



2021 WABL Coach Feedback Survey Summary

Dear parents

Thank you so much for taking the time to respond to our end of season coach feedback survey. With over 50% of our parents responding, this gives us confidence that the feedback is a good reflection of what's happening in our WABL program.

How will we use the information gathered in this survey?

For questions where multiple parents in a team provided the same piece of feedback and/or low rating on a particular item, we will alert the coach to that feedback and discuss how to improve that area in the coming season.

In situations where a piece of feedback is at odds with that provided by other parents in the team, we may contact you directly (if a name was provided) for further information. If we do not contact you directly, please be assured we have taken note of your feedback and will monitor things going forward.

The following pages contain a summary of the ratings received for each of the 8 questions across our entire coaching group (30 coaches), along with our main takeaways.

We are extremely proud of the ratings our WABL coaching group has received.

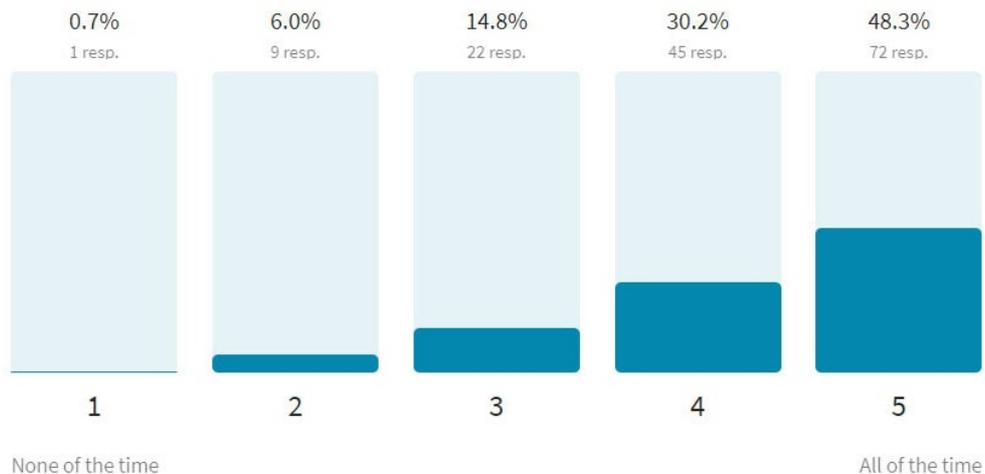
Our volunteer coaches as a group have received an average rating of 4.13 out of 5 across the 8 areas covered by the survey.

This is a reflection of the dedication of these coaches as individuals, as well as the way they have bought into our club's values and goals as a group.

Read on for the summary.

Question 1: Do you feel your coach offered structured training sessions that taught excellent team play?

4.2 Average rating



Our takeaway:

Parents are mostly pleased with the level of training being provided by our coaches but this is an area we'd like to see more '5' responses in. We will provide more mentoring to our coaches next season around structuring training sessions to allow players to achieve a better understanding and execution of basketball fundamentals in addition to learning and executing team structures and play.

Further notes:

With regard to basketball fundamentals/individual skill development, it has to be noted that many of our players, in addition to training once a week for WABL and playing once a week (at WABL), are also:

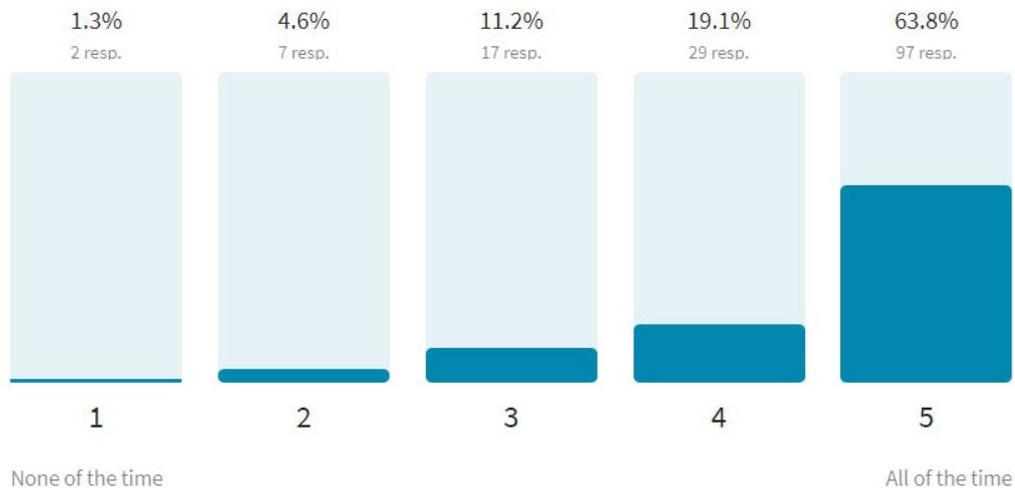
- Attending Domestic training once a week
- Playing one Domestic game each week
- Attending a separate (outside of Redbacks) skills/fundamentals focused session per week

