

Response to question on notice

Questions on Notice Paper No 15

6 February 2026

Question No. 859

MS CARRICK: To ask the Minister for Sport and Recreation:

1. Why aren't the results from the annual Customer Experience and Relationship Management surveys across Canberra's public pools published.
2. Is or was the survey referred to in part (1) conducted for Phillip Pool and Big Splash.
3. What other pools are included in the surveys referred to in part (1).
4. What other data is collected on publicly accessible pools, for example, the number of unique visits per season.
5. Can the Minister publish the customer surveys referred to in part (1) and other pool statistics referred to in part (4) for the past ten years.

YVETTE BERRY MLA - The answer to the Member's question is as follows:

1. The intent of the Customer Experience and Relationship Management (CERM) Annual Pools Surveys is to support contract management with feedback and information provided on the performance of the operators at the Territory owned facilities. These reports have been collected without any intent of them being publicly released and without any prior notice to respondents that their comments would be publicised. The survey is for internal review by ACT Government and Aquatic operators and includes information that may identify individual staff members.
2. The surveys are only held at the seven (7) Aquatic Centres owned by the ACT Territory. Phillip Pool, CISAC and Big Splash are not included within these surveys as they are not Territory owned.
3. Only the seven (7) publicly owned Aquatic Centres owned by the ACT Territory, Canberra Olympic Pool, Dickson Pool, Gungahlin Leisure Centre, Erindale Leisure Centre, Lakeside Leisure Centre, Manuka Pool and Stromlo Leisure Centre are included.

4. The annual CERM surveys for the seven (7) publicly owned Aquatic Centres owned by the ACT Territory capture and provide data including:

- Distance travelled to the centre
- Mode of transport
- Number of visits (unique visits are not recorded)
- Frequency of visits to the centre
- Time spent at the centre
- Usual time to visit the centre
- Length of time visiting the centre
- Attendance as a group
- How visitors attend
- Origin of birth
- Main activity at the centre
- Gender
- Age
- Postcode
- Chronic Illness or Disability

5. The ACT Government are currently exploring the potential to publicly release results in a format that upholds privacy standards.

Approved for circulation to the Member and incorporation into Hansard.



Yvette Berry MLA
Minister for Sport and Recreation

Date: 03/03/26

This response required 5hrs 25mins to complete, at an approximate cost of \$490.07