



2025 MEMBERS SURVEY REPORT

ONE CLUB - ONE CULTURE



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To our valued members, thank you to the 278 of you who completed the 2025 Woodville West Torrens Football Club Member Survey. Your feedback has provided the Club with clear insights into what we are doing well, where we can improve, and what matters most to you as proud members of the Eagles community.

This report captures member sentiment across key focus areas such as communication, match-day experience, membership value, Club culture, facilities, and engagement.

To ensure your views were accurately captured, we followed a structured review process. Quantitative responses were analysed to highlight trends and majority views using response totals and percentage breakdowns. Written comments were reviewed individually and then grouped by common themes, tone, and frequency. We used SurveyMonkey's analytical tools and sentiment analysis to assist in identifying patterns and refining the key insights presented.

For each major survey question, we summarised the key positives, areas for improvement, and the most consistent theme that emerged. This approach allowed us to present a well-rounded view that respects both individual perspectives and collective sentiment.

Pleasingly, members expressed strong satisfaction with Club communication, inclusive culture, community involvement, and staff approachability. At the same time, several important areas for improvement were raised – particularly around event promotion, facilities, and delivering stronger value through the membership experience.

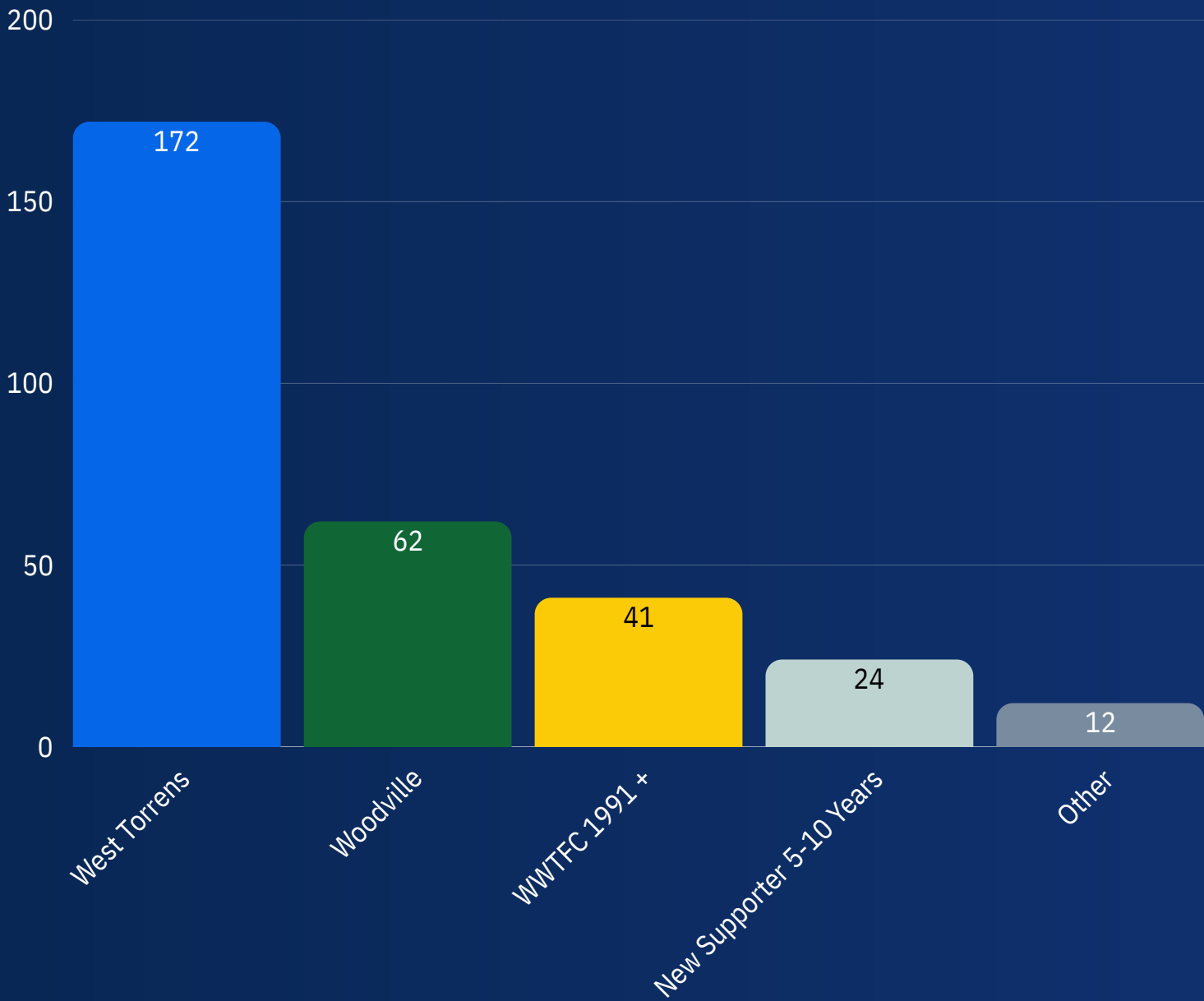
It's worth noting that many of the concerns raised about facilities relate to Council-owned assets at the Woodville Oval Complex, such as toilets, seating, and general infrastructure. While the Club continues to advocate strongly for improvements, these matters sit outside our direct control.

In the spirit of transparency and collaboration, this report will be shared with the City of Charles Sturt and the SANFL to ensure member feedback is considered in broader infrastructure and Club support discussions.

We also acknowledge that opinions may differ from member to member. However, every response plays a crucial role in shaping our direction. That's what "One Club – One Culture" is all about: listening, learning, and building a better future together.

David Couzner
Chief Executive Officer
Woodville West Torrens Football Club

Q1. Which of the following best describes your connection to the Club



Positive: Members expressed strong pride in their long-standing loyalty to the Club, particularly those who supported West Torrens or Woodville pre-merger. Generational ties and historical identity remain a powerful part of the Club’s story, and many praised the way the Club embraces this legacy.

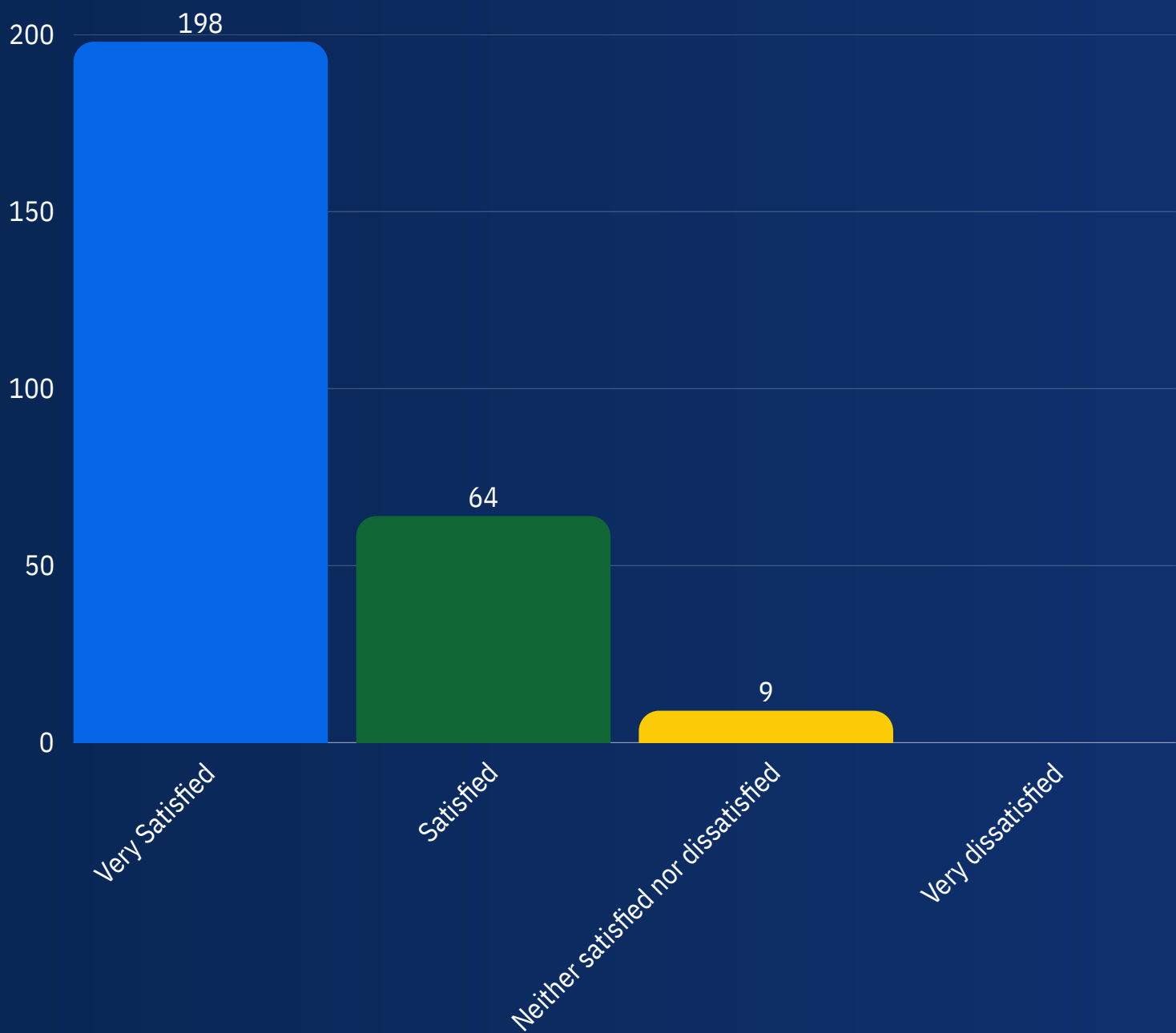
Constructive: Some members felt that Woodville’s history is not as prominently acknowledged as West Torrens and suggested more balanced recognition.

Most Common Theme: The Club is founded on two proud and respected football traditions, and the supporter base remains deeply connected to those roots. Members strongly support the way the Club honours its past, especially through initiatives like Retro Round, which was repeatedly praised in the survey. At the same time, there is clear unity around the identity formed since the 1991 merger. The Club's focus is rightly centred on the successes of the past 34 years as Woodville West Torrens and on building a strong and inclusive future for all.

ANSWER CHOICES	RESPONSES	
I supported West Torrens prior to the merger	62.09%	172
I supported Woodville prior to the merger	22.38%	62
I became a Woodville West Torrens Supporter after the merger in 1991	14.80%	41
I am a newer supporter (joined in the past 5-10 years)	8.66%	24
Other (please specify)	4.33%	12
Total Respondents: 277		



Q2. How satisfied are you with the communication from the Club?



Positive: Members praised the Club’s communication style as professional, timely, and transparent. CEO updates in particular were noted as valuable.

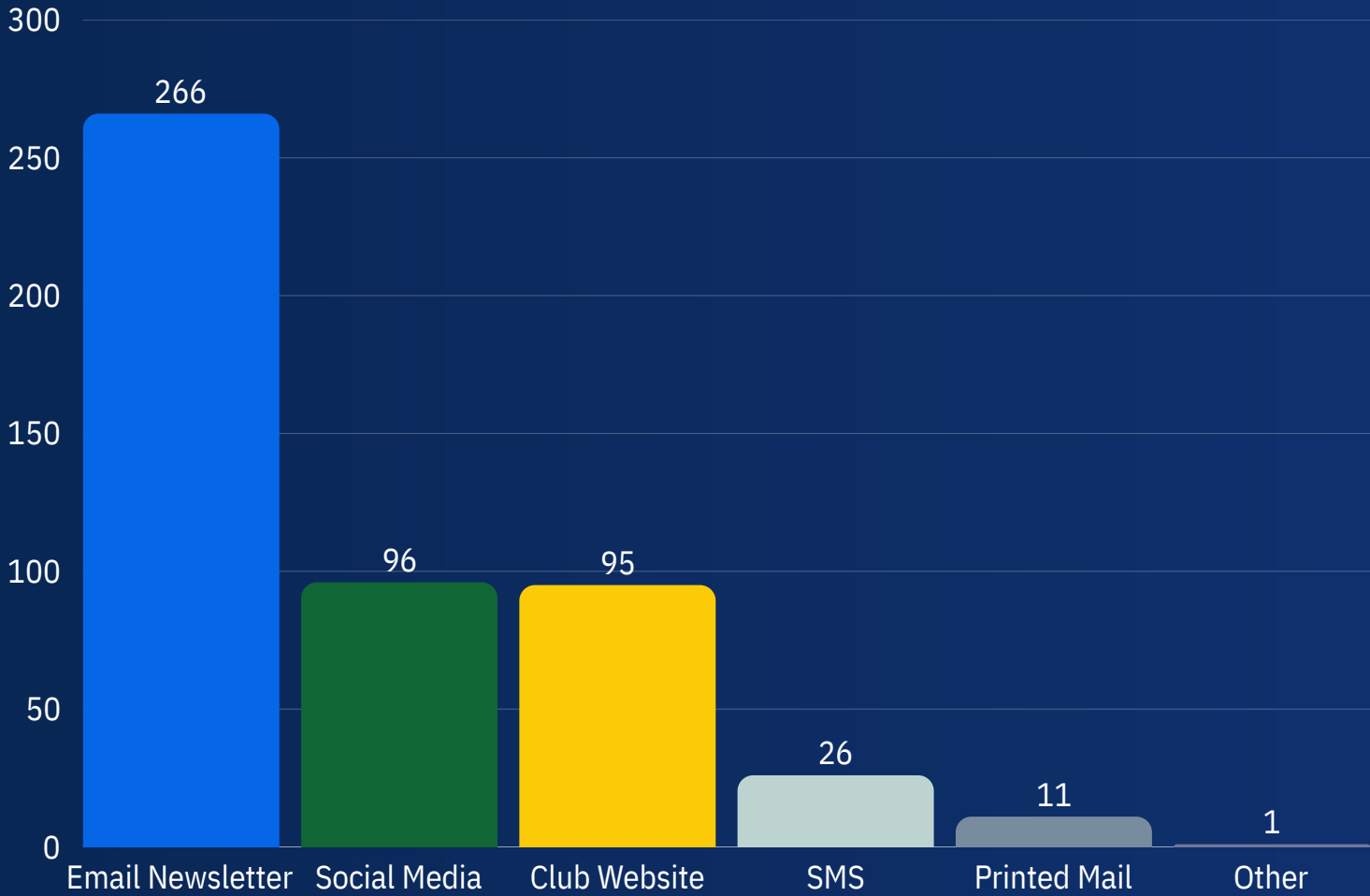
Constructive: A few members wanted earlier notice of events and fixture changes, while some expressed a preference for printed mail options to support non-digital members.

