

Salisbury Aquatic Centre

Engagement Summary Report

Salisbury Aquatic Centre – Engagement Summary Report

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1. Background

As part of the Local Government Infrastructure Partnership Program, the State Government has committed \$7.185 million toward the redevelopment of the Salisbury Recreation Precinct (Salisbury Pool). This funding, together with funding provided by the City of Salisbury, will result in the delivery of a renewed Salisbury Aquatic Centre located at Happy Home Drive, Salisbury North.

A concept plan for the redevelopment has been prepared, in accordance with the City of Salisbury's defined project scope as follows:

'In alignment with the City's Health and Wellbeing agenda, redevelop the aquatic facilities at Salisbury Recreation Precinct, Happy Home Reserve, Salisbury North, to address identified operational issues and DDA requirements, as well as provide the community with a full year, modern, multi-use facility which is environmentally sustainable, fully accessible and includes new service provisions including indoor swimming, gym facilities, café, waterplay and warm water program pool with hydrotherapy capability.'

The outcomes of the engagement will inform the refinement and detailed design of the new Salisbury Aquatic Centre.

This redevelopment represents a significant investment for the City of Salisbury and ensuring facilities meet community needs and expectations is important to reduce risk, improve decision making and increase community buy-in and utilisation once operational.

1.1 Purpose of the engagement

The purpose of this engagement was to gain important information and feedback from stakeholders and community that will assist the City of Salisbury to form a view as to how and what the new Salisbury Aquatic Centre will be used for, and critically to ensure that the City of Salisbury can deliver an Aquatic Centre that meets needs and represents value for money.

As communicated in the project's vision, the purpose of the engagement was to 'Engage stakeholders and the community to develop confidence and support for a successful outcome'.

To achieve this, the engagement sought to obtain a comprehensive understanding of community and stakeholder demand for the redeveloped Salisbury Recreational Precinct including:

- understanding current use of the pool
- understanding **who** would use the redeveloped aquatic centre
- **how** they would like to use it
- **what** would enable them to use it.

1.2 Engagement activities

A range of engagement activities were undertaken to inform and engage the community around this project and seek their views. The consultation period opened at 9am on Monday 2 August 2021 and closed at 5pm on Wednesday 25 August 2021.

Table 1 below outlines the activities undertaken, along with their target audience.

Table 1 Engagement and promotion activities

Activity	Description/objectives	Target audience
Have Your Say webpage	Have Your Say webpage with project specific information that provides overview of project and engagement opportunities	All audiences
Social media (Facebook and Twitter)	Posts on City of Salisbury's (CoS's) social media platforms to promote the project and engagement opportunities (online survey and drop-in session)	All audiences
Information brochure and FAQs	Overview of concept plan, participation opportunities and links to website for more information	All audiences
Public notice	Public notice placed in the Advertiser promoting the project and engagement opportunities	All audiences
Electronic signage boards	Display on CoS electronic sign boards at Salisbury Community Hub promoting engagement activities.	All audiences
Online survey	Survey Monkey feedback form promoted through all communication methods (including hard copies available at the Salisbury Community Hub)	All audiences
User group workshop	Online interactive workshop to allow participants to provide us with targeted feedback on the design elements as well as identification of opportunities for future use as well as design features that will enable visitation (e.g. access needs) within scope of the current concept plan	Representatives from aged care, multi-cultural, youth, and disability sectors.
One-on-one meeting with current operator	One-on-one meeting with current operator to obtain targeted feedback on current use and challenges and opportunities within the redevelopment.	Current operator (Belgravia)
Community drop-in session	Drop-in session at Salisbury Community Hub to provide face to face opportunity information and seek feedback from community	Community members including existing facility users and potential new users

1.3 Engagement results

This engagement approach has been designed to be analysed qualitatively rather than quantitatively. While numbers of participants and respondents are counted in this report, these numbers are not indicative of levels of support for any issue. It is possible for stakeholders to participate in several or even all engagement tactics, meaning their views could be reported multiple times.

The following sections summarise the feedback received through the key engagement activities, including:

- Online survey
- User group workshop
- Community drop-in session
- Operator meeting
- Emailed submissions

This report presents a summary of the engagement undertaken and the key themes of feedback received.

2. Community survey

2.1 Overview

An online survey hosted on Survey Monkey was used as a key way to receive community feedback. It was promoted via the Have Your Say webpage, as part of a letterbox dropped information brochure to the surrounding catchment (approximately 5000 households), and through posts on City of Salisbury Twitter and Facebook channels. The online survey was accessible during the consultation period from 2 – 25 August 2021.

2.2 Results

462 surveys were submitted. Numbers of responses to questions are reported as percentages or response numbers below. Where 'other' options or comment fields have been provided, key themes of these comments are highlighted in this section, with verbatim comments provided in full in Appendix A.

2.2.1 About you

The majority of respondents indicated that they live in the immediately surrounding suburbs to the Salisbury Pool site being Salisbury, Salisbury North, Parafield Gardens and Paralowie.

2.2.2 Household demographics

Respondents were asked to indicate how many people in their households are adults and how many are children, with age brackets provided for those under 18 years old (0-5 years, 6-12 years and 12-17 years). This information seeks to understand the demographics of current and future users.

