2014/2015 Outdoor Swimming Pool Customer Satisfaction Survey Results
28 November 2014 – 27 March 2015

Table of Contents
Castlemaine Swimming Pool..............................................................1
Harcourt Swimming Pool.................................................................11
Maldon Swimming Pool.................................................................19
Newstead and District Swimming Pool...........................................26
1. Gender

2. Your age group:

3. Swimming Pool Used Primarily...Refer to Heading
   - None are accessible I go to Bendigo 3 times a week in summer & Eaglehawk x 3 a week in winter
   - None all are too cold

4. Which best describes why you/your family use this pool?
Other:
- Social Meeting Place
- Meeting the community
- Exercise – staying limber with varied lanes.
- I would like better general fitness and mobility if accessible
- None have a warm water pool for hydrotherapy

5. On average how frequently do you/ your family use the pool during the summer season?

![Bar chart showing frequency of pool use]

Comments:
- 3 or 4 times a week
- 3 times weekly
- 3 times weekly
- Not accessible / No community pool is accessible

6. How far do you travel to the pool?

![Bar chart showing distance traveled]

Comments:
- Travel 20+ km to Bendigo
7. Please rate the cleanliness/clarity of the water in the pool.

![Graph showing cleanliness ratings]

Comments:
- Generally OK, becomes soupy in peak use period!
- Very clean. Sometimes some better vacuuming required.
- The level of chlorine is good.
- Please keep level of chlorine as it is. No more as causes stinging of eyes + redness.

8. Please rate the comfort level of the water temperature in the pool.

![Graph showing temperature ratings]

Comments:
- Too hot on extremes (Solar cooling???)
- Great to swim in unheated pool. Daily variation is a + !
- Nice to have a cool pool
- Depends on the day
- Don’t overheat though as can feel like swimming in pea soup
9. Does the pool and grounds have adequate shade for your purposes?

Comments:
- Usually but not during peak usage – Will the missing shade cloth be replaced?
- Needs some undercover area/ shade cloth over the large pool.
- Needs more shade & green grass to walk & sit on
- On hot days extra shade would be helpful.
- Better landscaping so as to get greater benefit from tree shading

10. Please rate the cleanliness of amenities, i.e. Toilets, showers, change rooms, kiosk.

Comments:
- Strained on peak usage days
- One female toilet was not working through January – Shower drain needs manual cleaning daily
- Too old needs a revamp
- Change rooms, toilets, could be improved
- Castlemaine would need an accessible toilet/ Harcourt and Newstead have them. Maldon is separate.

11. Please rate the choice of food in the kiosk.
Comments:
- We generally avoid expense of junk foods – Ice blocks are nice!
- N/A
- Keep it limited – phasing out junk food would be great
- Do not use kiosk. Would prefer junk food not to be sold. Maybe just ice-creams.
- N/A
- It would be better if it wasn’t a sugar and chip portal

12. Please rate the level of lifeguard supervision provided at the pool.

![Graph showing lifeguard supervision ratings]

Comments:
- Could be improved since the lifeguards often can’t see the whole pool from where they sit. Has a raised seat (shaded) been considered, to allow view of whole pool and its depths.
- But better if lifeguards are not busy with their mobile phones all the time.
- Times of availability are unhelpful – need to be staffed and opened early morning – e.g. 8-10 am

13. Please rate the admission costs (including seasons ticket)

![Graph showing admission costs ratings]

Comments:
- Seasons pass is satisfactory
- Need season ticket for all pools in Shire
- Because the pool is shut during the day it operates as a hindrance.
14. Please rate the customer service and helpfulness of staff.

