



# Phase B Engagement Report

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Aquatic Facilities Strategy

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April 2023



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## Aquatic Facilities Strategy

April 2023

### Acknowledgement of Country

Delos Delta would like to acknowledge the Ngunnawal, Boon Wurrung and Wurundjeri Peoples who are the traditional custodians of the land on which we work. We would like to express our respect for their Elders past and present.



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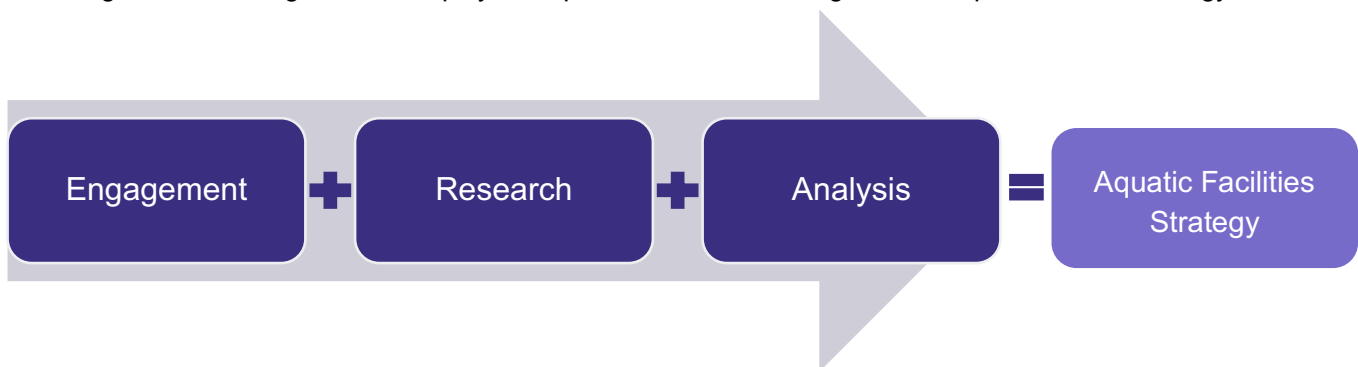
# 1. Introduction and Engagement Approach



## 1.1 Introduction

Western Downs Regional Council (Council) is developing an Aquatic Facilities Strategy (the Strategy) to set the course of the management, upkeep, operation, and investment in aquatic facilities across the region. Delos Delta has been contracted by Council to develop the Strategy.

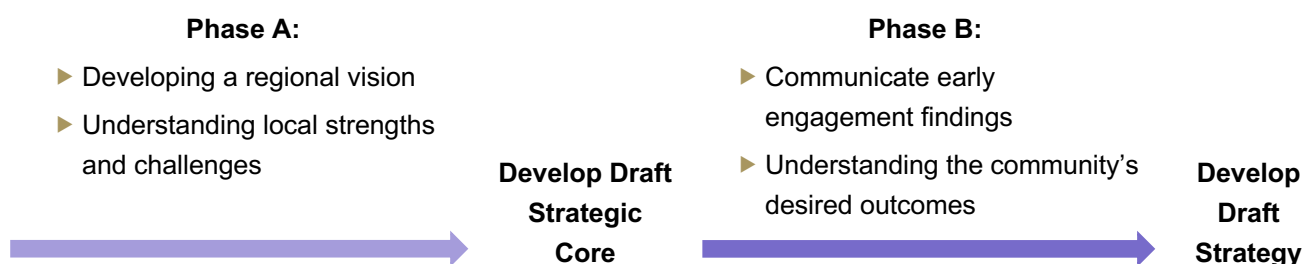
In support of its development, an extensive community and stakeholder engagement process has taken place. The insights and views gathered will play an important role in informing the development of the Strategy.



Engagement has been split over two phases. Phase A was conducted in December 2022, and Phase B followed in March 2023. This Engagement Report summarises insights from Phase B only.

## 1.2 Engagement Approach

The overall approach to engagement is depicted below. The insights from Phase A formed the basis of the Draft Strategic Core of the Strategy. Insights from Phase A can be found online in the [Aquatic Facilities Phase 1 Summary](#).



Phase B engagement sought feedback from Council staff, key internal and external stakeholders and the community on the Draft Strategic Core. The insights from Phase B will help to refine and strengthen the Strategic Core, ultimately informing the development of the Strategy.

## 1.3 Who We Engaged

The following engagement mechanisms took place in Phase B of engagement:

- ▶ In-Person Staff Roundtables (x6)
- ▶ In-Person Community Roundtables (x6)
- ▶ Digital External Focus Group (x1)
- ▶ Key External/ Internal Interviews (x8)
- ▶ Community Survey (113 respondents)

## 1.4 In-Person Session Attendance

In-person engagement sessions across Phase B were well attended. Attendance for each session is indicated below (excluding Council officers who attended multiple sessions).

Date	Time	Attendance	Duration	Location	Session	Audience	Project
Monday 20 March	3:00pm-4:00pm	8	1:00	Dalby	Roundtable	Staff	Aquatic
Monday 20 March	7:00pm - 8:00pm	9	1:00	Dalby	Roundtable	Community	Aquatic
Date	Time		Duration	Location	Session	Audience	Project
Tuesday 21 March	12:00pm-1:00pm	8	1:00	Jandowae	Roundtable	Community	Aquatic
Tuesday 21 March	3:00pm-4:00pm	5	1:00	Jandowae	Roundtable	Staff	Aquatic & Showgrounds
Tuesday 21 March	5:30pm – 6:30pm	7	1:00	Chinchilla	Roundtable	Community	Aquatic
Date	Time		Duration	Location	Session	Audience	Project
Wednesday 22 March	9:00am-10:00am	3	1:00	Chinchilla	Roundtable	Staff	Aquatic & Showgrounds
Wednesday 22 March	12:15pm-1:15pm	2	1:00	Wandoan	Roundtable	Staff	Aquatic & Showgrounds
Wednesday 22 March	1:30pm – 2:30pm	11	1:00	Wandoan	Roundtable	Community	Aquatic
Wednesday 22 March	5:30pm-6:30pm	32	1:00	Miles	Roundtable	Community	Aquatic
Date	Time		Duration	Location	Session	Audience	Project

Thursday 23 March	11:00am- 12:00pm	9	1:00	Miles	Roundtable	Staff	Aquatic & Showgrounds
Thursday 23 March	2:00pm- 3:00pm	5	1:00	Tara	Roundtable	Staff	Aquatic & Showgrounds
Thursday 23 March	5:30pm- 6:30pm	2	1:00	Tara	Roundtable	Community	Aquatic
<b>TOTAL</b>		<b>101</b>					

*Note: Chinchilla Community Session includes two Councillors in attendance (Cr Saxelby and Cr Maguire).*

*Jandowae Community Session includes one Councillor in attendance (Cr Saxelby)*

*Miles and Tara Community Session includes one Councillor in attendance (Cr Moore)*

## 1.5 Digital Attendance

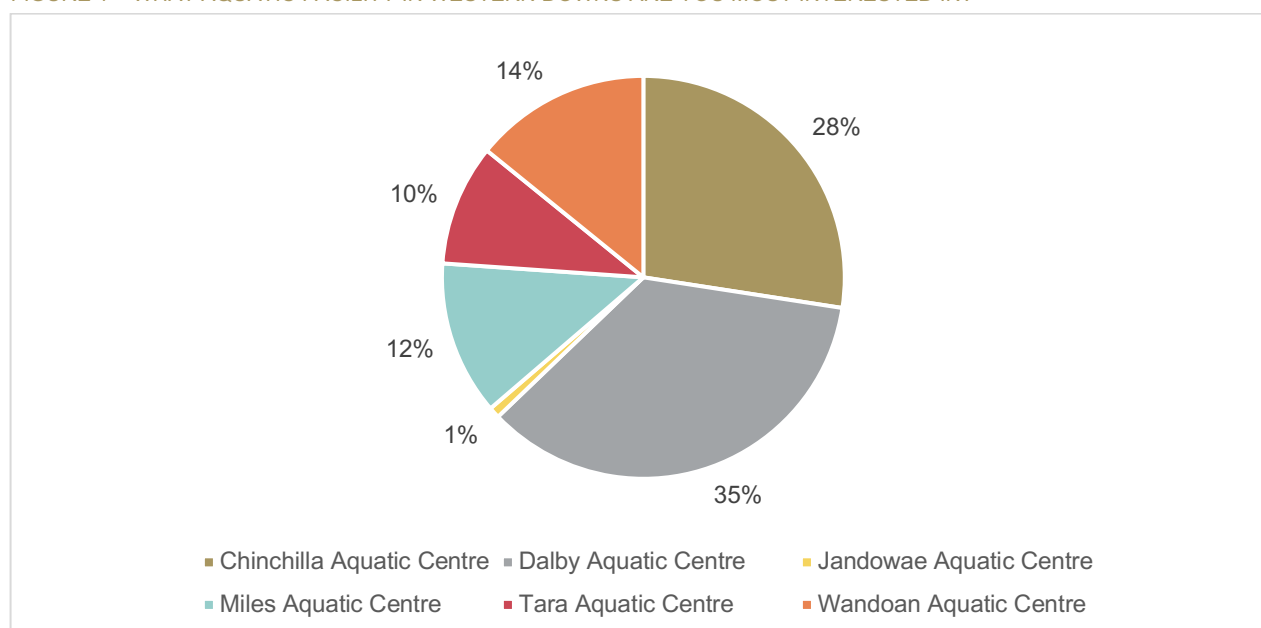
The digital focus group session occurred on Thursday 30<sup>th</sup> March from 11:00am-12:00pm. The sessions were attended by five key external stakeholders from the following localities:

- ▶ Miles
- ▶ Dalby
- ▶ Chinchilla
- ▶ Regional (x2)

## 1.6 Survey Respondents

The Phase B Aquatic Facilities Survey attracted 113 total respondents with 88 online and 25 paper submissions. Respondents represented users across the region, with interest in most aquatic facilities in the Western Downs (Figure 1). Jandowae Aquatic Centre was the exception with only 1% of respondents interested in this facility.

FIGURE 1 – WHAT AQUATIC FACILITY IN WESTERN DOWNS ARE YOU MOST INTERESTED IN?



## 2. Regional Themes



The Western Downs is a unique region, with a range of tight communities across a large geography, tied together by a common identity. This dynamic leads to a series of engagement insights that are consistent across the region. This section consolidates all engagement insights to identify key themes from across the region. Individual site insights are outlined in Section 3.

### 2.1 Role of Aquatic Facilities

Phase B engagement sought to understand the contributions Aquatic Facilities make to the Western Downs, and the key outcomes that stakeholders want Aquatic Facilities to achieve. These insights have been summarised as key themes related to the role of Aquatic Facilities in the Western Downs. These will inform the strategic vision.

#### 2.1.1 Promoting healthy lifestyles and active living

Aquatic facilities contribute to healthy lifestyles across the Western Downs. More than a fifth of community survey respondents identified health and wellbeing opportunities as the most important contribution of aquatic facilities. They encourage active and outdoor recreation, and provide a range of pastimes and activities which lead to positive health outcomes. They also play a role in rehabilitation, and can contribute to a range of healthcare outcomes.

#### 2.1.2 Life skills, safety, and education

Just under a quarter of community survey respondents selected learning and education, and enhancing water safety as the most important contributions of aquatic facilities in the region. This sentiment was emphasised by stakeholders across the region, pointing out the critical role of aquatic facilities in teaching water safety skills and the importance of these skills in a safe regional lifestyle. As such pools are educational facilities, as well as recreational ones. Additionally, aquatic facilities contribute to the formal education ecosystem through usage by school groups.

#### 2.1.3 Social Cohesion and Meeting Place

Community members across the region were very clear that aquatic facilities are vital to the social fabric of each community. They serve as meeting places and are vibrant hubs for people across demographics. Aquatic facilities are accessible to a wide range of people at present, but accessibility should continue to be a priority moving forward to promote social cohesion and community belonging. This was evident in the community survey, with combined 16.5% of respondents indicating better accessibility, and more social spaces as factors that would increase their use of aquatic facilities.

#### 2.1.4 Diverse Usership and Uses

The users and uses of aquatic facilities vary greatly. They provide facilities for squad training, training for general fitness and health, recreation, and socialisation. Moreover, the varied uses give rise to a diverse usership, with people of all ages utilising the facilities.



## 2.2 Vision for Aquatic Facilities

Stakeholders were asked to provide feedback on the below draft Vision for the Strategy, and which elements of the Vision resonated with them most.