Most Common Theme: Communication is a major strength, with the majority of members feeling well informed, but the Club should ensure timely messaging and offer diverse formats for accessibility.

ANSWER CHOICES	RESPONSES	
Very satisfied	71.74%	198
Satisfied	23.19%	64
Neither satisfied nor dissatisfied	3.26%	9
Dissatisfied	1.81%	5
Very dissatisfied	0.00%	0
TOTAL		276



Q3. Which channels do you prefer to receive Club updates?



Positive: Members overwhelmingly preferred the Club’s email newsletters for clarity and reliability. Social media and the website were also considered useful supplements.

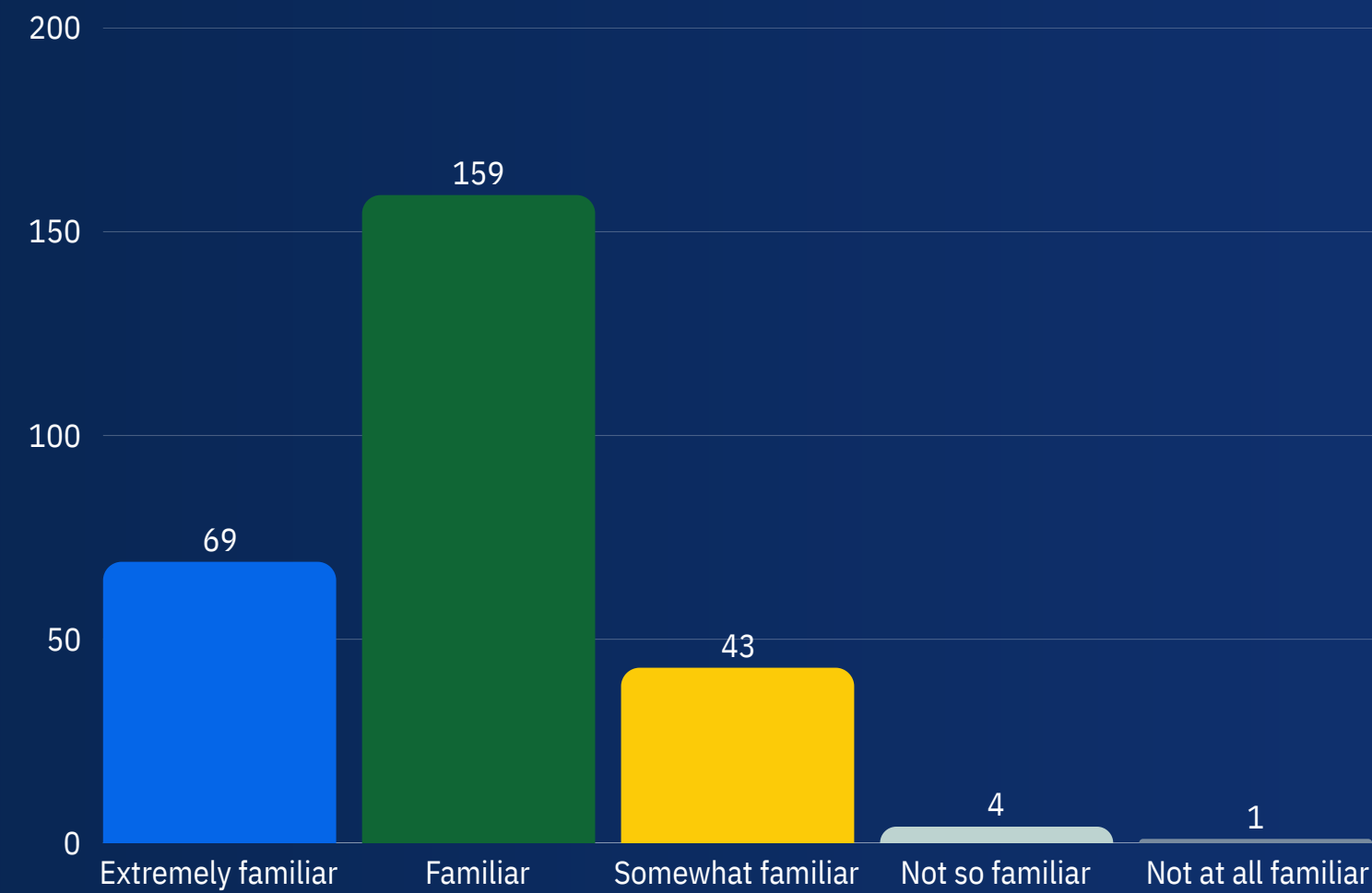
Constructive: A few respondents struggled to find important info on the website or disliked social-media-only announcements.

Most Common Theme: Email remains the most effective communication tool, but a multi-platform approach is necessary to support all members’ needs, especially for those not active online.

ANSWER CHOICES	RESPONSES	
Email Newsletter	96.38%	266
Social Media	34.78%	96
Club Website	34.42%	95
SMS	9.42%	26
Printed Mail	3.99%	11
Other	0.36%	1
Other (please specify)	0.36%	1
Total Respondents: 276		



Q4. How well informed do you feel about: Upcoming fixtures, Events, Player News, Injuries, Club strategy/direction, Community & off-field programs



Positive: More than 80% of members reported feeling very or extremely well informed. Match previews, weekly summaries, and strategic insights were praised.

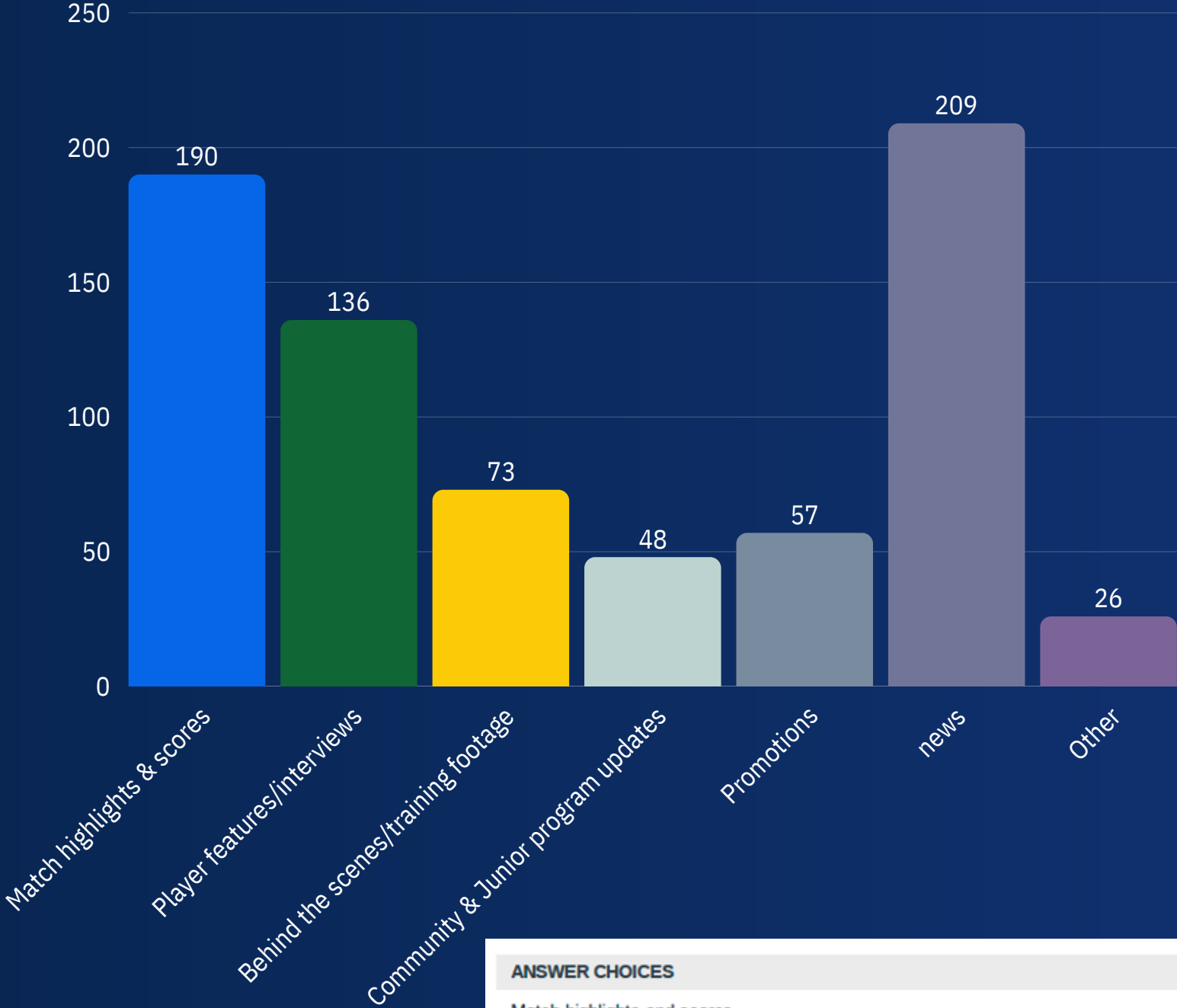
Constructive: A minority of members expressed a desire to know more about infrastructure planning, financial sustainability, and SANFL-related negotiations.

Most Common Theme: Members feel well informed operationally but want greater transparency into long-term plans and Club priorities.

ANSWER CHOICES	RESPONSES	
Extremely familiar	25.00%	69
Very familiar	57.61%	159
Somewhat familiar	15.58%	43
Not so familiar	1.45%	4
Not at all familiar	0.36%	1
TOTAL		276



Q5. What type of content do you enjoy most on the Club's Social Media?



Positive: Match-day posts, scores, and player interviews were highly appreciated by members. They felt these kept them connected to the team and on-field performance.