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs a lot of improvement</td>
<td>12%</td>
</tr>
<tr>
<td>Needs some improvement</td>
<td>10%</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>38%</td>
</tr>
<tr>
<td>Very good</td>
<td>40%</td>
</tr>
</tbody>
</table>

Comments:
- Excellent young people, friendly, relaxed
- This season’s staff were very friendly and helpful at all times

15. Do the opening hours suit your needs?

Comments:
- Late afternoon/evening is fantastic
- Could be extended – Especially on school days
- Would like 6 am -9 pm daily
- I would like to swim every morning
- Early morning needs to be available
- Early morning lap swimming e.g. 6 am – 9 am would be great
- Needs earlier opening hours so can swim in summer when cool – early morning.
- Need at least one early weekday start and late evening for laps.
b) • Definitely. This would be a real asset to community
   • If not impending on swim club

c) • Yes – but probably not necessary

d) • We would swim in colder weather
   • Definitely not.
   • Lap swimmers welcome these days when there are fewer people in attendance.

e) • Do you mean extended open season???
   • Prefer it to be open all day.
   • Not sure of hours during term. I like 11 am opening.
   • It also needs to be open earlier
   • Maybe. Bit cruel on the mums & dads with toddlers who want something to do

16. Of any physical improvements were made to the pool, what would you like to see addressed?
Comments

- Definitely no more fixed water play and playground equipment. Possible shade trees, improved toilets improved seating not bins, tables or BBQ’s
- Biggest issue is the pool base. The uneven tiles.
- No. I like the traditional and low key nature of the pool
- Shading over some pool areas
- COVER to keep the heat in
- Accessible pool PLEASE
- Heated pool
- BBQ
- Heated Hydrotherapy Pool
- All year round swimming

17. If operational improvements were made in the pool, what would you like to see addressed?

![Bar chart showing the most common responses to operational improvements.

Comments:

- None except keep it open
- Pool kept open in all weather – expect if thunderstorm.
- Cleaner pool
- Hydraulic chair lift – info given to Tamara
18. We would be pleased to receive any other comments you might like to make that would help us improve this service.

- We appreciate the pool immensely and are extremely grateful to the Shire and staff and hope the pool remains virtually as is, except for above remarks. 😊😊😊😊 Thank you!
- I would like to see more pool play toys – floating devices etc.
  *also a clock! A really big clock outside so it can be seen from the lawn.
- Shade over the large pool is essential!
- The Castlemaine pool is delightful just as it is.
- The water quality is always excellent and the changing facilities are perfectly adequate for summer usage. Having an outdoor pool is a must in this community where our summers are so hot. Any more spent should simply be on maintaining the existing pool and keeping it open longer. It is the best place in Castlemaine. It is also very important to keep the small local pools open. Kids need pools.
- Maintain the existing pool. Promote its unique art deco origin. – keep an outdoor pool (50 m) regardless of any new developments. Indoor pool inappropriate for summer usage. Celebrate our great summer outdoor lifestyle.
- Would love a Pool facility for the whole year. (Indoor & 50 m). Thankyou
- Mainly I would like a heated indoor pool so can swim all year – 50 m preferable but – 25 ok if that is all can have. Love for Castlemaine Pool to be heated so can extend season even if only for a few more months.
- I am a 61 year old woman who has arthritis. I like to swim every day and do water aerobics. I am a pensioner and I cannot afford to travel every day, to access a heated pool.
  I really feel it is essential for my health and longevity to have a heated pool in Castlemaine.
- The change rooms are very poor. The most important issue is not addressed. The town of Castlemaine needs an open day, full service – learning from other examples (as in North Melbourne or Fitzroy) the aged pool was developed to include lap pools, solar heated, and wading pool. We need such a complex. Currently the pool hours deter use. Redevelopment would encourage greater use.
  As a user from the 1960's when the pool was open much more, I have seen this pool when it was open as accessible and therefore used regularly.
- Lap lane should be marked as lap lane + staff enforce stopping kids throwing things and standing on lane ropes. – Double lap lane is necessary.
- Please retain the location of the pool – 25 metre indoor is a good option.
- All community members should be able to access the pool. Exercise in water for people with disabilities have been recorded to demonstrate our need for this form of exercise. / And older people. It is wrong that I have to travel so far to achieve this exercise. I want to participate in my own community thank you for taking the time to ask us about pool use. I am pleased that you did. * Info about hydraulic chair given to Tamara. Re – suppliers & pictures.
• Pools do not provide the facility for injured people, arthritic people. We need hot water – warm water disabled access change rooms – a pool for everybody. Babies > the very old. Look at Port Fairy and Hastings pool
• Adapt so pool can be used all year round. Fold back roof + walls. Enclosed for cold months. Heat the water combine with hospital for rehab purposes. Dedicate specific lap lanes.
• Council might consider Shire wide European wasp reduction over winter to improve the amenity of pools & parks over summer.
• I would like the pool to be opened from 9 am for lap swimming – sunburn and business are the main concerns
• Will make a separate submission about the need for a hydrotherapy facility in Mount Alexander
• I swam very little as pool hours not suitable to my timetable. I would prefer lap swimming time in the mornings not late pm.
• I have recently had a knee replacement surgery and need a warm hydrotherapy pool for rehabilitation with an instructor. I presently have to go to St John of God in Bendigo for this amenity. Please install hydrotherapy pool with appropriate staff.
• It would be great if it was open all year round so I can go swimming in winter indoors
• Please revisit the option of an indoor pool!!! Limited season impacts on people fitness, recreation and water safety for children as 2-3 months is just not enough time to practice water safety and learn to swim techniques. Also no option for frail and elderly is not good enough.
1. Gender

