

QCBC 2025 Survey Report

The report firstly provides a profile of the key features of the respondents, then looks at these elements against key descriptors particularly such as peoples playing level.

The report then turns to the open responses. With many detailed comments and suggestions these provide a valuable insight into what the members think of aspects of the club and their varied suggestions for improvements. Additionally further insights were gained from several member interviews.

Finally, the report looks at an overview of the club and identifies areas for improvements/change identified through the survey process.

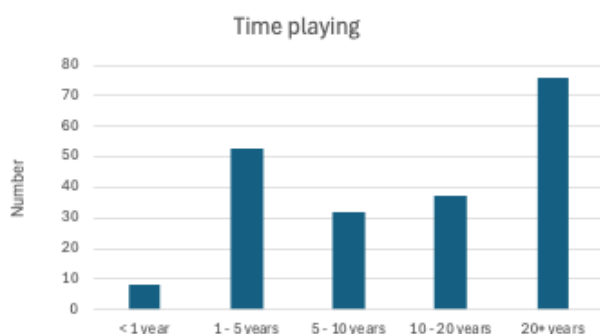
Introduction

With 208 respondents to the survey, we clearly have a good sample representing the views of members.

By far the greater majority are those 65+ years (156, 75%), with over 94% 50-65 years. A very small proportion identified in 35–50-year group (3, 1.4%), the 20-35 (4, 1.9%) and <20 years (3, 1.4%), with only 3 respondents not providing age. Of the 207 that provided gender, the majority were female (56%).

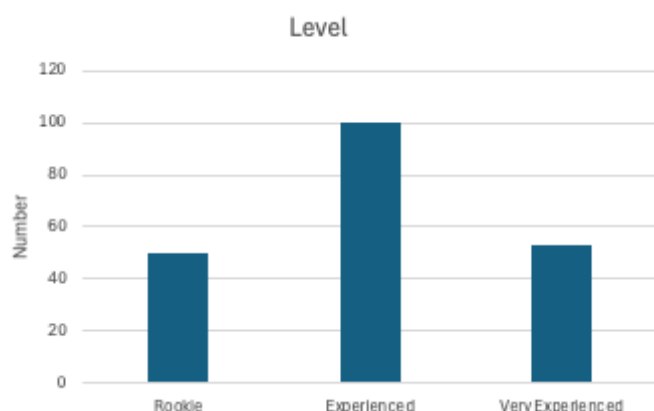
The sample also showed diverse experience/exposure to bridge – with over half playing for more than 20 years, but with over 30 respondents having played 1-5 years, 5-10 years and 10-20 years.

Note that the following figures are presented by the number of respondents fitting into each group. The 20+years is the most common group – thus many very experienced players- with many of these, including those who have achieved high ABF points including grand master status, thus those who have played for considerably more than 20 years. In addition to the highly experienced members, we have many more recent and emerging players (around 60 respondents). These members are less established in the bridge world and may indeed have somewhat different objectives to the highly experienced players, highlighting the need for a flexible and varied approach to addressing player needs and satisfaction.



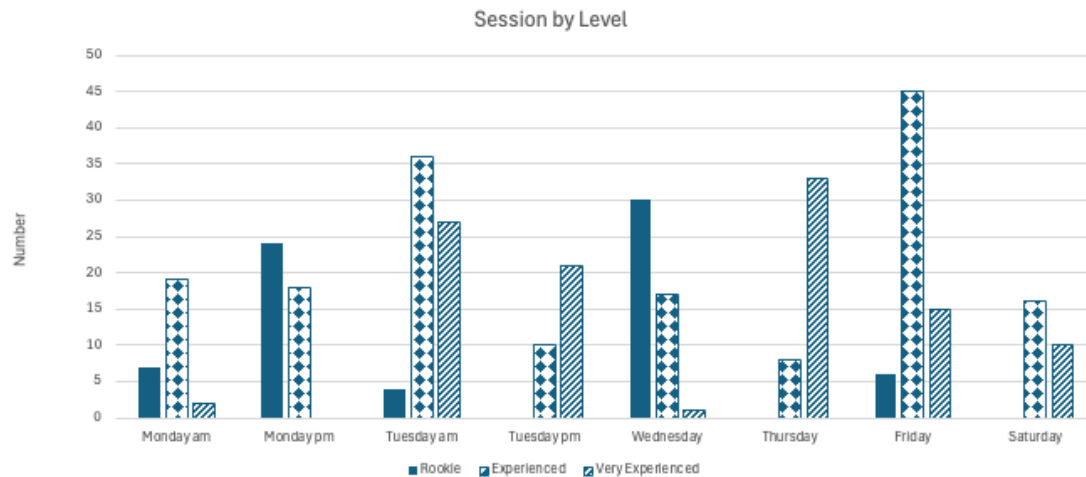
When people play and what they like?

