



2022 Voice of the Participant

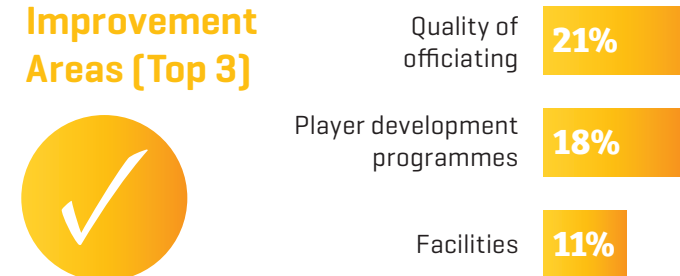
What our participants are telling us about their experience at their Netball Centre.

81% of participants are likely to **rejoin in 2023**

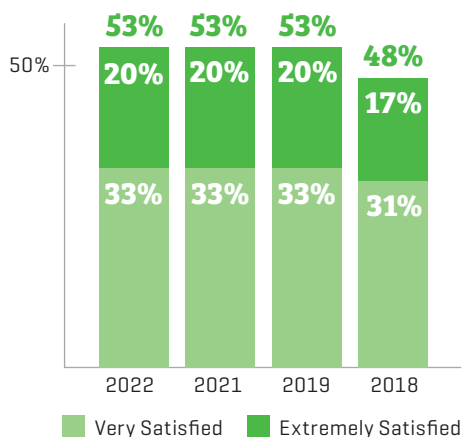
Participant Reason for Belonging (Top 3)



Improvement Areas (Top 3)

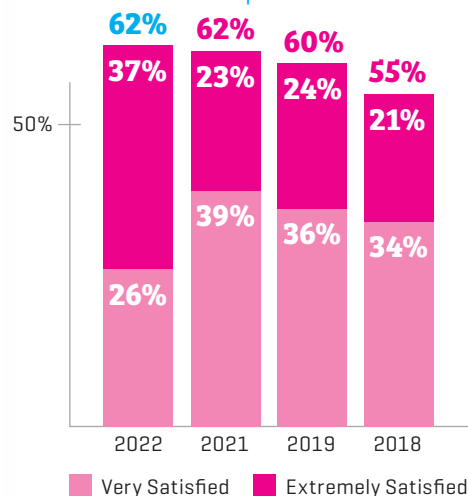


More than 50% of participants are more than satisfied with their Centre experience.

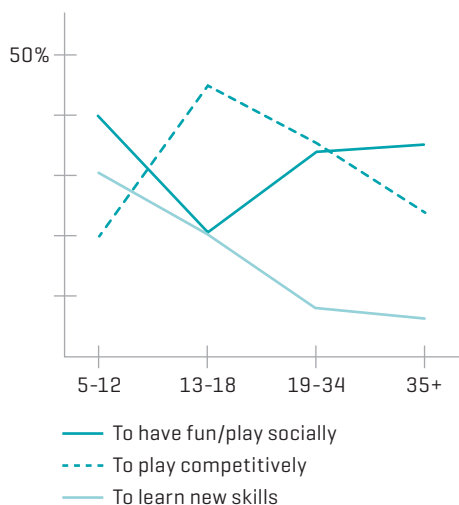


Three in five participants feel they get good value for money.

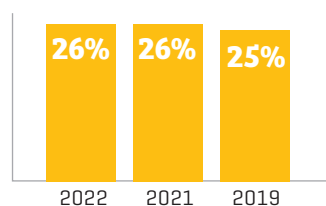
Note doesn't add up...



The main reason to belong to a centre changes with age.



Net Promoter Score [likelihood for participants to recommend their Centre].



For a full report, visit www.netballnz.co.nz

Demographics

- Males have a more **positive sentiment** towards their centres than females, in all aspects of the game.
- Maori and Pasifika have lower scores across all the key metrics. **Asian and Indian score highest across all key metrics** – perceived value for money, likelihood to rejoin and overall satisfaction.
- Players aged 5-18 have the most **positive Netball experience**.

Key Insights

- The three key reasons why a participant would recommend Netball to others are:
 - 1 Value for money
 - 2 Being professional/well-managed
 - 3 Providing equal opportunities for all players.
- **81%** of respondents agree their centre provides a supportive and encouraging environment.
- **Injury rates are consistent with previous years.** 63% of respondents are aware of NetballSmart and just over half of participants warm-up using the NetballSmart Dynamic Warm-Up prior to each training and game.
- **Rangatahi are interested in skill development.** One in five players would like to see improved player development programmes. However, this age group are increasingly satisfied with the development programmes being offered [50% satisfaction in 2022 vs. 44% satisfaction in 2021].
- Four in five rangatahi say their centre allows them to **play Netball in a way that meets their needs**.
- **85%** of respondents say their child's coach has an emphasis on fun and enjoyment.
- **43%** of participants said they at least occasionally experience inappropriate sideline behaviour. Those significantly more likely to have experienced inappropriate behaviour are almost every time gender diverse, an official, team manager, or volunteer.
- **Those with a disability are less satisfied**, with 77% saying they would rejoin [compared to the overall result of 81%].

We live this game.