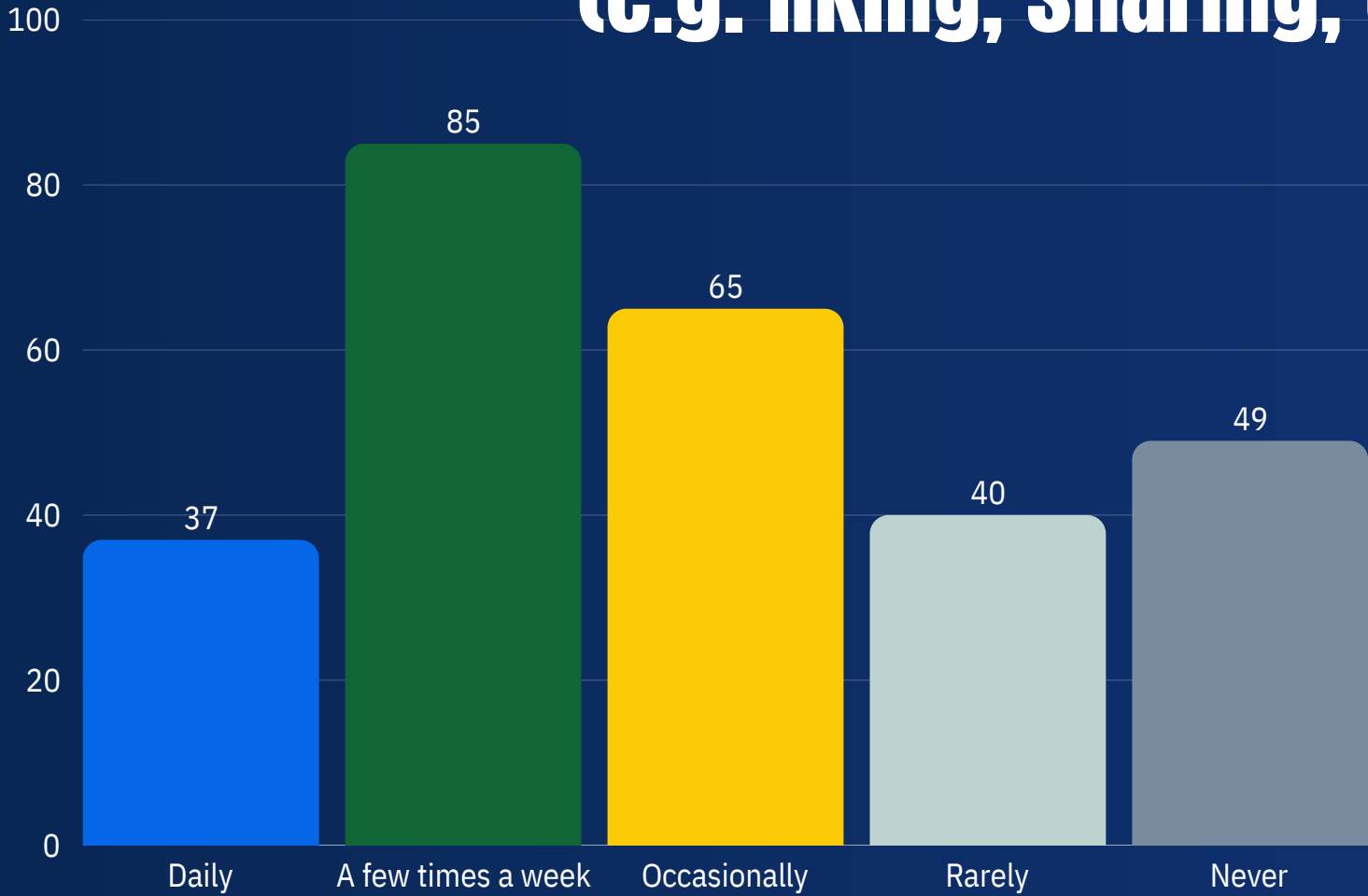
Constructive: Some members noted limited variety in content and asked for more behind-the-scenes glimpses, junior and inclusive league coverage, and Club culture stories.

Most Common Theme: Members are highly engaged with football-focused content but would like to see a broader mix of storytelling that reflects the Club's values, community efforts, and emerging programs.

ANSWER CHOICES	RESPONSES	
Match highlights and scores	69.85%	190
Player features/interviews	50.00%	136
Behind the scenes or training footage	26.84%	73
Community and junior program updates	17.65%	48
Giveaways and promotions	20.96%	57
Club announcements and news	76.84%	209
Other (please specify)	9.56%	26
Total Respondents: 272		



Q6. How often do you engage in the Club's social media content? (e.g. liking, sharing, commenting, viewing stories)



Positive: A strong number of respondents engage regularly, particularly around game days, indicating the Club's content is well-timed and relevant to match-related interests.

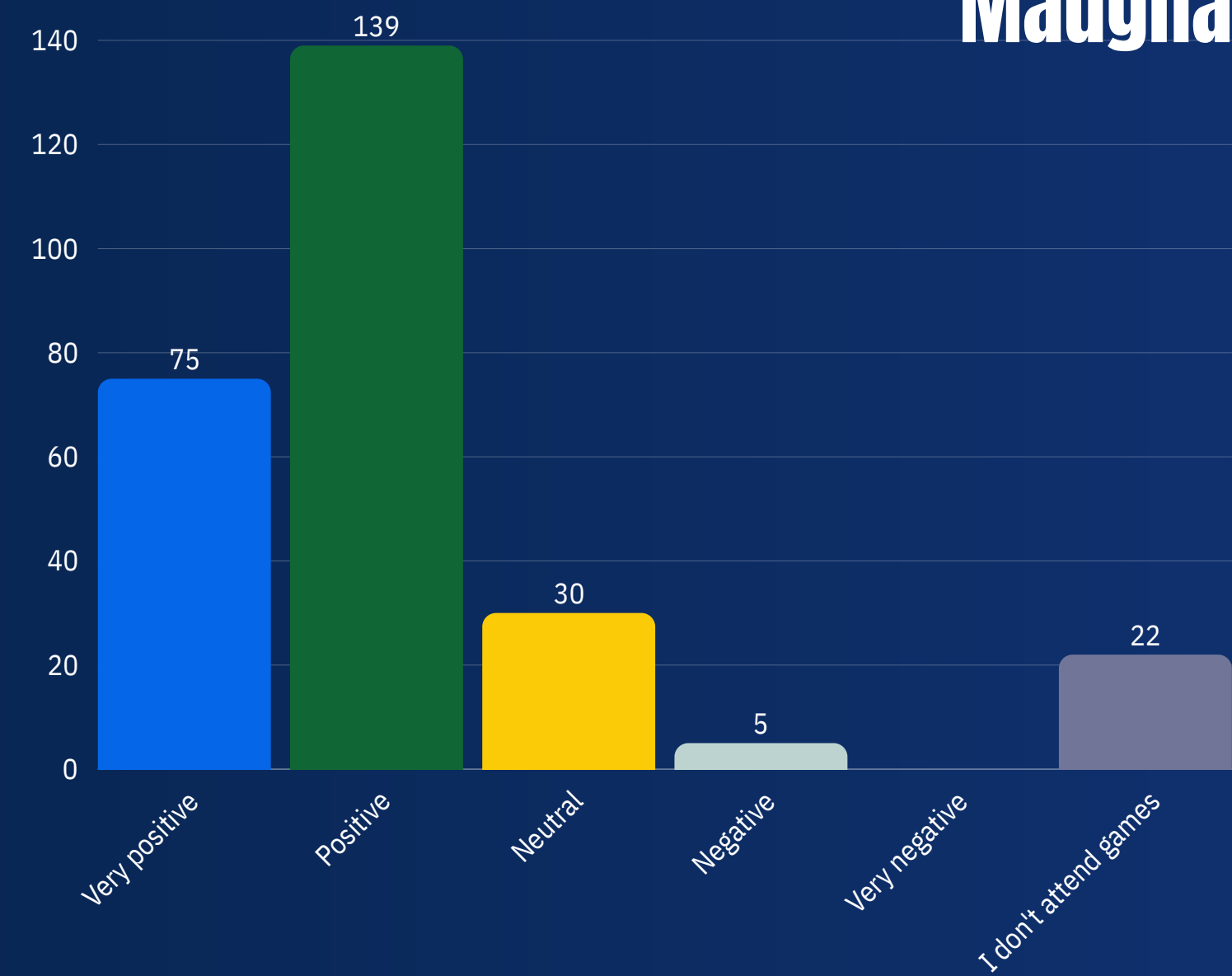
Constructive: Nearly one-third of respondents rarely or never engage, with several commenting that they don't use social media or that posts lacked variation or relevance outside match day.

Most Common Theme: Social media engagement is consistent among active users, but there is room to grow engagement among occasional and non-users by diversifying content and highlighting off-field stories.

ANSWER CHOICES	RESPONSES	
Daily	13.41%	37
A few times a week	30.80%	85
Occasionally	23.55%	65
Rarely	14.49%	40
Never	17.75%	49
TOTAL		276



Q7. How would you rate your overall match day experience at Maughan Thiem KIA Oval?



Positive: 79% of respondents had a positive or very positive experience, citing a friendly atmosphere, great access to players, and overall affordability.

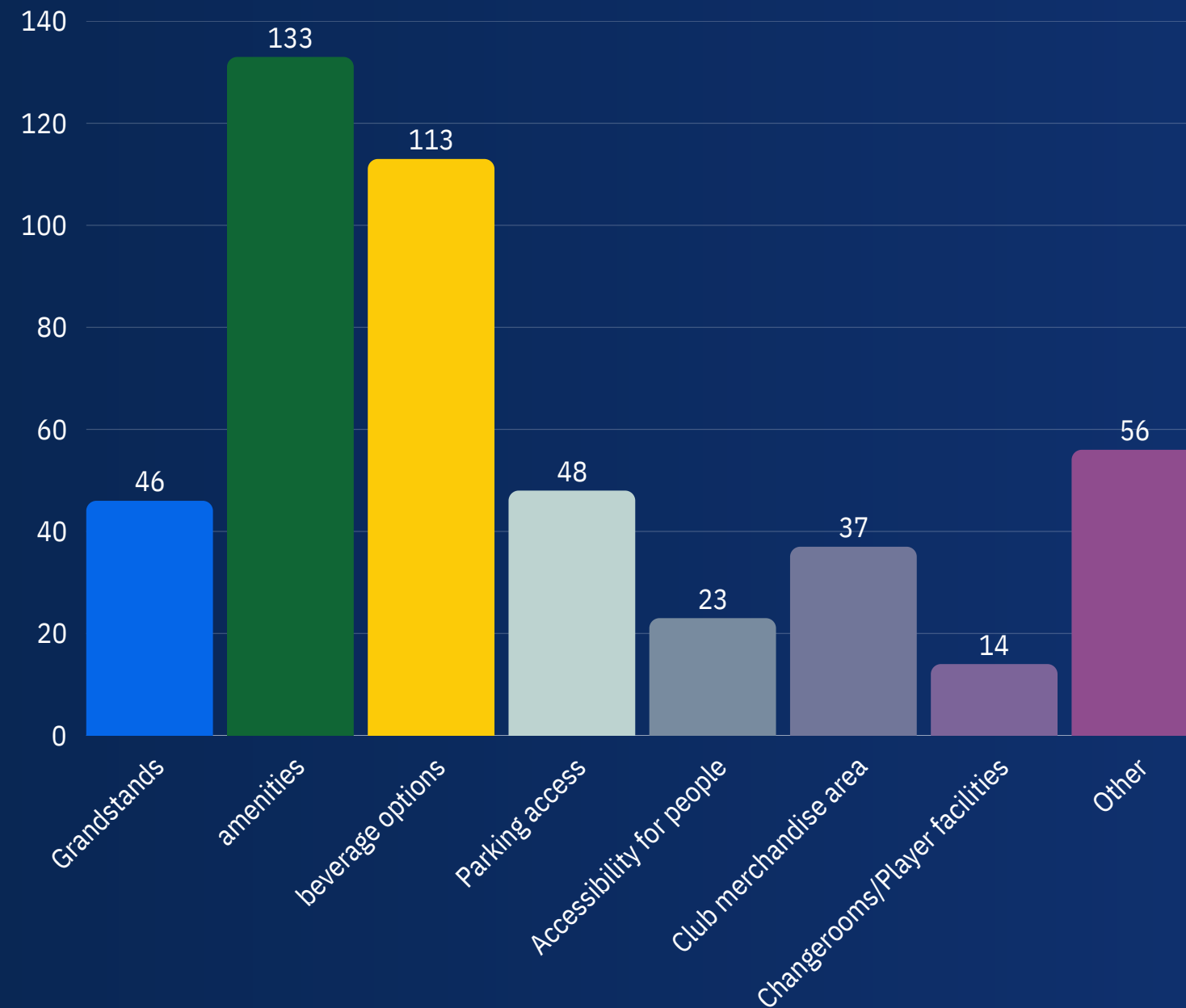
Constructive: A small number of members mentioned weather discomfort due to lack of shade, limited seating options, and poor toilets. Some also pointed out that the view from the function space was obstructed.

Most Common Theme: Members value the inclusive and welcoming environment on game day but want to see upgrades to basic amenities and viewing comfort.



ANSWER CHOICES	RESPONSES	
Very positive	27.68%	75
Positive	51.29%	139
Neutral	11.07%	30
Negative	1.85%	5
Very negative	0.00%	0
I don't attend games	8.12%	22
TOTAL		271

Q8. What areas of our facilities would you like most see improved?



Positive: Some respondents were satisfied overall or felt improvements had been made in recent years, particularly to changerooms and turf.