It is often the case that players who are only training once a week for WABL and playing once a week at WABL (and not doing any other basketball outside of those two sessions) will feel like they have not developed over the course of a season. When in fact they *have* developed - but just not as noticeably as their peers who have engaged in all of the above.

If you are ever concerned about your child's individual skill development during a season, we invite you to reach out to us. We can then facilitate a conversation between you, your child and your coach to create a plan going forward.

Question 2: Do you feel your coach had good game-day preparation (arrived early, came with a plan for the game, brought the players together pre-game, ran the warm-up well etc)

4.4 Average rating



Our takeaway:

This was an area in which our coaches received one of the highest ratings across the board.

It is our expectation that our coaches arrive half an hour early before games, engage with their players before the game and prepare them well mentally and physically to hit the court ready to go. So it is pleasing to hear that our coaches are doing this really well.

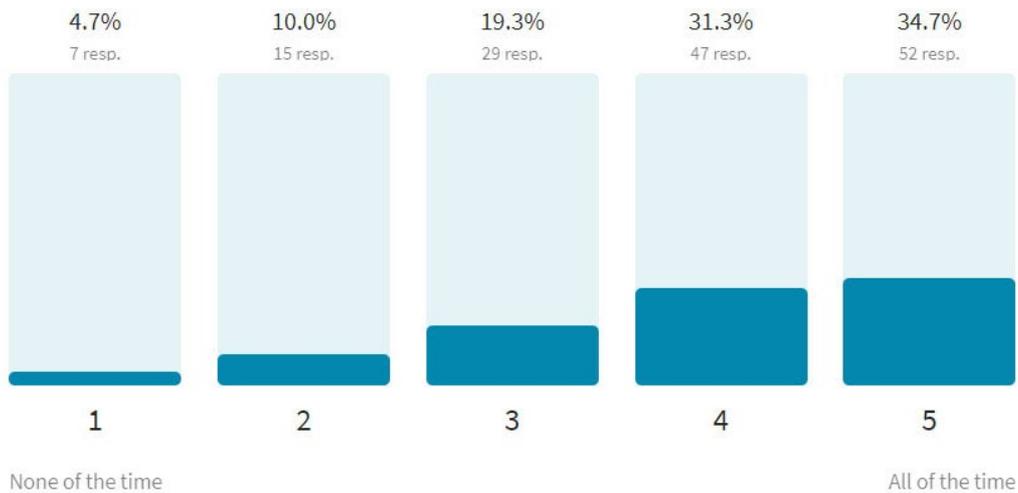
Further notes:

In the same way we expect our coaches to arrive at a playing venue no later than 30 minutes before a game, we expect our players to be there by that time too.

The arrival time of our players is not something that is usually within their control, rather it is in the hands of their parents. We really appreciate the effort you all go to in ensuring your child arrives at playing venues at the time requested. As it's quite disruptive for a team and the coach for a player to arrive later than this.

Question 3: Do you feel your coach was able to make appropriate in-game adjustments when things weren't going according to plan?

3.8 Average rating



Our takeaway:

This is one of two areas in which our coaches received their lowest rating as a group.

