

AQUALINK CUSTOMER SATISFACTION SURVEY RESULTS | 627 Responses



Thank you for sharing your thoughts in our recent Customer Experience Survey! Your feedback will help us enhance the experiences, programs and services at Aqualink.

What You Told Us

Our staff are friendly and helpful

High overall satisfaction with Aqualink

More than half have attended for 2+ years

Aqualink has a strong sense of community

High likelihood to recommend Aqualink

Your Comments

"I'm eternally grateful to Aqualink"

"The trainers are great"

"I love how the gym equipment is regularly updated"

"I enjoy the social aspect of the aqua classes"

"Management are great"

"Caring staff who know your name"

What We're Doing Well

Staff Service

Group Fitness Instruction

Website Clarity

Membership Arrangements

Areas for Attention

Cleanliness and Facility Presentation

Facility Upgrades and Maintenance

Group Fitness Availability and Access

How We're Committed to Improving



Cleanliness and Facility Presentation

- Enhance staff-conducted cleanliness inspection schedule and protocols
- Implement a new platform for improved communication and accountability with our cleaning contractors



Facility Upgrades and Maintenance

- Refresh Cafe furniture at both sites by 2026
- Upgrade the Box Hill locker systems by 2026
- Expand dedicated stretch and mobility areas



Group Fitness Availability and Access

- Implement class reminder systems and promote cancellation awareness
- Explore new programming options
- Continue to monitor and review class occupancy

Addressing Concerns

Parking

How we're addressing this:

- Implementing a parking capacity monitoring system to inform future solutions
- Exploring schedule adjustments to improve parking turnover and availability

Meanwhile, please utilise these additional parking options at each facility:

Box Hill: Additional parking available at the Scout Hall

Nunawading: Extra parking spaces adjacent to the oval



Stay Connected

Thank you for taking the time to provide your feedback.

Your input helps shape the future of Aqualink. Look out for our next survey instalment in the coming months of 2025.

For further questions, please email: enquiry.aqualink@whitehorse.vic.gov.au

Stay connected via our social channels:

@Aqualink @Aqualinkwhitehorse