2.2.3 Current use

This question asked respondents to indicate whether they have visited the current Salisbury Pool. 84% of respondents indicated that they had visited the pool and 16% indicated that they hadn't.

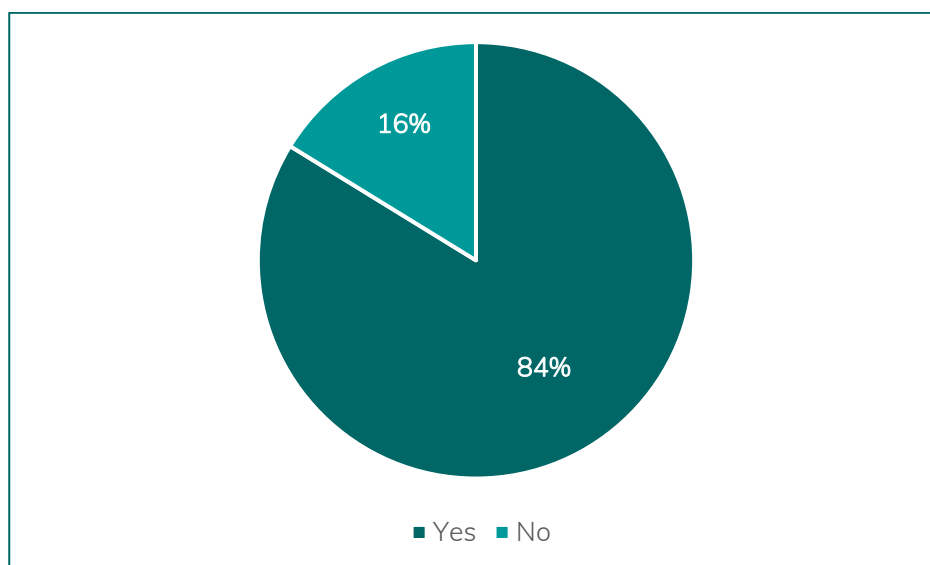


Figure 1 Do you currently use the Salisbury Pool?

The survey used logic depending on this response to explore use of the current facility further. If respondents indicated 'yes', the survey posed additional questions of 'how often do you visit?' and 'what do you use it for?'

Of those who currently use the facility, the majority of respondents (223) indicated that they visit the pool 'every now and then'. Smaller proportions of respondents visit yearly, weekly or monthly. A smaller proportion of respondents visit daily (18%).

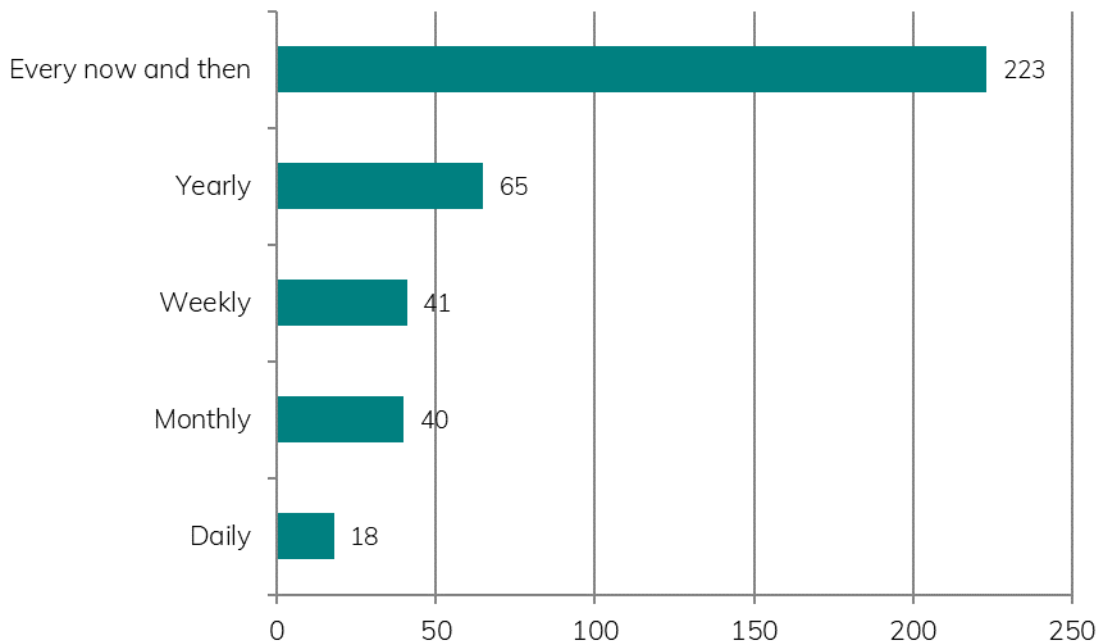


Figure 2 How often do you visit? (current users only)

When asked 'what do you use it for?', the majority of respondents who have visited the Salisbury Pool indicated that they use it for 'swimming for fun' (295), smaller but still significant proportions use it for 'swimming for fitness' and 'swimming lessons'. It is noted that respondents could choose as many options as apply.

