

Customer Satisfaction Survey Results

SURVEY COMPLETED OCTOBER 2023



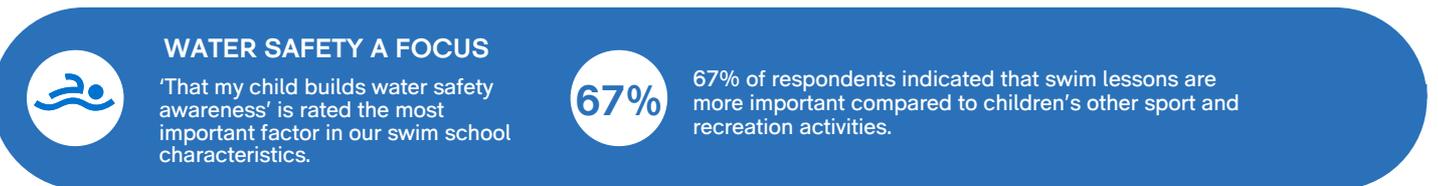
Thank you to all our members and guests who completed our Customer Satisfaction Survey. Your feedback is essential in helping us to continue to deliver exceptional experiences, programs and services here at PARC.

SNAPSHOT

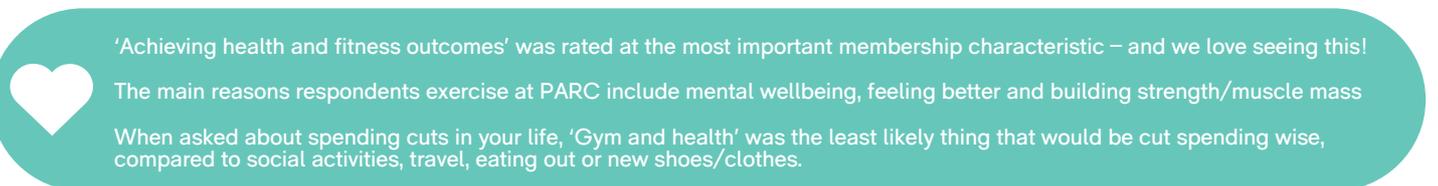
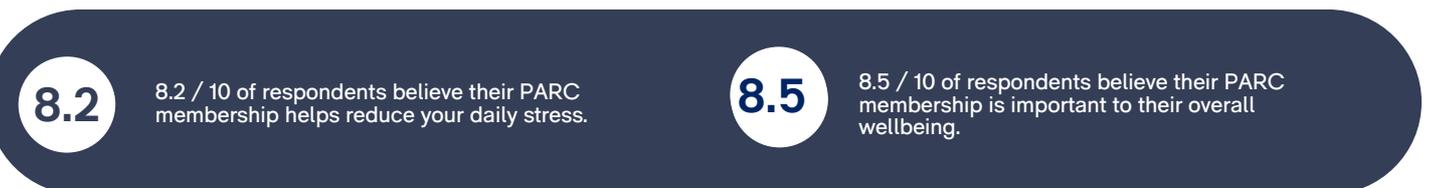
862 respondents **80%** current members



THINGS WE ARE DOING WELL



IMPROVING MENTAL HEALTH AND WELLBEING



AREAS FOR ATTENTION

FACILITY MAINTENANCE

We want to acknowledge the feedback we received in relation to our turnstile delays. We are aware of the delays but do not currently have a solution in the short term. We are working with our third-party partners around how we can improve this in the long term. We have replaced our fan control system in our group exercise studios. You may have also noticed that all toilet paper dispensers have been replaced, and we are in the process of replacing hand sanitiser stations with permanent/built-in solutions.



CLEANLINESS

The presentation and cleanliness of the facility continues to be a focus for our customers. In October, the Centre underwent a deep clean and we have reviewed our contract cleaning standards. We are also investigating re-grouting all changerooms.



HEALTH CLUB APPOINTMENTS

Did you know that as a Full Access member you get access to PARC Start, Check In and Nourish appointments included as a membership benefit? We were surprised to see so few members knew about this great benefit, so please ask our Gym staff about booking into one today!



PARC SWIM ADMINISTRATION

Over September and October we increased the number of classes in our program allowing greater availability for bookings and class changes. We are also making it easier for you to change classes – please come and see us in the PARC Swim office and we can complete your class change request.



BUSY CENTRE

We are so pleased to see and feel a busy vibrant centre again. We know this can come with its own challenges, especially parking as the council undertook a combined safety and landscaping upgrade. In Centre, we are working to understand capacity, peak attendance periods and programming conflicts to assist with your overall in Centre experience.



GROUP EXERCISE CLASSES

We are working to educate members to cancel early to assist with waitlist concerns.

In December we are launching Les Mills on Demand in the Cycle Studio, which should help free up peak cycle demands.



WHAT YOU SAID

"Love the reformer and RPM classes, fantastic group fitness instructors."

"I enjoy my time there very much."

"I think PARC is the best thing that has happened to Frankston. So many people have benefited and are happy and better off because of it. It has built a wonderful community."

"Love the friendliness and care of the staff."



WHAT ARE YOU CURIOUS ABOUT?



In this survey we asked, "what are you curious about in relation to PARC or Peninsula Leisure?" A few of the themes were:

PROGRAMMING

What you asked: "Any further plans to add on new programs and upgrade?"

One of our three values is We Reimagine, so we are always looking for ways to add on, upgrade or improve. A few exciting things we have just launched, or are about to include:

- PARC Plus, our new online exercise platform.
- The return of PARC Fit Outdoor, included as a membership benefit for Full Access members.
- New industry leading cardio equipment.
- Active Pathways subsidised membership program for eligible participants to allow for greater access and inclusion.
- Allianz Swim Club – in partnership with AUSTSWIM and Allianz, a fully funded 8 week program offering free lessons to adults who cannot swim.
- Can Swim – Living our vision that every child in Frankston can swim through 3 pilot swim programs running over January and February to better understand how to get more kids safer around water.

MEMBERSHIP ARRANGEMENTS

What you asked: "There seems to be an increase in young kids (teens) using the gym floor. I'm wondering if there was a special offer to high school kids."

Yes! We offer tailored youth membership options from the age of 10.

Learn more here: <https://parc.peninsulaleisure.com.au/membership/#youth-membership>

STAFF TRAINING

What you asked: "Are the teachers attending seminars etc, to get new ideas."

We have a strong education and development program here at Peninsula Leisure. All qualifications are managed by leaders monthly, with whole team training sessions running quarterly. Shadow and coaching shifts are available in most areas, and we invest heavily in industry workshops and conferences to ensure we are staying at the forefront.

PARC Swim Team are observed by management every 6 months with feedback and coaching provided.

If you have a love of learning, please come and work with us! Learn more here: <https://peninsulaleisure.com.au/careers/>

COUNCIL PARTNERSHIP

What you asked: "Does it run on a profit to the Frankston Council?"

Peninsula Leisure Pty Ltd is a wholly owned subsidiary of Frankston City Council. We are governed by an independent board. We are committed to reinvesting back into the facilities, program and services to add value to the local Frankston community.

We invite you to review all past Annual Reports on our website here: <https://peninsulaleisure.com.au/about/annual-reports/>



Thank you for taking the time to provide feedback. As always, if you have something you want to share with us, please do so by visiting www.parc.peninsulaleisure.com.au/feedback anytime! We really value your input.