One key area – bridge skill – is obviously interesting regarding needs from the club and interests. While people’s actual masterpoint level could answer, this it was felt intrusive. To give a simple understanding our group, a simple split into broad levels of bridge experience was undertaken (based particularly on time playing and sessions played). Thus, those playing Tuesday night and Thursday morning were all placed in Very Experienced, many of those playing on Wednesday were placed in Rookie, or for those with more years playing, Experienced. Obviously, this isn’t very accurate, but it does provide a simple split across our sample - with respondents ranged across all levels in the club.



When people play

The following figure maps which sessions people play in against this level. This recognises that a lot of regulars who play during the week are experienced players and clearly find that sessions such as Tuesday (also regularly split by level), Friday and Saturday are what they want. Far fewer of the Experienced group identifying as playing on Thursday morning.

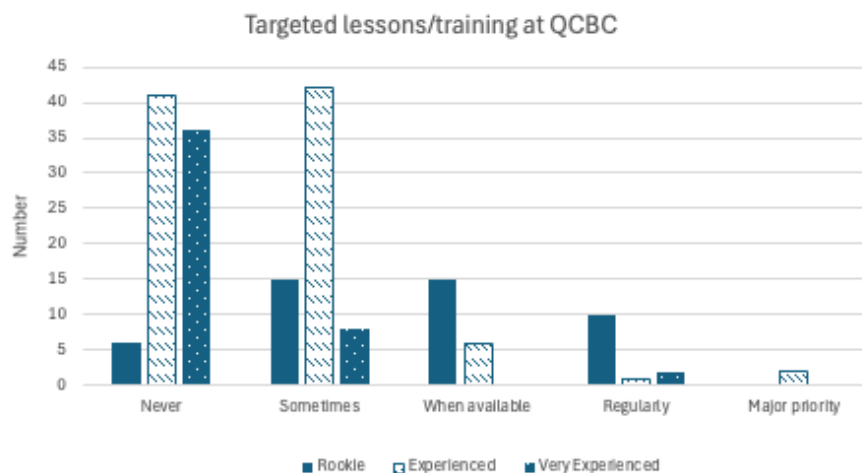


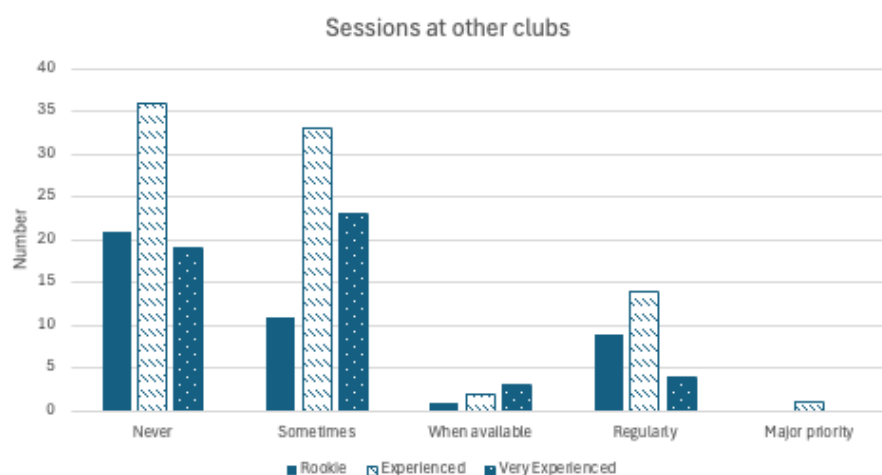
A few comments clearly highlight people’s awareness and decisions:

I like the graded sections on Tuesday and look forward to playing in the stronger section one day.
A very competitive club for those that wish it but a supportive club for those social and improvers.
your ability determines which day you play and that is a good thing as you are with people of your ability at all times

Interest in learning

There were several questions regarding interest in “Learning” or “Competitive play”. The responses to these, shown against level of experience, are presented below.