It's important to note that in-game adjustments are one of the hardest parts of coaching. It's a skill even top-level coaches struggle with and often rely on similarly top-level assistants to provide feedback and thoughts on. (You only need to note the number of people on an NBL bench or in an AFL coaching box to see what we mean.)

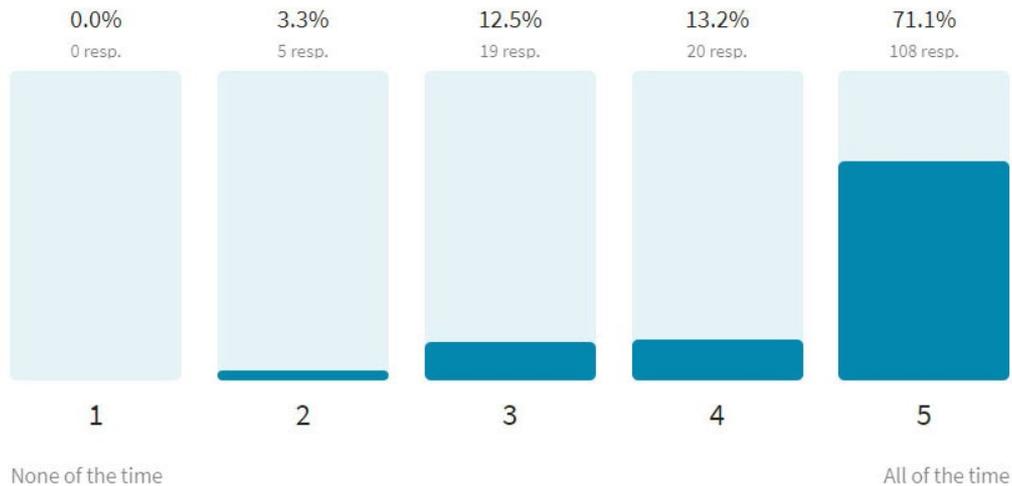
If a certain in-game adjustment/change seems obvious to you, chances are your team's coach has already requested for that thing to happen. But for many reasons, the desired outcome hasn't eventuated.

There are also situations where a coach might decide, for their own reasons, to let something play out or 'stick to the game plan' (like, say, Brian Goorjian not calling a timeout when the USA went on a big run against the Boomers at the Olympics).

Making good in-game adjustments comes from years of experience and lots of trial and error. Thus, this is an area where we'd ask parents for a bit of grace and understanding.

Question 4: Do you feel your coach showed appropriate respect to score bench officials, opposition team coaches and referees?

4.5 Average rating



Our takeaway:

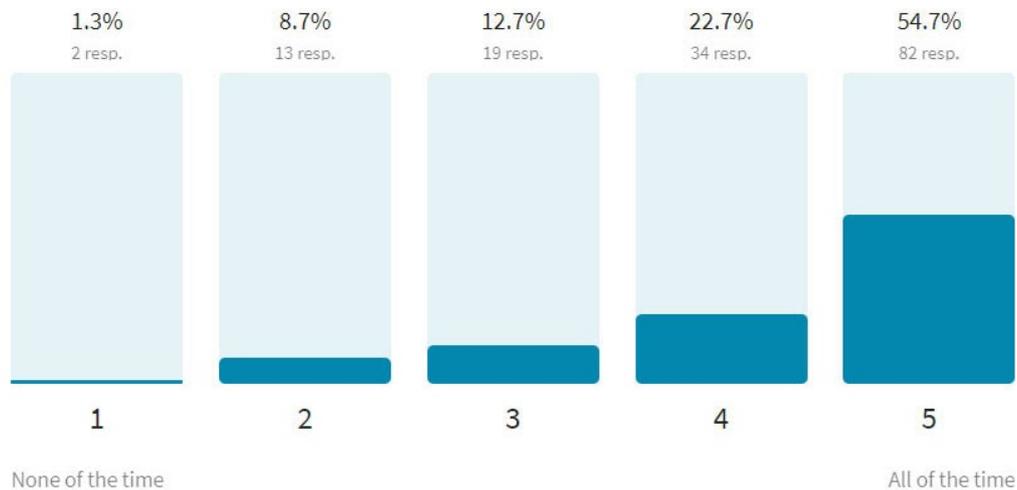
This was the area in which our coaches received their highest rating across the board and this has really made our hearts sing. It is incredibly important to us that our club is known for being respectful to everyone in the arena of play, but most importantly, officials.