*The Western Downs will support social, wellness, sport, education and recreation based opportunities in our future-focused aquatic facilities. These facilities will be fun, safe, accessible, and available to the whole community.*

Feedback heard across the entire region revealed stakeholders resonated most with the following elements of the Vision:

- ▶ Accessibility
- ▶ Availability
- ▶ Safety
- ▶ Support range of opportunities
- ▶ Specificity to the community

Key themes stakeholders suggestions as additional elements to the Vision included:

- ▶ Affordability
- ▶ Service quality



## 2.3 Potential Actions

Engagement across the region sought to understand what potential initiatives and actions stakeholders wished to see implemented by Council at aquatic facilities. As these actions are inherently more site specific, fewer commonalities exist across the entire region at this strategic layer. Some regional themes with regard to actions and initiatives include:

- ▶ Reviewing and considering the development of management contracts, and contract management processes
- ▶ Developing mechanism for user feedback and communication to and from Council and operators
- ▶ Investigating of viable temperature control mechanisms
- ▶ Reviewing site locations when renewal is required
- ▶ Clarifying user group privileges and rights
- ▶ Updating and improving accessibility of amenities

## 3. Site Specific Insights



### 3.1 Phase B Engagement Questions

Communities across the Western Downs were asked some or all of the following questions during Phase B Engagement:

- ▶ *In your view, what should aquatic facilities contribute to our region?*
- ▶ *What outcomes do we want from our aquatic facilities?*
- ▶ *Does the vision reflect the outcomes we want from our aquatic facilities?*
- ▶ *In your view, what initiatives or actions will help us reach our vision?*
- ▶ *With regard to your local aquatic facility, what are the key challenges and opportunities in achieving the desired future state?*
- ▶ *More broadly, thinking about regional recreation facilities, what should Council prioritise when planning a balanced portfolio of facilities e.g. Showgrounds?*
- ▶ *Any further comments or questions?*

### 3.2 Chinchilla Aquatic Centre and Botanic Parkland

Engagement took place in Chinchilla on Tuesday 21<sup>st</sup> and Wednesday 22<sup>nd</sup> of March. A summary of engagement insights is provided below.

#### 3.2.1 Future Needs / Outcomes and Vision

Stakeholders discussed outcomes and contributions aquatic facilities make to the region. These included:

- ▶ Supporting liveability and positive lifestyle outcomes
- ▶ Encouraging a spirit of excellence, and building community spirit through sporting opportunities and competition
- ▶ Providing a regional destination for events, and an attraction (Botanic Parklands) as a point of difference
- ▶ Supporting health and exercise opportunities, with the co-located gym as a point of difference in Chinchilla

The draft Vision was discussed by stakeholders, and the following points were illuminated:

- ▶ Similar to Dalby, individual or unique community needs could be reflected in the vision
- ▶ The community noted terms such as clean, safety, and hygiene could be included
- ▶ 'Fit for purpose' in the final sentence was discussed by stakeholders
- ▶ Affordable and inclusive were also terms discussed by staff

### 3.2.2 Potential Initiatives and Actions

Stakeholders in Chinchilla were asked to identify initiatives and actions they would like to see implemented by Council in aquatic facilities. Responses are summarised into themes below.

Theme	Insights and Ideas
Site Location and Co-Location	<ul style="list-style-type: none"><li>▶ Examine potential new sites (caravan park, or close to Botanic Parklands), or enable site growth by buying back houses close by, or building a second storey to enable more amenities</li></ul>
Amenities	<ul style="list-style-type: none"><li>▶ Collect data on gym usage to support better management, or use into the future</li><li>▶ Upgrade kitchen space e.g. add exhaust fan and add new healthy food options</li><li>▶ Shade options e.g. umbrellas for benches/tables and more grassed areas for heat management</li></ul>
Management and Staff	<ul style="list-style-type: none"><li>▶ Management model that is fit for purpose or locally run, with clear service levels, and operating manual</li><li>▶ Strategies to attract, and retain staff and train staff to a high standard</li></ul>
Feedback	<ul style="list-style-type: none"><li>▶ Mechanism for feedback to be taken on board and feedback loop to be closed</li></ul>
Space for User Groups	<ul style="list-style-type: none"><li>▶ Parking regulations to enable easy staff and patron parking</li><li>▶ Develop office space as potential consultation room</li></ul>

## 3.3 Dalby Aquatic Centre

The Dalby community workshop and Dalby Council staff workshop were held on the 20<sup>th</sup> of March. A summary of engagement insights is provided below.

### 3.3.1 Future Needs / Outcomes and Vision

Community members and staff were asked what aquatic facilities, and in particular Dalby Aquatic Centre should contribute to the region, and what outcomes are desired from the facilities. Outcomes discussed by stakeholders include:

- ▶ Providing a place for entertainment and leisure all year round (as a point of difference for Dalby), which is inclusive of all ages
- ▶ Enabling active and healthy lifestyle opportunities
- ▶ Providing a place for learning life skills and going beyond this to sporting opportunities
- ▶ Enabling social interaction and engagement with cohorts, for example, the Indigenous community

When discussing the draft Vision in Dalby, the following points were noted by stakeholders:

- ▶ Management was noted as critical in meeting the vision
- ▶ Financial viability and cost were noted as potential challenges to meeting the vision
- ▶ Stakeholders discussed the possibility of better reflecting the unique community context in the vision

- ▶ Accessible for all was noted as important
- ▶ Affordable was noted as a potential addition

### 3.3.2 Potential Initiatives and Actions

Stakeholders in Dalby were asked to identify initiatives and actions they would like to see implemented by Council in aquatic facilities. Responses are summarised into themes below.

Theme	Insights and Ideas
Infrastructure and Heating	<ul style="list-style-type: none"> <li>▶ Heating to a consistent standard throughout the year</li> <li>▶ Addition of infrastructure to enable accessibility for all e.g. zero-depth opportunities</li> <li>▶ Co-location of sporting facilities e.g. gyms, squash courts</li> <li>▶ Heritage listed house repurposed, for example as area to display Swimming Club trophies</li> <li>▶ Secure and protect assets through asset management planning</li> </ul>
Amenities	<ul style="list-style-type: none"> <li>▶ Additional amenities to activate spaces, for example adding BBQs, removing underutilised banana lounges</li> </ul>
Management and Resourcing	<ul style="list-style-type: none"> <li>▶ Local community management as a potential future management structure</li> <li>▶ Council staff to monitor and hold management to account through for example, a designated pools officer</li> </ul>
Communications and Promotion	<ul style="list-style-type: none"> <li>▶ Put in place social media plan and guidelines for marketing, promotion of events and activities, with potential for Council involvement to encourage success and reach</li> <li>▶ Promotion to attract swim club members</li> </ul>

## 3.4 Jandowae Aquatic Centre

Staff and community sessions were held in Jandowae on Tuesday 21 March. A summary of engagement insights is provided below.

### 3.4.1 Future Needs / Outcomes and Vision

Staff and community stakeholders discussed the outcomes from aquatic facilities, and the draft Vision. Key points from discussion included:

- ▶ Providing a space for social connection, building social networks, for parents to meet other parents, and for new people to meet others in the community
- ▶ Enabling social interaction and healthy competition via the squash courts (as a point of difference for Jandowae)
- ▶ Supporting economic development outcomes via the potential to attract squash competitions
- ▶ Encouraging health and wellbeing outcomes for those of all ages

When discussing the draft Vision, points included:

- ▶ Accessibility should consider affordability and entry pricing (in line with community sentiment and need), opening hours, as well as physical access to the facility
- ▶ Local community outcomes were also important to consider in the vision

### 3.4.2 Potential Initiatives and Actions

Stakeholders in Jandoawe were asked to identify initiatives and actions they would like to see implemented by Council in aquatic facilities. Responses are summarised into themes below.

Theme	Insights and Ideas
Squash Club Management	<ul style="list-style-type: none"><li>▶ Expand squash club operations and facilities to close potential market gap, especially considering it is a year round activity</li><li>▶ Examine management of squash facilities to better leverage market gap and encourage use</li></ul>
Initiatives to Encourage Use	<ul style="list-style-type: none"><li>▶ Optimisation of the facility by management e.g. via arranged activities, information on availability and hours to encourage use</li><li>▶ Explore partnership with local aged care facility to encourage use of older cohorts</li><li>▶ Incentive to management lessee to encourage use</li><li>▶ Examine pricing to encourage patronage</li></ul>
Management of Facility	<ul style="list-style-type: none"><li>▶ Communication and transparency from Council on expenditure and maintenance to build community understanding</li></ul>
Accessible Amenities	<ul style="list-style-type: none"><li>▶ Accessible toilets, bed, hoist, walk in ramp</li><li>▶ Amenities to encourage attraction e.g. BBQs, shade</li></ul>

## 3.5 Miles Aquatic Centre

Engagement took place in Miles on Wednesday the 22<sup>nd</sup> and Thursday 23<sup>rd</sup> March. A summary of engagement insights is provided below.

### 3.5.1 Future Needs / Outcomes and Vision

The outcomes and draft Vision were discussed by staff and the community. Outcomes and contributions to the region included:

- ▶ Supporting health and wellness opportunities for an ageing population
- ▶ Providing educational opportunities and life skill building
- ▶ Offering employment and career opportunities
- ▶ Encouraging economic benefits through the attraction of larger events with the Olympic size standard facility as a point of difference in Miles and the region
- ▶ Enabling social connection, and an affordable place for entertainment

When discussing the draft Vision, points discussed included:

- ▶ The potential for a local focus and catering for the needs of the individual community
- ▶ Availability and equity were important considerations
- ▶ Quality of services (e.g. swim teachers, and staff) was important, as noted by staff

### 3.5.2 Potential Initiatives and Actions

Stakeholders in Miles were asked to identify initiatives and actions they would like to see implemented by Council in aquatic facilities. Responses are summarised into themes below.

Theme	Insights and Ideas
Masterplanning for Redevelopment	<ul style="list-style-type: none"><li>▶ Communications on masterplanning process and engagement with community</li><li>▶ Examine possibilities to add facilities on the grounds especially for accessibility (wheelchair access, walk in ramps)</li><li>▶ Explore options for relocation (to hinder closure while under redevelopment)</li><li>▶ Some attendees requested retaining 50m pool as a point of difference</li></ul>
Temperature Control	<ul style="list-style-type: none"><li>▶ Maintain and manage existing pool covers for temperature control</li><li>▶ Explore options for heating in the long term</li></ul>
Management and Operations	<ul style="list-style-type: none"><li>▶ Examine potential for local management to encourage vested interest of management</li><li>▶ Management guidelines with accountabilities, roles and responsibilities, especially on cleaning, hygiene, opening hours</li><li>▶ Examine potential to offer free or subsidised training (bronze medallions) to schools to boost staff</li></ul>
Pricing Models and Entry Costs Considerations	<ul style="list-style-type: none"><li>▶ Partnerships and collaboration with gym, or aged care facilities for greater usage</li><li>▶ Varied pricing models depending on cohort e.g. pensioner, youth</li></ul>

## 3.6 Tara Memorial Pool

Recognising the Tara Pool is currently under redevelopment, engagement was aimed at understanding community and staff future priorities, especially relating to management and operations. Engagement took place on Thursday 23<sup>rd</sup> of March. A summary of engagement insights is provided below.

### 3.6.1 Outcomes and Vision

The Tara community and staff discussed outcomes from aquatic facilities, especially in relation to Tara. Key points raised included:

- ▶ Providing holistic opportunities for health and wellness for all family
- ▶ Supporting social opportunities, community connection and engagement
- ▶ Enabling sporting opportunities, pathways, thus supporting community pride

Considerations when discussing the draft Vision with staff and community included:

- ▶ Similar to other facilities, availability was a key consideration
- ▶ Well run and well managed as key points
- ▶ Management should consider experience, professionalism, and customer service at the fore
- ▶ Family friendly and affordable

### 3.6.2 Potential Initiatives and Actions

Stakeholders in Tara were asked to identify initiatives and actions they would like to see implemented by Council in aquatic facilities. Responses are summarised into themes below.

Theme	Insights and Ideas
Launch Planning and Opening Planning	<ul style="list-style-type: none"><li>▶ A launch program that is appropriate for the community – encouraging a special guest who inspires, and is family-friendly</li><li>▶ Price path or staggered entry costs over time. Ongoing entry costs to reflect community needs.</li></ul>
Modular infrastructure	<ul style="list-style-type: none"><li>▶ Explore options to compartmentalise areas at the facility to enable one area to open if another is closed e.g. park area accessible while pool is not</li></ul>
Current and Ongoing Communications	<ul style="list-style-type: none"><li>▶ Develop an FAQ document to ensure one source of truth for redevelopment</li><li>▶ Communications Plan for ongoing communication throughout redevelopment</li><li>▶ Communicate entry costs early</li></ul>
Grant Funding Support	<ul style="list-style-type: none"><li>▶ Council to support community groups when applying for grant funding</li></ul>
Co-location of Equipment and Services	<ul style="list-style-type: none"><li>▶ Explore collaboration with allied health services e.g. physio, support workers, or local businesses e.g. personal trainers</li><li>▶ Potential for additional facilities, such as sauna to encourage wide use for cohorts</li></ul>
Management	<ul style="list-style-type: none"><li>▶ Consider options for local management</li></ul>



## 3.7 Wandoan Aquatic Centre

At the time of engagement, the facility was closed due to an electrical fault. Engagement took place on Wednesday 22<sup>nd</sup> March. A summary of engagement insights is provided below.