![Gender Chart]

2. Your age group:

![Age Group Chart]

3. Which best describes why you/your family use this pool?

![Activity Chart]

Other:
- BBQ/picnic
- Catch-up with friends in the community
- Great community meeting area, great family exercise.
- Fun with friends
- Teaching swimming at Harcourt Pool with the Primary School.
4. On average how frequently do you/ your family use the pool during the summer season?

![Bar chart showing frequency of pool use]

Comments:
- Whenever possible

5. How far do you travel to the pool?

![Bar chart showing distance traveled]

6. Please rate the cleanliness/Clarity of the water in the pool.

![Bar chart showing water cleanliness ratings]

Comments:
- Just lots of bugs and insects
- Although good this year so far
- Significantly improved this year.
7. Please rate the comfort level of the water temperature in the pool.

![Bar Chart]

**Comments:**
- Hopefully it will heat up over the season
- And not hard on eyes because pH is right I believe

8. Does the pool and grounds have adequate shade for your purposes?

![Bar Chart]

**Comments:**
- More shade over grassed areas and the middle sized pool at Harcourt
- Shade cover needs to be put up over baby pool again. Better cover for seats by baby pool.
- Shade sails are great.

9. Please rate the cleanliness of amenities, i.e. Toilets, showers, change rooms, kiosk.

![Bar Chart]

**Comments:**
- Dusty cobwebs. They have been painted but are not being cleaned.
- Don’t use
• Lick of paint at Harcourt is better
• Locks on toilet doors could be improved.

10. Please rate the choice of food in the kiosk.

Comments:
• This is Harcourt – Where are the apples/apple juice
• Don’t Know
• Don’t use

11. Please rate the level of lifeguard supervision provided at the pool.

Comments:
• Focus on lifeguarding not kiosk
• 2 Lifeguards HUGE improvement
• 2 is great.
• Depends upon each lifeguard but some are completely useless!

12. Please rate the admission costs (including seasons ticket)
13. Please rate the customer service and helpfulness of staff.

**Comments:**
- Communication between the Y + MASC needs improving.

14. Do the opening hours suit your needs?

**Comments:**
- Would like mornings too.
- Better this year can have tea at pool
- After dinner on hot nights would be good
- Longer hours are better.
- Would prefer longer hours till 8 pm during summer.
- Great that it opens until 7 pm
- Times have been changed – 3 pm – 7 pm. Is good for school holidays.
- Not fussed
15. Of any physical improvements were made to the pool, what would you like to see addressed?