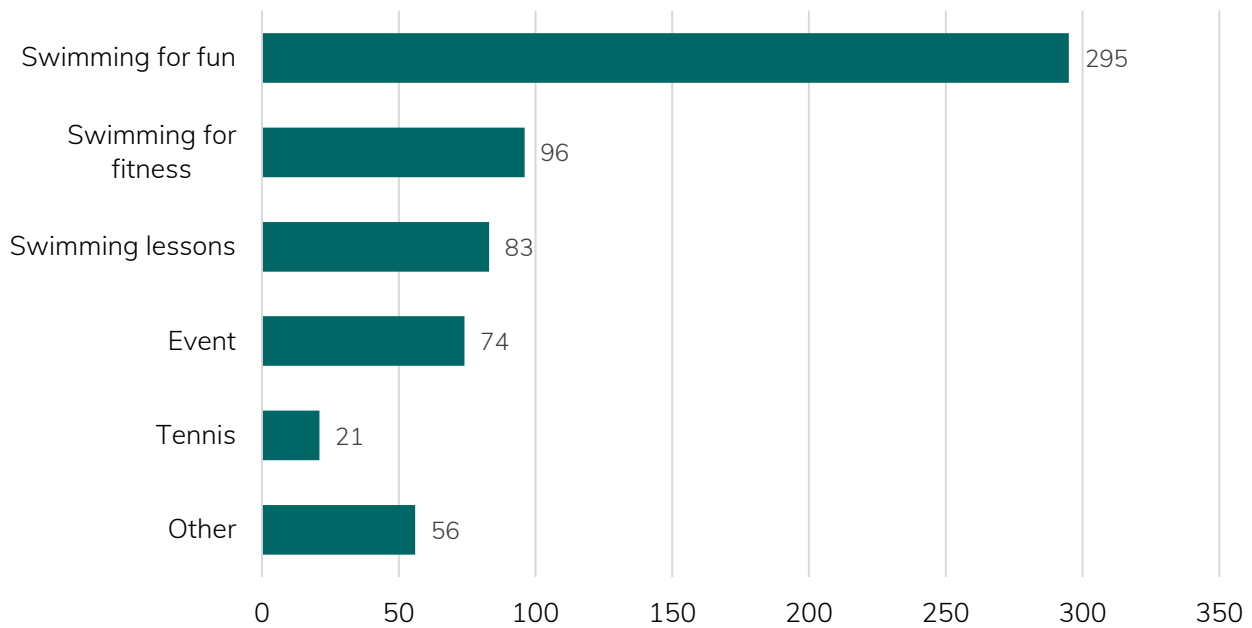


Figure 3 What do you use it for? (current users only)

Respondents were also given the option to select 'other' and enter their own use. Respondents commented that they use the pool for rehabilitation, supervising children, birthday parties and attending courses.

If respondents indicated that they hadn't visited the current pool, the survey promoted, 'why not?'. 40 respondents who don't visit the pool indicated that it is 'difficult to get to', with 28 indicating that 'not open when I want to use it'. 25 respondents didn't know it was there. 'Other' reasons included 'old, boring and outdates', 'not suitable for aged persons and rehabilitation' and 'didn't look very interesting for child and very open to hot'.

No clear trends emerged in preferences for future use by analysing responses by adult or child age ranges.

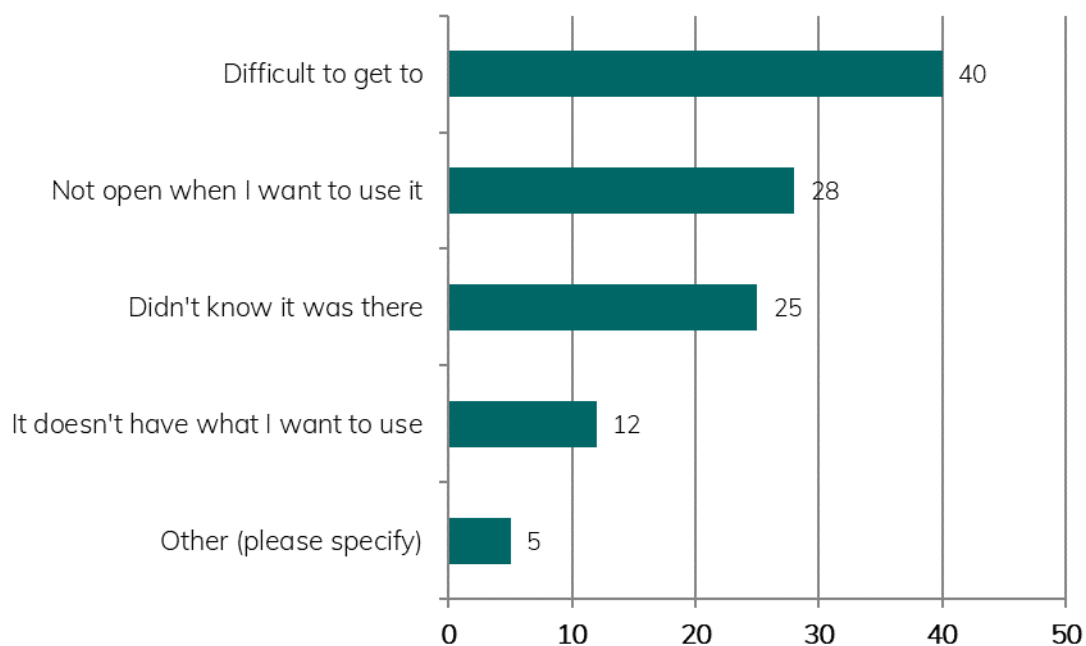


Figure 4 Why don't you use the pool currently? (non-users only)

2.2.4 Why would you visit the new swimming centre?

This question asked respondents for the reasons that they would visit the new Aquatic Centre. Respondents could select as many options as they liked. The top reasons for visiting were indicated as 'To keep fit' (310) and 'For entertainment' (294), indicating that the social nature of use and its ability to become a meeting place for community is just as important as it's use for exercise and wellbeing.

