

AQUALINK CUSTOMER SATISFACTION SURVEY RESULTS | 1892 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 We're Doing Well



Our staff are friendly and helpful



Wide variety of programs and classes



Multiple options all under one roof



Aqualink has a strong sense of community



High likelihood to recommend Aqualink


User Satisfaction Drivers



Since Last Survey


- Introduced Reformer Pilates responding to demand for new fitness options
- Refreshed café furniture at Box Hill in line with our commitment to continuous asset improvement
- Improved communication about service and program changes via social media
- Optimised class scheduling and parking by conducting hourly occupancy studies to adjust group fitness times and improve car park availability during peak periods

How We're Committed to Improving




Cleanliness and Facility Presentation

- Create and implement a systematic cleaning accountability check, driven by the leadership team
- Review the scope of work with our cleaning contractors



Facility, Accessibility & Inclusion Improvements

- Replace lockers at Aqualink Box Hill by 2026
- New cardio equipment coming late 2025
- Provide additional accessible gym equipment for wheelchair access



Group Fitness Availability and Access

- Implement class reminder systems and promote cancellation awareness
- Introduce a policy to help manage excessive "no-shows" without cancellation to improve fairness and class access