

PARC Swim Customer Satisfaction Survey Result

Survey completed August 2026

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're doing well in...

Safety & Inclusion

How welcome you/your child was made to feel



"I feel safe" with PARC Swim



"I feel welcomed and included" with PARC Swim



Stories we love hearing:

"The first time he became comfortable going underwater he asked for his swim goggles in the bath and kept diving under the water "

"He finished a class and exclaimed with glee 'I can do push and glides' "

"Seeing how happy she is going to swimming is uplifting "

Service & Communication



8.45 / 10 ↑

Services provided by PARC Swim staff



8.07 / 10 ↑

Communications and updates provided

"Before [we] started lessons, my child was too scared of the deep pool, and cried hysterically all summer about coming back to lessons. However, [the PARC Swim teacher] was extremely patient and understanding and gave [us] the tools [we] needed to build her confidence in the deep pool. "

Value of Your Membership

You told us that you value more than just swim lessons!



8.59/10↑

Additional PARC Swim membership benefits

This tells us families are seeing **value** in the broader membership benefits of our **multi-purpose high service facility**, beyond the swim lessons themselves.



4.38/5↑

You're planning to stay with us.

Intention to renew three terms ahead increased, showing **strong longer-term commitment to PARC**.



57%

Unlimited access

Respondents said they regularly use PARC's aquatic facilities outside of swim lessons. This highlights the **growing value** families are getting from having access to PARC **beyond their scheduled lessons**.

Areas for Attention



Communication

85% of respondents said the number of communications they receive is just right, while 15% indicated they would like more communication.

What we'll do:

While the overall result is positive, we'll continue to look at opportunities to provide more regular and useful updates, particularly around progression and what families can expect as their child moves through the program.



Progression

Progression and individual support were recurring themes. Feedback included:

"Progression quicker and individual for us more if possible."

"More dedication and assistance to students who have been in a level for a long time."

While the overall number of students experiencing extended periods without progression appears relatively low, this is an area we know is important to the families affected.

What we'll do:

We'll work with the teaching team to strengthen technique correction, identify students who may be experiencing longer periods without progression, and look at how we can provide clearer pathways for progression.



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



PENINSULA
LEISURE