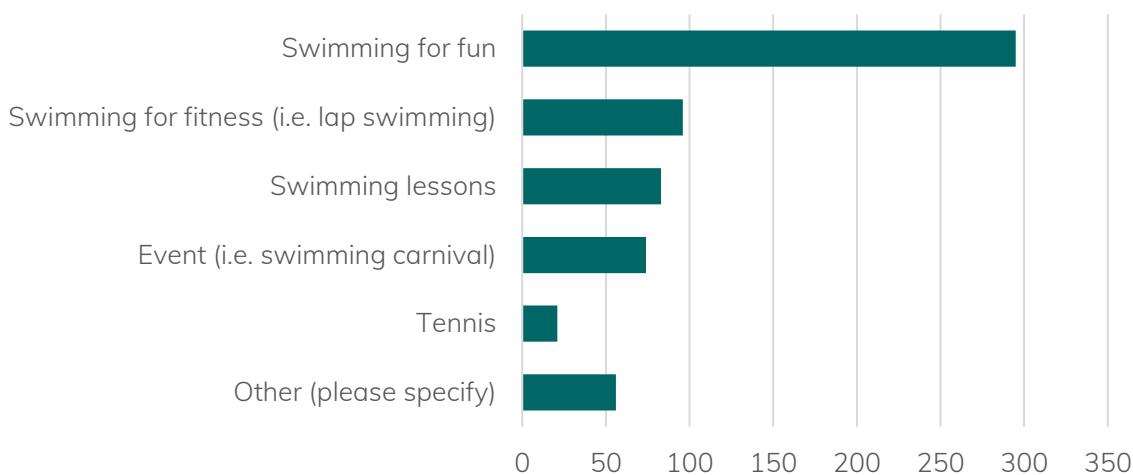


Figure 5 Why would you visit the new swimming centre? (all respondents)

Those respondents who selected 'Other' indicated that they would visit for fun, relaxation and to participate in organised sport such as water polo.

2.2.5 Would you use an outdoor pool for lap swimming?

This question sought to understand what demand there may be for an outdoor lap swimming pool as well as preference for pool size.

Almost half of respondents indicated that they would use an outdoor pool for lap swimming with the majority preferring a 50 metre pool (37%) over a 25 metre pool (11%). 29% of respondents indicated that they wouldn't use an outdoor pool for lap swimming and a small proportion (11%) weren't sure.

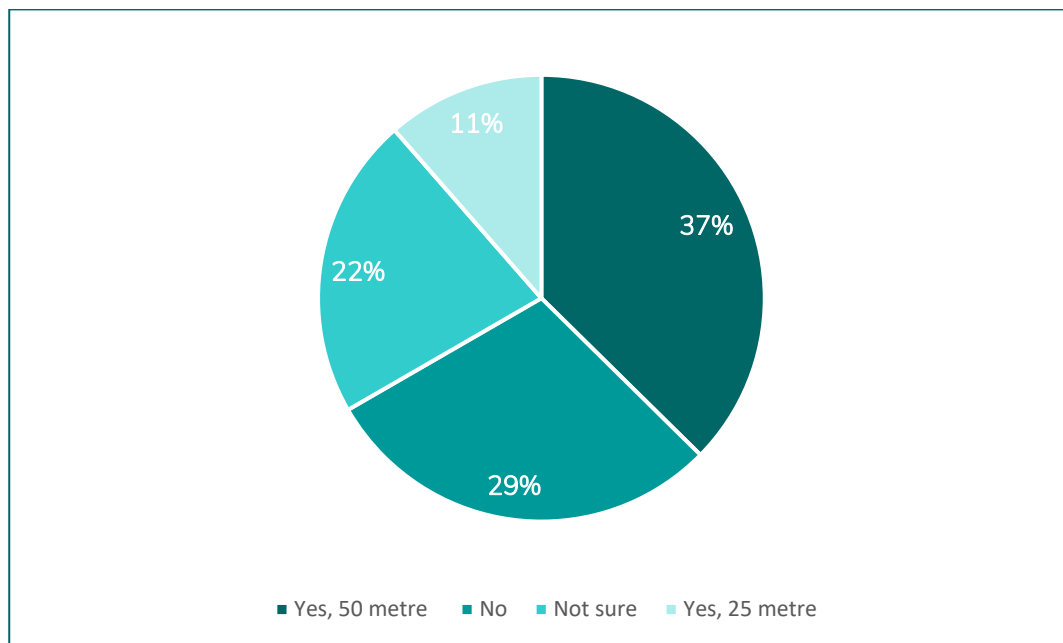


Figure 5 Would you use an outdoor pool for lap swimming? (all respondents)

2.2.6 What would you and your family use at the new aquatic centre?

This question offered 9 response options, as well as an 'other' free form text response option. Respondents could select as many options as they liked.