### 3.7.1 Future Needs / Outcomes and Vision

Stakeholders in Wandoan discussed the outcomes that aquatic facilities contribute to the region. The following points were noted:

- ▶ Enabling health and rehabilitation, and sport and recreation options for the local community
- ▶ Supporting local economic development as a local employer
- ▶ Providing education opportunities, especially around water safety

When discussing the draft Vision, points included:

- ▶ The importance of availability and accessibility
- ▶ The potential for facilities as spaces for entertainment to encourage tourism outcomes

### 3.7.2 Potential Initiatives and Actions

Stakeholders in Wandoan were asked to identify initiatives and actions they would like to see implemented by Council in aquatic facilities. Responses are summarised into themes below.

Theme	Insights and Ideas
Infrastructure	<ul style="list-style-type: none"><li>▶ Infrastructure to encourage accessibility e.g. pool edge at level with ground</li><li>▶ Zero depth facilities, such as a splash pad for younger children</li></ul>
Temperature Control	<ul style="list-style-type: none"><li>▶ Exploring options for heating e.g. pool covers with solar panels on cover</li><li>▶ Hot water in showers</li></ul>
Co-location of Amenities	<ul style="list-style-type: none"><li>▶ Co-location of gym facilities to enable fitness opportunities all year round, and provide gym for community use</li></ul>
Communications	<ul style="list-style-type: none"><li>▶ Potential to strengthen communications between Council (in light of recent closure) through multiple channels e.g. social media (Wandoan Community Forum), library staff</li></ul>
Availability	<ul style="list-style-type: none"><li>▶ Consideration of opening hours to maximise availability and cater to the (potentially changing) community</li></ul>

## 4. Survey Insights

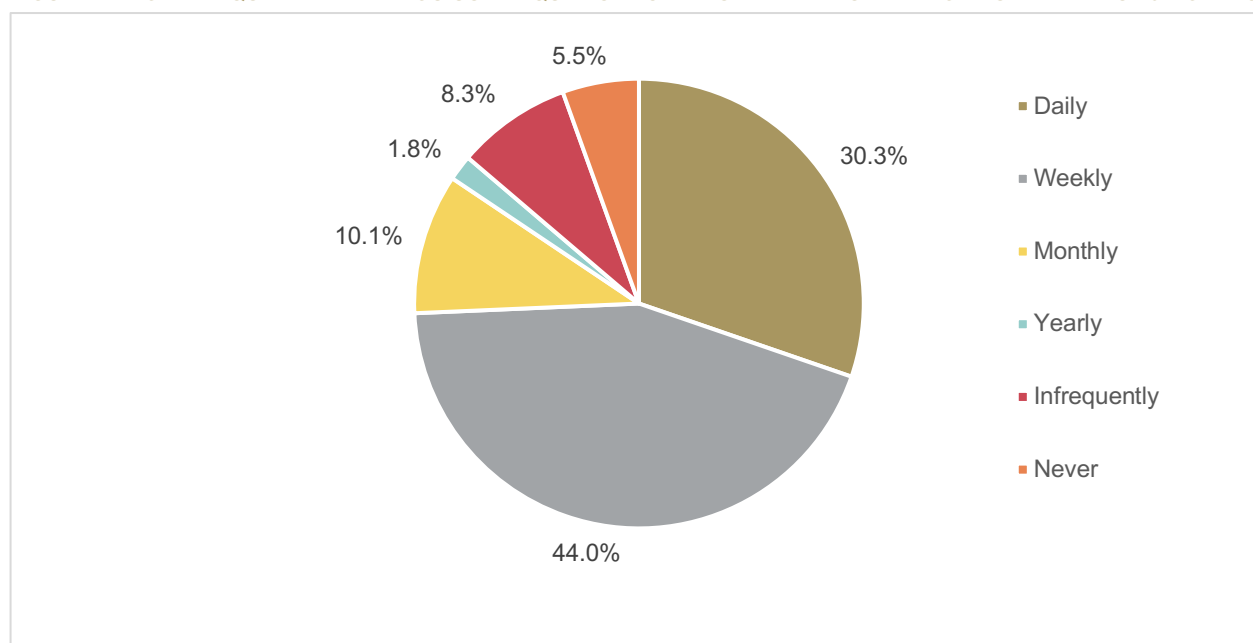


This section includes summarised analysis from Phase B Aquatic Facilities Survey. Key trends and insights from the survey are identified below.

### 4.1 Survey Respondents

The Phase B Aquatic Facilities Survey attracted 113 total respondents with 88 online and 25 paper submissions. The majority of respondents were interested in either the Dalby (35%) or Chinchilla Aquatic Centres (27%), with the remaining third primarily interested in other aquatic facilities across the Western Downs. Survey respondents were predominantly regular swimmers with 74% swimming at least once a week in Western Downs aquatic facilities (Figure 1). Nevertheless, infrequent swimmers are still represented in the survey demonstrating a diversity in respondents across user groups.

FIGURE 1 - HOW FREQUENTLY HAVE YOU USED AQUATIC FACILITIES IN THE WESTERN DOWNS IN THE LAST 6 MONTHS?



### 4.2 Challenges and Opportunities for Aquatic Facilities

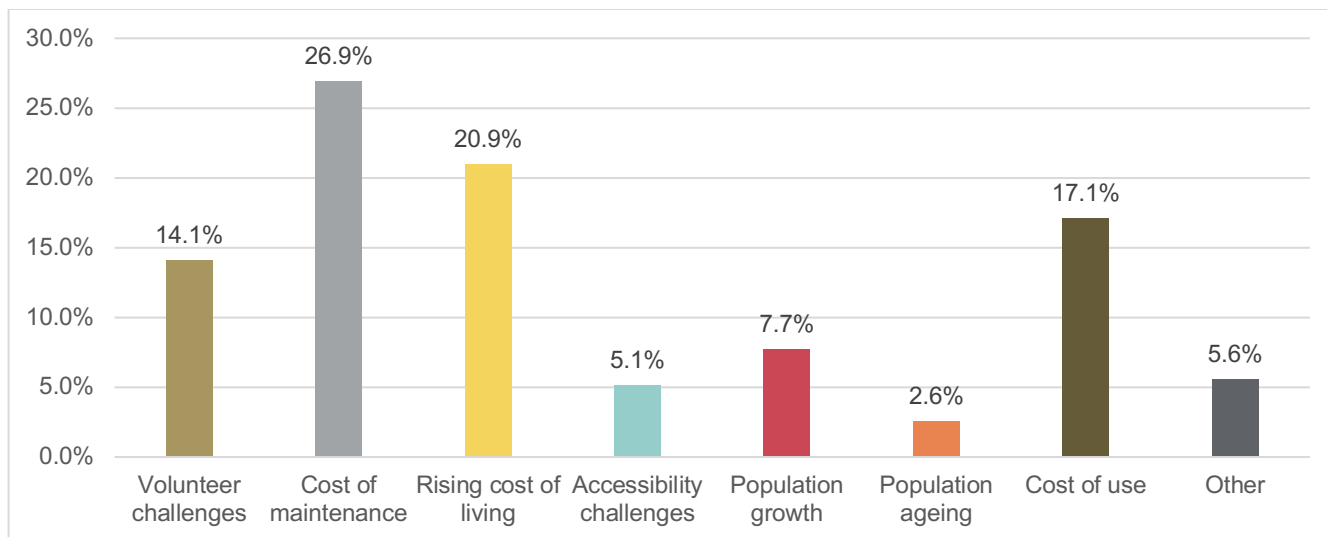
Several key challenges and opportunities for Western Downs aquatic facilities were identified through survey analysis, summarised below.

#### 4.2.1 Costs of Aquatic Centres

The cost of maintaining and using aquatic facilities were consistently raised by survey respondents. In response to what they viewed as the biggest challenges facing community facilities in the region, the cost of maintenance (27%), rising cost of living (21%) and cost of use (17%) were the most selected responses. This reflects a

general concern amongst survey respondents around keeping user costs at a level that enable community-wide access to facilities.

FIGURE 2 - WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES COMMUNITY FACILITIES ARE FACING IN THE REGION?

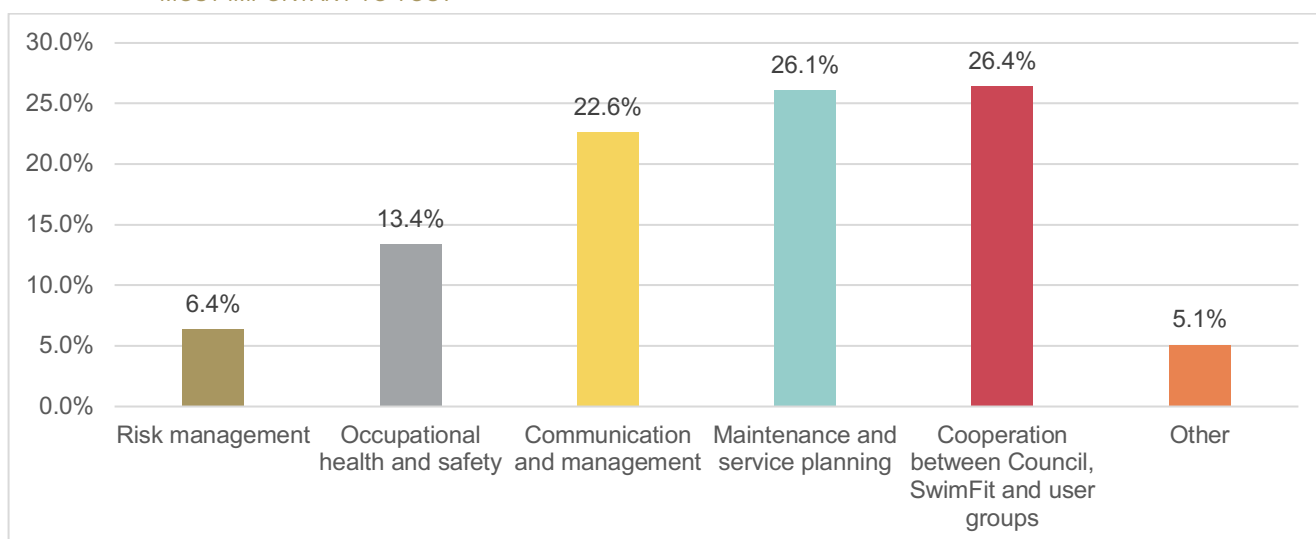


However, the need to continually invest in maintenance and service planning was emphasised throughout the survey. 26% of respondents identified maintenance and service as the most important element of improvement to consider for aquatic facilities. This could indicate a future challenge to balance community expectations surrounding maintenance and upkeep with affordable user costs.

#### 4.2.2 Management

The survey revealed existing management arrangements at Western Downs aquatic centres to be a concern for many respondents. Responses in relation to improving aquatic facilities revealed management as a critical issue. (Figure 3). Likewise, almost half (49%) of respondents indicated communication and management, and cooperation between Council, SwimFit and user groups as key areas for improvement.

FIGURE 3 – IN TERMS OF IMPROVING THE PLANNING, MANAGEMENT, AND MAINTENANCE OF AQUATIC FACILITIES, WHICH IS MOST IMPORTANT TO YOU?



Respondents described a lack of care and desire to service user needs in aquatic management. However, some respondents suggested localising pool management as a future opportunity for Western Downs aquatic centres.

