



**Fencing SA**

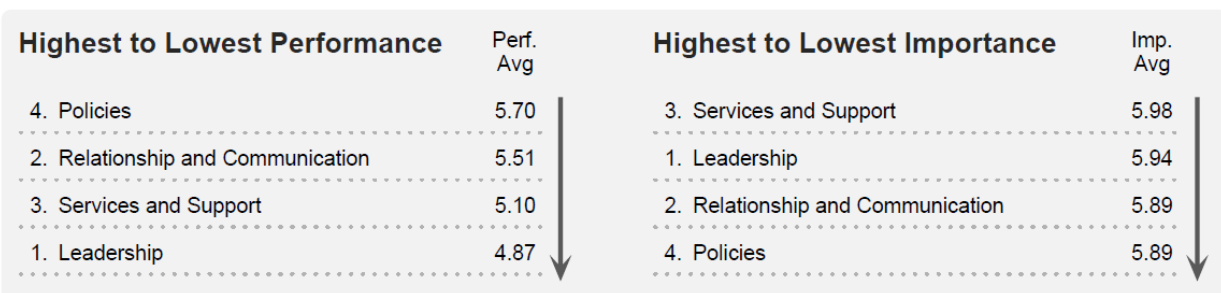
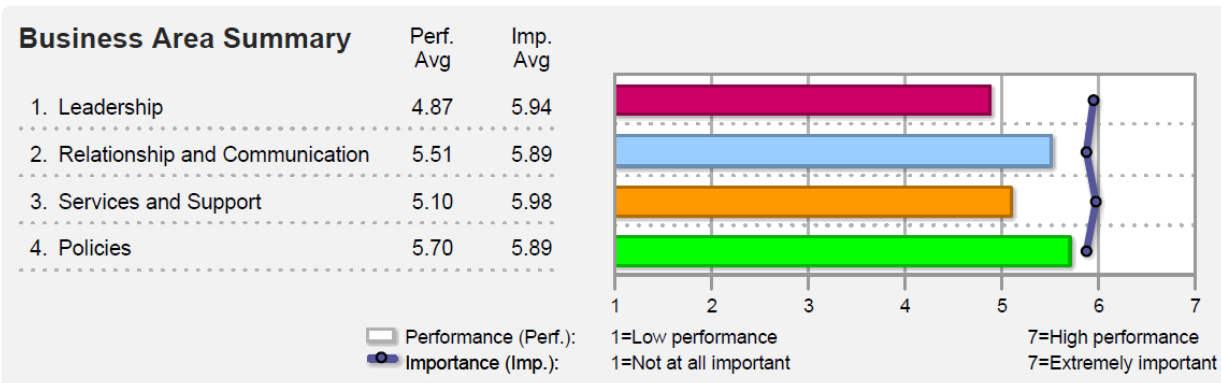
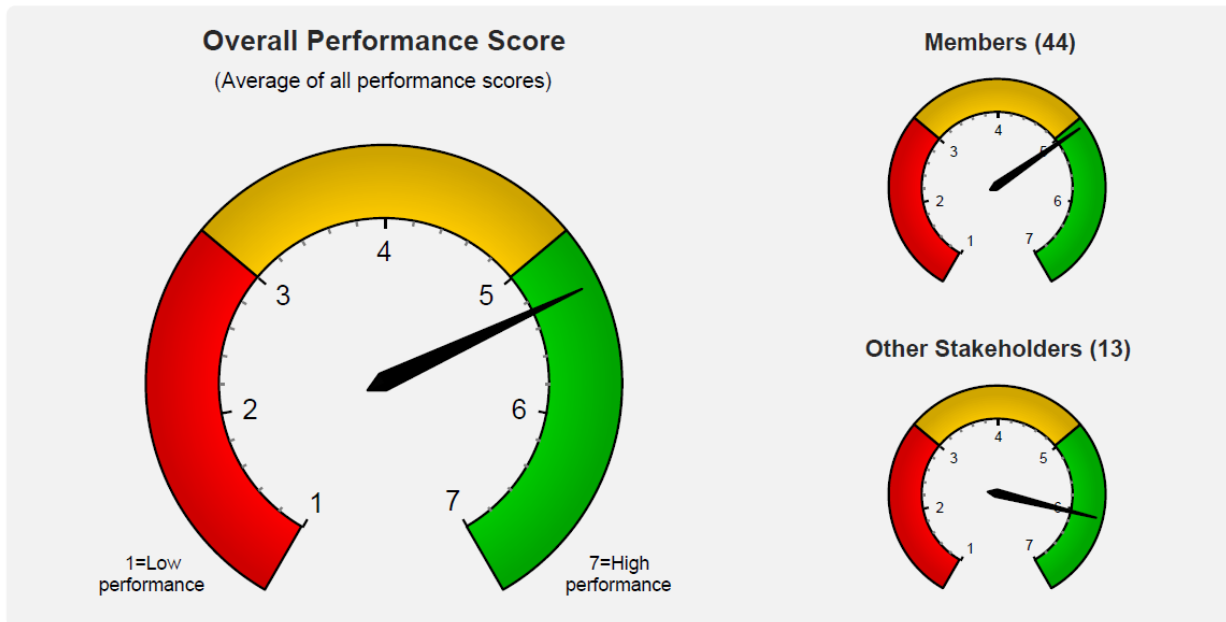
**Stakeholder Feedback Survey**