**Comments**

- All OK
- Improved access to inflatables, water play toys, weeds growing in pavers, pavers around 2nd pool loose and or missing. Major OH&S issue. Tree planting only to be replaced where trees were blown over for carpark shade, anymore in pool area would create leaf litter in pool. Water levels vary greatly between days, and when water is put back into pool, it can be cold.
- Space away from the pool for a friendly game of cricket. Also pavers around pool fixed.
- Grab bar at deep end.
- BBQ at Harcourt Pool needs fixing.
16. If operational improvements were made in the pool, what would you like to see addressed?

17. We would be pleased to receive any other comments you might like to make that would help us improve this service.

- Keep your grubby hands off the pools. Worst run Council in the state. Thank Christ the community run things with common sense.
- I would like to see an EFTPos facility at the Harcourt Pool. The Bendigo bank offers a great product that Bluetooth to a smartphone, so you don't need a fixed line.
- We have fortunately increased the lifesaving numbers from 1 to 2 during peak times. Bbq needs to be fixed so community groups have opportunity to raise much needed funds. And families have option to have bbq lunch, dinner. Shade over toddler and middle pools. More fun play equipment...what will come of the illusive mushroom fountain? Community events should be able to utilise public toilets from external access. More shade structures like on the west side of the pool on the east side. The teens have been loving some inflatables a family has brought to pool; it would be great to have some on
site. Improved speaker so radio and announcements can be heard clearly and without static. I am uncertain if numbers are being kept, but would be good for statistics. We want a pool party to bring community together.

- The Harcourt Pool is a great community space and community asset. Thank-you
- Glad to see the pool is employing locals this year.
- It would be great if the Harcourt Pool had some water playground or some hot food at the canteen
- Better external communication + partnerships.
- All very good really –
- Use social media to advertise events – e.g. pool party.
- It is an integral community resource that needs to be maintained by the Shire for the benefit of teaching the children to swim + provide water based activities to families during summer.
- More swimming lessons in the summer holidays, Bigger BBQ facilities at Harcourt, More swim “toys” or “aids” e.g. noodles, kickboards, inflatable toys to help with swim lessons and to entertain & encourage the kids. Sometimes staff / lifeguards can be unfriendly or disinterested.
- Separate kiosk staff – so lifeguard is free to supervise. (Parent or young person.) Put another pool sign on the light pole with the pony club sign so it is more obvious and can be seen at a glance. – Safety issue. 1 table setting needs fixing or replacing – tiles. (particularly medium pool in particular) Regular cleaning of ring around inside of big pool.
Maldon Swimming Pool

Surveys Received: 9

1. Gender

![Gender Bar Chart]

2. Your age group:

![Age Group Bar Chart]

3. Which best describes why you/your family use this pool?

![Usage Bar Chart]

Other:
- Learn to swim with Grandchild
- Water Aerobics
- Water Aerobics
- Aqua Aerobics
4. On average how frequently do you/ your family use the pool during the summer season?

![Graph showing usage frequency]

Comments:
- 3-4 times weekly
- Mon – Fri

5. How far do you travel to the pool?

![Graph showing distance traveled]

6. Please rate the cleanliness/clarity of the water in the pool.

![Graph showing cleanliness rating]

Comments:
- Filtering system seems to be working better than previously
- The tiles need cleaning as often as required
- Insects could be scooped out with a net by lifeguard while pool open, bees a hazard sometimes.
7. Please rate the comfort level of the water temperature in the pool.

Comments:
- Pool cover helps to maintain warmth.
- Solar heating would enable the pool to be open Nov-April.