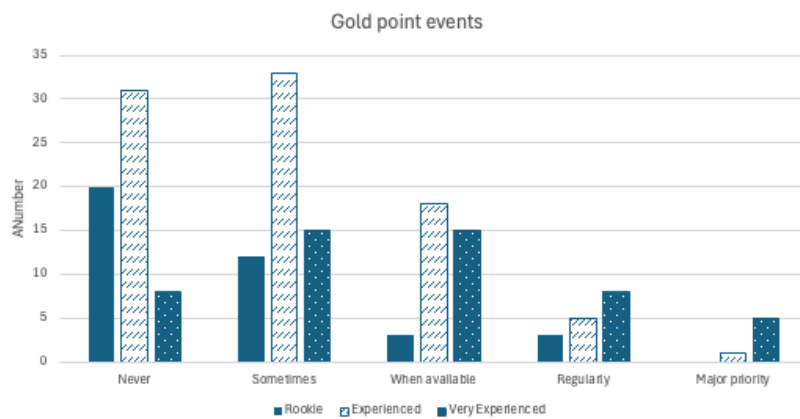
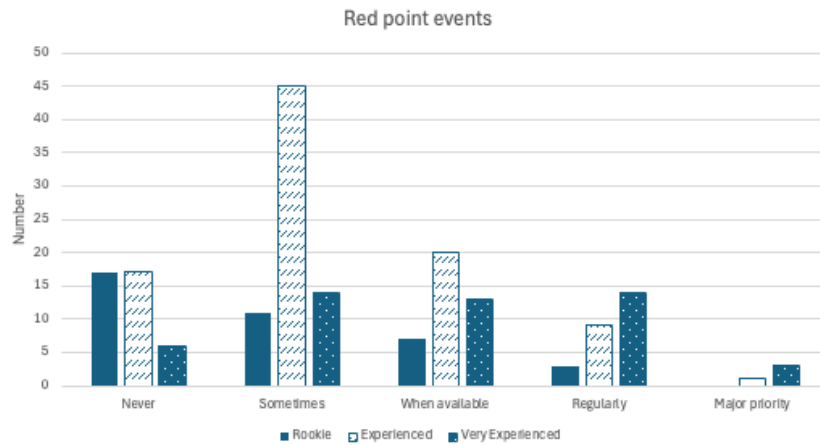


Notably all levels show some interest in attending sessions in other clubs, with a lesser interest in seeking out such experiences. This is an important view when we turn to how we should plan and also target learning experience at QCBC.

Regarding workshops at other clubs, clearly while a few respondents go to these they are seen more as an opportunistic option than something relied on, with people across all groups who attended these showed the highest response for “sometimes”.

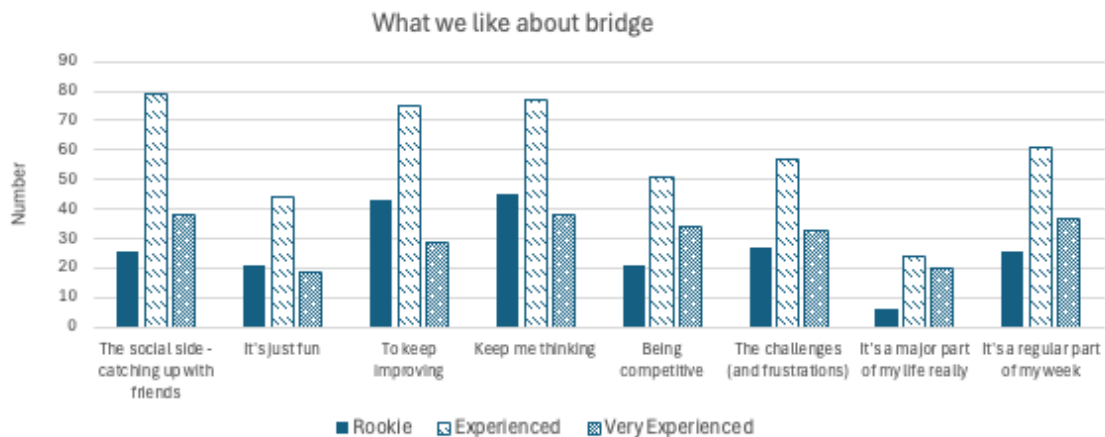


In looking at interest in Red and Gold point events, there clearly is far greater interest by the Experienced and Very Experienced players in these, with clearly strong responses on either “when available” or “regularly” by Very Experienced players, and very strong responses from the Experienced group to “sometimes” on both Red and Gold events.



