



# **2018 AGE GROUP REVIEW**

December-18

Triathlon New Zealand Inc.

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## Compulsory Insurance

### Were the athlete insurance requirements clear before going to the ITU World Championships?

93% said yes, 7% said no

### Would you like further clarity around the athlete insurance requirements in the future?

33% said yes, 67% said no.

#### Conclusions and Commitments:

Tri NZ, with Aon will continue to work on the communications around mandatory Tri NZ Insurance. We appreciate the athletes need to be aware of this at the earliest time possible. With this in mind, we will continue to provide a comprehensive summary prior to athletes paying their team admin fee. Information on the Tri NZ insurance arrangement with Aon can always be found on the [Age Group World Championships Information](#) page.

## Uniform Review

#### The key findings we found were:

1. The uniform visual design was very popular scoring an average of 8/10
2. 70% agreed the apparel guide was easy to follow.
3. 27% felt they received a faulty garment
  - o Most of the faults were size related (78%)
4. Communication should be improved
5. On average, the uniform pieces are collectively too expensive.
6. 66% of athletes do not want names removed from Tri suits.

#### Our Conclusions and Commitments:

- Another great design is underway for 2019
- Size charts and guidelines will be clearly communicated
- All uniform items sizing will align with retail 2XU products for 2019 as well as clear size charts.
- Team Uniform purchase requirements will be lessened.
  - o Athletes will no longer be required to purchase an outer layer item (hoodie or track jacket) which was the most expensive non-race item required in 2018). **This could save each athlete over \$80.**
  - o More flexibility for each athlete to choose their non-racing uniform pieces. (e.g. singlet/ tee/ or polo), shorts or pants and one other item of your choice (bottle/ socks/ cap etc)
  - o Tri suits will continue to have a one year's grace, that meaning the 2018 Tri suit can be used for 2019 World Championships (provided it is compliant with your race discipline).

We are confident that the above shows commitment and are positive steps in improving your World Championship Uniform experience.

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## Tri NZ Support and Communication

Overall, how did you find communication with Triathlon NZ in relation to this year's World Championships?

| VERY POOR | POOR  | ACCEPTABLE | GOOD   | VERY GOOD | TOTAL | WEIGHTED AVERAGE |
|-----------|-------|------------|--------|-----------|-------|------------------|
| 1.09%     | 3.26% | 10.87%     | 34.78% | 50.00%    |       |                  |
| 1         | 3     | 10         | 32     | 46        | 92    | 4.29             |

From the below please select all aspects of Tri NZ World Championship Support you value.

| ANSWER CHOICES  | RESPONSES    |
|---|--------------|
| Team Cohesion & Activities  | 50.00%<br>46 |
| Team Briefings/ Help with Race Rules  | 77.17%<br>71 |
| Having a Team Manager at the World Championships                            | 76.09%<br>70 |
| Updates and Information every 6 weeks in the lead up to World Championships | 88.04%<br>81 |

How important do you think it is for there to be a Team Manager at World Championships?

| NOT IMPORTANT AT ALL | SOMEWHAT IMPORTANT | NOT PHASED | IMPORTANT | VERY IMPORTANT | TOTAL | WEIGHTED AVERAGE |
|----------------------|--------------------|------------|-----------|----------------|-------|------------------|
| 1.09%                | 4.35%              | 16.30%     | 33.70%    | 44.57%         | 92    |                  |
| 1                    | 4                  | 15         | 31        | 41             |       | 4.16             |

Other areas of the Age Group World Championship Experience that were suggested for Tri NZ to improve (with commentary from Tri NZ):

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## 1. Team/ group training sessions

*This has been done previously with poor uptake. Anecdotally we have found athletes co-ordinate this themselves using the Team Facebook Page. Tri NZ can build this back into team schedules but cannot guarantee uptake from team members.*

## 2. A text the night before each event with a list of NZ competitors with the age group they are competing in.

*This can easily be added to the daily update emails- whilst at event.*

## 3. Maybe provide a general update more frequently than every 6 weeks, sometimes it felt a bit like I'd missed something and had to wait several weeks to find out if I had or not.

*Updates are provided when information becomes available. However, we will take this into consideration when sending updates in future years.*

## 4. Better location for photo, option to purchase the photo.

*We will try our best to work on this- Gold Coast was challenging due to the team size.*

## 5. Longer notice of selection races or lack of. Need for more secondary selection races. Also, they need to be similar terrain to what will be raced on at Worlds.

*Tri NZ can appreciate how this would be ideal- we have noted below some contributing factors, alternative options and changes which we have made.*

- *World Championship courses are not known until 3-4 months prior to the championship event. This is after NZ selection races occur.*
- *Selection races are communicated 2-3 months prior to the season commencing. This allows for the previous season to end, and expression of interest period to be run and announcements to be made.*
- *We have separated the duathlon selection/ national championship appointment process from triathlon and the other summer disciplines of our sport to allow a longer lead time.*
- *Selection races can only be appointed where there is interest in the community to host these races.*
- *If an athlete is unable to attend a selection race, they can apply for selection through special circumstances.*

## 6. General Cost

*We appreciate that the world championships can be an expensive experience, which is why we like to provide as much information around the cost of various items as soon as athletes are selected. In the last 18 months Tri NZ have reduced the commission from insurance to offset a rise in premiums, and since the uniform survey in October 2018 the minimum spend requirements with uniform have been changed.*

## 7. Appointing Team Captains

*Tri Nz concluded this in 2017 due to very poor interest from teams. Once teams are selected in future years Tri NZ can see if athletes in that respective team would like to appoint a team captain.*

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## 8. Team Admin Fee Clarity

*This information is available on the Tri NZ website- [see here](#) and will be communicated prior to athletes committing to the team and paying this fee.*

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