Leisure Centre Survey

Hume City Council is seeking your opinion as a valued customer of the Craigieburn Leisure Centre.

Please complete the following survey to reflect your opinions. It should take no longer than 10 minutes and your answers will be anonymous and confidential.

However, if you wish to provide your details you will go into a draw to win a one month free membership to use at any of Hume City Council’s three Leisure Centres. Broadmeadows Leisure Centre, Craigieburn Leisure Centre and Sunbury Aquatic and Leisure Centre.

Please only fill out the sections that are relevant to what activities you engage in at the Craigieburn Leisure Centre.

Are you...

☐ ☐
MALE FEMALE

Please indicate what age bracket you fit into

☐ ☐ ☐ ☐ ☐
Under 18 18-29 30-49 50-69 70+

Do you usually attend this centre...

☐ ☐ ☐ ☐ ☐
Alone With family With partner/spouse With friends Other

Are you a member or casual user?

☐ ☐
Casual Member

If member, please specify what membership type ...........................................................

How long have you been using the centre?

☐ ☐ ☐ ☐ ☐
Less than 1 month 1 month to less than 6 months 6 months to 1 year 1 year to 3 years 3 year to 5 years 5+ years

How often do you attend the centre?

☐ ☐ ☐ ☐ ☐
Less than 1 time per week 1 time per week 2-3 times per week 4-5 times per week 6+ times per week

When do you usually attend?

☐ ☐ ☐
Weekdays Weekends Both
Do you feel that the opening hours meet your needs?

<table>
<thead>
<tr>
<th>Craigieburn Leisure Centre</th>
<th>Gym</th>
<th>Indoor pool</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Thursday</td>
<td>6am – 9.30pm</td>
<td>6am – 9pm</td>
</tr>
<tr>
<td>Friday</td>
<td>6am – 9pm</td>
<td>9am – 5pm</td>
</tr>
<tr>
<td>Weekends</td>
<td>9am – 5pm</td>
<td>9am – 5pm</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>9am – 5pm</td>
<td>9am – 5pm</td>
</tr>
<tr>
<td>Good Friday and Christmas Day</td>
<td>Closed</td>
<td>Closed</td>
</tr>
</tbody>
</table>

- □ Yes
- □ No

If no, please specify what times you believe would work better

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Do you find the Leisure Centre staff attentive when you have an enquiry/concern?

- □ Never
- □ Sometimes
- □ Mostly
- □ Always

What programs or activities do you take part in at this centre?

- □ Swimming Lessons
- □ Lap Swimming
- □ Fitness Classes
- □ Gym
- □ Occasional Care
- □ Recreational Swimming
- □ Sports Courts
- □ Other ..................................................

Please rate your opinion on the following:

<table>
<thead>
<tr>
<th>The centre facilities are always clean</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Partly Agree/Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The staff in the centre are knowledgeable and helpful</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Partly Agree/Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>There is an adequate amount of directional signage around the facility</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Partly Agree/Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The centres <strong>equipment</strong> is of high quality and well maintained</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Partly Agree/Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
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<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The centre has up-to-date information available (e.g. events, timetables, promotions, activities)</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Partly Agree/Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
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<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>There is enough information and rules around the facility translated into other languages</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Partly Agree/Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
If you have in the past purchased or sought to purchase consumables from our customer service counter:
Would you like to see a range of healthier options?

☐ Yes  ☐ No it’s fine the way it is  ☐ Not Applicable

If yes, what would you like to see?

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Are there any other products that you would like to see available at the counter?

☐ Yes  ☐ No

If yes, please specify

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GYM/ GROUP FITNESS

If you are a Gym user, do you find the gym instructors...

☐ Approachable  ☐ Encouraging  ☐ Informative  ☐ Knowledgeable  ☐ Other

If other, please specify

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If you are a Gym user, what facilities/programs do you use?

☐ Group Fitness  ☐ Free Weights  ☐ Machines  ☐ Cardio Equipment

What is your opinion on the cleanliness of the gym?

☐ Not clean at all  ☐ Sometimes clean  ☐ Mostly clean  ☐ Always clean  ☐ Other

If other, please specify

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Are you satisfied with the range of fitness equipment available?

☐ Yes  ☐ No

If no, I would like to see more equipment such as; 
.................................................................................................................................................................................................
.................................................................................................................................................................................................

How do you rate your satisfaction of the **Group Fitness** classes?

☐ Very poor  ☐ Poor  ☐ Average  ☐ Good  ☐ Very good

If poor, please explain why and/or what we could do to improve Group Fitness 
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Do you have any further comments about the Gym/Group Fitness?
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**OCCASIONAL CARE**

If you are an **Occasional Care user**, how do you find the times available? 
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If you are an **Occasional Care user**, how do you find the booking system? 
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If you are an **Occasional Care user**, how satisfied are you with this service?

☐ Not at all  ☐ Sometimes  ☐ Mostly  ☐ Satisfied  ☐ Very satisfied

How could we improve our Occasional Care program? 
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Do you have any further comments about the Occasional Care program?

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AQUATICS

If you are a user of aquatic facilities (Pool/Spa/Sauna)

<table>
<thead>
<tr>
<th>Please rate your opinion on the following:</th>
<th>Very Low</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
<th>Very High</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is your level of satisfaction with our Aquatic facilities?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>What is your level of satisfaction with our Learn to Swim program?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>What is your level of satisfaction with our Squad program?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>What is your level of satisfaction with our Aqua classes?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

How could we improve our Aquatic facilities?

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If you are a participant or accompany someone who is a participant in the aquatic programs (e.g. LTS, Squad programs, Aqua classes)

How could we improve upon the provision of the program/services to better meet your needs and expectations?

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Are you aware that all Hume Councils Leisure Centres have a Facebook page that provides Leisure Centre information?

☐ Yes ☐ No

Do you have any further comments about the Craigieburn Leisure Centre?

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Thank you for taking the time to complete this survey by Hume City Council. Your feedback is important to us in how we can improve our service.

Please provide your details on the next page if you wish to go in the draw for a one month free membership.
If your preferred reading/speaking language is not English please see contact details below for a translation service. Also a copy of the survey (not to be completed online) is available at


for the translator or yourself to access.