

Leisure Centres and Pools Customer Satisfaction Survey 2026 results

All sites

Best features

- Friendly staff
- Facilities are valued community assets

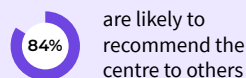
For improvement

- Cleaning and maintenance
- Member communication and balance of activities

Next steps

Survey results are shared with the relevant Aquatic facility operators to highlight areas of strength and areas for review to support the community, patrons and guests.

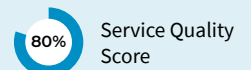
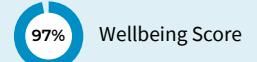
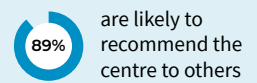
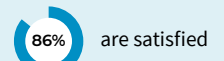
Responses: 467



Canberra Olympic Pool



Responses: 28



Best features

- Friendly and responsive staff
- Value for money for entry fee

For improvement

- Opportunities for child care services and more food and drink options
- Instructor experience and knowledge

Next steps

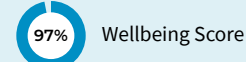
Works have been undertaken to improve the toddler pool area and repairs to the dive pool in preparation for the reopening of these areas in October 2027.

Areas for improvement have been passed onto the operators.

Dickson Pool



Responses: 84



Best features

- Friendly and responsive staff
- On-site parking

For improvement

- Experience and knowledge of instructors
- Communication of events, activities and programs

Next steps

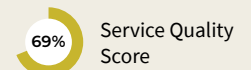
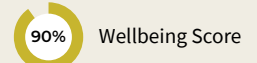
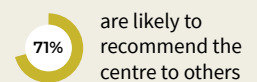
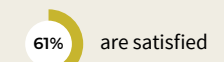
New electric barbeque units are being installed to replace gas units over the seasonal closure. This includes works on the landscape to support use of the new barbeque facilities. Seasonal maintenance is underway to support seasonal opening to the public in October 2027.

Areas for improvement have been passed onto the operators.

Erindale Leisure Centre



Responses: 147



Best features

- Group fitness classes
- Comfortable pool temperature

For improvement

- Cleaning and maintenance, condition of equipment
- Communication with members and booking systems
- Consistency and availability of classes and activities

Next steps

Almost \$1,100,000 has been allocated for investment into Erindale Leisure Centre in 2026-27. Infrastructure Canberra is working on upgrades to the building structure, plant, outdoor areas and amenities to ensure safety, compliance and improve the user experience for all patrons and user groups.

Areas for improvement have been passed onto the operators.

Gungahlin Leisure Centre



Responses: 55



Best features

- Group fitness classes, social connections
- Class instructors and swim teachers

For improvement

- Cleaning and maintenance
- Communication with members, class availability

Next steps

Works are planned for the changeroom facilities to improve user and guest experience in the coming 2026/27 financial year based off feedback received. Upgrades and repairs to the hot water systems are currently progressing and areas for improvement have been passed onto the operators.

Lakeside Leisure Centre



Responses: 43



Best features

- Friendly staff and knowledgeable instructors
- Value for money

For improvement

- Cleaning and maintenance
- Condition of equipment

Next steps

Infrastructure Canberra is working with Belgravia on its cleaning program and is considering improvements to the outdoor entertainment areas and changerooms. Other areas for improvement have been passed onto the operators.

Manuka Pool



Responses: 67



Best features

- Friendly staff
- Valued community facility

For improvement

- Limited parking during events
- Changeroom facility upgrades

Next steps

Upgrades are planned to ensure the ongoing heritage conservation of the site, including roofing repairs and electrification. Areas for improvement have been passed onto the operators.

Stromlo Leisure Centre



Responses: 43



Best features

- Family friendly facilities
- Parking availability

For improvement

- Conflicts between pool use and scheduled activities
- Gym layout and balance of activities

Next steps

New outdoor seating and electric barbeque facilities have been installed to encourage use of the outdoor areas. Areas for improvement have been passed onto the operators.