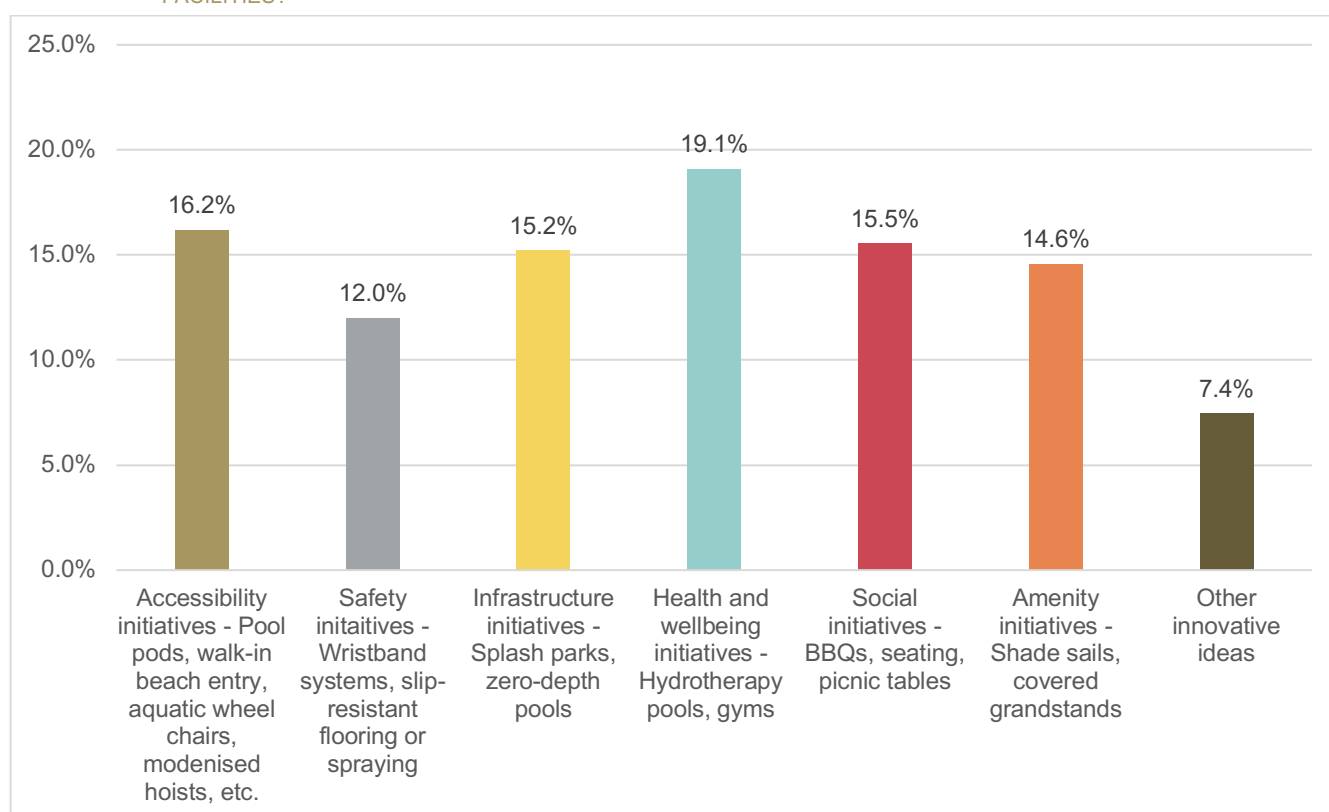
### 4.2.3 Pool Heating and Utilisation

Survey respondents considered the use of pool heating to be a key opportunity for aquatic facilities in the Western Downs. Regarding utilisation of aquatic facilities, 20% of respondents suggested extended pool heating would encourage them to use aquatic facilities more. Respondents identified year-round accessibility as a benefit of pool heating, particularly as it would enable children to learn to swim throughout winter.

## 4.3 Future Initiatives at Aquatic Facilities

Survey respondents showed support for a range of future initiatives for Council consideration. Health and wellbeing initiatives received the most support with 19% of respondents indicating their preference for this option. However, accessibility, social, infrastructure and amenity initiatives were identified as almost equally important amongst respondents. This reflects the multi-use nature of aquatic facilities and a need to consider the needs of diverse user groups.

FIGURE 5 – WHAT INITIATIVES DO YOU THINK COUNCIL SHOULD BE EXPLORING FOR THE FUTURE OF OUR AQUATIC FACILITIES?



## 5. Strategic Insights



As demonstrated in this Report, a wide range of insights and views have been collated over the engagement process. The Strategy will be reflective of, and informed by, this community sentiment. The following strategic implications have been derived from Phase B of engagement:

Theme	Strategic Implication
<b>Promoting healthy lifestyles and active living</b>	Aquatic facilities should continue to promote healthy outcomes in the Western Downs, and these outcomes could be broadened wherever possible
<b>Life skills, safety, and education</b>	A core function of aquatic facilities is education, which should be reflected in the Strategy
<b>Social cohesion and meeting place</b>	Aquatic facilities are social hubs, and there is the potential to extend their impact in this regard by further improving accessibility
<b>Diverse usership and uses</b>	The Strategy should reflect and fairly represent the diverse uses and users of aquatic facilities and accommodate anticipated changing demographics
<b>Reviewing and uplifting management contracts, and contract management processes</b>	The strategy should identify actions to improve the user experience through more user-oriented operating models
<b>Developing mechanism for user feedback to two-way communications between Council and operators</b>	Users feel disconnected from management and operating decisions, which should be reflected and addressed in the strategy
<b>Investigation of viable temperature control mechanisms</b>	Analysis and investigation into controlling pool temperature is required to potentially increase usage periods
<b>Reviewing site locations and inclusions when renewal is required</b>	As each facility nears end of life and renewal is required, alternative sites and inclusions for each facility should be considered in this process
<b>Clarifying user group privileges and rights</b>	A more user-centric operational system should include clarification of user group roles and access protocols
<b>Updating and improving accessibility of amenities</b>	The strategy should enable the improvement of amenities at all facilities, and increased accessibility

# Appendix A – Community Survey



This appendix contains figures for each answer in the Community Survey.

FIGURE 1 – WHAT OUTCOMES ARE MOST IMPORTANT FOR YOU WHEN USING OUR FACILITIES?

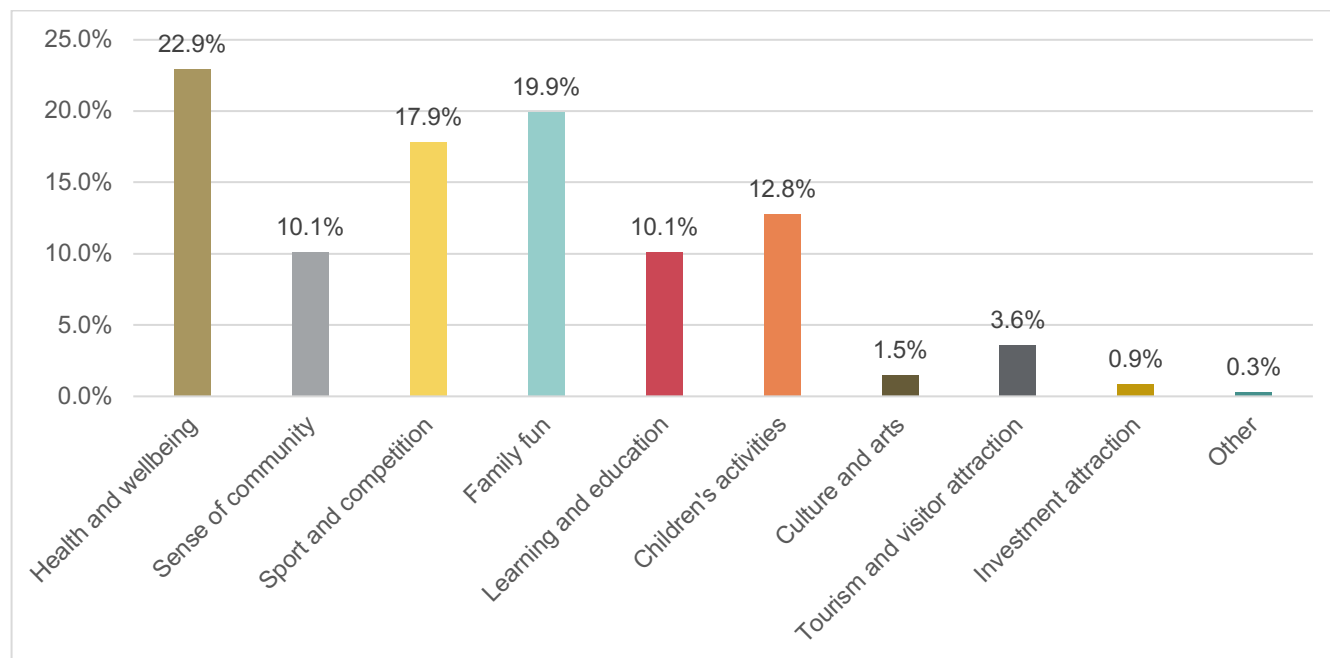


FIGURE 2 – WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES COMMUNITY FACILITIES ARE FACING IN THE REGION?

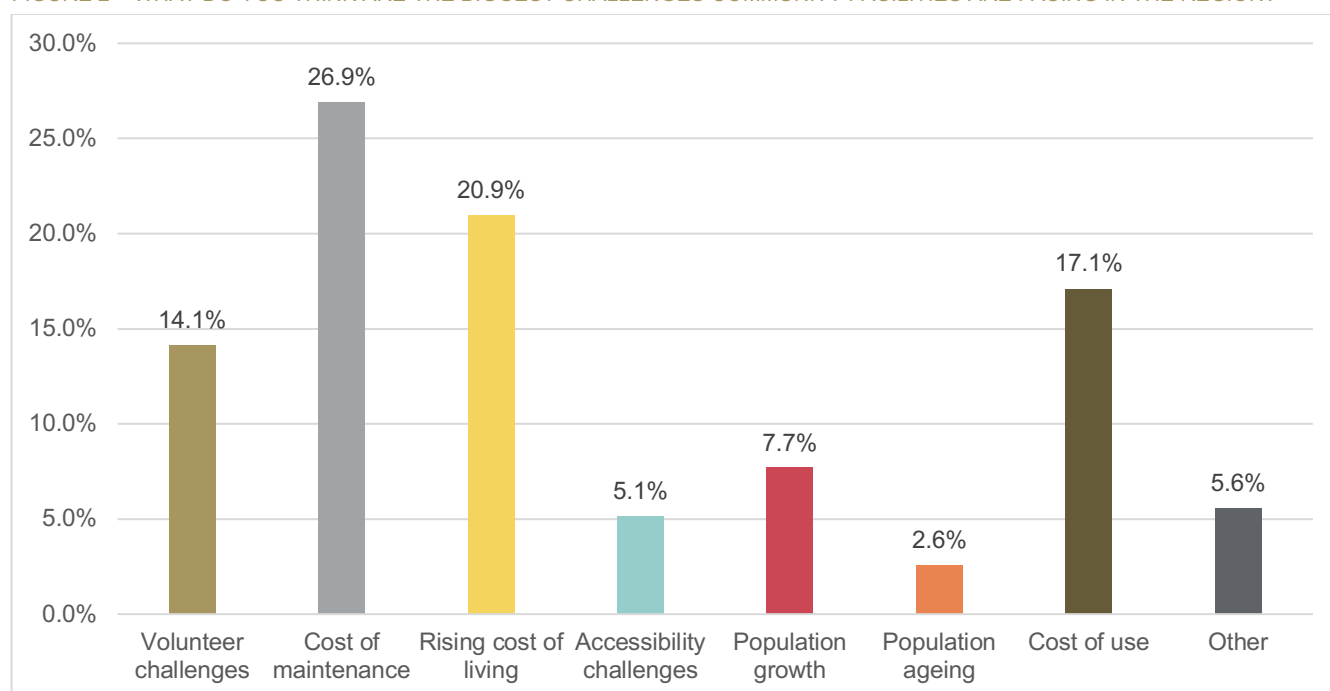


FIGURE 3 – HOW DO YOU THINK OUR COMMUNITY FACILITIES SHOULD EVOLVE IN THE NEXT 10 YEARS TO MEET CHANGING DEMAND AND TAKE ADVANTAGE OF EMERGING TRENDS?

