

Video Transcript: 10 tips for a welcoming club

Narrator:

Do you want to make your sports club truly welcoming? Inclusion isn't always about making big changes. It's about everyday practices. Here are 10 practical tips to get started.

1. Get the fundamentals in place.

A code of conduct, an inclusion policy, and a clear conflict resolution process that encourages understanding over blame. These create the foundation for everything else.

2. Check your physical space.

Clear paths, accessible equipment, uncluttered accessible toilets, and a quiet zone for breaks. You might not have the perfect setup, but you can always make improvements. And remember, you can seek additional support from your local government or state sporting association.

3. Provide clear and detailed information online.

Where, when, what, how, and who. Explain key terms. Being clear is being kind. It helps people to know if your club is the right fit and arrive feeling prepared.

4. Think about how you welcome people.

Take time to chat with new members. Learn their goals. Introduce them to a buddy. First impressions matter, especially for people with disability.

5. Equip your coaches and volunteers.

Invest in training. Encourage them to ask questions. Learn from each other. Stay curious and create an environment where everyone can thrive at their own pace.

6. Welcome feedback actively.

Make it easy and accessible. Most importantly, take action on what you hear. That's how you create a safe, responsive environment.

7. Connect people across all your programs.

Don't let anyone feel left out or separated. Create opportunities for everyone to socialise, mingle, and belong to the whole club, not just one program.

8. Attract diverse members by being proactive.

Connect with the broader community. Don't wait for people to find you. Reach out and build partnerships.

9. Offer financial and participation flexibility.

Not everyone can commit to a full season or afford full membership. Provide options such as training-only participation, casual play, term-based commitments, or reduced fees for volunteers. Make involvement possible.

10. Display your values every single day.

You can tick every box on paper, but inclusion is everyone's business. It's the daily practices—how you speak, who you include, and how you respond—that create a truly welcoming club.

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That's how you retain members and attract new ones. Ten tips—but really, it comes down to this: stay curious, create community, and make inclusion everyone's responsibility.