**April 2016**

## Performance Snapshot

Fencing SA  
Apr 2016

The graphs below show respondents' overall perception of Fencing SA's performance.

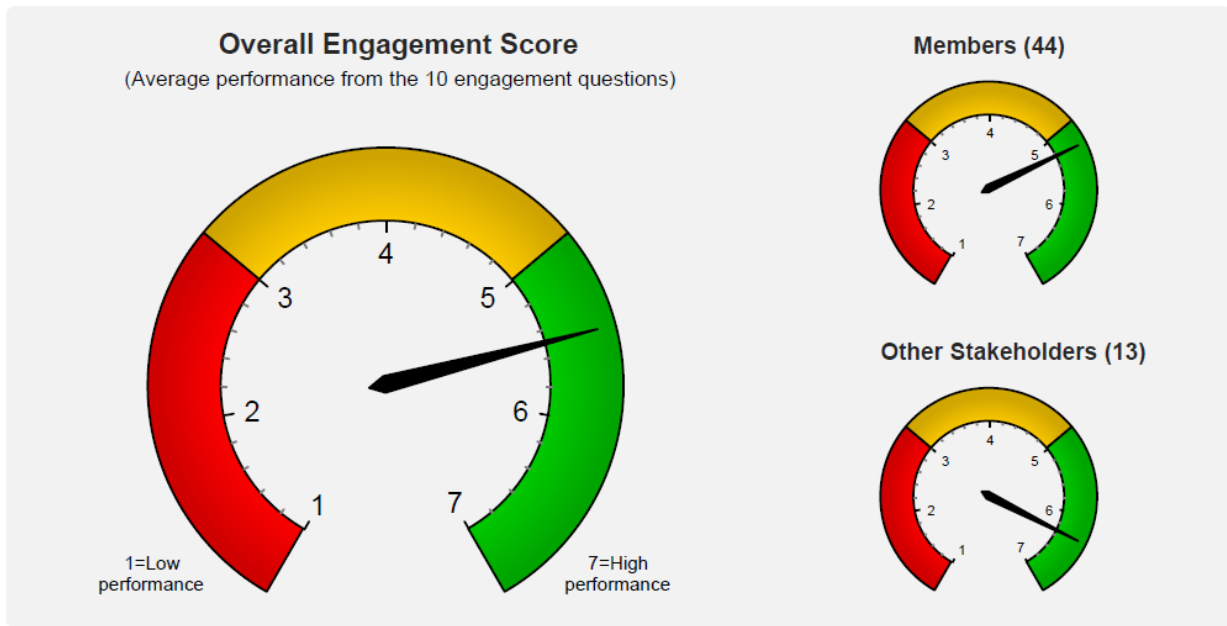


## Engagement Snapshot

Fencing SA  
Apr 2016

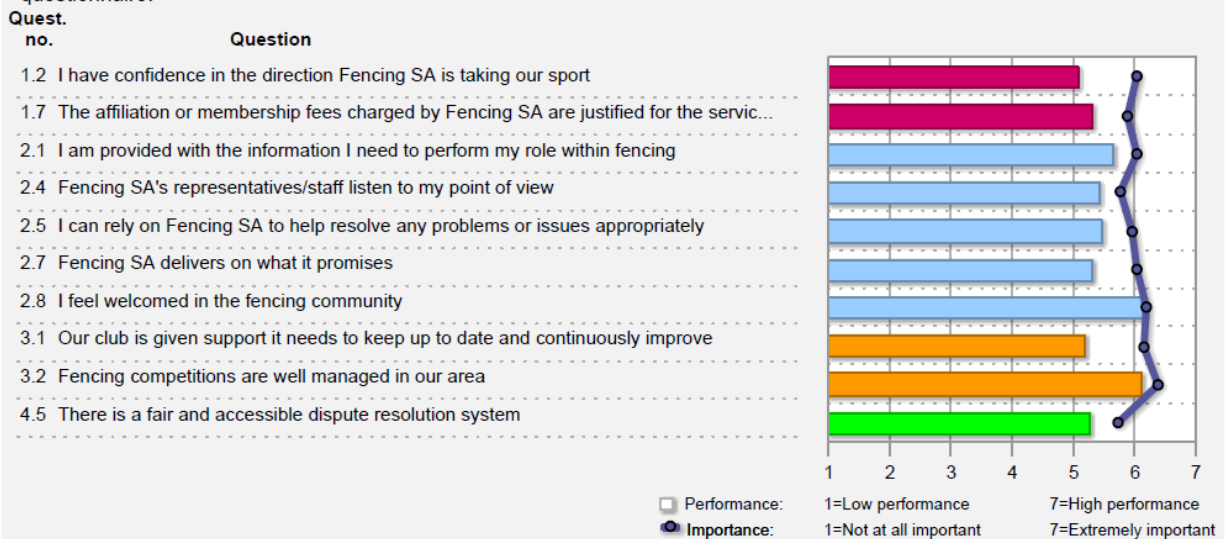
### Engagement Factor

Ten specific questions (see below) were included to capture the level of engagement respondents have with Fencing SA. Engagement is a reflection of their overall satisfaction and their feelings and perceptions of confidence, integrity, pride, passion and belonging.