### **Chinchilla Aquatic Centre**

- ▶ I think we should be investing in our existing facilities and concentrate on improving the assets we have to make the facilities more accessible, more cost effective to use, and provide an all round better experience when using them.
- ▶ For example, the community halls could be better utilised for events if they were kitted out with air conditioning and cold rooms. another example, is to provide better maintenance and upgrade programs for our gyms and pools. for not much more costs, other private facilities in the region provide far better services. As our community facilities provide a space for everyone to access to ensure our communities have a excellent liveability qualities, I do think investment into these facilities could benefit from more focus and attention."
- ▶ The facility should always provide the community with a safe place to swim. Facility upkeep is most important and should include the pool grandstands, amenities, starting blocks, concrete paths and non slip matting, sunshades, powerpoints, pumps and pool equipment, wifi internet access, pool mic and speaker system, seating and storage facilities for pool cleaners and learn to swim aides. Rather than moving the pool to a new location, Queens Apex Park across the road could be resumed for aquatic centre car parking with the Queens Apex Park play equipment moved to the botanical gardens or next to the Apex shed in North Street or other suitable location. Redeveloping Queens Apex Park into a carpark may also help ease congestion at the Glasson, Middle and Wambo intersections as it would allow room for a roundabout or other traffic options to allow better traffic flow.
- ▶ Children especially need access to these facilities to keep them active and healthy. The cost to access the facilities needs to remain affordable in order to keep our youth engaged and active. The bathrooms should be upgraded with non slip flooring and better ventilation. Chinchilla is lucky to have an indoor heated pool to be keep people active all year round and the larger pool allows a variety of people to access for multiple reasons. The facilities should remain and improve over the next 10 years by maintaining the internal and external condition. Loss of these facilities would be detrimental to the region and take opportunities away from our children and the health of our community.
- ▶ Population of Chinchilla continues to grow, so the aquatic/pool facilities needs to grow to meet the community needs. Current pool does not meet the needs of the community and swimming club. Facilities and amenities need updating. It's important that all children and schools have access to swimming lessons. More people are learning that being physically active is important to maintain/improve health and the pool and gym can assist them in being active. More families might be attracted to the pool if it had a family wetside e.g. slide and play area, as well as areas to sit.
- ▶ Add a fee to our rates and get in for free....guaranteed money
- ▶ Stop worrying about trends. They are short lived. Continue to provide essential services like swimming lessons and have an accessible facility
- ▶ A Sauna and Spa would be terrific, after a swim or gym workout. Adults only and have to be a member. This would be an asset, and health benefit to the community.
- ▶ Providing an up-to-date Aquatic Facility encompassing user needs and requirements. Users include Swimming Club, Schools, competitive and recreational individuals, High safety standards, presentation of facility and being adequately managed and staffed by professionals in the industry. Providing experienced and high-level Swimming Coaches on a par to City and Metropolitan Clubs and Aquatic Facilities. Keeping the existing size Pool of at least 50metres and minimum of 6 lanes. Surrounds to include shade covered space and seating for spectators and competitors. Separate office/staff room/consulting room for Pool Management so Swimming Club can reclaim their self-funded Clubhouse for its sole use.
- ▶ We need to have aquatic systems available in all towns to ensure the safety of our children. We also need funding to train up new staff and competitive salaries to keep staff
- ▶ "Take a look at Wulanda recreation centre in Mt Gambier South Australia - great inspiration. we have plenty of industry to support the towns - it's probably the biggest hold back to grow the population, everyone wants to be at the coast near the water.
- ▶ The chinchilla weir has huge potential for water sports but can't be touched due to environmental reasons.
- ▶ Maybe we need to look at increasing the water capacity at the weir to drought proof us from the next dry spell while also making it boat friendly removing any remaining tree stumps.
- ▶ Also Chinchilla has restrictions on drilling water bores for yard irrigation so a lot of residential homes rely on town water to irrigate trees and plants through the dry season, farmers rely on the water for the crops. We should never see Chinchilla go into water restrictions."
- ▶ Maintain them so they are safe, accessible, and available to the community.
- ▶ I think the facilities need to worry about current problems rather than being concerned with evolution. We need more swim lessons available at more times during the day, to meet different schedules. The pool heater is frequently broken.
- ▶ Upgrades to modernise facilities.
- ▶ Chinchilla aquatic facilities are excellent. Challenge will be to maintain the high standards and ensure safety and security for patrons. Catering for an older population demographic or physically challenged people by constructing a ramp with handrail into either pool would be an advantage.
- ▶ There is a lack of swimming coaches to assist with children wanting to perform at the next level - we should be encouraging kids to join swimming and be involved in the swim club and carnivals
- ▶ All should be upgraded and not downgraded
- ▶ We need more facilities to encourage those with young families to get out and about. Better toilets and changing facilities where parents are more comfortable to take little ones by themselves, more shade and more low cost or free options.

### **Dalby Aquatic Centre**

- ▶ I think that many of the facilities should be maintained better
- ▶ "Need stuff for children of all ages, water park, cinema, updated playground parks!! updated skateparks, updated pool"
- ▶ Facilities for families with children and activities for young adults
- ▶ The community events at the pool should remain regular and facilities should not be downsized. The large pool, and the events it can host, are an invaluable asset to the town.
- ▶ Heating and more realistic seating/picnic tables and zero depth play area splash park



- ▶ DALBY The pool has lost the FUN- all roped off for laps - even on a 40 degree Sunday arvo! No little diving boards! Too much stuff in little pool - kids need a place to invent their own fun etc and build their confidence in water where they can easily touch the bottom!!!
- ▶ The communication about changes & closures is poor!
- ▶ Ladders in big pool need updating & stronger!
- ▶ The water play in the little pool needs to be removed & expanded out near the playground. The little pool should be free of structured play - go back to just a pool so kids have somewhere to gain their confidence.
- ▶ The playground should be a water play area with climbs & slides etc - current playground takes up a lot of great space for little to no use daily - plenty of other parks in town to play on - maximise the water options.
- ▶ Tiles around edge of inside pool extremely slippery & dangerous - have seen 4 people slip over - need a good clean or updating to non slip!
- ▶ Change rooms for Indoor pool are just awful - no air or windows - horrible to take children into!
- ▶ Swimming Lessons should be controlled by the Teacher not Pool Admin! Lots of negative comments from Parents around the organisation or lack of regarding swimming lessons!
- ▶ Private lessons are almost triple the cost of other private lessons - some kids need the one on one 15min lessons but who could afford it in Dalby?!"
- ▶ We have limited entertainment for young people.
- ▶ No changes, just continued maintenance please.
- ▶ Heat the outdoor pool
- ▶ Allow more lanes for public in 25m pool & Squad minimise to less lanes
- ▶ Increase times for more people to utilise the facility
- ▶ I think council should take back control of facilities instead of leasing out.
- ▶ Heat the out door pool so the competitive swimmers can train without impacting on the recreational swimmers
- ▶ Would love the pool have a therapeutic pool addition.
- ▶ Need to be able to keep up with demand from the public
- ▶ "Dalby has grown and the current aquatic facility does not meet the demands of the community. There are frequently times when learn to swim classes and squad swimmers are clashing with the needs of the general public needing to use the pool, particularly the indoor pool. The outdoor pool needs to be heated to help our kids learning to swim and become competitive. This would free up space in the indoor pool for elderly and general public..
- ▶ Adding a gym to the aquatic centre would be great.
- ▶ Also, accommodate the needs of disabled people needing to do hydro therapy would be beneficial.
- ▶ Community Sub Committee's would be able to keep the community happy by supplying feedback to keep the facilities upgraded and properly utilised to evolve with changing demands.
- ▶ "The pool really needs to be heated We have so much swimming talent that they need access all year round to train"
- ▶ Address inadequate accessibility issues where possible for existing facilities and definitely when building new facilities

### **Jandowae Aquatic Centre**

- ▶ I think that many of the facilities should be maintained better

### **Miles Aquatic Centre**

- ▶ I think that the town should have a pool. Being able to swim is not a trend but something that we should have access too.
- ▶ The community need these facilities without them the youth will have nothing to do and turn to crime and violence.
- ▶ Keep the 50 Meter swimming pool in Miles for the lap swimmers, who use it on a Dailey basis.
- ▶ Find more staff to run the Miles Swimming Pool. Maybe have a combination of Council employed staff & Contracted staff, because the arrangement at the moment is NOT working with swim fit. Make the Miles swimming pool heated, so people can continue their lap swimming during the winter months. Install shade sails over the 50 Meter swimming pool, to be more sun smart. Invest in a bigger pool cleaner for the Miles swimming pool, as the current one doesn't seem to be doing a good enough job. The pool is ALWAYS dirty & very unattractive inside the pool. Invest in an easier & quicker way to take the mats on & off the Miles swimming pool.
- ▶ Keep the pool so I can teach my children to swim and be water safe. Also to have fun as a family and to get out of the house
- ▶ Ensure cost isn't a prohibited of use.
- ▶ Communities facilities must be maintained and kept as they are. Once facilities like the Miles pool and showgrounds are left to deteriorate or are downgraded they are lost forever. These facilities are part of what makes living in a small community like ours so special.
- ▶ "Important to keep , as a service to community, not a \$ value
- ▶ What price do you put on learning to swim . Should be more involvement, through schools , to have children at pool learning valuable skills& fun days . With both parents working & so much going on . I feel children are really missing out unfortunately."
- ▶ Heated pool, to run all year round. So people get into a pattern of using it all year round.

## **Tara Aquatic Centre**

- ▶ Regional pools like Tara's need to be heated for all year-round use. It's not just children that train in these facilities but also those with disabilities and the ageing population to keep active and healthy! Having something accessible all year round like this gives our community the option to have fitness throughout the year! We have seen a large increase in children swimming in the lagoon and swinging off trees throughout summer which is so dangerous!!! There has been nowhere for local kids to swim while doing our pool. They need to be kept busy and off our streets!!
- ▶ Staffing, or lack thereof, will be the biggest challenge when thinking about meeting changing demand and emerging trends. If enough properly trained staff are employed and there are opportunities for further staff training development, the facility will be able to provide services to all users and easily adapt to changes in demand for the facilities use.
- ▶ Listen what the community need as a whole.
- ▶ How about we start with keeping Santos and the gas drilling out, for the health and well-being of Tara and surrounding areas. Keep cash alive...we don't want digital I.D. nor do we want a cashless society. Where are the banks in this town? We once had our own radio station...what happened to that? You want to talk about listening to our ideas, what we want yet you totally dismissed the town's wishes of keeping their 50 metre pool. Tara is growing and you replaced a 50 metre pool with a 25 metre pool.
- ▶ Yes, with the growing population the facilities should be well maintained and developed in a manner that they are suitable for use by the community and clubs especially children's clubs like the swimming club.
- ▶ Due to increase of population, I would suggest being able to hire out the equestrian facilities for more sporting interaction for young kids & adults to enjoy.
- ▶ We need a fully equip gym ops to public to engage youth with classes and community engagement.

## **Wandoan Aquatic Centre**

- ▶ Our children are missing out. The pool in Wandoan is the wrong length for our children trying to reach qualifying times for representative sport. Our children should not be disadvantaged because of where they live.
- ▶ It's also too cold for learn to swim half of the summer season. So many children can't swim. Swimming could be year-round if the pool was heated and assessable year-round. Children could train year-round. Adults could swim home health and well-being year-round.
- ▶ Waterloo Park adjacent. Visitors/travellers more likely to visit with better facilities."
- ▶ "The Wandoan pool needs to be fixed and reopened to the public.
- ▶ A gym addition to the Wandoan pool facility would draw patrons to the pool and increase the health of the town."
- ▶ Heated pool to be used all year round include more services e.g., cafe, gym, longer hours in summer.
- ▶ Pools need to be available year-round so residents can exercise year-round. Heat the pool and cover as Chinchilla. It is 1 & 1/2 hr drive to any pool from Wandoan for 6 months of the year. Shame on you WDRC. If you add gym facilities at the pool in a Wandoan with a card system to access, you could have a wonderful addition to the community. Anyone who looks at this area to live, will consider the limited access to both pool and gym facilities as a detriment.
- ▶ Wandoan pool is very important for education re learn to swim/lifesaving classes, also lessons for the older citizens of our community for fitness purposes. Travelling to other pools in the district is not very viable because of cost and time management to improve children swimming abilities. We need our facilities improved to meet the community needs with good swim coaches.
- ▶ We need to make it affordable for everyone to enjoy. Create more jobs for locals.
- ▶ Hot showers in the change rooms for people who want to swim before work. Heating pools so they are enjoyable to swim in for small children at the beginning of the season.
- ▶ Wandoan pool needs to be fixed. We also need a community gym in Wandoan.
- ▶ By keeping up with technology
- ▶ Need to dig up our pool it has so many problems one after the other, put in new pool, heated with a splash pad for little kids
- ▶ Wandoan NEEDS a pool! Gives the children something to do, other than roam the streets. I have a competitive swimming son and travelling to Taroom and Miles is very hard on EVERYONE just so he can have the same possibilities as other swimmers.
- ▶ Heating the pool do it can be used year round.
- ▶ Fix our pool.
- ▶ Ensure they are what the community needs and is maintained to the same standards as other facilities in the region.
- ▶ Advertise and schedule sessions for our aging population.
- ▶ Work with schools and early educators to ensure Littlies learn to sei and forge lifelong habits of using the public pool.

FIGURE 3 – WHAT AQUATIC FACILITY IN WESTERN DOWNS ARE YOU MOST INTERESTED IN?