8. Does the pool and grounds have adequate shade for your purposes?

Comments:
- Some shade sails on the grass area would be good now that they have removed some trees
- Would like more trees

9. Please rate the cleanliness of amenities, i.e. Toilets, showers, change rooms, kiosk.

Comments:
- Toilets & showers are quite aged but still clean.
- Toilets aren’t always clean. No hot water in showers. What about solar hot water.

10. Please rate the choice of food in the kiosk.
11. Please rate the level of lifeguard supervision provided at the pool.

Comments:
- More choice of lollies
- Unknown – no comment
- Prefer to bring own anyway

12. Please rate the admission costs (including seasons ticket)

Comments:
- Would like to buy a coffee
- Usually stay in the kiosk
- Some lifeguards stay in kiosk and do not patrol around the pool.

13. Please rate the customer service and helpfulness of staff.

Comments:
- Some lifeguards are excellent, others not so good.
- Some are better than others!
- Staff have always been very friendly.
14. Do the opening hours suit your needs?

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Do the opening hours suit your needs?</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>b) Would you be happy if the pool opened late on hot nights if the temperature was over 28 degrees that day?</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>c) Would you be happy if the pool opened earlier on hot days if the temperature was going to be over 28 degrees that day?</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>d) Would you be happy if the pool closed on days with a temperature of 22 degrees or less?</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>e) Would you be happy if the pool opened on school days at 3.30pm if the temperature was 23-26 degrees?</td>
<td>6</td>
<td>4</td>
</tr>
</tbody>
</table>

Comments:

a)  
- Would like mornings too.
- Better this year can have tea at pool
- After dinner on hot nights would be good
- Longer hours are better.
- Would prefer longer hours till 8 pm during summer.
- Great that it opens until 7 pm
- Times have been changed – 3 pm – 7 pm. Is good for school holidays.
- Not fussed
- Longer season. Would prefer lap swimming in the mornings or sometimes before general opening hours.
- Response in-between
  1) A longer season would be a vast improvement to a point.
  2) It would be good to have a morning lap swimming time.
- Earlier would be good
- It would be great if it stayed open until 8 pm so families can have dinner etc. here.
- Prefer to lap swim in early morning.
- Needs to open earlier

d)  
- Maybe less than 20 degrees
- Maybe less than 20 degrees

e)  
- Don’t understand question
- ? I thought it opened at 3.00 pm
- That would be great.
- I lap swim at 3 pm before school is out.
15. Of any physical improvements were made to the pool, what would you like to see addressed?

Comments
- Solar heated water + extended season
- Heating solar preferably
- Some tiles need replacing around the pool.
16. If operational improvements were made in the pool, what would you like to see addressed?

Comments:
- More hours devoted to exercise for adults
- Cleaning of pool tiles

17. We would be pleased to receive any other comments you might like to make that would help us improve this service.

- The girl lifeguards are very friendly and always are more than happy to help out.
- The toilet area and bench space in the boy’s toilets could do with some improvement but overall it is a nice place to take the kids.
- I am happy to be contact if you want further info. Sue Davidson
- Maldon is a fantastic facility and with a bit of works on the grounds, particularly the grass, and better supervision, it could be amazing.
- Thank you for the opportunity to provide some feedback. Keep up the good work!!
- Maldon Pool is a great resource for the communities’ health and fitness. 25 plus ladies turn up for aqua aerobics twice a week and lap times are well attended. The age range of users at other times are babies to pensioners. Please ensure the Maldon pool stays open.
Newstead and District Swimming Pool

Surveys Received: 17

1. Gender

2. Your age group:

3. Which best describes why you/your family use this pool?

Other:
- Socialise
- Social
4. On average how frequently do you/ your family use the pool during the summer season?

Comments:
- Australia Day Weekend – Newstead Folk Festival

5. How far do you travel to the pool?

6. Please rate the cleanliness/clarity of the water in the pool.

Comments:
- Noel does a wonderful job maintaining an excellent water quality
- Always neat and tidy
- Pool and facilities spotless and beautiful
- Excellent!
7. Please rate the comfort level of the water temperature in the pool.