The top 5 options for uses were 'indoor warm water pool' (359), 'water slide' (320), 'café' (309), 'Picnic/BBQ area' (302), and 'water play' (292).

There were a number of responses to 'other' with the most common being spa, sauna, and shaded areas.

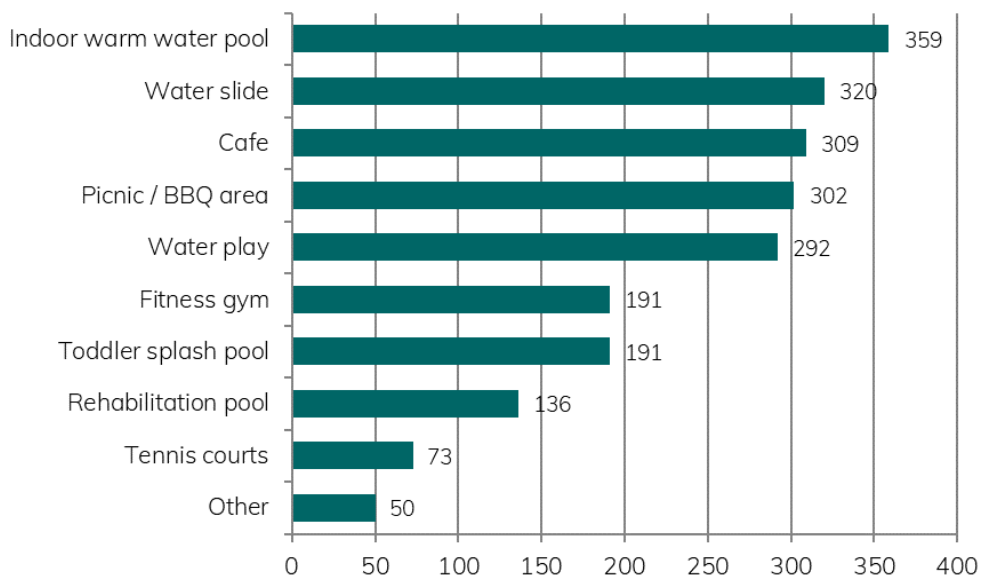


Figure 6 What would you and your family use at the new aquatic centre? (all respondents)

2.2.7 What is most important to you in visiting?

This question asked respondents to provide up to 3 important considerations they make when deciding to visit the new pool. Respondents were provided with 10 pre-determined options, along with the option to select 'other'.

The top four options selected were, entry costs (220), a safe environment (218), fun and entertainment options (195) and cleanliness (181).

Those that selected 'other' indicated that one of the most important considerations to them were accessibility for people living with disability and shade/indoor areas.

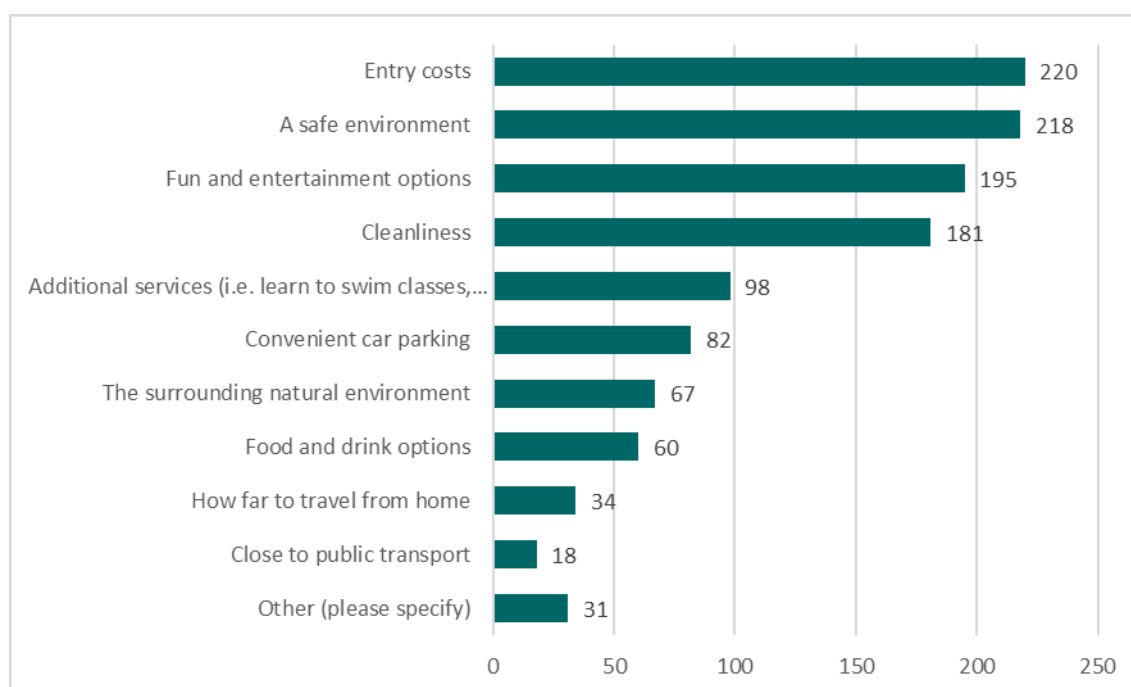


Figure 7 What is most important to you in visiting? (all respondents)

2.2.8 Is there anything else you would like us to know?

305 survey respondents took the opportunity to comment in the final question. These majority of comments reiterated what facilities they would like to see at the new Aquatic Centre or talked to facilities that they felt hadn't been accounted for in the options presented such as spas, saunas, diving boards and wave pools.