### The 10 Engagement Questions

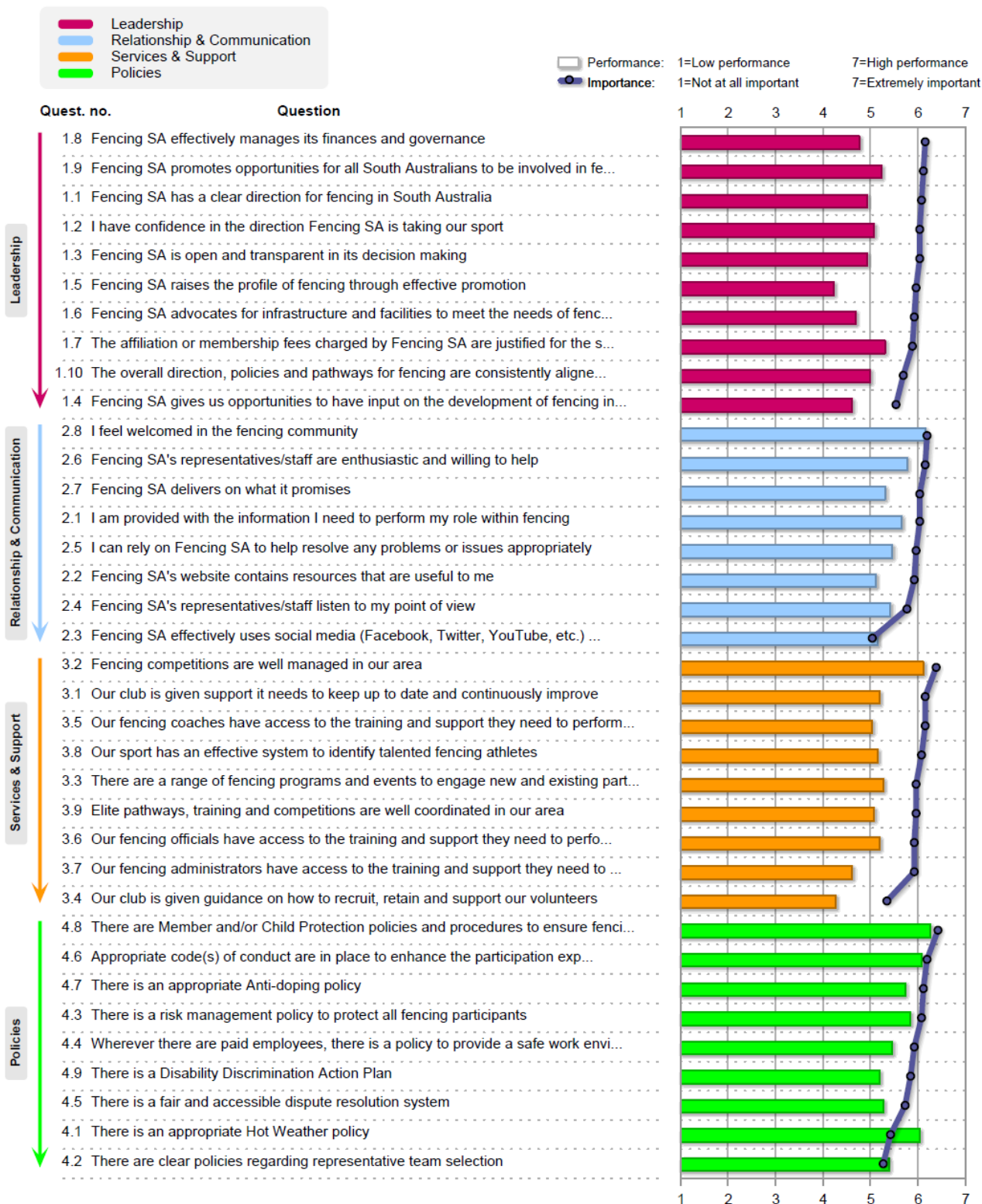
This section highlights the 10 questions in the SRSP Stakeholder Feedback Survey that are aligned to the Gallup Customer Engagement Survey (© 1994-2000) and current research on stakeholder engagement. They are shown in their order in the questionnaire.