What people like

Another question explored by the survey was what people liked about bridge. The following figures, showing the number who selected each of the options, presents this information, also showing different views by the 3 broad levels of experience.



There clearly is a positive association across all groups with each of the ideas. But also, reflecting a comment on one member who was interviewed, there is diversity:

You have around 12 different reasons to play bridge and (the club) have to accommodate everyone

Thus, we do need to recognise in such a diverse group as QCBC not everyone is interested in every aspect – that’s just normal. So, planning must retain diverse options to reflect member needs.

While Rookies most strongly responded to items relating to improving and thinking, the 3 strongest responses from the Experienced group were also about thinking and learning but with the strongest response related to the social side – catching up with friends. Something that is clear when coming to the weekly sessions and seeing a big group of early arrivals having a lovely social catch-up! And while the Very Experienced group clearly showed alignment with each option, the 3 strongest issues for them were the social side; recognising bridge as a regular part of their week; and to keep them thinking.

Postcodes – where do people come from?

While 199 respondents provided their postcode, these were from many Brisbane suburbs.

The full list is in the appendix, with suburbs with 10+ respondents summarised below showing a close physical alignment with club location.

Postcode	Suburb (1 descriptor)	10	% (responses)
4151	Coorparoo	20	9.6
4101	Highgate Hill	15	7.2
4152	Carindale	14	6.7
4005	New Farm	13	6.3
4000	Brisbane city	11	5.5
4169	East Brisbane	10	4.8
Top 6		82	40.1

Themes

This was a particularly valuable area of the responses.

With 208 respondents many of whom added comments (some extensive) we have firstly identified themes in the comments (many comments covering more than 1 theme, particularly longer comments, but for themes the relevant subset of the comment is provided), and the following section provides a brief overview of the sense of the comments. The full set of comments for each theme are in the appendix with just a few comments from each provided below.

One particular subset of the themes were specific suggestions, again the key areas are summarised, potentially with comment, and these are provided in full to the Board for their more in-depth consideration.

We also spoke to around 8 members who volunteered to do an interview, with the focus of these trying to tease out views around key themes. Again, some brief comments from the sense of these interviews are summarised and then integrated in the discussion/comment section.

Toni

Without question the most dominant, specific theme were comments in appreciation of Toni. She is the face of the club and for many new people provides a source of support and help, for example:

- *The best part of QCBC is characterised by the care taken by the Club Manager to support and care for its members and assist with partnerships.*
- *I love Toni that is why I joined QCBC, she is like a Mother Theresa with all her members, looking out for everyone, especially the ones with special needs. She makes this Club*
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The Club, its welcoming atmosphere and also positive competitive position (this merges a few different foci, but all positive) was clear from comments:

- *Best game in town.*
- *It's a wonderful welcoming club. Well. run, organised*
- *it's great. friendly supportive with learning opportunities and i like the serious competitive nature of monday nights.*
- *It is a friendly club but the players are also competitive.*
- *Experienced personnel. Strong playing group. Caters for all levels.*
- *Good parking. Strong competition.*
- *The club has many dedicated members who make substantial contributions to its management and operations. We are very grateful to these members.*

The Board

Not surprisingly there are fewer specific comments – the Board is not seen in its day-to-day operation, but the general management of QCBC is appreciated!!

- *Well-run club, with the current committee looking to improve even further, which is encouraging.*

- *Congratulations too to Annette who is a fine President and to the Committee and the many volunteers who make the club such a wonderful welcoming place!*
- *Our chairperson and club manager are also great. We are lucky to have them both.*

Teaching/Learning

There were extensive comments about teaching and learning. Both on the current entry level lessons but also looking at broader opportunities and options across the range of skill and experience levels. And clearly the teaching team is very widely valued across the club. A few insights:

- *Need an intermediate area between the experienced and Richard's group if only for a few weeks. Have had little experience with bridge mate, directors, etiquette, the dos and don'ts*
- *Lessons, supervised play and excellent mentors mean novice players get a good grounding in Bridge.*
- *The monthly mentoring sessions are a good start, but another monthly session aimed at developing players would be well-supported in my opinion.*
- *I would love to see more advanced workshops. Well done to all.*
- *I used to enjoy playing Bridge on Wednesday nights and would play if these nights resumed. I like the idea of having half an hour social time once a month for players in the learning area and the main part of the club to mingle and to encourage learners to transition to playing in the evening.*

Social

Interest in some extended social opportunities came up frequently. People aren't looking for organised events, with comments more directed to simple opportunities. This is an area the Membership Committee has suggested and started looking at opportunities.