There was also mixed views on the scale of redevelopment, with comments that the existing facility should be upgraded and not lose its 'family feel', while others hold the view that it should be a larger 'resort style' development.

Verbatim comments are included in Appendix A.

3. Community drop-in session

3.1 Overview

A community drop-in session was held on Saturday 21 August 2021, at Salisbury Community Hub, between 10.30am and 1pm.

The drop-in session was promoted on City of Salisbury's social media channels and website as well as on an information brochure that was distributed to approximately 5,000 residents in the immediate vicinity of the Salisbury Pool.

The purpose of the drop-in session was to:

- provide a face-to-face opportunity to engage with the local community on what they would like to see at the upgraded Salisbury Aquatic Centre
- build an understanding of how an upgraded Salisbury Aquatic Centre would be used, to inform the planning and design process
- encourage the community and stakeholders to sign up for project updates to stay informed
- establish new, and maintain existing, relationships with the community and stakeholders, to establish rapport and trust.

3.2 Participation

Ten people attended the drop-in session. All attendees had visited the pool, being regular lap swimmers at the existing facility. Those that attended, had heard about the drop-in session via the information brochure mail out.

Five main engagement activities were set up to facilitate participation and feedback, these were:

- Welcome station – welcome message, optional sign up sheet for project updates
- 'Do you currently use the Salisbury Pool?' – Place a coloured dot next to yes or no option, and if no, select option which best describes 'why not?'
- 'What would you like to use at the upgraded Salisbury Aquatic Centre?' – Poster with precedent images and options which people were invited to place up to 3 dots against
- 'What is important to you when you visit Salisbury Aquatic Centre?' - Poster with suggestive images and options which people were invited to place up to 3 dots against
- 'What else would you like us to know?' – Staff members captured comments on post it notes.



Comments have been grouped and themed and are discussed below. All comments are provided verbatim in Appendix B.

3.3 Results

3.3.1 Do you currently use the Salisbury pool?

All attendees currently attend the pool with the majority using it for lap swimming. One participant also teaches swimming lessons.

3.3.2 What would you like to use at the upgraded Salisbury Aquatic Centre?

Of the 11 options presented, the top four facilities that participants would like to use are a 50 metre outdoor pool (8), indoor warm water pool (10), water play (5) and rehabilitation pool (5).

3.3.3 What is important to you when you visit Salisbury Aquatic Centre?

Of the 10 options presented, the top three items of importance to participants are entry costs (9), cleanliness (8) and the surrounding environment (5).



Figures 8 & 9 Responses to Drop In Session Engagement

3.3.4 What else would you like us to know?

It was evident from those that attended that having a local pool facility is highly valued. The key themes through the additional feedback were focused on:

- Having the new facility operational as soon as possible. It was also suggested that CoS need to consider alternative, affordable options during construction.
- Having a pool water temperature that is not too warm for lap swimming

- Having the pool accessible year round
- Encourage walking and cycling to the Aquatic Centre, through provision of facilities such as secure bike storage and trails through the site
- Keeping access to the aquatic centre affordable, including learn to swim and water familiarisation programs
- Incorporating lockers for the storage of belongings long term

There was some concern expressed that the engagement needed to be communicated to pool members directly and prior to a concept being developed.

