

PARC Customer Satisfaction Survey Result

Survey completed August 2026

Thank you to our valued members and guests, for taking the time to share your thoughts 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. Here's what you told us, at a glance.



You told us we have improved in...



8.25 / 10 ↑

Likelihood to recommend PARC



8.37 / 10 ↑

Likelihood to renew PARC membership in 12 months



8.32 / 10 ↑

Overall satisfaction with PARC



You told us we're doing well in...

Safety First Culture



9 / 10 ↑

Feelings of safety, comfort and or support from lifeguards



8.8 / 10

Safety of the facility

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

★★★★★ 4.23 / 5

Friendly, Expert Staff

Quality of teaching and instruction provided in group exercise classes

★★★★★★★★★★★★★ 9 / 10

Professionalism of PARC staff

★★★★★★★★★★★★★ 8.8 / 10 ↑

Helpfulness of PARC staff when dealing with enquiries or issues

★★★★★★★★★★★★★ 8.8 / 10

Overall staff services

★★★★★★★★★★★★★ 8.7 / 10 ↑

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

★★★★★★★★★★★★★ 8.2 / 10 ↑

Multi-purpose Facility

PARC is more than a place to swim or work out. Feedback shows that our members and guests are using and valuing a range of our facilities, services and spaces, highlighting the strength of our multi-purpose offering.

Friendly staff, quality instructors and **support on the gym floor** were recurring positive themes, reinforcing the value of our high-service model and our team members who deliver that support every day.

34%

Respondents use the PARC Café



8.8 / 10

Overall Café experience and standards

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

Movers and Shakers - Improvements since October 2025



More Class Access

Group Fitness availability increased

6.8 → 7.6/10

Aquatic class access increased

6.3 → 7.2/10



Communication

Overall satisfaction increased to

8.2/10

87% said their query was resolved, up from 65%



Facilities

Overall facilities satisfaction increased by 0.44, reaching

8.4/10

Areas for Attention



Digital Experience

Members want a simpler digital experience, including easier Xplor app navigation, membership management and class bookings. Technical issues were also raised across Xplor, Technogym and check-in kiosks.

What we're doing:

More hands-on Xplor support through our gym floor trainer team, and pop-up Tech Help at Reception, alongside greater education around our PARC Plus, Virtual Reformer and our 30-20-2 Digital Hub online offerings.



Class Bookings

Popular classes remain difficult to access, with cancellations and no-shows also a frustration.

What we're doing:

Continuing to review timetables and demand, particularly for Aqua and Reformer, and looking at ways to improve class access.



Maximising Appointments

Many members were unaware of the support available through Health Club appointments, which are included as a membership benefit for all Full Access and Active Life members.

What we're doing:

Increasing awareness and promotion of Health Club appointments, so more members can make use of the support available.



Facility

Cleanliness, maintenance, parking and upgrades remain areas of focus.

What we're doing:

Presentation and cleanliness rated 8.5 / 10, while maintenance rated 8.2 / 10, both showing significant improvement. We'll continue keeping cleanliness front of mind, progressing upgrades to improve the member experience, and prioritising preventative maintenance and presentation.



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



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