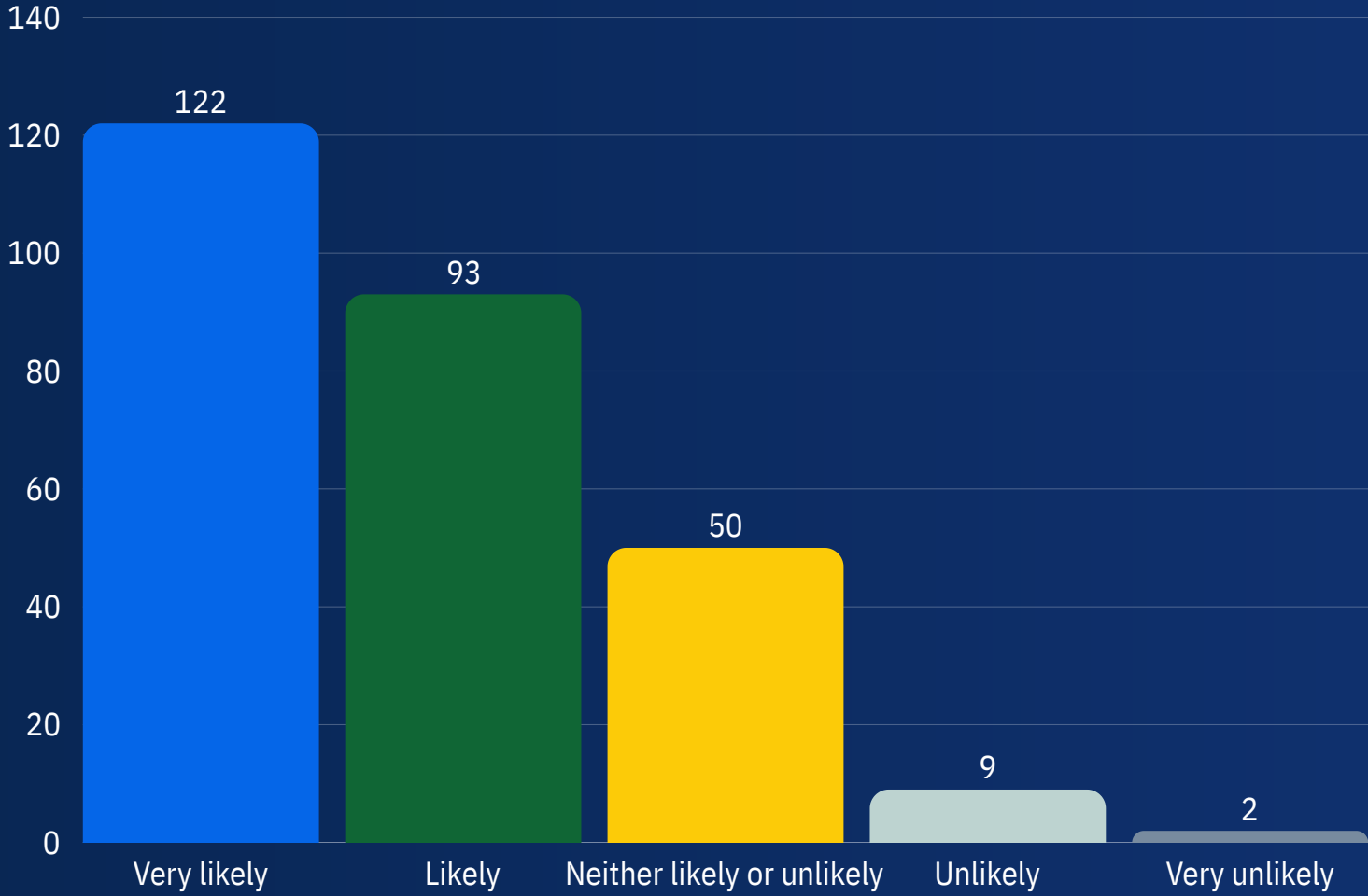
Constructive: The majority focused on the condition of public toilets, limited or paid grandstand access, and inadequate viewing options for families, people with mobility needs, and those attending functions.

Most Common Theme: Facilities are the top area of concern, with members wanting investment in toilets, seating, shade, and accessible spaces, as well as enhancements to the viewing experience.



ANSWER CHOICES	RESPONSES	
Seating and grandstands	17.97%	46
Toilets and amenities	51.95%	133
Food and beverage options	44.14%	113
Parking access	18.75%	48
Accessibility for people with a disability	8.98%	23
Club merchandise area	14.45%	37
Changerooms / players facilities	5.47%	14
Other (please specify)	21.88%	56
Total Respondents: 256		

Q9. How likely are you to recommend attending an Eagles home game to a friend or family member?



Positive: Over 80% of respondents would recommend attending an Eagles game. Many cited the Club’s culture, affordability, and family-friendly environment.

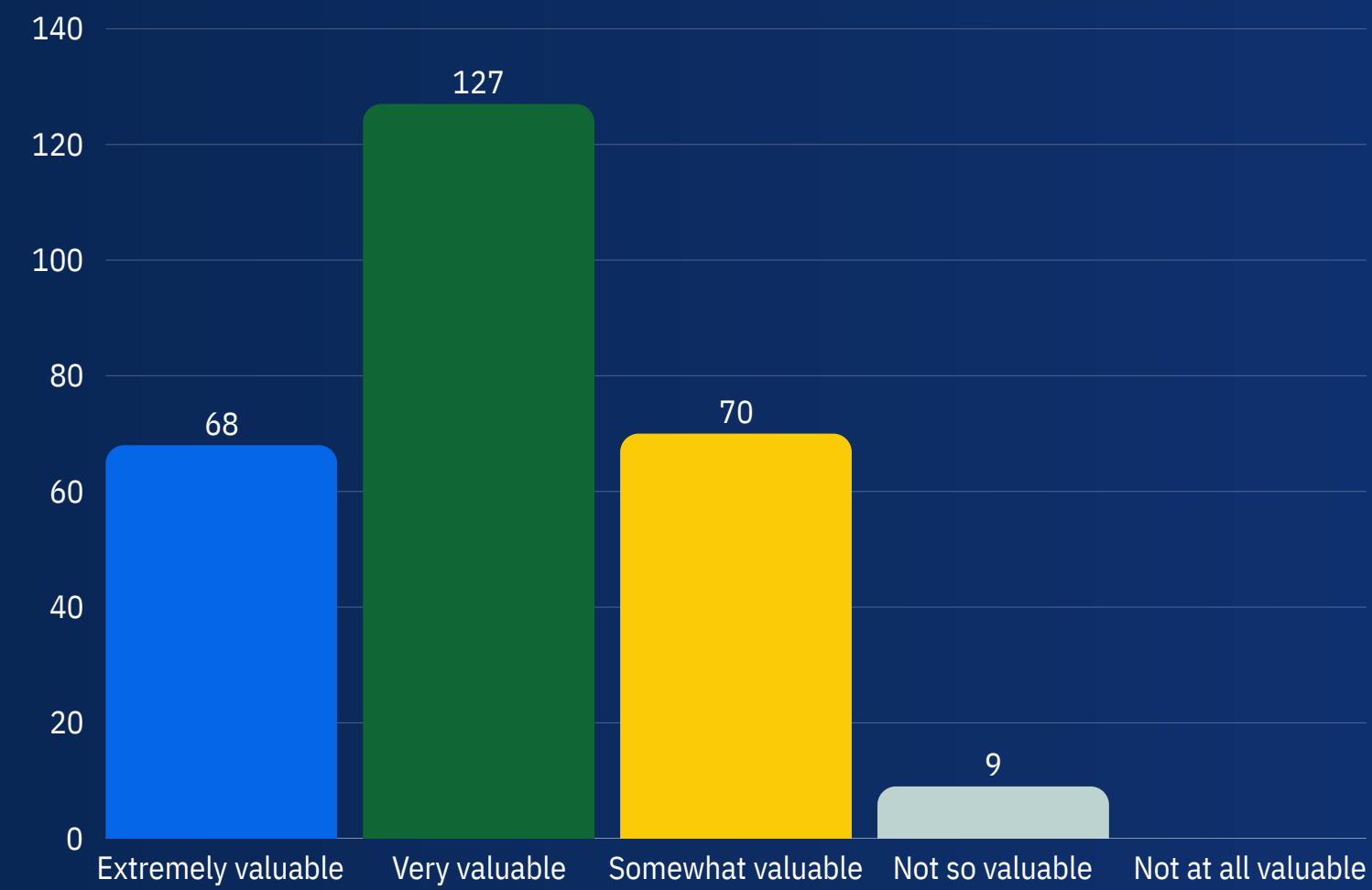
Constructive: Detractors cited outdated facilities, wet weather discomfort, and fixture clashes with AFL games (especially the Crows) as barriers.

Most Common Theme: The Club enjoys strong word-of-mouth support, but to further grow attendance, focus must be placed on improving comfort and promoting matches proactively.



ANSWER CHOICES	RESPONSES	
Very likely	44.20%	122
Likely	33.70%	93
Neither likely nor unlikely	18.12%	50
Unlikely	3.26%	9
Very unlikely	0.72%	2
TOTAL		276

Q10. How would you rate the value for money on you current membership?



Positive: Over 70% rated their membership as either very or extremely valuable. Many appreciated the sense of belonging, access to games, affordability, and inclusivity.

Constructive: Some respondents noted a lack of clarity around what’s included in each membership level and expressed a desire for more value in physical perks like merchandise or seating.

Most Common Theme: The Club is perceived as great value, particularly compared to AFL pricing, but members would like to see enhanced benefits, clearer tiering, and occasional member-exclusive offers.

ANSWER CHOICES	RESPONSES	
Extremely valuable	24.82%	68
Very valuable	46.35%	127
Somewhat valuable	25.55%	70
Not so valuable	3.28%	9
Not at all valuable	0.00%	0
TOTAL		274



Q11. What additional benefits would you like to see as part of your membership?

Open Text Summary – 127 Responses

Positive: Many respondents said they were happy with the current benefits or joined to support the Club financially regardless of added perks. Some praised past initiatives like finals ticket bonuses or vouchers to Seven 22.

Constructive: A wide range of members suggested additional perks such as complimentary or discounted grandstand seating, guest passes, member merchandise (scarves, pins), loyalty recognition, country member incentives, and finals ticket inclusion. Several asked for reinstatement of functions like drinks with coaches or player access.

Most Common Theme: Members appreciate value for money, but there is strong interest in enhancing membership with experiential and tangible benefits, particularly those that reward loyalty, increase access, or improve match day experience.

Positive Feedback:

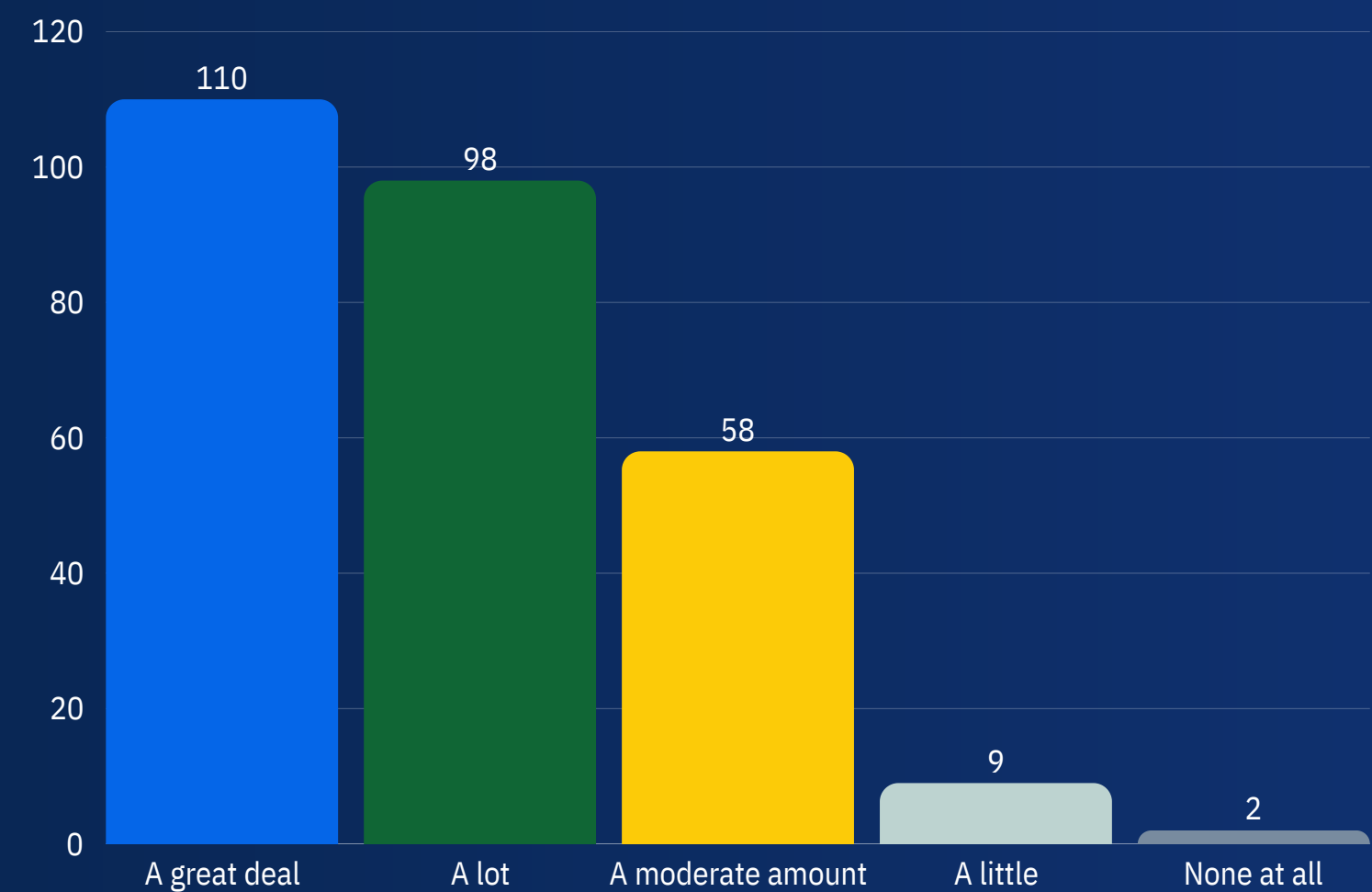
- “Happy with current benefits.”
- “Loved when we got finals tickets or drink vouchers.”
- “Seven 22 voucher is a great idea.”
- “Members Appreciation Day.”