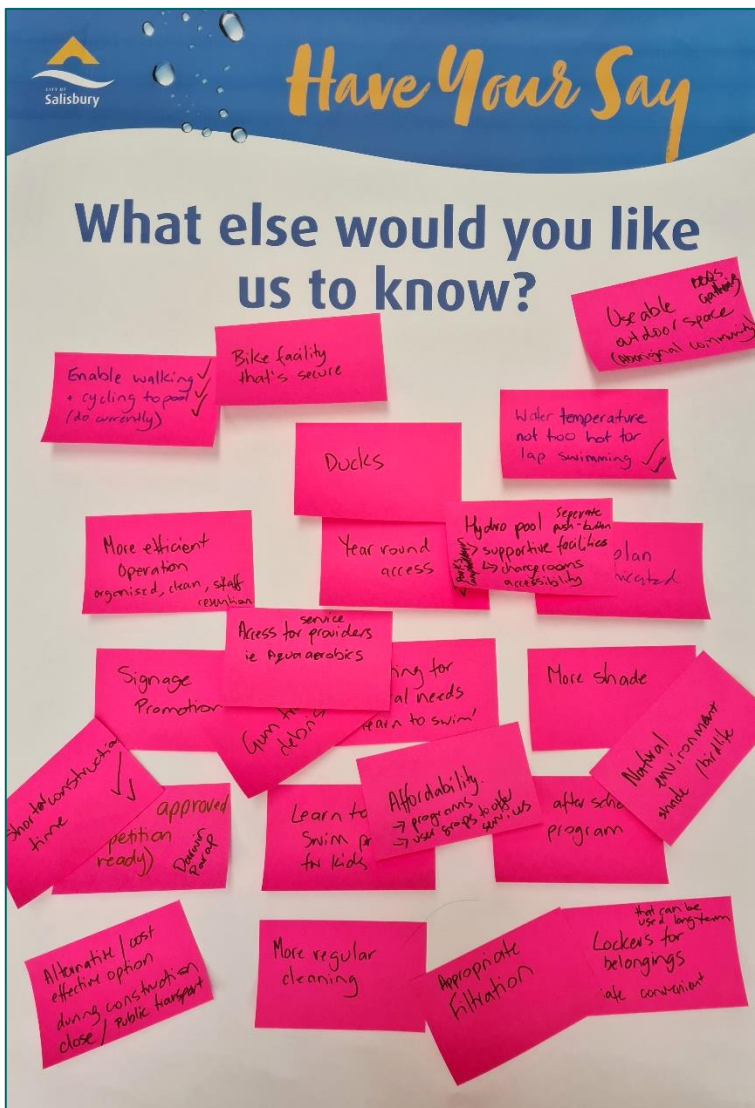


Figure 10 Responses to Drop In Session Engagement

4. User Group Workshop

A user group workshop was held via MS Teams on Thursday 19 August 2021. Nine representatives across City of Salisbury, State Government, not-for profit and private organisations attended. The following interests were represented:

- Access
- Inclusion
- Education
- Safety
- Aged care
- Recreation and sport

Some groups declined the invitation, including SA Police. Representatives of the CoS project team were in attendance and the workshop was facilitated by URPS.

4.1 Purpose

The purpose of workshop was to gain targeted feedback, insight and knowledge of the needs of the represented sectors for consideration in progressing the design of the Salisbury Aquatic Centre.

Activities were specifically designed to:

- identify opportunities for future use
- obtain feedback on specific elements of the design
- identify features that will enhance visitation.

4.2 Results

The workshop comprised of three activities, making use of online tools MentiMeter and Microsoft Whiteboard to provide participants with an interactive experience while capturing feedback and input.

4.2.1 Why would people visit?

The first activity sought to understand the key drivers for users to visit the new Aquatic Centre. Participants were asked to access MentiMeter and submit up to 3 reasons as to why people would visit the new Aquatic Centre.

As displayed in the word cloud below, the top five reasons for visiting as identified by workshop participants were 'rehabilitation', 'recreation', 'fitness', 'learn to swim' and 'water safety'.



Figure 11 Word cloud responses to why would people visit (User Group)

4.2.2 Feedback on concept plan

The second activity was focused on obtaining feedback, and key considerations for, the facilities currently included in the concept plan.

An online whiteboard tool was used to visually display individual contributions. Following the workshop, two emails were received from participants providing further contribution. This has been included in the thematic summary below and in the verbatim comments included in Appendix X.

Outdoor lap pool (25 or 50 metre pool)

Participants were supportive of a 25 or 50 metre lap pool, with many noting that the current facilities in the region are dated or not sufficient to meet demand. In particular, it widely agreed that a 50-metre pool would be ideal to cater to school swimming carnivals, school safety programs, lap swimmers and regional competitions. However, it was also noted that additional infrastructure including competition-grade time clocks may be needed to support competition level use. Several participants mentioned that current swimming programs are at capacity due to rising demand and that additional pool space would reduce the length of waitlists. One participant acknowledged the costs associated with running a larger pool and encouraged exploration of ways to reduce this i.e. through solar panel use.

Hydrotherapy Pool/Specialist Pool

Participants noted that hydrotherapy pools have specialist requirements and there was some question about whether what is proposed would meet these (in particular water temperature and access requirements). It was highlighted that there is demand for additional hydrotherapy pool, as noted through the National Disability Insurance Service Heat Map, however the demand in this location would need to be explored further. Examples were also provided of hydrotherapy users who would need additional considerations i.e. those with sensory issues would need a separate facility located away from general

Multiple participants also highlighted the need for storage lockers for swim programs and for the broader public to store their belongings safely.

Other Outdoor Facilities/Amenities

Participants identified a range of outdoor facilities that would contribute to the amenity and inclusivity of the Aquatic Centre. Parking suitable for a range of disabilities including mobility scooters and wheelchairs was seen as a way of increasing access to the Aquatic Centre. Secure parking for bikes or even bike hire facilities could further increase access and take advantage of the local network of cycling trails. Other participants recommended that 'flexible outdoor meeting spaces', shaded areas, and areas for barbeques and children's parties would all help to make the Aquatic Centre a welcoming and social facility. As many people with a disability are vulnerable to heat, shaded areas become even more important. Outdoor change rooms could provide access for activities on the adjacent oval, tennis courts and fitness track.

Design features

Multiple participants raised the need for the design of the aquatic centre to be environmentally friendly and future proofed. One participant recommended that the design leads to 'inclusion not separation', recognising that while some minority groups require specific facilities, design features should cause the 'least possible separation of people on the basis of ability in pools, change areas, cafe, gym' because 'people with disability are of all ages, genders, sexuality and cultures.' Another participant suggested that a COVID safe design that facilitates social distancing and easy cleaning may also be an important consideration.

