

PARC Customer Satisfaction

Survey completed October 2025

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

Your feedback plays a vital role in helping us continually improve the experiences, programs, and services we deliver at PARC. We truly value your insights and will take the time to carefully consider them as we move into our next planning phase. Here's what you told us, at a glance.



You told us we had improved in...



8.15 / 10 ↑

Overall satisfaction with PARC



8.16 / 10 ↑

Likelihood to continue PARC membership



7.99 / 10 ↑

Likelihood to recommend PARC

You told us we are doing well in...

Safety First Culture



8.9 / 10 ↑

Feelings of safety, comfort and or support from lifeguards

"I feel safe" at PARC

★★★★★ 4.40 / 5

PARC's commitment to the safety of children and young people

★★★★★ 4.16 / 5

Friendly, Expert Staff

Professionalism of PARC staff

★★★★★★★★★★ 8.7 / 10 ↑

Quality of service provided by PARC Café staff

★★★★★★★★★★ 8.7 / 10

Quality of teaching and instruction provided in group exercise classes

★★★★★★★★★★ 9 / 10

Efforts made by PARC to make members feel part of the facility

★★★★★★★★★★ 8 / 10

Multi-purpose Facility

There were over 40 different combinations of usage patterns across PARC, which means you value our multi-purpose facility and high-service offering in many different ways.

You told us you value the addition of our new Reformer Pilates studio, included in Full Access membership, and our members and guests who use our Café and our beautiful Reformer Studio rate us higher in all measures.

40

Different combinations of usage patterns

9.1 / 10

Standard of our new Reformer Pilates facilities



Members and guests who use our Café and Reformer Studio rate us higher in all measures

Areas for Attention



Closures and impacted services

We know the tiling replacement works and main pool boiler failure over winter were disruptive, and we genuinely appreciate your patience as we completed these important maintenance works.

We heard you would like more timely communication of closures and impacted services. For updates on closures, lane availability, and programming changes, please check our website where you will find a Service Availability status indicator which is updated daily.



Availability of programs and lanes

We are committed to ensuring fair lap lane access for all, maintaining at least four public lanes during peak user group times. We also offer alternate lap swimming at Pines over summer, included in your membership.

We hear your feedback on aqua and group exercise class availability. We have recently added 2 new group exercise classes and we will continue to review our timetable monthly to ensure balance and accessibility.

We review programming needs based on attendance records, so please help us by booking your class and checking in on arrival every time.



Education & personalised support

You told us you'd like more clarity and education on how to access the personalised support included in your membership. We'll be improving communication around our one-on-one appointments, health consultations, and ongoing check-ins to help you make the most of your membership benefits.



Presentation and maintenance

You told us that cleanliness and maintenance is at an all time high, and we will work hard to continue to maintain and improve these high standards. We've responded to your feedback on pool deck cleanliness and sauna maintenance with targeted deep cleans and revised cleaning schedules. The Sauna has also had a complete refurb.

We've recently serviced lockers, and the inconsistent pool temperature challenges you told us about have been addressed with the new boiler installation.

Car parking remains a pain point. With the installation of new parking machines we hope this helps to enforce fair use during peak times. Don't forget the Quality Street parking is for PARC permit holders too.



Xplor App functionality and set up

We've heard your feedback around App functionality and booking efficiency. We're working closely with our providers to deliver quarterly feature updates to improve performance and make managing your membership through the Xplor app even smoother.

Our dedicated Xplor App for iPhone and Android is easier, faster and more convenient for booking your group exercise classes. Please see our friendly team and we will help you get set up on the App.

Next steps

Your feedback is invaluable in helping us continue to grow and improve. From here, we'll take the time to carefully consider all insights, ensuring your voices help shape the future of PARC.

For our PARC Swim families, keep an eye out for your survey results, which will be shared separately.



If you have more feedback to share, please visit:
parc.peninsulaleisure.com.au/feedback at any time.
We truly value your input.



PENINSULA
LEISURE

