

# Have your say about aquatic facilities in your community

Surveys must be returned by Friday 6<sup>th</sup> Nov. 2020

Northern Midlands Council  
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Council is seeking input from Northern Midland communities about aquatic facilities in your area. Your time in completing this survey is appreciated and your responses will be used to determine facility improvements and usage, satisfaction with service levels and possible initiatives that could be implemented to improve facilities.

**1 What is your primary reason for visiting or the swimming pool?**

- Health and Fitness
- Recreation
- Socialisation
- Learn to Swim Program
- Squad Training
- Rehabilitation
- Other (please list): \_\_\_\_\_

**2 How satisfied are you with the level of CUSTOMER SERVICE at the facility?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

*Comments*

**3 How satisfied are you with the PROGRAMS on offer at the facility (fitness classes, aqua aerobics, Learn to Swim, Squad)?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

*Comments*

**4 How satisfied are you with the level of CLEANLINESS at the facility?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

*Comments*

**5 How satisfied are you with DISABILITY access and inclusion services, facilities, staff support and information provision?**

- Not applicable
- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

*Comments*

**6 How would you rate your OVERALL satisfaction with the facility?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

*Comments*

7 On average, how often do you visit your local swimming pool each week?

3 +  1-2  Less than once per week

8 Are you likely to continue use the facility in the future?

Yes  No  Maybe  Unsure  
*Why or Why Not*

9 On a scale of 1-5, how likely are you to recommend your local swimming pool to others? (1 = highly unlikely, 5 = highly likely)

(Highly unlikely)      (Highly likely)

10 Which is your age group?

24 years or under  45-64 years  
 25-44 years  65 years and over

11 Use this space to provide suggestions for how we could improve your local swimming pool:

12. Postcode Location: Please indicate your postcode to help assess the catchment for your preferred aquatic facility location

Campbell Town Swimming Pool	<input type="checkbox"/>	Ross Swimming Pool	<input type="checkbox"/>	Cressy Swimming Pool	<input type="checkbox"/>								
<b>7030</b>	<b>7120</b>	<b>7209</b>	<b>7210</b>	<b>7211</b>	<b>7212</b>	<b>7213</b>	<b>7215</b>	<b>7249</b>	<b>7250</b>	<b>7258</b>	<b>7300</b>	<b>7301</b>	<b>7302</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANK YOU FOR ASSISTING US. Northern Midlands Council appreciates the time you have spent answering our questions. Our research is carried out in compliance with the Privacy Act and the information you have provided will only be used for research purposes. Your responses will be anonymously reported to Council to assist in determining the way we manage swimming pool facilities in the future.

**Share your thoughts!**

Please complete this survey by **Friday 6<sup>th</sup> November 2020** which can be returned to the Council Office at 13 Smith Street Longford TAS 7301, or alternatively can be dropped off at Rustic Bakehouse (Cressy), the Post Office or Bakery 31 (Ross), and either the Campbell Town District High School or the Campbell Town Post Office (Campbell Town).