

PARC Customer Satisfaction Survey Results

Thank you to all our members and guests who participated in our recent Customer Satisfaction Survey.

Your feedback is crucial in helping us enhance the experiences, programs, and services we offer at PARC.

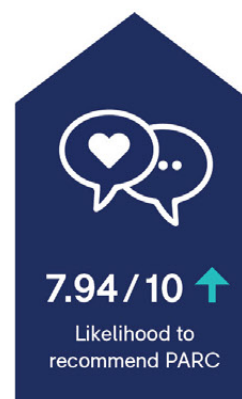
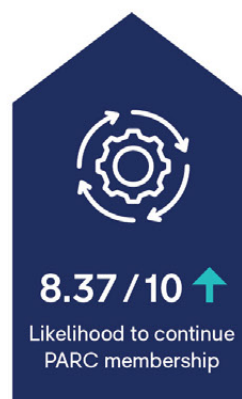
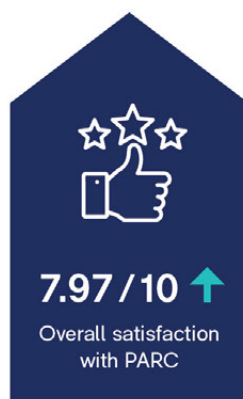


872

Total respondents

86.6%

Respondents are current PARC members



Things we are doing well



Your Words for PARC

'When you think of PARC, what comes to mind?'

FUN and **FRIENDLY** are the top two.

Plus, the word **'CONVENIENT'** featured for the first time, which tells us there are a lot of locals that use PARC.



↑ indicates that this rating has increased since our previous survey, conducted in October 2023.

Things we are doing well (continued)

Mental Health & Wellbeing Benefits

The main reasons respondents exercise at PARC includes mental wellbeing, feeling better and building strength.

8.2 / 10 ↑

Respondents believe their PARC membership is important to their overall wellbeing

Value to Frankston

When asked **"what value do you think PARC offers the Frankston community?"** the key theme was **community** and **connection**.

We loved reading these comments and being the **"place for like-minded people to become better versions of themselves and initiate a positive contribution to the Frankston community"**

The section was truly heartwarming, thank you.

Improvements

Our last survey identified areas for us to concentrate our efforts on. Pleasingly, your ratings across these focus areas improved since our last Customer Survey in October 2023, in particular:



Access to and quality of gym equipment

Since the last survey we have introduced new cardio equipment and reconfigured the gym to allow better access to equipment.

7.8 / 10 ↑

Availability and access to gym facilities

8.2 / 10 ↑

Cleanliness and maintenance of gym facilities

8.4 / 10 ↑

The standard of gym facilities



Maintenance and Cleanliness

We have a new night cleaning crew, and have invested in new cleaning trolleys and equipment for daytime staff.

7.7 / 10 ↑

Maintenance of the facility

7.9 / 10 ↑

Presentation and cleanliness of the facility

7.7 / 10 ↑

Cleanliness and maintenance of aquatic facilities



PARC Swim Successes

We continue to invest in the learning and development of our PARC Swim Team, resulting in improved service in and out of the water.

8.1 / 10 ↑

Overall enjoyment of PARC Swim program

8.1 / 10 ↑

Quality of teaching/instruction

7.7 / 10 ↑

Communications and updates provided

Areas for Attention



Consistency

"PARC always meets my expectations" rated 3.7 / 5. Whilst this is not a low number, it did rate lower than other measures. We have commenced a 3-year Centre-wide Service Improvement Program, aiming for quality and consistent experiences every time you visit PARC.



Booking System

We want to acknowledge the feedback we received in relation to our waitlist removal trial, and access to group exercise classes. We are still working on this. Our goal is to get as many members into classes as possible.



Car Park

We are aware of the ongoing challenges with parking, and are actively working to better understand possibilities to alleviate the pressure on car parking, including liaising with the Council regarding unauthorised parking and exploring alternative solutions to alleviate the parking strain.

↑ indicates that this rating has increased since our previous survey, conducted in October 2023.

Your Comments

"I have been impressed with the classes and support of the instructors."



"Great staff front of house and lifeguards. Cleaning staff are doing a great job too. The cleanliness of the aquatic changerooms was the thing that made me join PARC."



"I would like to THANK each and every staff member for making PARC such a positive experience."



"I can see improvement since last survey, very satisfied with PARC Team."



What are you curious about?



Q: Are infection rates higher because of communal pools?

What we do:

We operate in compliance with the Victorian Public Health & Wellbeing Regulations. We have a stringent Water Quality Risk Management plan which ensures compliance with these regulations through key measures such as regular monitoring and testing, along with strict treatment and rectification actions should a contamination incident occur.

What you can do:

- Do not swim if you have diarrhoea.
- Do not swim if you have had cryptosporidiosis in the past 14 days. If you have been diagnosed with crypto infection, you must not swim until 14 days have passed from the time your symptoms ended.
- Always shower and wash thoroughly with soap before you swim.
- Always wash your hands with soap after going to the toilet or changing a nappy.
- Change nappies in nappy change areas only.
- Avoid swallowing pool water.



Q: What is PARC Plus?

PARC Plus is our digital online fitness portal that allows you to work out when, where and how it suits you. It's PARC, **PLUS** all the benefits of working out is a way that works for you and your goals.

It's free to sign up and included as a membership benefit.

Learn more via the QR code:



Q: How PARC can better support lap swimmers

We continue working to free up space in our main pool. We are committed to balancing the pool space appropriately, looking where the gaps are in structured programming and ensuring there is the right balance for unstructured activity. This is an ongoing focus for us.



Q: I'm curious as to the section about diversity and inclusion

Access and inclusion is a key focus for us. We aim for PARC to be a welcoming, inclusive and accessible place for all our community. Over the last 12 months we have introduced our Active Pathways subsidised membership, along with bespoke programming to break down the barriers to being active at PARC. Learn more about our Active Pathways membership via the QR code:



THANK YOU!

Thank you for taking the time to provide your feedback. If you have more to share, please visit: <https://parc.peninsulaleisure.com.au/feedback/> at any time. We truly value your input.



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