![Bar chart showing comfort levels of water temperature]

Comments:
- Perfect
- A solar blanket would help for morning swim lessons
- Newstead Pool has always been a cold pool but it’s better than too hot
- Perfect
- Although quite cool for kids staying in for long periods VicSwim lessons especially as they are held of a morning

8. Does the pool and grounds have adequate shade for your purposes?

![Bar chart showing presence of shade]

Comments:
- Need more trees and less shade cloth
- It would be a good idea at some point in the coming years to extend shade over the pool in the hottest part of summer – maybe only ½ pool may be an option?
9. Please rate the cleanliness of amenities, i.e. Toilets, showers, change rooms, kiosk.

![Bar Chart]

Comments:
- Love the lawn
- Hot water in showers would be nice.

10. Please rate the choice of food in the kiosk.

![Bar Chart]

Comments:
- I have never brought anything there
- Could have more healthy options
11. Please rate the level of lifeguard supervision provided at the pool.

Comments:
- The volunteer lifeguards are bloody fantastic
- Excellent, very attentive
- Some lifeguards sit down in the shade, talking to people they know for a long time

12. Please rate the admission costs (including seasons ticket)

Comments:
- Season ticket is excellent value
- Always get a family pass
13. Please rate the customer service and helpfulness of staff.

Comments:
- Kiosk volunteers are very friendly
- Always staff and friendly & welcoming & helpful
- Excellent staff and lifeguards
- The staff are lovely

14. Do the opening hours suit your needs?

Comments:
- On school days it would be better if the pool opened at 3.30 so kids don't wait out the front
- Perhaps during Newstead Live open a little earlier.
- I would like it open in the morning too
- Early morning lap swimming sessions open to public would be a good idea
• When school is back, would be nice to be able to go earlier in arvo with toddlers, say 1 or 2. At least 2 days a week.
• Only if it was 28deg by 12pm

15. Of any physical improvements were made to the pool, what would you like to see addressed?

Comments
• None all good
• More permanent wooden tables
• Shade over pool and hooks in changerooms
• More tree planting along fence, blanket to keep temp a touch higher.
• Perfect as it is....
16. If operational improvements were made in the pool, what would you like to see addressed?

17. We would be pleased to receive any other comments you might like to make that would help us improve this service.

- I love going to the Newstead pool. A great place to exercise, learn and socialise. The pool is a bit like the glue of the town. I just wish it was open for longer during the year.
- It would be good on those really hot 40 c days pool opened earlier even if school kids were at school so I can go down with my 2 yr. old while my son was at school then go back later after school. * Any aerobics for water during summer time?
- Newstead Pool is great!
- After visiting other pools in the shire, Newstead is definitely one of the best. Nice grounds, facilities and friendly/attentive lifeguards

- The free sunscreen is very good. The staff were very friendly & helpful

Thankyou
• Hooks in change rooms would be a helpful addition
  o A dedicated lap swimming lane at all times – like Castlemaine has. In the middle so as not to interfere with kids playing enter side of lane.
  o Open in beginning of November > thru to end of March (Wishful thinking 😊)
  o I always find the volunteers + lifeguards at Newstead pool so friendly & helpful – Well done, 😊 Good job all of you.
• I love the pool @ Newstead
• The Newstead pool is fantastic. I come to Newstead each year for the music festival that takes place over the Australia Day Weekend. (Illegible) On the pool are the highlight of the weekend (even more than the music!) and have been for years. It is a great facility that we all enjoy year on year out.
• Lap Swimming is inaccessible for business hours workers. I would like to see increase of hours for those workers. E.g. 2 mornings a week 6am – 8am or evenings for laps 6pm – 8pm
• These people do a wonderful job! To be congratulated!!
• Could have a permanent lap lane for people who want to swim laps without interruption.