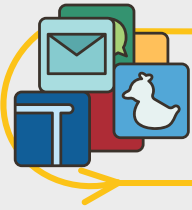




NEW TO NETBALL CLUB JOURNEY



Awareness



Do you have a presence across all social media platforms?
Do you regularly post on social media demonstrating you are active?
Is the information on your social media up-to-date?

Are your contact details easy to locate?
Are your contact details up-to-date?

Do you have automatic replies set up on your social media and email inboxes?

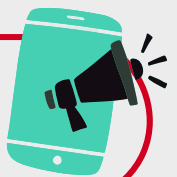


Consideration



What image does your social media and/or website give?
Does your social media and/or website make use of images and videos?
Are you using positive images and videos to represent the club?

Do you offer a range of activities?
Do you know of other sessions you could offer to the community?
What offers or promotions do you advertise?



Contact



Participants will email or use social media to reach out to clubs and NGB's. Who will respond to them?
If a participant makes contact, will they get a response?
Is there an auto-response set up for calls/emails?

What is your policy on returning calls/emails?
Do you phone or use video calls?
If the participant does not answer, do you leave a message?



Travel

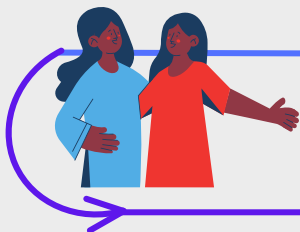


Where do they need to go?
Is it easy to travel to your venue?
What options are available by car, bus, cycling and walking etc?

Is the area safe when travelling?
Is there parking or somewhere safe to store a bike?
Have you considered a video walk-through of the route?



Attendance



Who is greeting new members upon arrival?
Are you friendly and welcoming to new participants?
Do you have a buddy system in place between senior and junior players?

What do the players hope to get out of your sessions?
Does the coaching session offer opportunities to learn and develop skills, with feedback?
Is the session fun and enjoyable?



Decision



What information do you give participants to go away with?
Do you add participants to a group chat or page?
Have you introduced the participant to someone who lives nearby?

Do you offer any friends or family incentives?
Do you have any competitions coming up in case they want to watch?
Do you have any upcoming social events?

