

Experience Survey Result

Thank you to all our Skate Park users who completed our Customer Satisfaction Survey.

Thank you for taking the time, your feedback is essential in helping us to continue to deliver exceptional experiences, programs and services here at the park. Here's what you told us, at a glance.

Community Snapshot

Respondent Demographics



23%

Respondents are Frankston locals

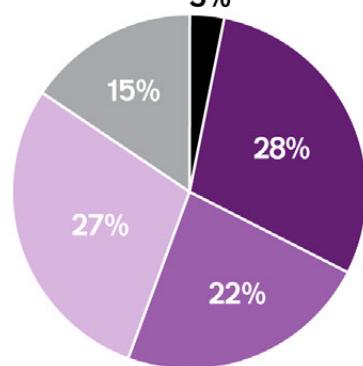
Participation



Visitation

'I visit the Park...'

- Daily
- Few times a week
- Once a week
- Few times a month
- Once a month



Your Comments

'When you think of the Park, what comes to mind?'

welcoming
inclusive community
friendly
great fun safe

"The staff are great with children because they're patient, encouraging, and focused on safety."

"They are such an amazing group who have the best interests of the community at heart."

"Affordable and accessible, gives kids something to do and be active and part of the community in a positive way."

Key Success Highlights



8.72 / 10

Overall satisfaction with Frankston Skate Park



9.22 / 10

Likelihood to recommend Frankston Skate Park



8.9 / 10

Cleanliness and maintenance of skate facilities

Friendly, skilled staff

Staff are the cornerstone of the Skate Park's success. The Skate Team were universally praised for warmth, professionalism, and mentorship. They were celebrated as role models, demonstrating a wonderful connection to the park and the people.



9.6 / 10

Quality of instruction provided by Frankston Skate Park staff

Inclusive Community

The park was described as a fun, relaxed, and inclusive space created by staff engagement and programming. Inclusivity and culture was a standout with the park's programming setting it apart and strengthening its community value.



9.1 / 10

Atmosphere and community vibe of skate facilities

Safety Culture

Staff are so friendly, and my queries are resolved quickly

4.85 / 5

"I feel safe" at Frankston Skate Park

4.40 / 5

88%

Respondents rated us Good or Excellent for our **commitment to the ongoing safety of children and young people**

Areas for Attention



Infrastructure, Lighting & Safety

Lighting and accessibility at skate facilities received an average rating of 6.9 / 10, our lowest score by a significant margin. Common feedback focused on the need for improved shade, lighting, and extended access. Comments such as "**Lighting for later skates**" and "**Would be amazing to have night skating under lights**" highlight strong interest in safe access in the evenings. We can confirm that a lighting design will be completed by the end of this financial year.



Program Expansion and Lesson Access

While respondents praised the quality of lessons, some expressed frustration with availability. Families travelling from outside Frankston identified the lessons as a major drawcard and indicated a willingness to pay for additional sessions. Suggestions included extending weekday lesson times, and offering more beginner and sensory-friendly sessions to improve access and inclusivity.



Thank you for taking the time to provide your feedback. As always, if you have something you want to share with us, please do so by visiting our website, or face to face at the Park anytime! We really value your input.



PENINSULA
LEISURE

FRANKSTON
SKATEPARK