- *Need a break for some interaction in a 3hour session. Nice to be greeted at a new table not just looked at.*
- *The great friendships made over the years More social fun events.*
- *I only play at QCBC when I visit Brisbane 2-3 times a year. I think it is a real pity that morning tea /lunch breaks are no longer held. To me, not having them makes playing a business, more so than a social event. Maybe that is life in a big city.*

Disability issues

This is a really important area in supporting club members – with many comments on the specific question regarding possible in the future, noting:

no issues – for now

thus, recognising there may be future needs for all of us. An awareness of this aspect will also provide detail in targeting grant opportunities which offer help for seniors across a range of areas, including disability.

- *Considering my disability, being able to park close to the back door is great.*
- *I would like to see improved access into the building for wheelchair users.*
- *I am aging and I am reassured by the way this club accommodates personal issues. It is quite remarkable.*

Suggestions

Again, these are in the appendix for full consideration, but a few here showing the sort of areas raised:

Practical thoughts

- *Could be worth trying a coffee maker at a modest (cost recovery) charge – several people raised this thought!!*
- *I noticed that (last time I checked) the women's bathrooms don't contain bins for disposing of sanitary products. I think if promoting bridge to women and youth is a priority for QCBC then making access to these sorts of bins should also be a priority. [note this one is already now being progressed]*
- *The gardens could be improved. A high plant in a pot would be good in the smoking area at the front to give some privacy. The kitchen needs a good clean.*

Some suggestions on reinforcing play protocols/ bridge etiquette

- *A complaint form – perhaps just to make an issue known. Also comment on need to manage some behaviours*
- *Running clock at all sessions*
- *Newsletter good*
- *Tablecloths liked*
- *Bitumening the car park*

Sessions

There were many comments re sessions, from timing, role of directions, the management of sessions and also comments regarding aspects of etiquette.

Thus, for example several people have suggested reinstating a Wednesday night session, and others suggested earlier starts (or timely finishes) for weekday sessions and also Monday evening. While not surprisingly people haven't commented on NOT taking these steps it's also very likely many people are largely comfortable with the current timings and didn't think to suggest not changing an established situation. Perhaps a first step may be to be clearer about finishing times.

Different cultures and groups

In undertaking the survey and considering comments and more in-depth views from interviews a few insights stood out.

We do have a range of sessions, and the culture/atmosphere of these is different. The Tuesday evening and Thursday morning sessions are very much at the most competitive end of the clubs' offerings. Less experienced and new players are welcomed and treated well – probably as long as they are prepared for the challenge – but these are sessions for a group that have, for many, a long history of playing together. And that is a strength of the club.

The newly organised Wednesday morning session, from the opposite end of experienced, has a very strong positive vibe. The attendance is broad and increasing, with, for example, around 20 tables in 3 sections the norm with players who are largely rookies and novices. And the support and leadership of the Director and other teachers is clearly critical in making this so attractive. This represents a great opportunity for newer players to get games, but also advice and in having such a group opportunity to sort out possible partners also occurs, another challenge for new players.

Monday night is another strong session (often around 10 tables) of those who enjoy playing in the evening. With this group including both rookies and more experienced players. And, given frequent lessons and supervised play sessions Monday evening, these groups do have occasional interactions – again helping that shift into planning in the “big room”. This reflects the challenge for many players of moving from lessons into “the big room”. And clearly as we invest so much energy in what is a great teaching team, we want to make QCBC somewhere that those players can find their feet quickly. These challenges were commented on in a couple of interviews,

Another issue that came up in a couple of interviews was the concept of “interesting people”. Perhaps as people move into the club and, with some levels of low-level social interactions and support, the broad welcoming from the majority of kind supportive and welcoming members will make challenges that occur more manageable. But perhaps the model seen on the Wednesday mornings is a great one in developing confidence and camaraderie among the new playing group that will help make the club positive for all players. I remember going to a congress at one of the other Brisbane clubs, and a group of rookies were there, supporting each other and enjoying the day. We now have 2 WhatsApp groups for largely rookies/novices. The one established by Rowan Ward that is a general one across weekday games (not just Wednesdays), and this is widely used – perhaps increasingly given the increasingly strong group interactions. And we now also have a Monday night group (established by Kellie Tesolin) which again is working well across a small but regular group.