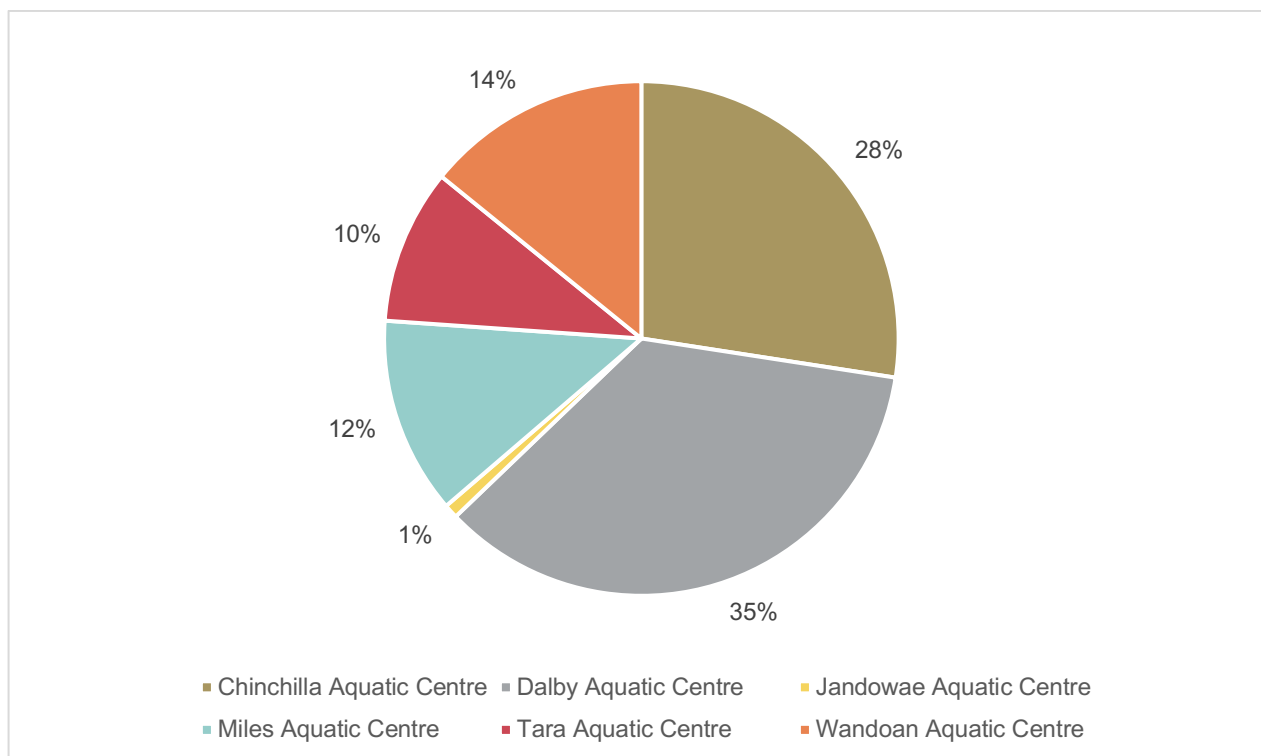


FIGURE 4 – WHAT ARE THE MOST IMPORTANT CONTRIBUTIONS AQUATIC FACILITIES MAKE TO OUR REGION?

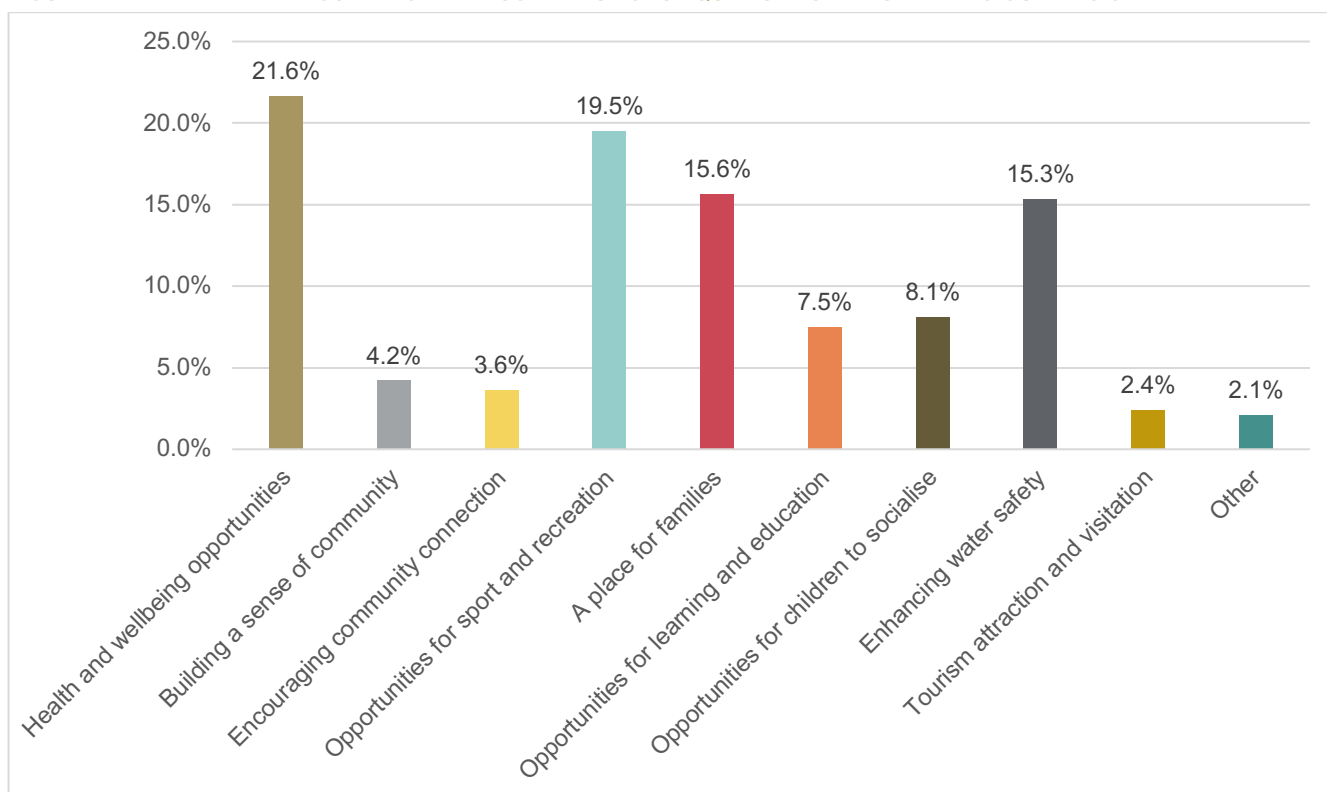


FIGURE 5 – WHAT PARTS OF THE VISION RESONATE WITH YOU MOST?

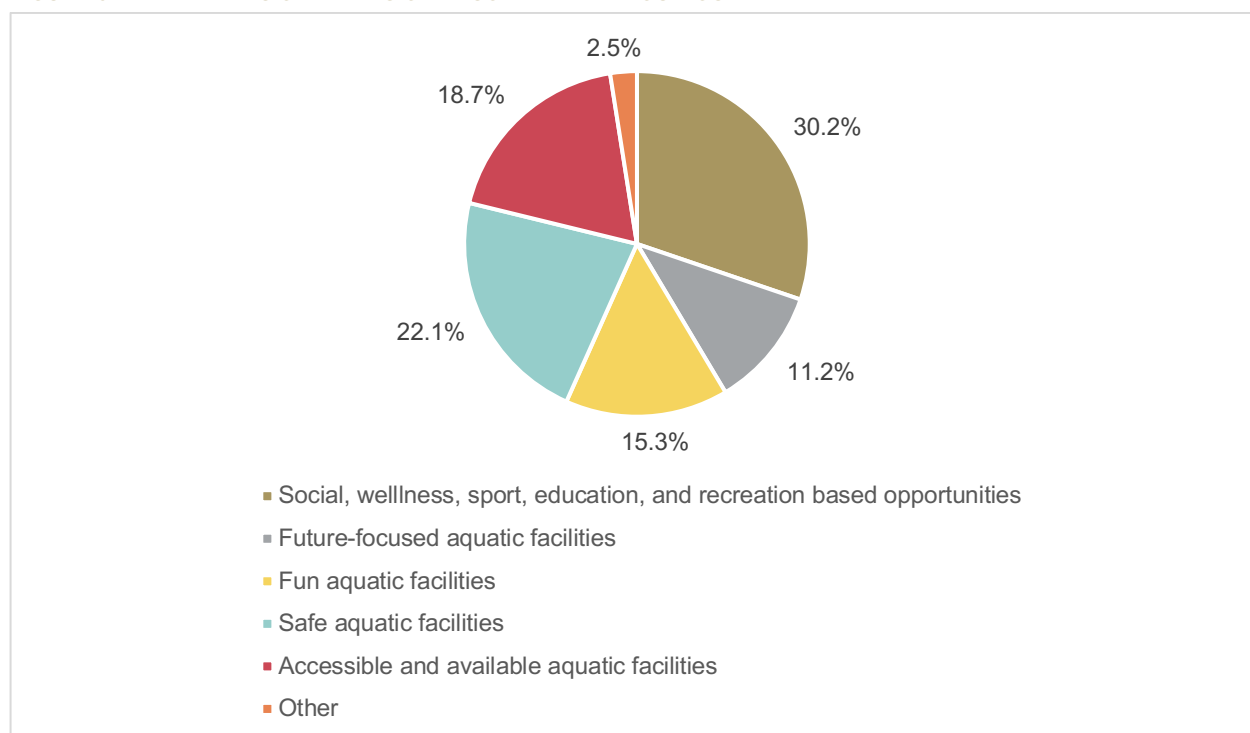


FIGURE 6 – IN THE LAST 6 MONTHS, HOW FREQUENTLY HAVE YOU USED AQUATIC FACILITIES IN THE WESTERN DOWNS?

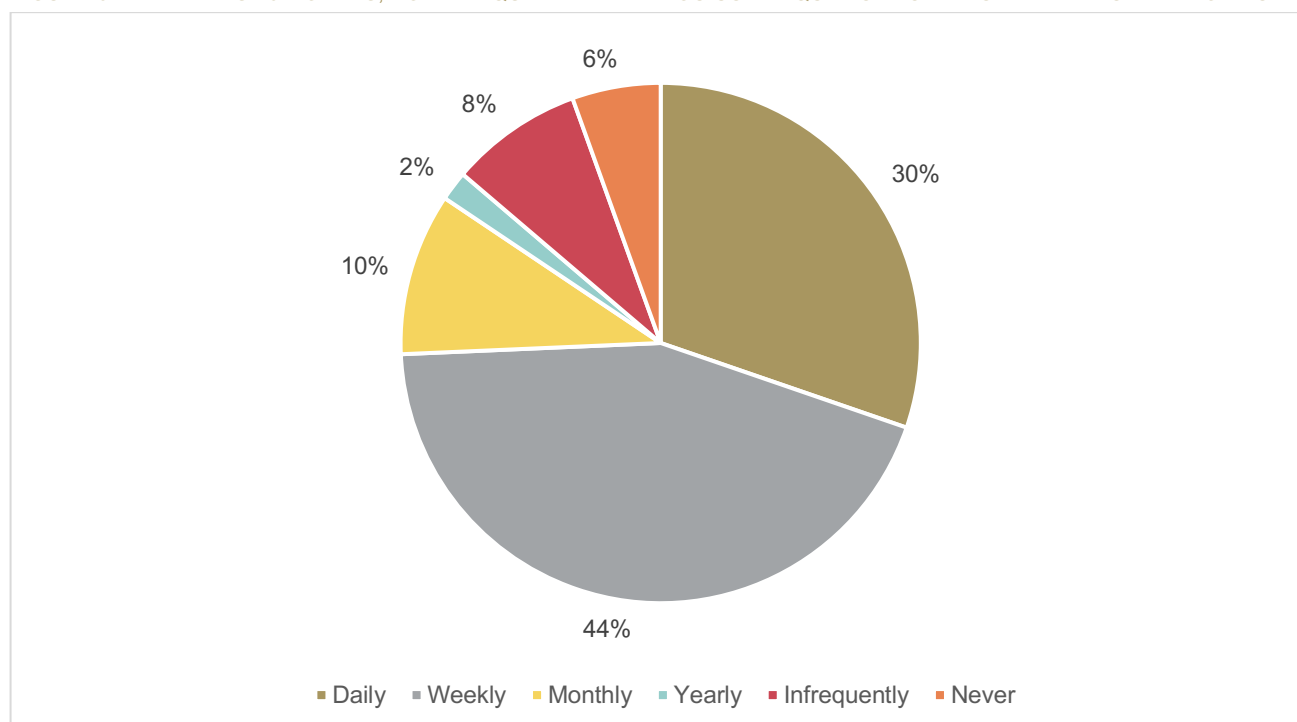


FIGURE 7 – WHAT FACTORS WOULD MAKE YOU USE AQUATIC FACILITIES MORE?

