Central Coast Council | Leisure Centres

Leisure Centres and Pools

Customer Satisfaction Survey

2024 results

Responses 611

Customer Satisfaction- Service 85%

Customer Satisfaction- Facility 90%

For Improvement
- Changing rooms cleaning
- Redevelop or provide a new larger faciltiy in the north.

Our Response

We acknowledge that increased cleaning is needed to changing rooms, staff are reviewing cleaning practices to improve cleaning at all sites.

Council has identified that a new multipurpose aquatic facility is needed in the northern end of the coast to accommodate the growing population. A new facility is proposed within the Warnervale Area, currently high level master-planning for this site still ongoing to ensure appropriate infrastructure is in place to meet the future needs of the community.

Customer Satisfaction

Service 81%

Facility 85%

Gosford Pool

Responses 142

Best Features
- Heated pool options indoors and outside
- Proximity and location in Gosford
- Friendly staff and customers

For Improvement
- More Aquarobic classes
- The facility is old and needs upgrading
- Changing rooms need maintenance

Our Response

Gosford Olympic Pool indoor change rooms are scheduled to be renovated, with works starting in August 2024.

To deliver more aquarobics council is looking for more staff.

Customer Satisfaction

Service 92%

Facility 95%

Peninsula Leisure Centre

Responses 218

Best Features
- Gym and variety of classes
- Spa, sauna, steam, heated pools
- Helpful and friendly staff

For Improvement
- Changing rooms are getting old
- Cleanliness of change rooms
- More fitness classes and access to pools

Our Response

Peninsula Leisure Centre change rooms are planned to be renewed with works starting in April 2025.

Staff will continually review fitness timetables and pool allocations to provide best opportunities for members.

Customer Satisfaction

Service 100%

Facility 100%

Niagara Park Stadium

Responses 10

Best Features
- Size and variety of sports
- Helpful and friendly staff

For Improvement
- Changing room upgrades
- Accesibiltiy access improvement and facilities

Our Response

Construction works are currently being completed, they will provide updated changing rooms and improved accesibility to the facilitiy.

Customer Satisfaction

Service 88%

Facility 96%

Lake Haven Recreation Centre

Responses 48

Best Features
- The friendly staff and members
- Active over 50's programs

For Improvement
- Changing room facilities
- Quality of fitness equipment

Our Response
Lake Haven Recreation Centre change rooms are scheduled to be renovated, with works scheduled to start in August 2024.

Customer Satisfaction

Service 83%

Facility 85%

Toukley Aquatic Centre

Responses 78

Best Features
- Staff and instructors
- Upgrades to diving blocks and changing rooms
- Aqua fitness classes

For Improvement
- Redevelop or provide a new larger facility
- Commitment to support competitive swimmers

Our Response
Council is committed to provide a succesful swim program at Toukley Aquatic Centre.

Customer Satisfaction

Service 69%

Facility 85%

Wyong Olympic Pool

Responses 39

Best Features
- The outdoor 50m pool
- Bathrooms clean and spacious

For Improvement
- Redevelop or provide a new larger facility
- Heating of pools

Our Response
Council is investigating options for a new facility. Wyong Olympic pool will continue to have improvements, including pool painting completed before the start of this summer swim season.

Customer Satisfaction

Service 79%

Facility 91%

Grant McBride Baths

Responses 76

Best Features
- Ocean water and availability
- Location

For Improvement
- Improve the facility with shade sail, new pumps and pool painting
- More cleaning and better communication with any pool closures

Our Response
Continue to invest in the facility, with new pumps, fencing, shade sails and scheduled cleaning of the pool. Timely on-line communication provided with any closures due to cleaning.