We have some new coaches joining us next season and a lot of the feedback from those coaches as to why they wish to coach for Redbacks has been, 'I've always enjoyed coaching against Redbacks teams because your coaches are respectful and the games are played in the right spirit.'

Safe to say, we are very proud of this rating but will continue to push our coaching group to get even more responses into that '5' area next season.

Question 5: Do you feel your coach communicated well with their players (did their players know what was expected of them and feel comfortable seeking feedback)?

4.2 Average rating



Our takeaway:

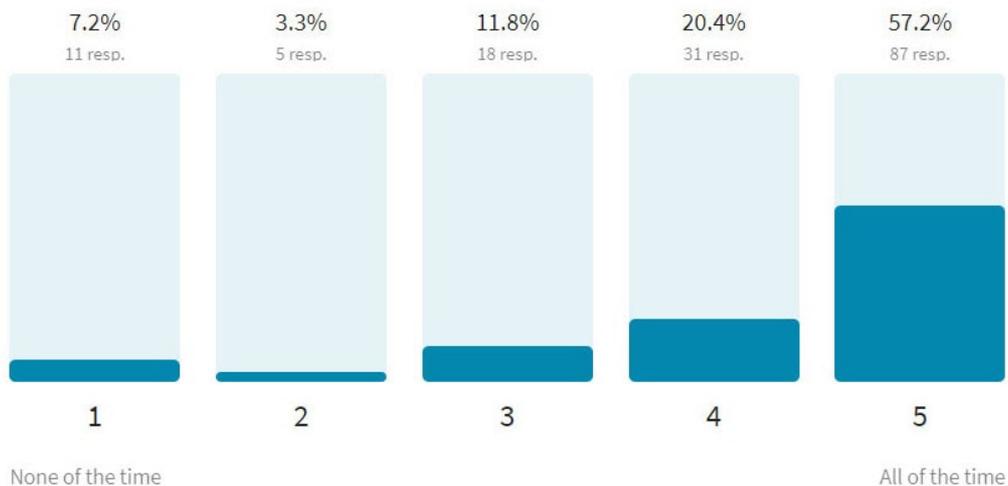
We are quite happy with this rating given that within every team, a coach is dealing with 10 individuals who have 10 different sets of expectations, goals, personalities, emotional maturity, resilience and life challenges.

That said, exceptional communication skills are one of the biggest parts of modern-day coaching.

This has been a key focus for our program in 2021 and will continue to be a major focus in 2022 and beyond.

Question 6: Did you feel they treated all players equitably and sensitively?

4.2 Average rating



Our takeaway:

We know how important it is to parents that their child is treated the same by their coach whether they are a consistent starter, or last player off the bench.

It is hard to overcome the reality that the players receiving the most court time will feel more appreciated and valued by their coach than the players receiving the least amount of court time.

The above results suggest that our coaches are handling these tricky situations pretty well.

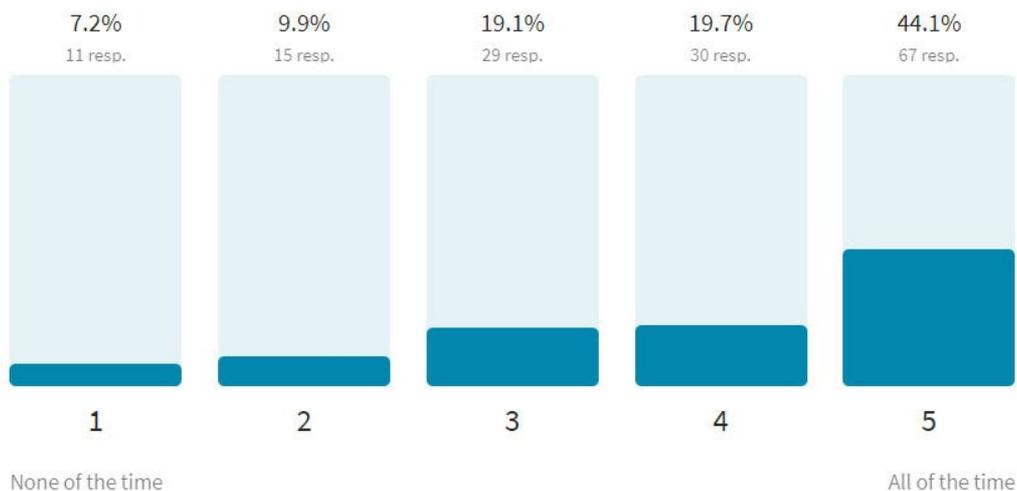
Further notes:

More than any other question, this was the one where we received specific comments from parents about situations where their child didn't feel valued or appreciated. Please know we have taken note of these situations and will work with all our coaches to manage these situations with greater communication and sensitivity going forward.

We would also invite parents to reach out to us via our WABL feedback form (available on the WABL page on our website) during the season if they feel this is a problem. As it is a problem best addressed during the season (by facilitating a conversation between player, coach and parent) rather than once the season has ended.

Question 7: Did you feel they appropriately disciplined players who stepped outside team rules and values?

3.8 Average rating



Our takeaway:

This was the other question where our coaches collectively received their lowest rating.

There were situations where parents felt certain players were allowed to get away with behaviour that others weren't. Or where poor behaviour was not pulled up.

This is an area of focus for us as a program going forward. We will mentor our coaches in setting clear behavioural boundaries and better promoting the behaviours we want to see from our players.

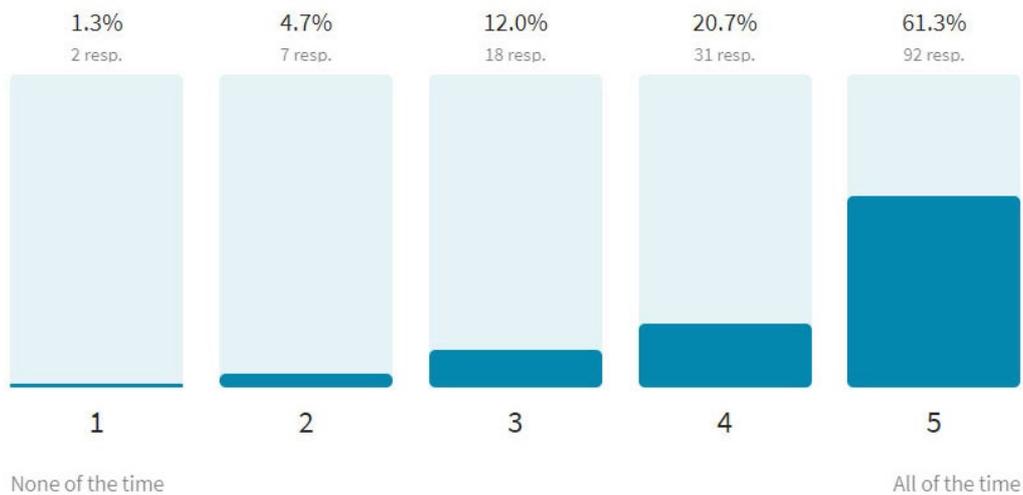
Further notes:

This is also an area in which we require assistance from parents, however.

It's important parents support our club and our coaches by asking their children to take responsibility for their behaviour at training and in games. Rather than relying heavily on their coach to set and maintain behavioural boundaries.

Question 8: Did you feel they were able to keep winning in perspective?

4.4 Average rating



Our takeaway:

There are a lot of demands on coaches over the course of the season. As parents, we all want our kids to get good court time and develop as players over the course of the season. But coaches, players and parents also like to win.

It is hard to balance the competing demands of winning versus player development. It was pleasing to hear our coaches managed this balance well.

We are also pleased that many of our coaches, despite having a 'losing season' with regards to wins and losses, still managed to create a 'winning environment' in their team by focusing on winning quarters or hitting internal team goals during the course of games.