## Questions Prioritised by Importance

Fencing SA  
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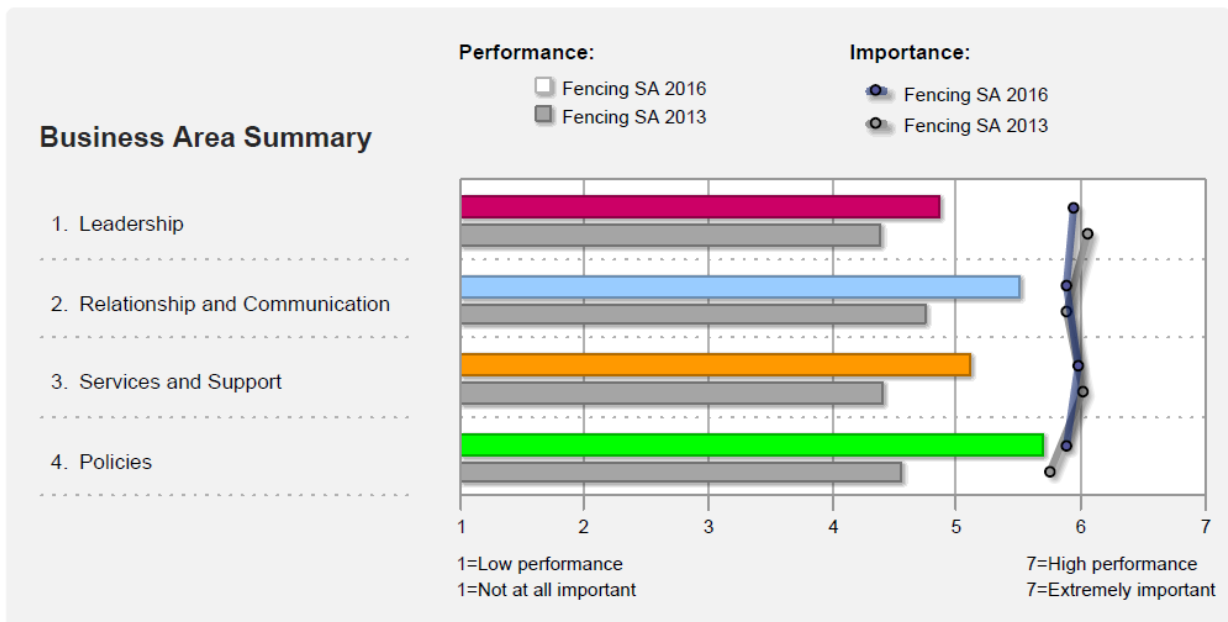
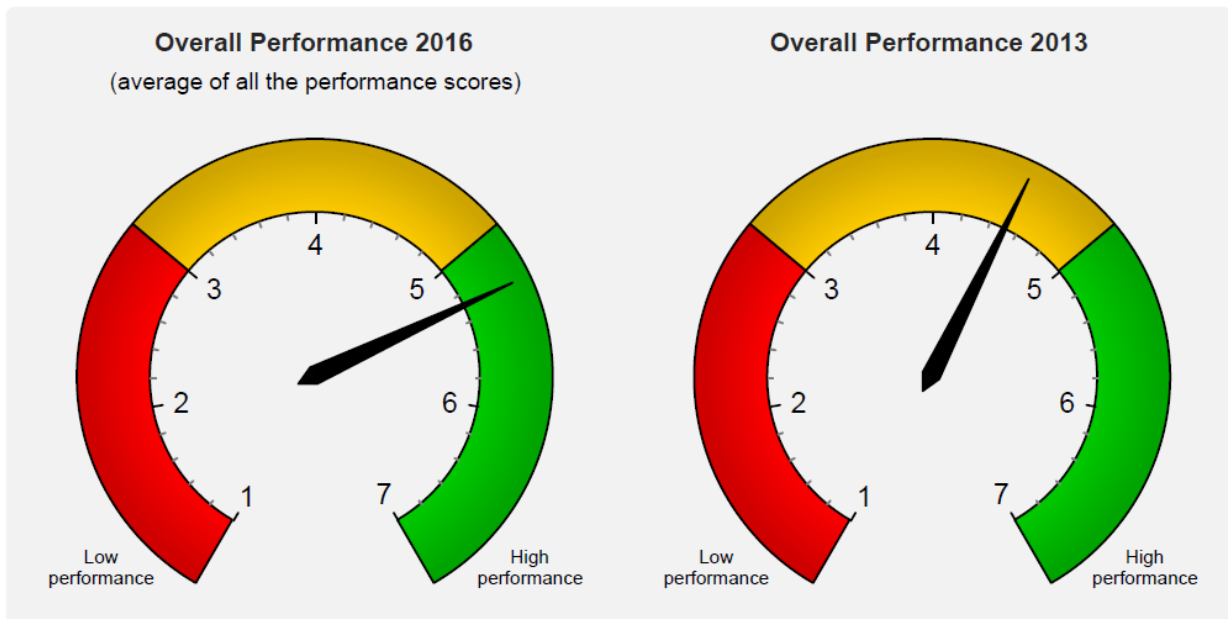
Questions grouped within their Business Areas



## Appendix 1 - Comparison with previous 2013 Survey

Fencing SA  
Apr 2016

The graphs below show Fencing SA's 2016 overall performance scores compared with the previous 2013 stakeholder survey.



