- Coaching pathway
- More camps needed
- Community relationship
- Cost
- Have to prove myself to each club I go to
- Instructor soaring skills
- Lack of 2 seat gliders
- Lack of progress
- Lack of support
- Mentor
- More airworthiness courses
- No aerobatics pathway
- No progress beyond solo
- Pathways not clear
- High performance coaching
- Return Speed week
- Schedule of courses not provided
- Simplify airworthiness paperwork
- Support
- Time
- Too many - Too few - instructors
- Too much control, too little encouragement
- Too much focus on rules
- Politics
- Regional blocking

## **RESPONSES**

How do you rate the Quality of our training/educational processes in each of the following?

*Scores show the percentage of respondents who said Very Good or Good*

	2019	2017	2015
Instruction of new pilots	67	80	78.2
Airworthiness training	61	52	60.8
Coaching	54	54	56.4

# How could we improve the quality of training?

## Instructor skills

- Instructors generally poorly trained, have little understanding of how to instruct
- Better training for instructor and coach
- Instructors are interventional: seldom letting the student make mistake which is an essential part of learning

## Resources

- A national syllabus and training resources
- Update the instructors manual to reflect current training methods and competency assessments is essential.
- Use of videos/youtube in instruction
- Online options, more videos, interactive elements etc.
- Provide classroom type instruction
- Clear curriculum/pathway
- Don't over complicate the training records system.
- Clubs not using the published manuals

## Techniques

- Monitor how clubs are actually training their pilots
- Quicker turnaround on the day with allocated time slots for students.
- Student review of instructors
- Cross country early in training
- More instructors should fly cross country at camps or on weekends at the club.
- Personalise support and mentoring
- More simulator training

## Courses

- Provide courses in the regions and more remote areas
- Promote Flying further courses

## Airworthiness

- Provide an airworthiness training syllabus/ package.
- Explain what is involved to maintain a glider on an ongoing basis.
- Recognition of training from TAFE, other aviation organisations
- Regional training centre
- Regular schedule of courses
- Semi-professional trainers
- Shorter AW courses
- Stop putting up barriers to progress

## Other

- We need more instructors.
- XC roundup in every magazine, summarising XC achievements of note
- More promotion of winch operations would help reduce costs and make it more accessible for young members.

# How should the GFA Board improve our sport?



## **Policies/procedures**

- Review Board composition/structure
- Fight to retain or expand Airspace
- Streamline and standardise complaint and Appeals process
- Develop improved Communication techniques and policies
- Simplify safety
- Simplify / reduce regulation
- Further adoption of technology (go membership a good example)

## **Airworthiness**

- Publish an annual AW schedule
- Reduce / Simplify airworthiness admin
- Standardised techniques
- Start early with AW training

## **S2f**

- Continue S2f
- Expand S2f
- Stop S2f

## **Training/Instructing/Coaching**

- Increase the pool of instructors
- Re-introduce Centralised instructor training. NGS
- Promote Flying start and flying further courses
- Promote use of simulators
- Improve the weather in Vic
- Introduce online training modules
- Promote aerobatics training and events
- Promote coaching for GPC.
- Succession planning for instructors
- Tug pilot recruitment and training

## **Clubs**

- Provide Club management support
- Continue to reduce admin workload for clubs
- Identify and promote alternate club structures
- Remove need for clubs – more Independence
- Reduce Regulation
- Web and IT support to clubs

## **Culture**

- Promote a more sustainable culture across GFA and clubs
- Improve culture - no bullying
- Encourage individual responsibility
- Promote a culture of family involvement
- Reduce discrimination
- Help to reduce conflict

## **Reduce costs**

- Halve the GFA fees
- Reduce costs of launching
- Place a tax on new gliders
- Clubs to pay regional fee, not members

## **Improve Communication**

- Seek member feedback

## **Relationships with other organisations**

- Engage with other aviation groups
- Engage with universities and schools
- CASA representation

## **Regions**

- Remove regions
- Establish and support Regional training centres
- Regions to engage with clubs

## **Promotion**

- All member to help Grow GFA and Club membership
- Increase advertising/promotion
- Encourage 'bring a friend' and provide incentives
- Increase diversity
- Targeted schools and universities