Our Youth Players

For our cohort of youth players, the key theme that binds the youth is Pizza and the bridge is seen as a bonus. They have varied in skillsets, like our other cohorts, but Wednesday night is a space for them to have fun, joke around with like-minded youngsters and build friendships whilst learning how to play bridge. The transition from Wednesday youth night into regular competition is not one that seems to be attempted by many, however, there is an active supporting group of older players that take some of these youth on to mentor.

The only other comment that some youths have made is perhaps once a month on a Wednesday night (even as a fortnightly alternative to mentoring), there could be a kids versus adults match held - to build more of them into potential competition (gently) over the longer term....

Suggestions A few summary ideas from comments and also interviews

Comments from the survey included many suggestions for actions.

These initial suggestions are all positive ones that represent positive actions – ones that people can choose to participate in but with no real significant costs or compromises. The Board and the Membership Committee will continue to work through suggestions and further consider these for further implementation across the year.

The first simple suggestions we want to make are summarised here:

- **Tablecloths** – these were popular – and it is suggested that we extend to tablecloths on all tables.
- **Coffee maker** – this idea was raised by a few people and sounds a great idea. One suggestion is perhaps we could schedule a social fundraising evening on Wednesday night to raise funds to purchase one. And linking to the comment about the youth above, one option might be to even ask them if they would like to join and include a different fun competitive element in that session.
- **Social** - Some pre or post social interactions – suggesting that on a quarterly basis we could have a “bring and share” break for 30 minutes before the Monday evening session, or after the day sessions Monday, Tuesday and Friday (Thursday and Tuesday night appear well organised this way already).

This could be scheduled around the first week in January, April, July and October with a “bring share and talk session” (Saturday already operates very socially as does Tuesday night and Thursday morning, so main suggestion is 6.30pm before Monday pm session and 1.15pm after the Monday, Tuesday

and Friday sessions). This could include cakes, savories or even wine for a short post bridge session people could stay for.

- **Hand discussions** – Learning strategies at all levels were raised, and all comments related to these will be passed to the Teaching and Learning Committee for further consideration. One simple initial suggestion:

Introduce a short regular weekly session (perhaps 30m) before one of the weekly games (this could even rotate for example between Monday Tuesday and Friday mornings) where a discussion about a hand from the previous week, or from another source, is held. This could be led by one of our top players; by someone from the previous week raising a hand and summarising the different contracts made, to stimulate discussion; or suggesting a difficult hand from a web discussion for the group to consider.

- **End of lesson strategies** – developing a systems card.

One suggestion was that at the last lesson beginners work through and develop their systems card ready for moving into mainstream play.

- **Volunteering culture** - Encouraging a more volunteering culture

Many comments noted our volunteers provide huge support to the club. There are regular volunteers who take on major roles in the club, which is so valuable. There also are many small contributions to the everyday operation of the club that help the smooth operation of our club – such as ensuring tables left ready for next session, Bridge mates and Boards returned to help finalising and cups and glasses out to the kitchen and dishwasher on. Additionally, others bring cooking contributions that make that morning coffee so much nicer. While these small contributions are not very visible, they are a critical contribution to our club.

So, while there is a regular band of members who help maintain the club, into the future it would be good to encourage a broader culture of people just doing a little sometimes. The Membership Committee has some ideas on strategies to encourage this and will work with the Board to progress.

- **Sessions/timing**

A common theme was comments around timing, with concerns at late finishing of sessions and associated suggestions that sessions should start earlier – particularly with a few mentions of Monday night.

It is suggested that for Monday night we start with an effort at ensuring the session finishes by 10pm at the latest. So, the group can discuss, but to do

this we need to make sure (as with all sessions) we start on time and use the clock to maintain timeliness.

Future directions

The Membership Committee would like to thank all the members who took the time to complete the survey. Your views are really valued and give some valuable insights into the club and ideas for enhancements. We also want to thank the members who agreed to do an interview – these discussions raised several points and are and will continue to be used in using and applying ideas from the survey.

The Membership Committee thanks the Board for agreeing to a short membership of Survey Monkey to facilitate the survey process. It is suggested that, given the years membership and also the membership response, that if there were any very short questions this type of system could be used to get a quick response. For example, a survey, easily answered on a phone, that took less than a minute to respond to, could be used to rapidly access views on any specific issue.

Membership Committee members: Helen Klieve (chair). Kellie Tesolin, Maria Mills