## Appendix 3 – Survey Questions

Apr 2016

### Section 1: Leadership

- 1.1 Fencing SA has a **clear direction** for fencing in South Australia.
- 1.2 I have **confidence in the direction** Fencing SA is taking our sport.
- 1.3 Fencing SA is **open and transparent** in its decision making.
- 1.4 Fencing SA gives us **opportunities to have input** on the development of fencing in South Australia.
- 1.5 Fencing SA **raises the profile of fencing** through effective promotion.
- 1.6 Fencing SA advocates for **infrastructure and facilities** to meet the needs of fencing into the future.
- 1.7 The affiliation or membership **fees charged** by Fencing SA are **justified** for the services provided.
- 1.8 Fencing SA effectively manages its **finances and governance**.
- 1.9 Fencing SA promotes **opportunities** for all South Australians to be involved in fencing.
- 1.10 The overall direction, policies and pathways for fencing are **consistently aligned** at the national, state and local levels.
- 1.11 What are Fencing SA's strengths with regard to Leadership? What could Fencing SA do to improve?

### Section 2: Relationship and Communication

- 2.1 I am **provided with the information I need** to perform my role within fencing.
- 2.2 Fencing SA's **website** contains resources that are useful to me.
- 2.3 Fencing SA effectively uses **social media** (Facebook, Twitter, YouTube, etc.) to keep me informed about current news and events.
- 2.4 Fencing SA's representatives/staff **listen** to my point of view.
- 2.5 I can rely on Fencing SA to **help resolve** any problems or issues appropriately.
- 2.6 Fencing SA's representatives/staff are **enthusiastic and willing to help**.
- 2.7 Fencing SA delivers on what it **promises**.
- 2.8 I feel **welcomed** in the fencing community.
- 2.9 What are the strengths in Fencing SA's Relationship and Communication with you? What could Fencing SA do to improve?

### Section 3: Services and Support

- 3.1 Our club is given support it needs to **keep up to date** and **continuously improve**.
- 3.2 Fencing **competitions** are well managed in our area.
- 3.3 There are a range of fencing **programs and events** to engage new and existing participants.
- 3.4 Our club is given **guidance** on how to recruit, retain and support our **volunteers**.
- 3.5 Our fencing **coaches** have access to the training and support they need to perform at their best.
- 3.6 Our fencing **officials** have access to the training and support they need to perform at their best.
- 3.7 Our fencing **administrators** have access to the training and support they need to perform at their best.
- 3.8 Our sport has an effective system to identify **talented fencing athletes**.
- 3.9 **Elite pathways, training and competitions** are well coordinated in our area.
- 3.10 What are Fencing SA's strengths in its Services and Support? How could Fencing SA better meet your needs and expectations?

## Appendix 3 – Survey Questions

Apr 2016

### Section 4: Policies

- 4.1 There is an appropriate **Hot Weather** policy.
- 4.2 There are clear policies regarding **representative team selection**.
- 4.3 There is a **risk management** policy to protect all fencing participants.
- 4.4 Wherever there are paid employees, there is a policy to provide a **safe work environment**.
- 4.5 There is a fair and accessible **dispute resolution system**.
- 4.6 Appropriate **code(s) of conduct** are in place to enhance the participation experience for all.
- 4.7 There is an appropriate **Anti-doping** policy.
- 4.8 There are **Member and/or Child Protection** policies and procedures to ensure fencing is a fair, safe and inclusive sport.
- 4.9 There is a **Disability Discrimination Action Plan**.
- 4.10 Which policies have been well implemented in fencing in your area? What could be done to improve the implementation of policies in fencing?

### Section 5: Questions Specific to Organisation

- 5.1 Fencing SA has introduced a Members Portal, redeveloped the website and now uses Facebook more regularly. How could Fencing SA communicate better with the fencing community?
- 5.2 What do you believe would help to improve the format of state competitions?
- 5.3 [N/A].

### Section 6: More about organisation

- 6.1 What are some of Fencing SA's other **strengths**?
- 6.2 What **opportunities** does Fencing SA have?
- 6.3 What **challenges** does Fencing SA face?

### Section 7: Anonymity of comments

7. OPTIONAL: Your feedback is completely anonymous. However, if you would like Fencing SA to identify your written comments (not scores), select the option here. Fencing SA may contact you to discuss your comments.