Constructive Feedback:

- “Bring back something else with the membership. Like a scarf or hat, etc.”
- “More access to players, bring back ‘drinks with coaches.’”
- “Please include grandstand seating like other SANFL clubs.”
- “Need better recognition for loyal members.”



Q12. Do you feel a strong sense of connection to the Club and its Culture?



Positive: Over 75% of members feel a strong or deep connection to the Club. This was attributed to cultural values, inclusive programs, and historical loyalty to West Torrens or Woodville.

Constructive: Some members shared a moderate connection, citing less involvement or knowledge of internal programs. A few wanted greater interaction opportunities beyond match days.

Most Common Theme: The Club enjoys broad cultural connections across its base, but there’s still room to deepen member interaction and participation, particularly for those outside inner networks.

Positive Feedback:

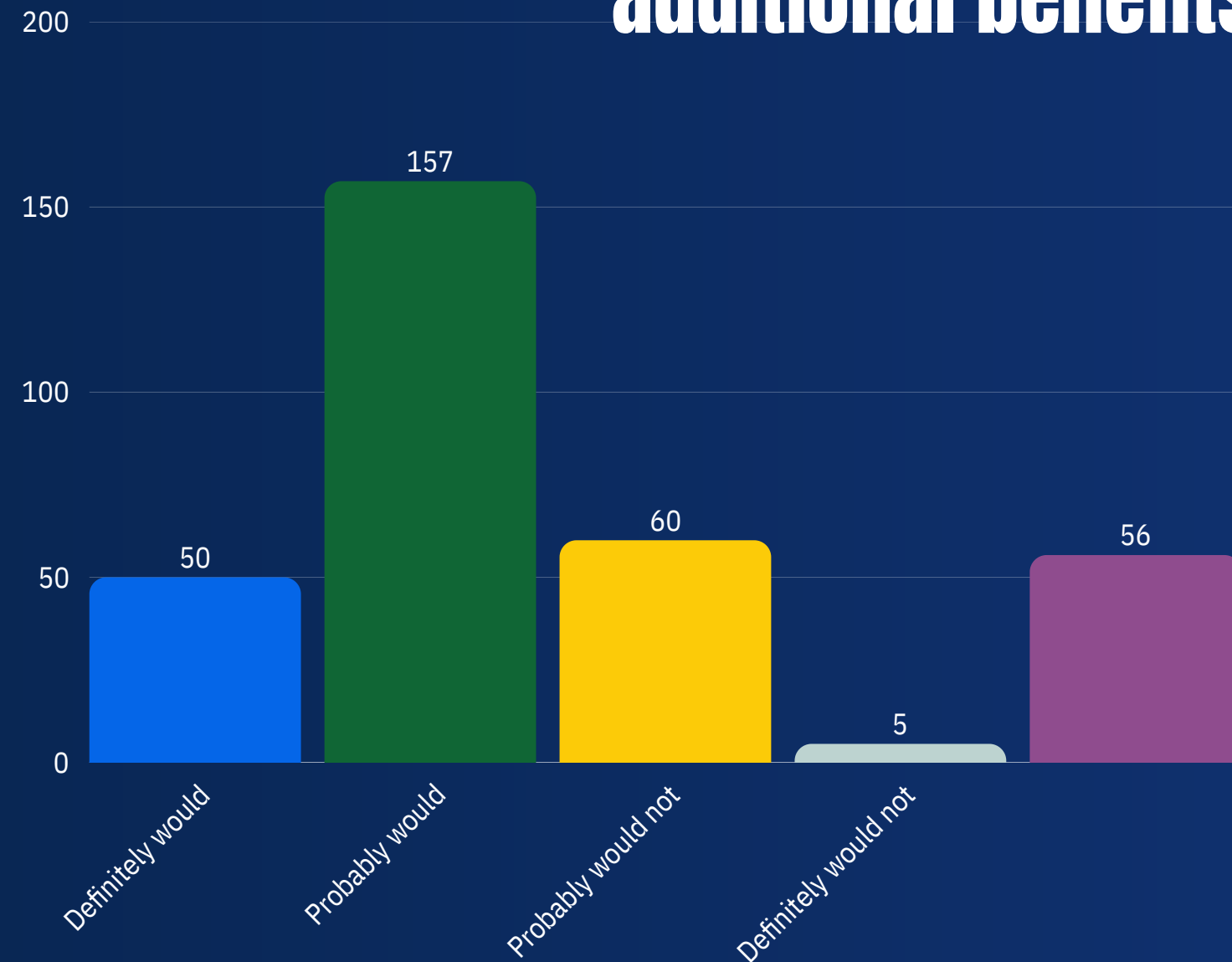
- “Extremely proud of the inclusive culture and values the Club upholds.”
- “I’ve supported since West Torrens days and still feel connected.”
- “We are satisfied.”
- “I don’t look for benefits. I am a club member because I support the Eagles Footy Club.”

Constructive Feedback:

- “Feels like an inner circle, hard to break in.”
- “Wish there were more off-field activities.”
- “Some groups feel forgotten, like Woodville supporters.”
- “Still not over being shifted out of the Eagles Function Centre to another venue.”

ANSWER CHOICES	RESPONSES	
A great deal	39.71%	110
A lot	35.38%	98
A moderate amount	20.94%	58
A little	3.25%	9
None at all	0.72%	2
TOTAL		277

Q13. Would you be willing to pay a slightly higher membership fee if it included additional benefits or exclusive experiences?



Positive: Nearly 76% of members were open to a modest price increase if it resulted in meaningful extras like improved seating, merchandise, exclusive access, or loyalty rewards.

Constructive: Some respondents were hesitant to pay more without knowing what the benefits would be or if they'd personally use them. A few highlighted financial sensitivity or geographic limitations.

Most Common Theme: There is strong support for value-based membership enhancements, but the Club must be clear and transparent in how new fees deliver added benefits.

Positive Feedback:

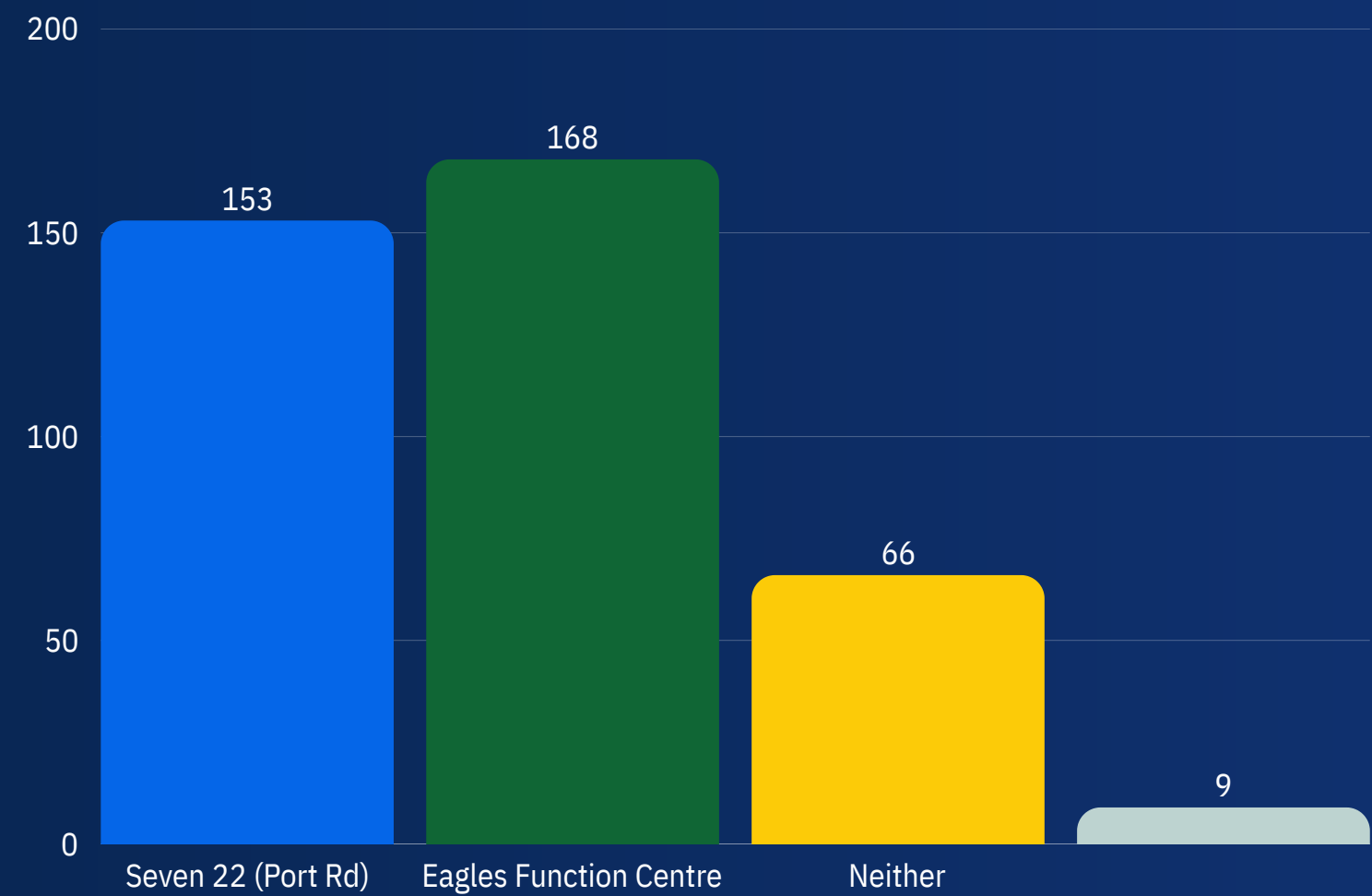
- "I would be prepared to pay an add-on fee for... the opportunity to speak with a player or administrator."
- "Suggest a monetary amount linked to our membership which needs to be spent at the Club (e.g. \$30)."
- "Would support a loyalty tier system with added perks."
- "If it means more benefits or venue upgrades, I'm in."

Constructive Feedback:

- "Not if I had no intention of taking advantage of such an opportunity."
- "Some members live far away, and they won't benefit equally."
- "Need to see what the benefit is before I agree."
- "Money is tight, hard to justify more cost."

ANSWER CHOICES	RESPONSES	
Definitely would	18.38%	50
Probably would	57.72%	157
Probably would not	22.06%	60
Definitely would not	1.84%	5
TOTAL		272

Q14. Have you visited either of the following Club venues in the past 12 months?



Positive: A strong portion of members have engaged with Club venues, with many attending both football events and casual meals.