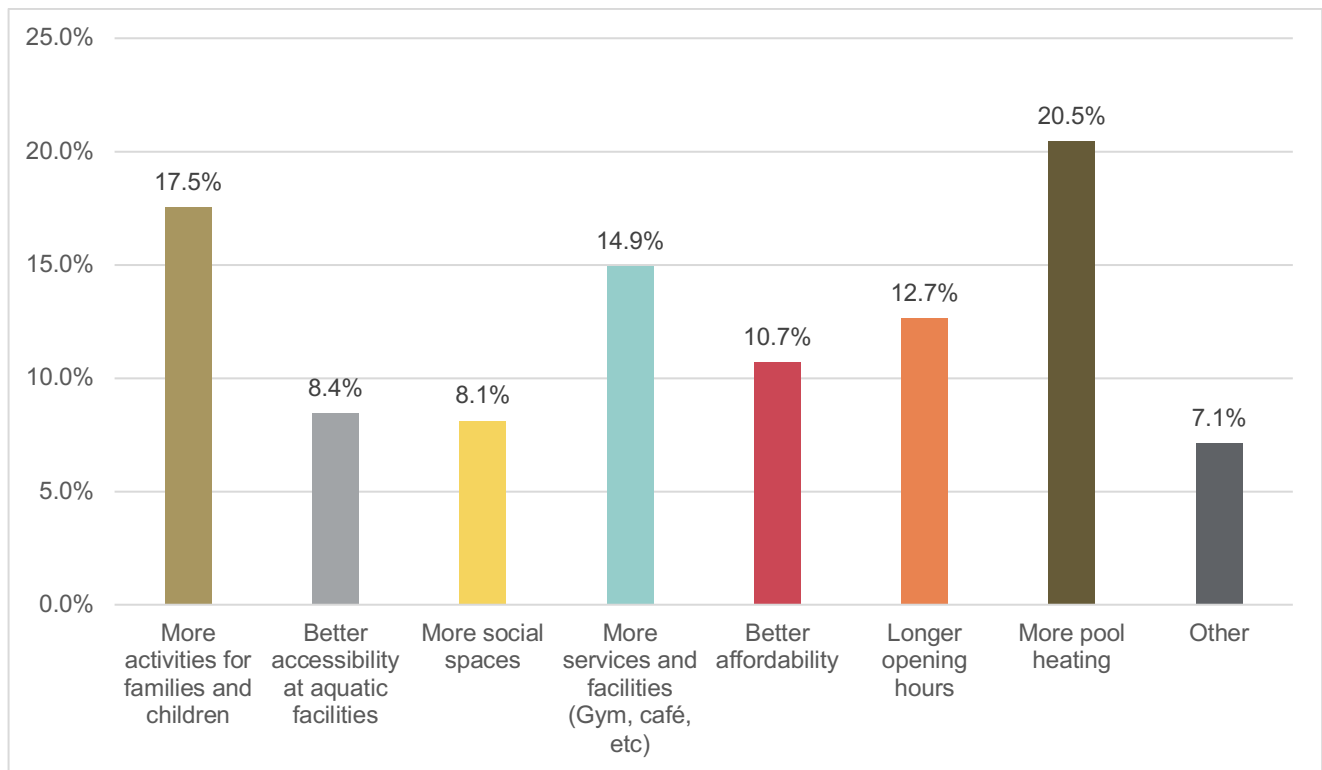


FIGURE 8 – IN TERMS OF IMPROVING THE PLANNING, MAINTENANCE, AND MANAGEMENT OF AQUATIC FACILITIES, WHICH IS MOST IMPORTANT TO YOU?

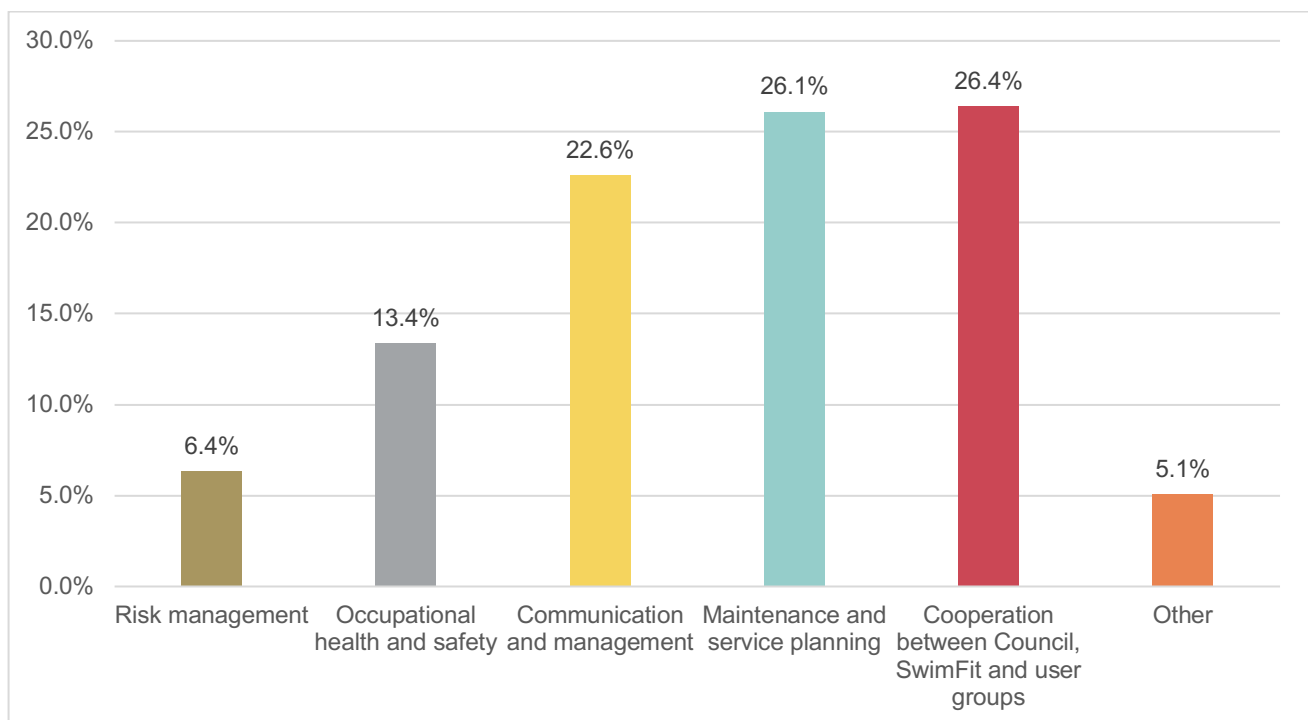


FIGURE 9 – WHAT INITIATIVES DO YOU THINK COUNCIL SHOULD BE EXPLORING FOR THE FUTURE OF OUR AQUATIC FACILITIES?

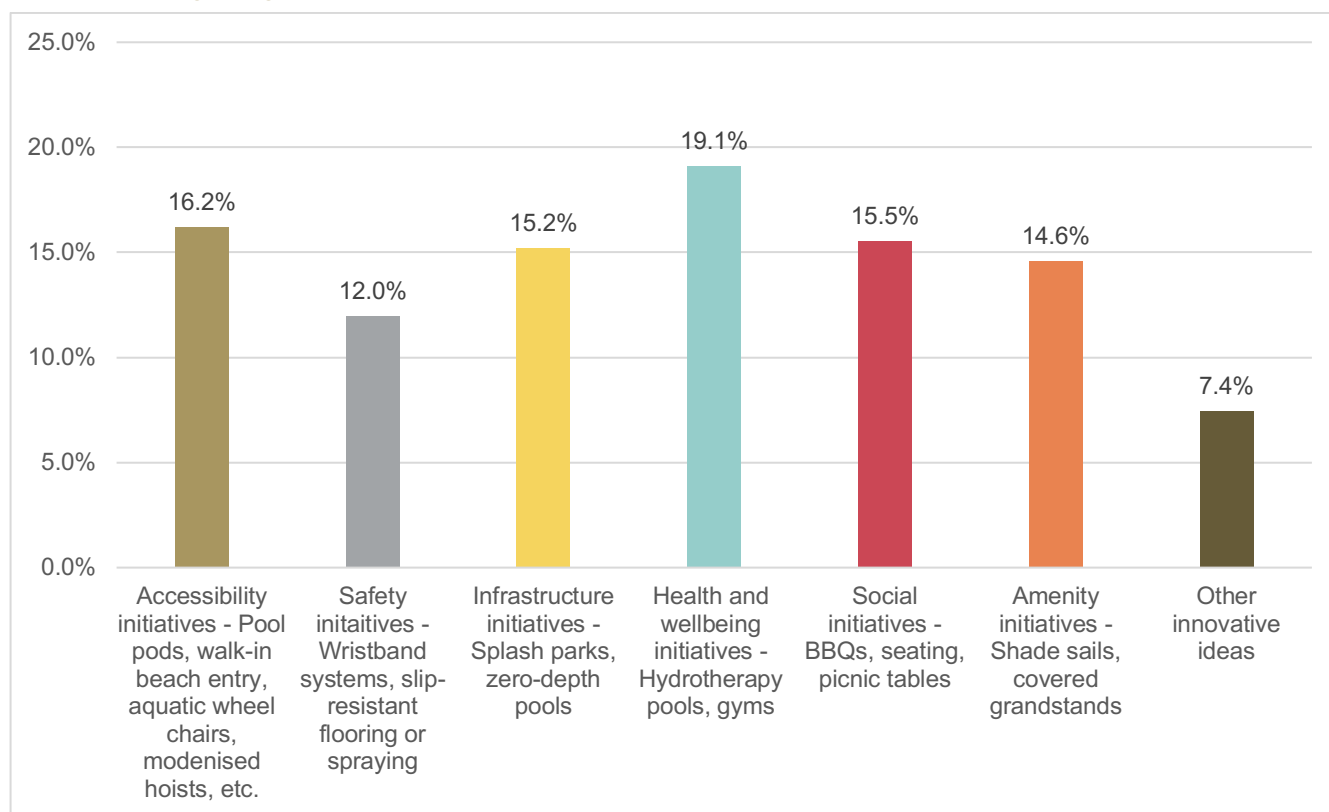


FIGURE 10 - DO YOU HAVE ANY OTHER GENERAL OR SPECIFIC OPPORTUNITIES, CHALLENGES, OR IDEAS FOR THE FUTURE OF OUR COMMUNITY FACILITIES, INCLUDING AQUATIC FACILITIES OR SHOWGROUNDS?

### **Chinchilla Aquatic Centre**

- ▶ Maintenance and replacement program schedules need to be better managed.
- ▶ Provision of more equipment.
- ▶ Accessibility is paramount.
- ▶ The cost, specifically in Chinchilla, is generally adequate however it's disappointing to see lack of access to many aspects of the facility when maintenance and replacement of equipment falls behind.
- ▶ I can tolerate the lack of equipment, but when half the items are unusable it becomes an expensive endeavour."
- ▶ Council should take back the maintenance and upkeep of the facility rather than rely on SwimFit to manage the facility.
- ▶ Parking at Chinchilla pool is minimal. Mums with bubs/young children often need to cross a busy intersection to access pool.
- ▶ Facilities are not big enough to service the staff, community and the activities on offer, let alone expand and offer more services.
- ▶ A pool facility upgrade is required so the swimming club can continue to develop state and national swimming champions. An update to facilities could also allow the swim club to invite and host larger swimming carnivals and training workshops. This would bring visitors to the area.
- ▶ I think the staff currently are lazy and unfriendly, and unhelpful. They sit in the office and I rarely see them doing anything at all - gee what a cruddy job that must be!
- ▶ Localising the management of the facility. Having one large consortium running the management of multiple pools in the Western Downs has been very damaging. There is no care factor and this is evident in the current rundown state of most Pools (other than Dalby) in the Western Downs. Even having Council return to running them and employing the staff would be better than the current arrangement with SwimFit. No accountability or desire to service user needs. This would have to be impacting financially and giving false figures to support keeping and improving the Aquatic Facility.
- ▶ My main concerns are; (Lack of) Cleanliness of the pools, facilities, toilets, showers and change rooms primarily. When Jerome was here, he was constantly cleaning the pool - something I never see! Would love to see the 50m pool heated, so we can use it all year round. Good for Vitamin D in the sunshine, and general well-being. And staffing, well I am disappointed in their lack of friendliness, their lack of work-ethic and overall laziness...constantly sitting in the office chatting or on personal phones etc - not a good reflection of our town!
- ▶ I am very satisfied with our facility in Chinchilla - just want it maintained over time please
- ▶ More concrete pathways in Chinchilla for mums and babies with prams and kids on scooters etc. Better care taken of local green spaces (ie trees planted on nature strips), and more plants should be planted
- ▶ Do not turn these facilities into a water amusement park. They should be kept as a facility for health, education, sport accessible for everyone, not just children.
- ▶ Specific swim squad coaches

### **Dalby Aquatic Centre**

- ▶ The Dalby pool should have kids water park like they have in chinchilla. It would compliment the Dalby pool perfectly to be part of this complex.
- ▶ This centre is a large asset to the town and surrounds. Future focused planning, as suggested in the survey, will benefit the town immensely, especially in keeping the 50m pool facilities available as an attraction for local events/competitions.
- ▶ Definitely heating to spread the use of the pool out and make it enjoyable and common sense usage for everyone
- ▶ I would love a creche so mums can swim laps uninterrupted without having to hire a babysitter. I would love an outdoor splash park for the kids who want to get wet but don't want to swim. Learn to swim classes on the weekend!
- ▶ Heat the Dalby outdoor pool
- ▶ Would love to see hydrotherapy happen.
- ▶ Please heat the outside pool. Consider establishing an entirely new complex separate from the current centre to accommodate the needs of the elderly or those with disabilities.
- ▶ The maintenance of the pool facilities seems to be an ongoing issue with the Bathrooms, Pool Cover Roller System, Lighting, Filtration and Outdoor Pool Hoist all out of action at sometime during the season. A weekly maintenance check by both SwimFit and The WDRC would surely stop small issues becoming large ones. The cleanliness of the bathrooms and general areas needs a 'McDonalds' style of roster where there are hourly checks in peak times to keep on top of hygiene. I LOVE the DALBY POOL. I am normally there at least twice a week in summer and once a week in the winter. I know we are extremely lucky to have such a great facility in town to enjoy year round and I appreciate all the Work and Expense it takes to run such a great community asset. Many Thanks

### **Jandowae Aquatic Centre**

Nil.

