

## TEMPLATE 4: GENERIC INTERVIEW PLAN

This toolkit includes a simple interview format and a menu of questions for you to choose from.

Activity	Time	Facilitator
Welcome and introductions	2 minutes	The purpose of this section is to introduce the project, the process and the interviewer
Part A - Background and warm up	10 minutes	The purpose of this section is to give you some background to the project and find out a little bit more about you and what you do with this club/facility.
Part B - Value	20 minutes	The purpose of this next section is to find out what you, and others in your community see as the benefit of [club/facility] to your community
Part C - (Cost) What are the downsides or negatives of [club/facility]?	10 minutes	The purpose of this section is to find out about any downsides to this club/facility.
Part D - Closure	5 minutes	The purpose of this section is to collect any final suggestions and comments. Thank the participants for coming along and contributing.

## MENU OF INTERVIEW QUESTIONS

Different stakeholders are able to provide different types of information. We've prepared a range of questions for you to use – select the questions or topics that are the best match with your needs, and tailor it to your needs.

We've included questions that are suitable for:

- Volunteers and position holders
- Members/users and parents
- External (local) stakeholders
- External (regional and national) stakeholders.

Activity	Time
<b>Context</b>	<b>Background</b>
About you	How long have you been involved in [sport/recreation]? How long have you been involved in [club/facility/etc..]?
	Roles, position, relationship to the [club/facility/etc..] and the community
	We understand that you are [role] CONFIRM. Do you have other roles/ involvement at this club/facility/etc.. or other organisations?
Background/history with the club/facility/etc..	Details of the club/facility/etc..
	Your role and experience at [club/facility/etc..].
	What do you do in your current role? (How many hours in a week – busy versus quiet week?)
	What are the key/pivotal roles in the club?
	Is there anything special/unique about how [club/facility/etc..] runs?
	What types of members/users and supporters does [club/facility/etc..] attract?
	When you describe [club/facility/etc..] people members/users to funders, the media, and prospective new members, what do you say?

Topic	Questions
<b>Value</b>	<b>The benefit of the club, facility, etc.. to your community</b>
Discussion questions	What are the key factors that make [club/facility/etc..] a benefit to you/your community?
Value to you/individuals	Why is [club/facility/etc..] important to you/your family?
People	People; how are people welcomed in to the club/facility/etc..? How well do members interact?
Location	Location: grounds/venue; near home.
Reputation	Reputation, success.
Traditions	Traditions, celebrations, rules/expectations
Celebrations	How would you rate the atmosphere at games/events? What are the expectations of members/users and volunteers in terms of commitment, etc? What are your traditions/ways of celebrating?
Importance to the city	Why is [club/facility/etc..] important to your city? What are the wider benefits for city/area?
Place	What's [club/facility/etc..]'s place in your city/area or New Zealand [relevant sport/recreation]? In what ways has the [club/facility] had an effect on [relevant sport/recreation] more broadly, across the city and nationally?
Benefits	Which people and organisations does [club/facility/etc..] benefit the most, and why is this? How do these people/groups of people or organisations benefit? What do you get out of [club/facility] as a player/user, a parent, a volunteer, a supporter...
Social connections	Does [club/facility] help people to connect/get to know others? Who with?
	What are these connections used for? Socialising, community contacts, business/work contacts. Is [club/facility/etc..] an important way/the main way you get to know others in your city/area?
	IMAGINE if [club/facility/etc..] had to close what would you miss the most? What couldn't be recreated? What are the main downsides of [club/facility/etc..] being in your community?

Topic	Questions
<b>Cost</b>	<b>Any downsides/challenges of the club/facility/etc..</b>
Discussion questions	Are there any other negatives/downsides/challenges to you being involved with [club/facility/etc..]? What are these?
	Are there things that make volunteers, members leave [club/facility/etc..]?
	Does [club/facility/etc..] have a negative effect on other people or organisations? Why? How are they affected?
	Are there any downsides for other clubs/venues, sporting codes/types of recreation, organisations, etc. because [club/facility/etc..] is here?
	Pulls members away from other clubs/venues or sports/recreation; has an unfair share of community resources (people/skills, funding); has unfair share of council funding/attention).
	How does [club/facility/etc..] impact people who aren't, but to want to be, involved?
	What stops people from becoming members? Who misses out? Where do they do sport/recreation?
	What are the main downsides of [club/facility/etc..] to you/your community?
	Are there any (other) negatives/downsides/challenges for you?
	Are there things that make members/families not come to/use [club/facility/etc..]? OR to leave [club/facility/etc..]?
	Does being at [club/facility/etc..] make it harder to do other things you want? Which things?
	Is [club/facility/etc..] a good place for everyone or do some people miss out? Why? Who?