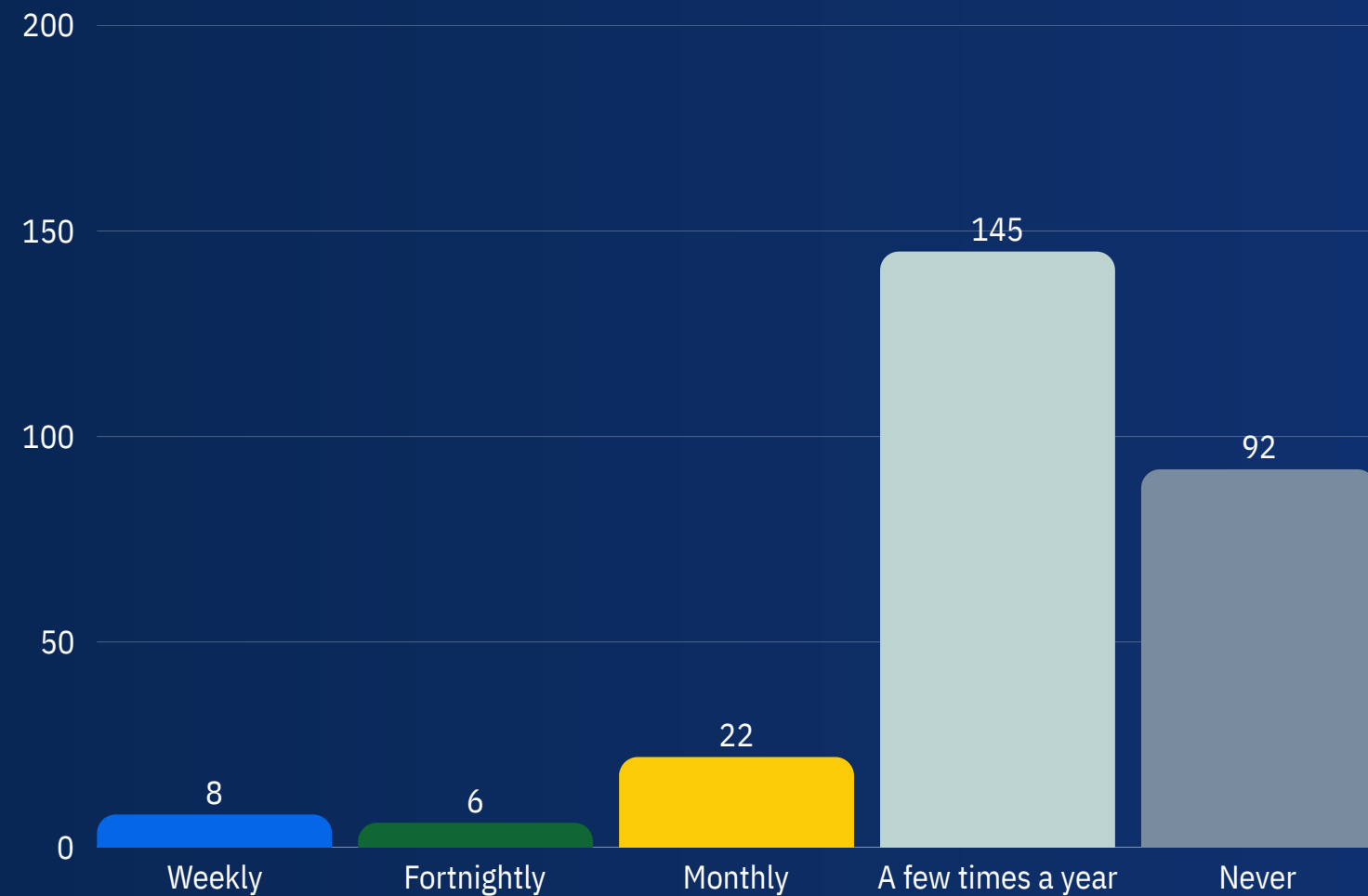
Constructive: Nearly one in four members hadn't visited either venue, with some noting lack of awareness, distance, or uncertain member incentives.

Most Common Theme: Venue usage is solid, but awareness, targeted promotions, and physical connection to the Club brand could help increase engagement, especially for Seven 22.

ANSWER CHOICES	RESPONSES	
Seven 22, Bar, Bistro and Gaming Venue (Port Road, Beverley)	55.04%	153
Eagles Function Centre (Oval Avenue, Woodville South)	60.43%	168
Neither	23.74%	66
Total Respondents: 278		



Q15. How often do you visit Seven 22?



Positive: Some members visit periodically to support the Club or attend social events, particularly tied to football fixtures.

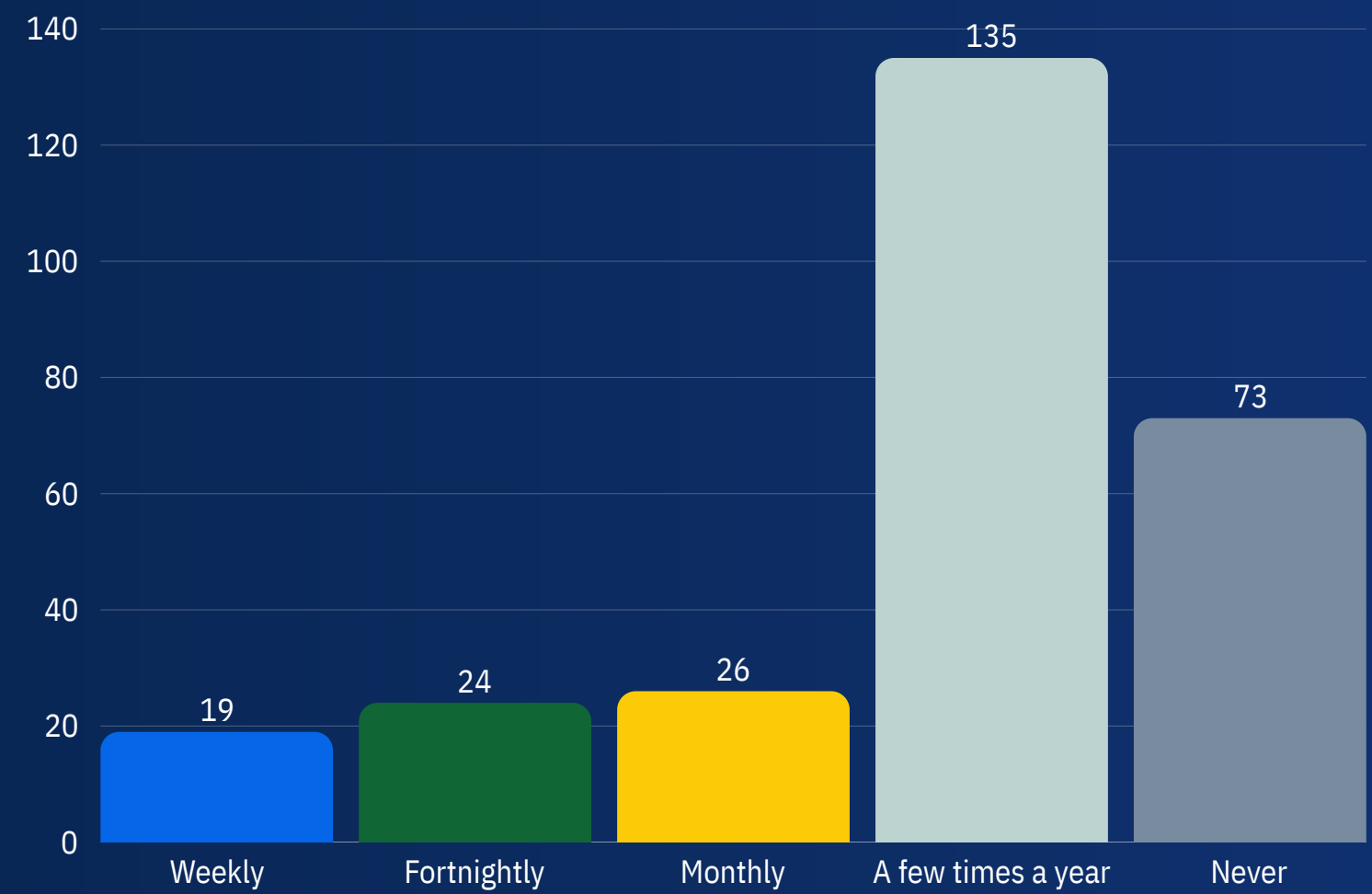
Constructive: One-third of members never visit Seven 22. Respondents noted reasons like distance, lack of information, or absence of meaningful incentives to visit outside of Club-related functions.

Most Common Theme: Seven 22 is used casually but not habitually. More consistent event promotion, loyalty perks, or match-related tie-ins could help turn it into a regular destination.

ANSWER CHOICES	RESPONSES	
Weekly	2.93%	8
Fortnightly	2.20%	6
Monthly	8.06%	22
A few times a year	53.11%	145
Never	33.70%	92
TOTAL		273



Q16. How often do you visit the Eagles Function Centre?



Positive: A large portion of members attend occasionally, particularly for football functions or Club-hosted events. Several respondents praised recent improvements in the function space.

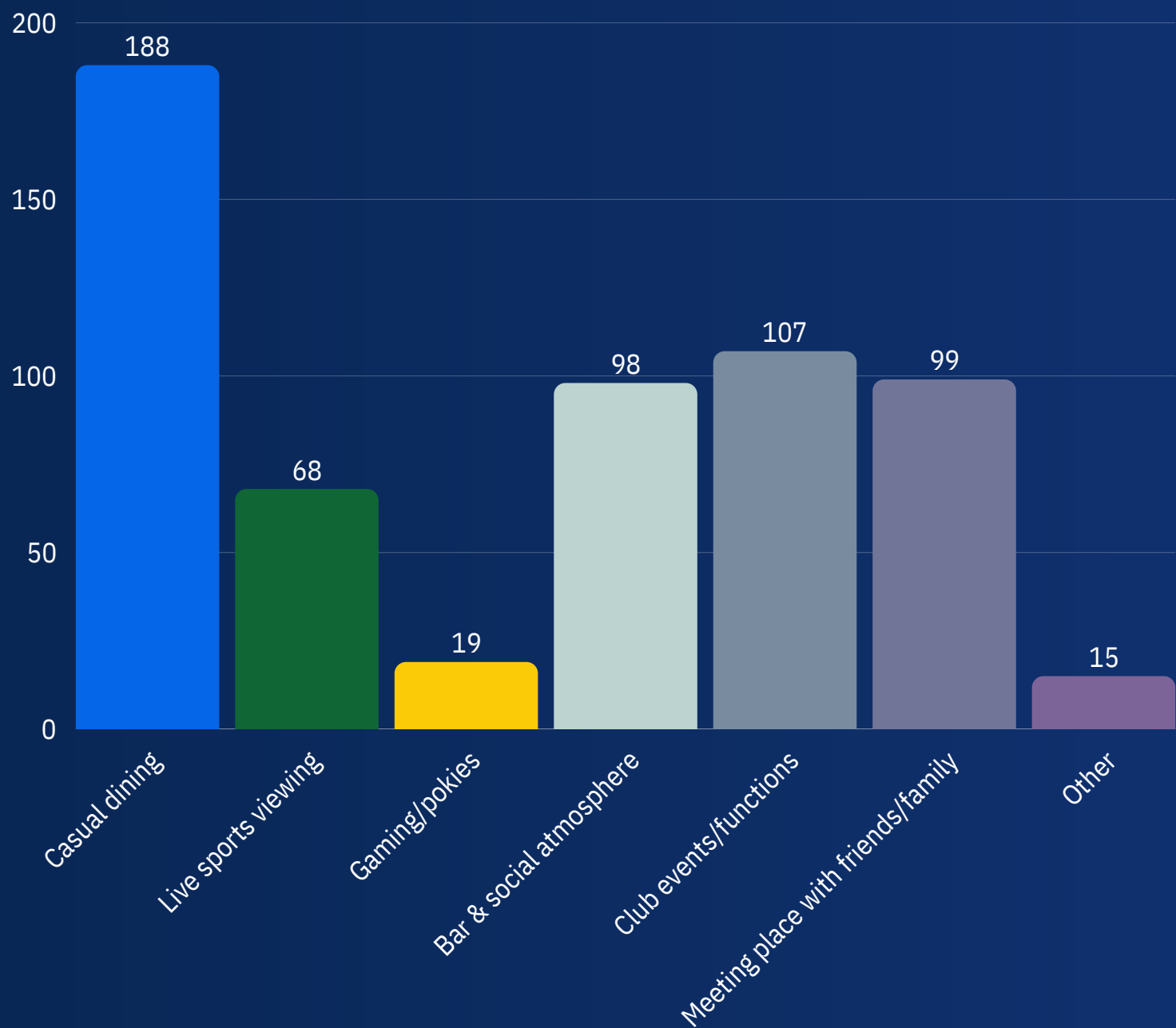
Constructive: Over one-quarter of members had never visited the Function Centre. Some cited distance, lack of awareness about its offerings, or limited reason to attend outside of football.

Most Common Theme: Visitation to the Function Centre is event-driven rather than habitual. There’s a need to strengthen member awareness and promote casual, year-round usage.

ANSWER CHOICES	RESPONSES	
Weekly	6.86%	19
Fortnightly	8.66%	24
Monthly	9.39%	26
A few times a year	48.74%	135
Never	26.35%	73
TOTAL		277



Q17. What type of experience are you most interested in when visiting our venues?