### **Miles Aquatic Centre**

- ▶ I think council should look into getting another contractor, as the arrangement with SwimFit isn't working. There has been so many issues with that Miles swimming pool & its only recently that I have submitted 4 CRM's to council asking for things to be completed. I have received an email back from Rowena Mortan which was a waste of a response & was very uninformative, as she didn't address the problems in her emails. She didn't tell me what council was ACTUALLY doing about these 4 CRM's I have submitted with council.
- ▶ I think that is half the problem, council staff don't tell you where they are up to with the progress of these issues, & it gets to the stage where community members who are actually using the facility think that council has forgotten about it, & therefore nothing gets done.



- ▶ I would encourage council to employ local staff who is actually going to look after & maintain the Miles Swimming Pool because clearly SwimFit can't do that & their staff are flat out turning up on time & having the pool ready for their lap swimmers by 5:30am sharp.
- ▶ By the time the SwimFit staff turn up & take the mats off the pool its 5:50am, which is cutting into my time I get to swim my laps. This happens on a Dailey basis.
- ▶ The pool is an important part of our community. Priority should be given by council to maintain this facility as it is into the future.
- ▶ The reason why people are not using the Miles aquatic facility is the cleanliness and hygiene of the pool at this present time. Get local operators who care for the community and want to develop the engagement to run the pool and people will start using it.
- ▶ "First months weather was colder & wetter, so water temp was too cold in general , even for me . Traffic on the Warrego highway, needs screening off , fumes & noise at times , not pleasant . Mowing etc, sometimes happens when I'm & others at pool, not pleasant !
- ▶ When I'm showers , no none slip mats anymore , especially when you get out of shower . Being elderly, I've nearly slipped a few times ."

### **Tara Aquatic Centre**

- ▶ We need a heated pool!! I have an extremely sporty child that needs to train all year round. Also 2 younger children that have years of catch up swimming lessons to learn due to no pool!
- ▶ Perhaps in the future, the accessibility of Tara's facility could be extended further into the autumn and winter months if it was covered with a roof and had large outdoor curtains that could be pulled around the pool area making it warmer. This would allow learn to swim, squad and wellness programs to continue throughout the year benefiting not only community users and local staff members but it may also contribute to it's financial viability. Roma pool has something like this if you need inspiration.
- ▶ I ran a pool in QLD some time ago, my question is how do our schools proceed ahead with carnivals in such a small pool & swim club?? Why did we not get a 50m pool when 99% of the community voted for it??
- ▶ Making sure the townsfolk feel like they are listened to, that we are heard and our wishes are respected. The council is representative of us but that isn,t how Tara residents feel.

### **Wandoan Aquatic Centre**

- ▶ Definitely room for more facilities to be built and run
- ▶ More year long accessibility
- ▶ Provide a year round service to the Wandoan community. Heat the pool and cover it.
- ▶ Wandoan has only one child that will be competing in the South West trails this year, due to his family travelling to Miles and Taroom for coaching purposes every week, great expense in time and money has fallen on their shoulders because of the pool closing in Wandoan.
- ▶ We would love more community fun days at the pool to encourage pool safety around water
- ▶ Engage the community age groups

FIGURE 11 – WHAT BEST DESCRIBES YOUR GENDER?

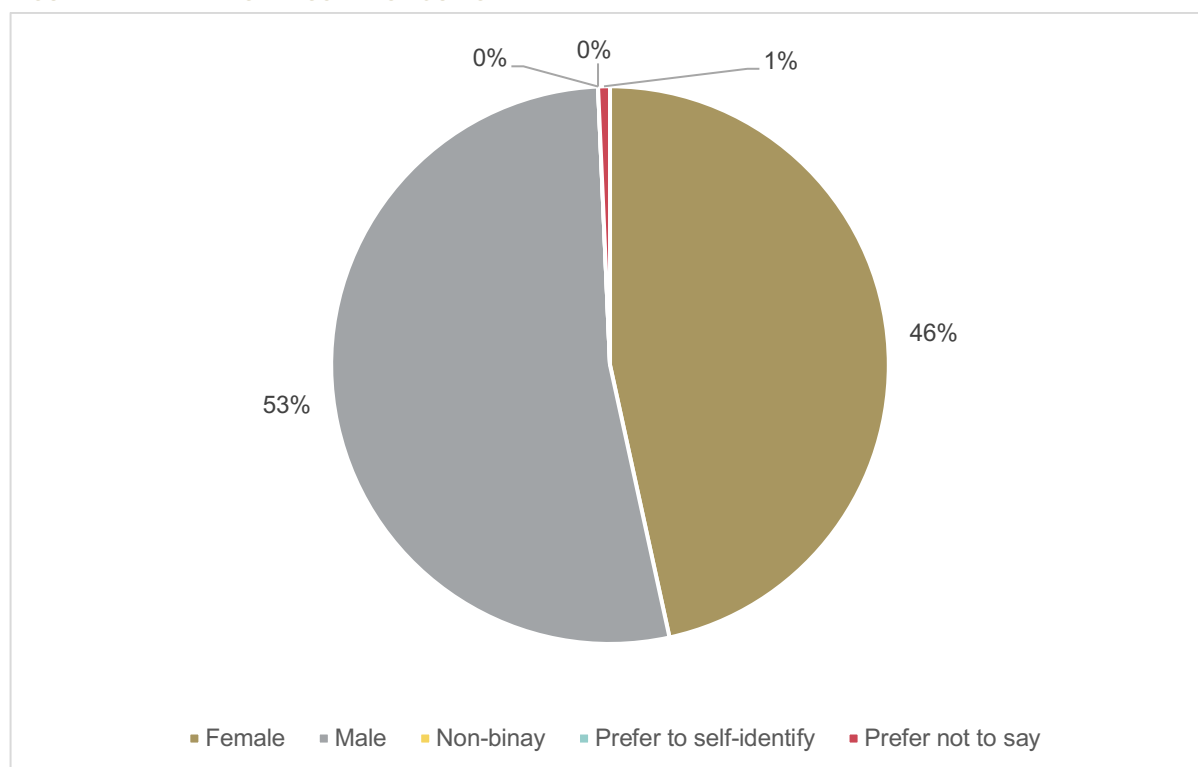


FIGURE 12 – AGE OF RESPONDENTS

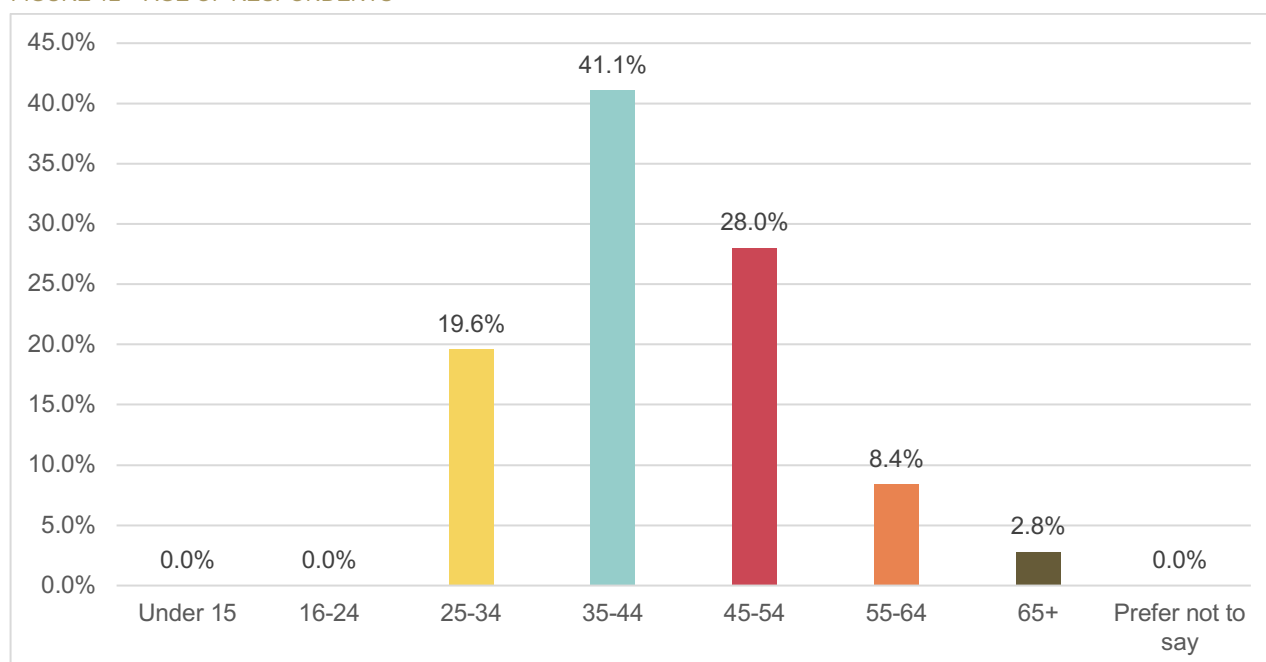


FIGURE 13 – ARE YOU OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

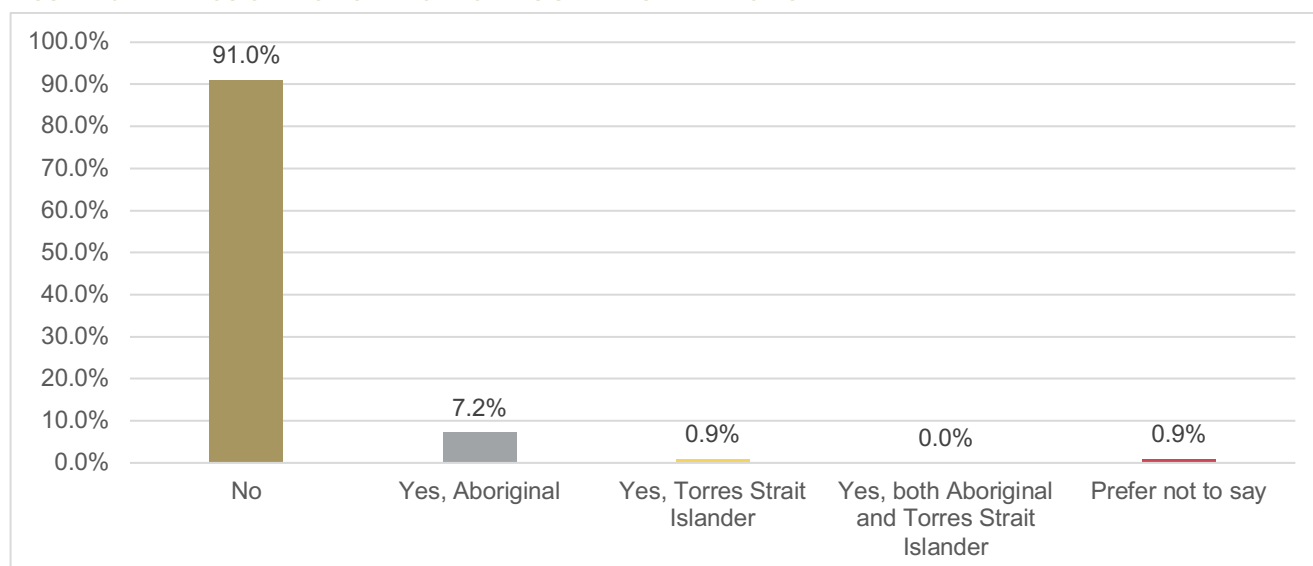


FIGURE 14 – ARE YOU FROM A CULTURALLY AND/OR LINGUISTICALLY DIVERSE BACKGROUND?

