

# PARC Swim Customer Satisfaction Survey Result

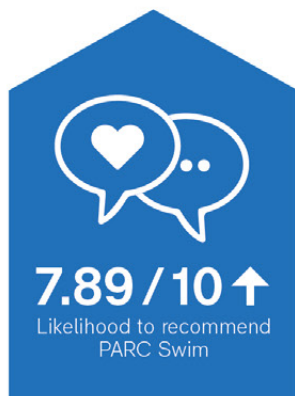
Survey completed October 2025

Thank you to all our PARC Swim families for sharing your feedback in our recent PARC Customer Satisfaction Survey.

Your ideas and insights play a vital role in helping us continually improve the PARC Swim experience. We will take the time to carefully consider all your feedback, as we move into our next planning phase. Here's what you told us about PARC Swim, at a glance.



## Key success highlights



## You told us we are doing well in...

### Safety & Inclusion

"I feel welcomed and included" with PARC Swim



"I feel safe" with PARC Swim



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



### Teacher Quality

We love hearing your feedback about our wonderful teachers and staff:

"The teachers are fantastic and make the experience for our children wonderful."

"The teachers are all fantastic, friendly, easily approachable."

"Shout out to the Deck Supervisors. Their poolside chats and feedback updates are great."

## You told us we had improved in...

### Service & Communication



↑ indicates that this rating has increased since our previous survey, conducted in May 2025.

## Why choose PARC for swimming lessons?

Almost half of participants said they choose PARC because of the ongoing membership benefits and access to pools included with PARC Swim.



# 73%

Respondents said that swim lessons are **more important than other sport and recreation activities**



# 39%

PARC Swim members **make use of the pools in addition to their scheduled lessons days**



# 85%

Respondents enrol for **essential water safety skills** and to **keep their children safer around water**

## Areas for Attention



### Personalised support

You told us you'd like more clarity on how to access the benefits included in your PARC Swim membership - such as make up lessons and support from our Deck Supervisors. In response, we'll be enhancing our communication to ensure you have a clear understanding of:

- What's included in your membership
- How to access and use these benefits
- The role of our Deck Supervisors and how they can support your child's progress

Our goal is to make it easier for you to get the most out of your membership and feel confident using all the inclusions available to you.



### Feedback resolution

We were pleased to see positive improvements in communications and updates from PARC Swim. In particular, the statement *"Staff are so friendly and my queries are resolved quickly"* scored 4.11/5. While this is a strong result, we remain committed to continually improving how we close out feedback and resolve queries promptly, ensuring every member experience is smooth and responsive.



### Consistent experience

We know having the same experience each week creates a more enjoyable and reliable learning environment. We're committed to clear, timely communication when there is a teacher cover, and continuously finding ways to strengthen the consistency and quality of lesson delivery.



### Customer Portal help

We'll be providing clearer guidance to help you navigate the Customer Portal with confidence - including how to book make up lessons, track your child's progress and access key information with ease.

## 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 PARC Swim offering.



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



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