ANSWER CHOICES	RESPONSES	
Casual dining	71.76%	188
Live sports viewing	25.95%	68
Gaming/pokies	7.25%	19
Bar and social atmosphere	37.40%	98
Club events and functions	40.84%	107
Meeting place with friends/family	37.79%	99
Other (please specify)	5.73%	15
Total Respondents: 262		

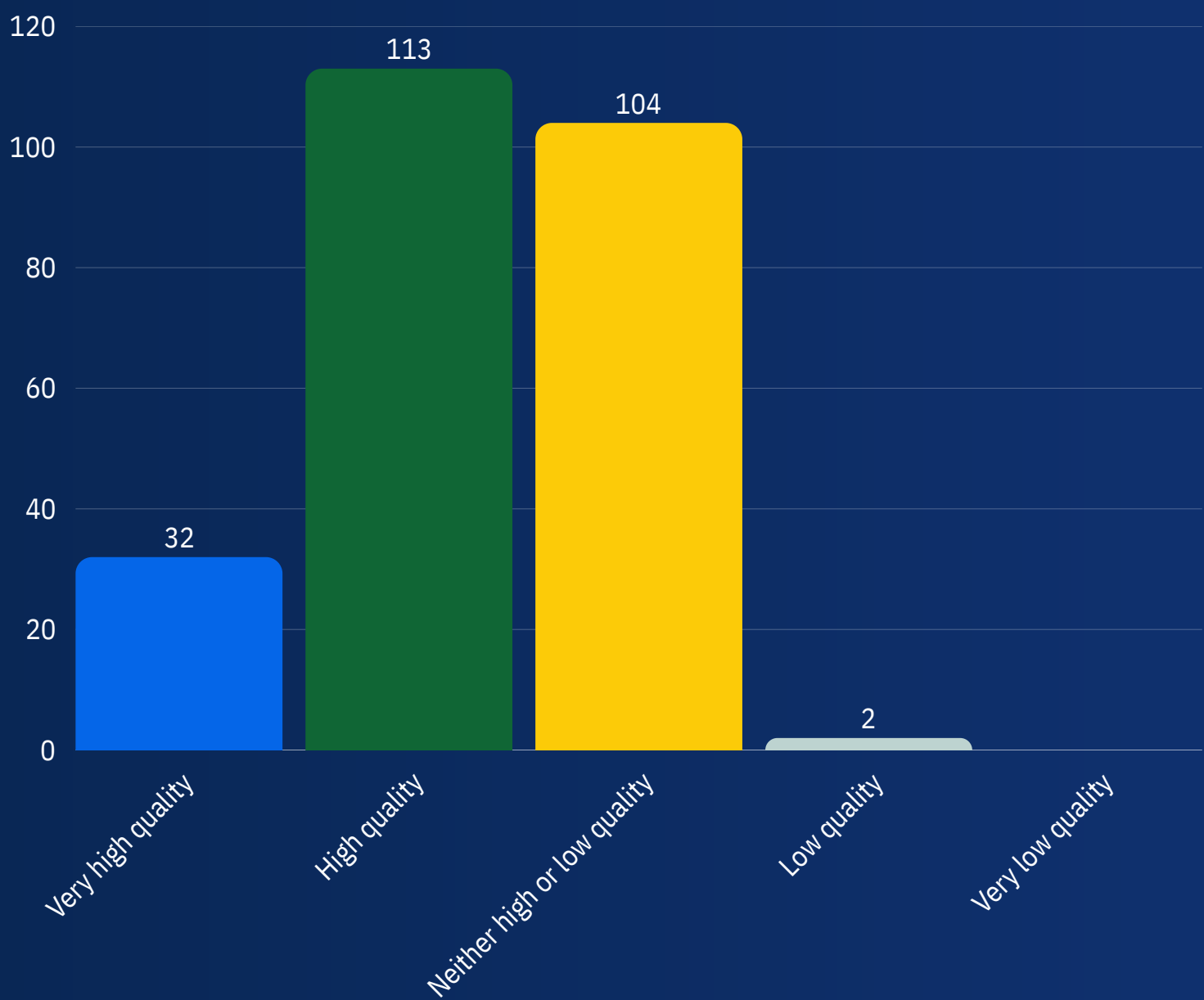
Positive: The majority of respondents visit venues for casual meals and social gatherings. Club functions and family-friendly catch-ups were highly valued.

Constructive: A few members felt the spaces lacked energy outside of match days or needed better theming/entertainment to encourage repeat visits.

Most Common Theme: Members view the venues primarily as dining and social spaces, with the opportunity to grow structured, themed, or interactive Club events.



Q18. How would you rate the quality of food & customer service at our venues?



Positive: 57% of respondents rated food and service as high or very high quality. Staff were regularly praised, particularly at Seven 22, for being friendly and professional.

Constructive: A number of comments indicated food quality could be more consistent, especially at the Function Centre during non-formal events. Suggestions included more fresh items and seasonal menu rotation.

Most Common Theme: Members are generally happy with food and service, but desire greater menu variety and consistent quality across all events and venues.



ANSWER CHOICES	RESPONSES	
Very high quality	12.75%	32
High quality	45.02%	113
Neither high nor low quality	41.43%	104
Low quality	0.80%	2
Very low quality	0.00%	0
TOTAL		251

Q19 - Do you have any comments or suggestions regarding your experience at Seven 22 or the Eagles Function Centre?

Open Text Summary – 132 Responses

Positive: Members frequently praised the friendliness of staff, the pleasant atmosphere, and the good service. Luncheons and Club functions were noted as highlights.

Constructive: Some respondents cited dated menus, limited healthy options, or inconsistent food quality. A few also mentioned acoustic issues or unfriendly service from specific staff at the Function Centre.

Most Common Theme: While most feedback was favourable, members are seeking a refreshed food experience and more consistent service, particularly at larger or casual events.

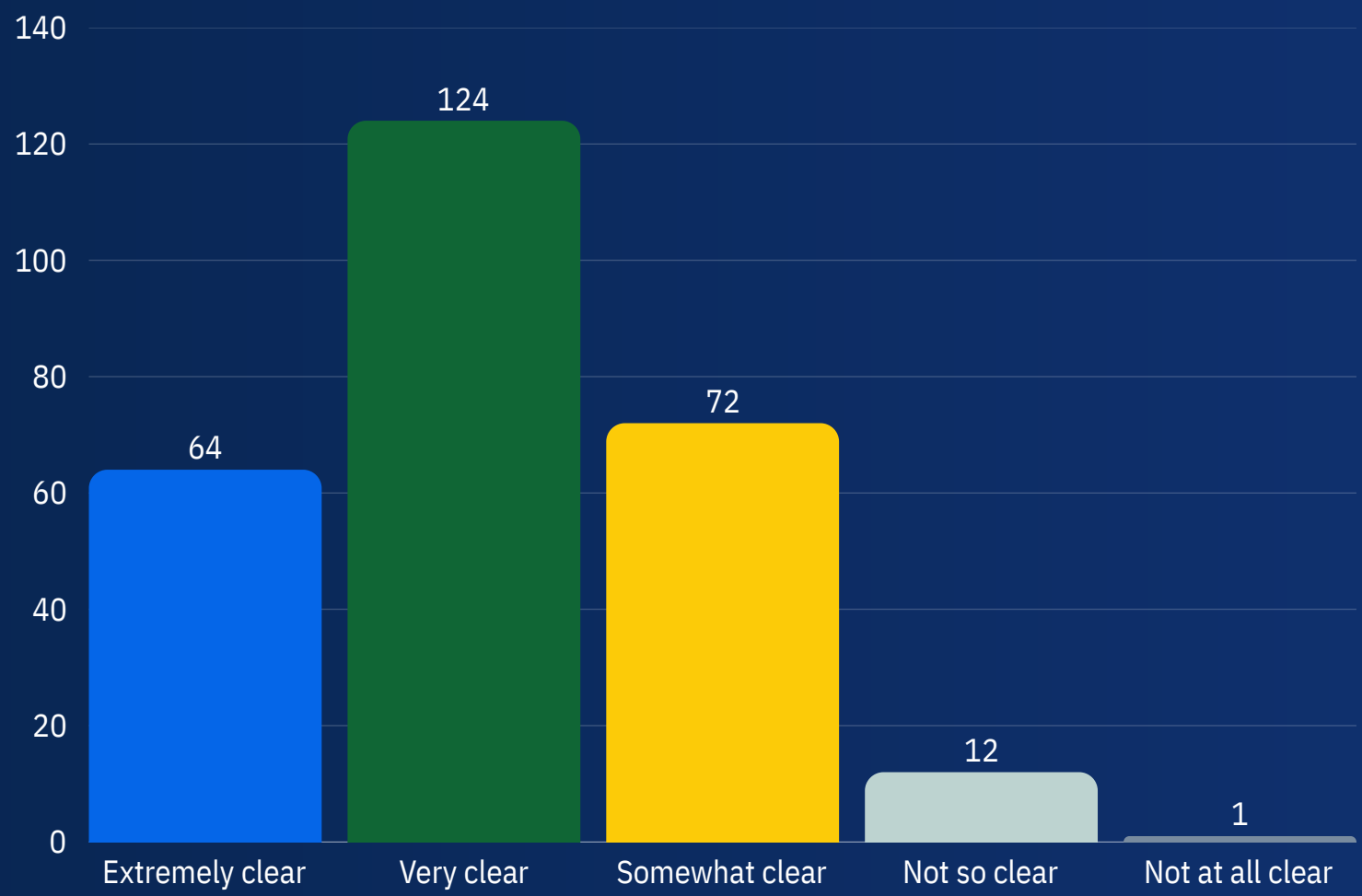
Positive Feedback:

- “Took friends to Seven 22 Saturday night and we were all impressed with the food and the staff. My friends want to go again!”
- “Always very friendly.”
- “Great service, good ambience.”
- “Food and service is excellent, miss the bread rolls though!”

Constructive Feedback:

- “Seven 22 is pretty tired but undertaking renovations I believe. Function centre is generally quite good.”
- “Could you please consider stocking Coopers Mild Ale 3.5 in the bars and beer booths?”
- “More fresh food at Function Centre that's not fried.”
- “Still not over being shifted out of the Eagles Function Centre to another venue, despite promising to host the function there for months prior (right up to the day of the event!)”

Q20. Do you feel confident in your understanding of the challenges SANFL Clubs like the Eagles face, such as financial & funding pressures, Government support, and Council infrastructure arrangements?



Positive: Around 68% of members felt very or extremely clear on the Club’s challenges. Respondents referenced lease complications, council delays, and SANFL obligations with growing understanding.

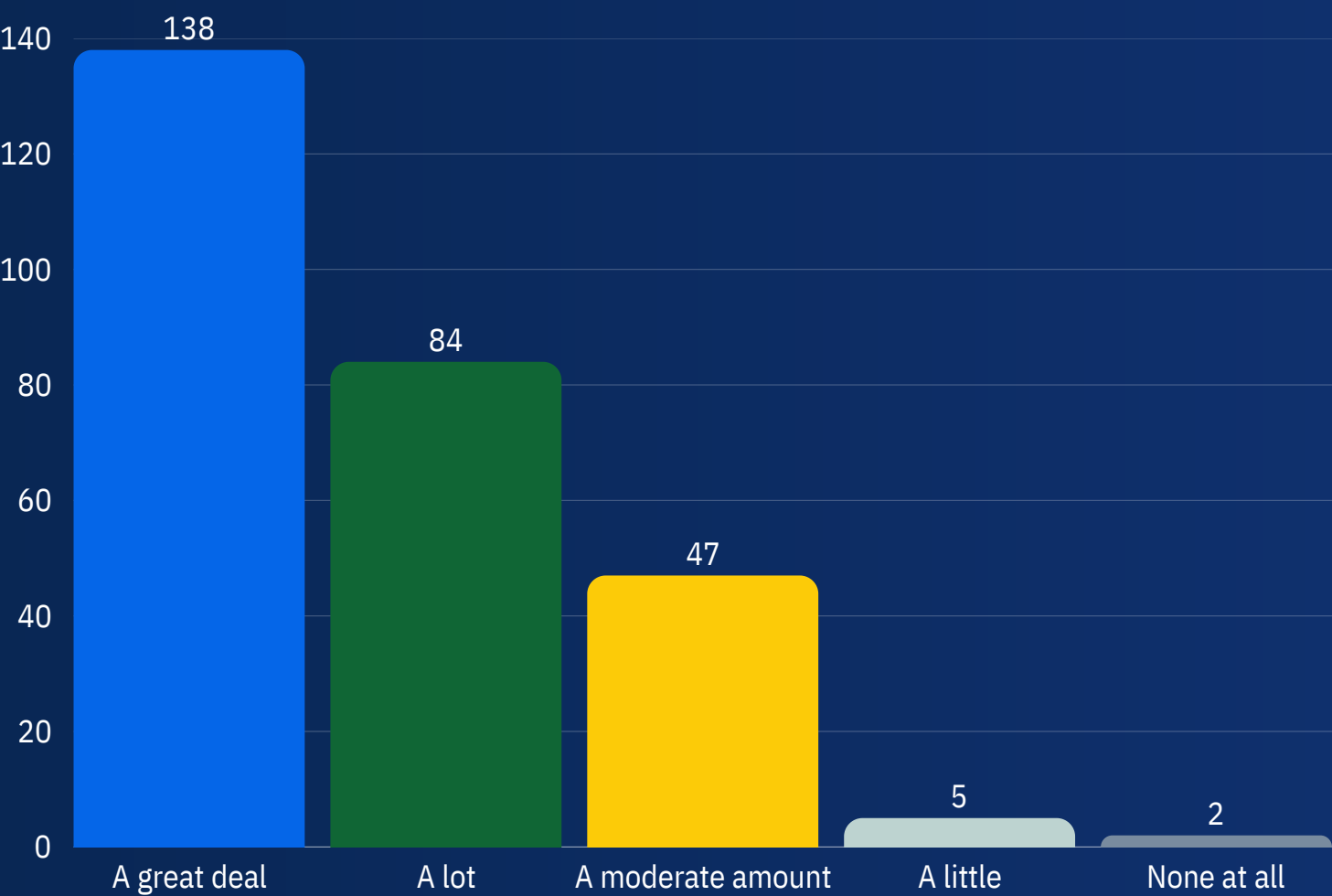
Constructive: Some members admitted to only partially grasping the situation and called for simpler breakdowns of financial positions or lease negotiations.

