



Leisure Centres and Pools

Customer Satisfaction Survey 2026 results

Between 22 April and 13 May 2026 we once again asked the community what they thought of Council's leisure centres and pools across the Coast and the results are now in!

What you told us

There is a need for ongoing maintenance and renewal of our swimming pools and recreational facilities, along with a greater variety of programs. You also told us that you love our staff and the service they provide.

Individual surveys received 1172

Overall customer service satisfaction
90%



Overall facility satisfaction
92%



What's next?

Council has allocated \$3,250,000 for capital improvements at Gosford Olympic Pool, Niagara Park Stadium, Peninsula Leisure Centre, Wyong Olympic Pool, Lake Haven Recreation Centre, Grant McBride Ocean Baths and Toukley Aquatic Centre over the next two years as identified in 2025-2035 Leisure and Aquatic Strategy.



Customer Satisfaction
Service 91%



Facility 94%



Lake Haven Recreation Centre

Surveys Completed 67

Best Features

- A wide variety of activities, classes and sports options
- The only squash courts on the Central Coast
- Friendly, caring and knowledgeable staff

For Improvement

- Squash courts being available 24/7
- Increase fitness class options including youth options
- Overall maintenance of facilities

Our Response

Council is working towards being able to offer 24/7 access to the squash courts over the next 12 months. The schedule for fitness classes and programs is continually evolving and staff will continue to make changes. Council is engaging contractors to focus on key areas requiring additional cleaning.



Gosford Pool

Surveys Completed 425

Best Features

- The outdoor 50m pool is a standout feature
- Learn to Swim, Squad Programs and Aqua Classes are high quality
- Multiple pool and change facilities options

For Improvement

- Outdoor pool and grandstand needs refurbishment
- Pool cleanliness
- New changeroom drainage

Our Response

We have plans and early concepts in place for a major future upgrade of Gosford Pool in the future. In the meantime, minor renewal works will continue, including new temporary grandstand seating and renewal of the 50m pool tiling in 2026-27.

Customer Satisfaction

Service 87%



Facility 87%



Toukley Aquatic Centre

Surveys Completed 176

Best Features

- The programs and services offered including Squad, Aqua and Learn to Swim
- Friendly, welcoming staff and excellent instructors
- The recently painted hydro pool

For Improvement

- Hydro pool temperature fluctuations
- Aqua fitness and learn to swim equipment upgrades

Our Response

There have been recent amendments to the heating systems and we are seeing stable pool temperatures. We are planning to renew the majority of aqua fitness and Learn to Swim equipment over the coming months to ensure everything is fit for purpose.

Customer Satisfaction

Service 93%



Facility 89%





Niagara Park Stadium

Surveys Completed 29

Best Features

- High quality courts which cater for multiple sports
- Inclusive design, catering for disability activities

For Improvement

- Shared shopping centre carpark condition and lighting
- General grounds and facility maintenance
- Online digital presence – more promotion required

Our Response

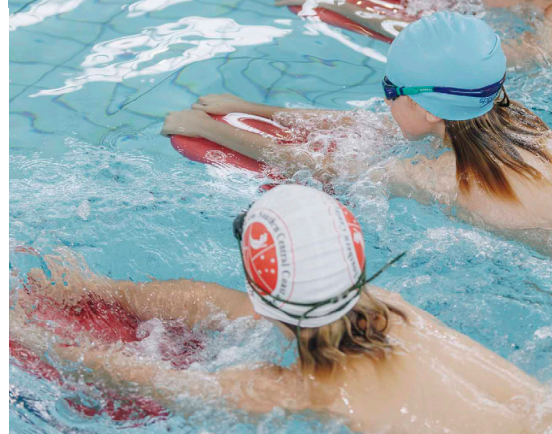
The direct stadium carpark has recently been upgraded, while the shopping centre car park will continue to receive maintenance under the renewal program. Cleaning schedules will be strengthened with a focus on high-use, high-visibility areas and increased inspections, alongside a targeted review of marketing to improve the stadium's online presence.

Customer Satisfaction

Service 86%



Facility 93%



Wyong Olympic Pool

Surveys Completed 210

Best Features

- The 50m outdoor pool is the major attraction
- Friendly, helpful staff
- Shaded kids pool with family friendly BBQ facilities

For Improvement

- Ongoing maintenance and renewals
- Upgrade to seating, shelters and tables

Our Response

We are committed to maintaining and completing necessary ongoing maintenance and renewals at Wyong Olympic Pool. During the winter period the shallow end shelter will be replaced with new seating. Renewal of shade shelters for the BBQ area will be completed.

Customer Satisfaction

Service 87%



Facility 89%



Peninsula Leisure Centre

Surveys Completed 493

Best Features

- Variety of fitness classes and sports programs
- Multiple heated pool options
- Friendly, professional high-quality instructors

For Improvement

- Gym equipment upgrades
- More individual changerooms
- Cleaning of facility

Our Response

There is a \$350,000 upgrade of the fitness equipment in the fitness centre planned for this year. Recent change room upgrades introduced three additional individual change rooms and future change room upgrades will consider similar needs. Cleaning program will be improved.

Customer Satisfaction

Service 93%



Facility 94%



Grant McBride Baths

Surveys Completed 135

Best Features

- Year-round lifeguards provide a safe swimming location
- Free facility
- Beautiful outdoor location

For Improvement

- Ongoing pool painting and cleaning
- Facility and changeroom maintenance

Our Response

We maintain Grant McBride Ocean Baths through a regular cleaning and maintenance program, including weekly pool cleaning during peak periods, routine inspections, and ongoing upkeep of facilities and changerooms to ensure a safe and welcoming environment for the community. This is supported by scheduled painting and asset maintenance works, alongside increased cleaning and monitoring during busy periods.

Customer Satisfaction

Service 94%



Facility 96%