Most Common Theme: There is growing awareness of the Club’s financial and operational challenges, but members seek ongoing simplified communication and context to stay informed.

ANSWER CHOICES	RESPONSES	
Extremely clear	23.44%	64
Very clear	45.42%	124
Somewhat clear	26.37%	72
Not so clear	4.40%	12
Not at all clear	0.37%	1
TOTAL		273



Q21. Do you feel the Club has kept you informed about these challenges over the past 24 months?



Positive: Over 80% of respondents felt they had been kept well informed. Many referenced CEO emails, updates on the Oval Lease, and communication around facilities.

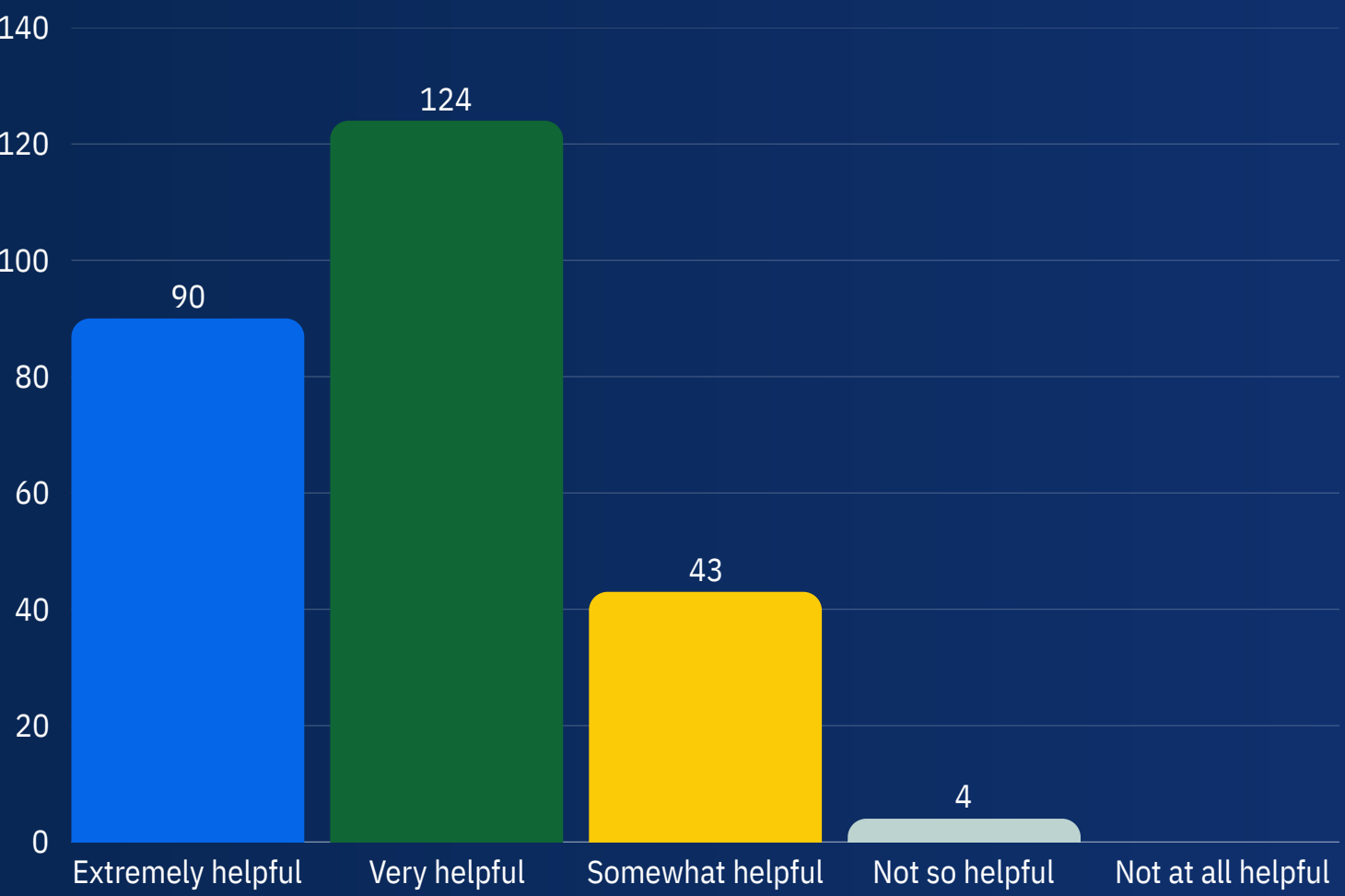
Constructive: A small group felt there could still be more explanation around issues like lease terms, council negotiations, or SANFL expectations, particularly using simplified or visual formats.

Most Common Theme: The Club is doing an excellent job communicating challenges, but members want continued clarity and ongoing updates as decisions evolve.



ANSWER CHOICES	RESPONSES	
A great deal	50.00%	138
A lot	30.43%	84
A moderate amount	17.03%	47
A little	1.81%	5
None at all	0.72%	2
TOTAL		276

Q22. How accessible and responsive do you feel the Club staff and officials are when you have a question, concern, or need support?



ANSWER CHOICES	RESPONSES	
Extremely helpful	34.48%	90
Very helpful	47.51%	124
Somewhat helpful	16.48%	43
Not so helpful	1.53%	4
Not at all helpful	0.00%	0
TOTAL		261

Positive: 81% of members rated Club staff as very or extremely helpful. Respondents praised the personal approach, the approachability of senior staff, and prompt responses.

Constructive: A few responses noted that during peak periods, it could take longer to get a reply, or that clarity on who to contact for different issues could improve.

Most Common Theme: The Club’s staff are seen as highly accessible and professional, with the opportunity to improve by better directing enquiries or clarifying contact channels.

- Positive Feedback:**
- “The staff at Seven 22 are excellent!”
 - “Very welcoming staff. Great atmosphere and good food.”
 - “Always very friendly.”
 - “Always positive with friendly staff interaction, especially Seven 22.”

- Constructive Feedback:**
- “A couple of function venue staff members come across as unapproachable.”
 - “Not always sure who to contact for certain issues, would be good to have clearer contact points.”
 - “Have had slow responses to a couple of email enquiries in the past.”
 - “Most staff are great, but a few seem disinterested or tired, especially at events.”

Q23 - What is one thing you believe the Club is doing really well?

Open Text Summary – 204 Responses

Positive:

The overwhelming sentiment from members was pride and admiration for the Club's current direction. Several key themes emerged:

- Strong leadership and communication: Numerous members highlighted the CEO's honest, transparent updates as a major improvement in the Club's communication style. Phrases like "we finally feel like we know what's going on" and "clear, no-spin communication" were common.
- Inclusive culture: Members praised the Club's commitment to inclusion, with specific mention of the SANFLW program, the Wheelchair League, and Indigenous engagement through events and partnerships. One respondent noted: "No other SANFL club lives its values the way this one does."
- Community engagement: There was clear appreciation for junior development, school programs, and broader community outreach. Members mentioned their kids feeling "part of the Club" and called out the importance of this investment for future supporters.
- Game day experience and accessibility: Many applauded the friendly, welcoming environment on match days. Volunteers and staff were consistently described as warm, committed, and passionate.

While minimal, a few respondents felt that the Club could better promote its strengths externally, suggesting that many outside the Club's inner community might not be aware of the extent of its inclusive programs or strategic progress. Some felt achievements, particularly in female football and facilities, were under-celebrated.

Most Common Theme: The Club is deeply respected for its leadership, values, and community-first approach. Members consistently spoke with pride about the direction the Club is heading and saw WWTFC as a leader in inclusion, transparency, and grassroots connection.

Positive Feedback:

- "David's email comms since becoming CEO have been a massive improvement."
- "Maintaining history."
- "Creating a unified, strong and successful club."
- "I love the value you place on ALL the teams, not just the men's league."
- "Communication has been extremely well delivered in the past two years or so."
- "Love the dog membership too."
- "Great to see female and junior programs given visibility."
- "History and heritage are always acknowledged. Retro Round is excellent."
- "Appreciate the focus on community and being welcoming."
- "The SANFLW program has been a credit to the club."

Q24 - What is one thing you think the Club could improve on?

Open Text Summary – 183 Responses

Positive:

A number of members opened their responses by saying they were generally happy or that the Club was “on the right path.” Some noted that any improvements needed were “minor tweaks,” and praised recent changes while encouraging continued progress.

Constructive:

Several clear and recurring improvement areas were identified:

- Facility upgrades: The most frequent responses mentioned public toilets, grandstand seating, and lack of shade or shelter on wet days. Many members used words like “embarrassing” or “not up to standard” when describing toilets in particular. The scoreboard was also raised frequently, both in terms of visibility and modernisation.
- Match day and post-game engagement: Some respondents felt that match day entertainment or atmosphere could be lifted, especially post-game. Suggestions included live music, food trucks, member-only areas, or player interaction opportunities.
- Membership benefits clarity: A few members were unclear about what their membership actually included and wanted more tangible rewards, such as scarves, pins, or loyalty recognition. Several long-time members mentioned that newer members seemed to get better deals or more engagement.
- Promotion of SANFLW and Inclusive teams: Some respondents felt that while the Club supported these teams, they were still treated as “secondary” to the men’s program in terms of visibility, coverage, and celebration.
- Fixture clashes and access barriers: Members mentioned consistent scheduling clashes with AFL games (particularly the Crows), making it hard to attend. Others asked for improved parking or options for older supporters with mobility issues.

Most Common Theme:

While members feel the Club is progressing well, there’s a strong call to focus on facility investment, increase visibility across all programs, and deliver clearer, more meaningful membership benefits, all of which would enhance member satisfaction and pride.

Constructive Feedback:

- “The scoreboard is very outdated and hard to read.”
- “Members should be able to sit in grandstands for free not \$5.”
- “The toilets are a real embarrassment, particularly women's.”
- “Fixture clashes with the Crows are frustrating — we miss too many games.”
- “The function centre doesn’t have a good viewing angle.”
- “Needs more visibility for women’s and inclusive programs.”
- “Get rid of the netting at the northern goals.”
- “Fix the eastern gate access — not everyone enters from the main side.”
- “Need a better viewing area during functions — not behind the goals.”
- “Improve accessibility for older and disabled fans, especially paths and shade.”





CONCLUSION

The results of the 2025 Member Survey reflect a Club that is deeply valued and respected by its members, not just for its on-field efforts, but for its values, culture, and commitment to community. Members feel proud to be part of the Eagles and genuinely connected to our identity and future.

That said, we have clearly heard your concerns. Facility improvements remain the most pressing need. You have also told us that you want to see continued investment in member benefits, stronger promotion of events and initiatives, and more visibility for all programs, including our SANFLW and Inclusive League teams. We agree.

It is important to acknowledge that while every piece of feedback has been considered, not every recommendation can be implemented. Some suggestions require funding, external approvals, or partner support, particularly in the case of Council managed facilities or SANFL related infrastructure priorities. However, your feedback has provided us with the evidence we need to continue advocating for change, and we are committed to doing so, and a clear desire to grow stronger as one united Club.

This survey also reinforced something that has always been a hallmark of WWTFC, our respect for where we have come from. Members spoke with pride about their connection to West Torrens and Woodville, and we were pleased to see strong support for how the Club honours its past, particularly through events like Retro Round. While we will always acknowledge and celebrate our foundations, the feedback also confirmed a shared focus on the Club's 34-year journey as Woodville West Torrens, and a clear desire to grow stronger as one united Club.

We also want to respectfully acknowledge that not all members will agree with every viewpoint shared in this report, and that's okay. What matters is that we respect the diversity of opinions and remain united in our commitment to improve, evolve, and represent our members in the best way possible.

This survey will not sit on a shelf. The insights you have provided will inform our decisions internally, and they will also support our external advocacy efforts with Council and the SANFL as we continue pushing for long-overdue facility improvements and broader support for community football.

We are incredibly grateful for your time, your passion, and your support. Thank you for being part of our Club's journey.

David Couzner Chief Executive Officer
Woodville West Torrens Football Club



ONE CLUB - ONE CULTURE