Accessibility

Throughout the discussion on facilities, participants raised the need to ensure accessibility for all people living with a disability, above the requirements contained in the building code. Participants expressed a view that the design should lead to the least possible separation of people based on ability in pools, change areas, cafe, gym recognising that people with disability are of all ages, genders and sexuality, cultures.

It was noted that the appropriate and preferred ways for entry to a pool are via "beach entry" or ramps. Outside of the pool itself, participants noted that changerooms need to be large enough for manoeuvrability and internal surfaces need to cater to specific needs i.e. no black surfaces for those living with dementia, and contrasts/tactile surfaces for those who are vision impaired. Examples were given of other facilities that could be referenced including St Clare Recreation Centre and The Parks and the expertise available including from those participating in the workshop.

Gym

Participants indicated that they would like to see a gym that is affordable and flexible, with no lock in contracts in order to be suitable for a range of users, including teenagers. One participant suggested the gym should be open 24/7, noting that this would increase visitation and increase financial viability.

Café

Some participants would like to see the Aquatic Centre café to provide healthy but affordable food options, not just 'hot chips'.

4.2.3 What is most important when visiting?

The final activity sought to understand what is important to users when they visit.

Participants were asked to access MentiMeter and submit up to 3 responses to the question 'what is most important when visiting?'.

As displayed in the word cloud below, the importance of accessibility was the key theme presented.



Figure 13 Word cloud responses to what is most important when visiting (User Group)

5. Meeting with current operator

On 12 August 2021, a meeting was held with representatives of Belgravia Leisure, the current operator of the Salisbury Pool, to get their insight into the current uses, the opportunities for improvement as part of the redevelopment, and considerations on the facilities proposed in the concept plan.

There is currently a regular member base that use the Salisbury Pool for lap swimming. Other current uses were noted as swimming lessons, school bookings (i.e. swimming carnival) and ad hoc family visits and events (i.e. birthday parties).

It was commented that fun elements such as water slides, splash pads etc are what is currently missing. It was suggested that families are the ones that need to be attracted by the activities/ facilities provided to enable half day/ full day visits, and secondary spending. An observation was that lap swimmers will always go to their local pool as a first preference, rather than basing their decision on the size of the pool.

The proposed facilities at the new Salisbury Aquatic Centre were discussed, with feedback and insight offered as follows:

50 metre pool

Representatives were of the view that many people find a 50-metre pool daunting and much less inclusive from a safety perspective. They recognised that swimming clubs and members would request this size pool even though they may not actually need it. It was noted that the redevelopment still wouldn't cater for major carnivals (outside of school competitions), as these require additional infrastructure (from a safety perspective). From an operational perspective, it was noted that 2 staff would be required to monitor a 50-metre pool at all times and it would be a greater cost to operate with double the water and chemicals etc required. There should also be disabled access to pool facilities for those with a disability, preferably via a ramp.

Change rooms

Representatives expressed a view that changerooms should be located as close to the pool as possible, and large enough for disabled access. It was suggested that the ability to separate areas, particularly for schools (child protection), would be a benefit, along with family changeroom facilities.

Entranceway

It was suggested that the current entrance way is not currently welcoming and that this needs to change to increase visitation. From a security perspective, it was viewed that there should only be one entrance point.

Carparking

It was noted that previously it had been suggested that the layout of the carpark should be improved, with one suggestion that median strips should be removed to enable this.

Café

It was acknowledged that there is a public expectation that there is a café onsite. It was suggested that indoor/outdoor public access would be welcomed. Feedback on the café layout included that the facility needs to have adequate kitchen facilities and bench space to cater for demand including events (i.e.

Birthday parties). It was also suggested that it would be advantageous to have a separate room that could be used for events that could also be used for meetings and teaching.

Gym

Representatives suggested that a gym is a must, if the intention is to have visitors all year round.

Hydrotherapy pool

There was a question raised about whether there would be adequate demand for a hydrotherapy pool in this area given the options already in the metropolitan area. There was also a comment made that one aged care provider has been looking for extra hydrotherapy facilities, however believed that this was largely being driven by COVID-19 restrictions.

Security

Representatives noted that there are currently security challenges at the Salisbury Pool including staff cars being broken into regularly, motorbikes racing through green space, unruly behaviour within pool complex (e.g. drinking alcohol, fighting). It was suggested that the key to improving security is line of sight to all areas of the Salisbury Aquatic Centre. There was feedback that greater visitation to the site may assist in addressing existing security challenges.

6. Emailed submissions

5 submissions were received via email during the consultation period that provided additional feedback for consideration.

The main themes of these submissions were as follows:

- Safety and operation of the current pool and the need for change in the new facility
- Maintaining the existing look and feel of spaciousness
- Consideration of the ventilation applied
- Better interface with adjacent high school and railway line
- Enhanced services in surrounding area i.e. accommodation options
- Opportunities to host competitions i.e. triathlon
- Accessibility for people living with disability
- Specific requirements around proposed facilities i.e. 50m pool

Full submissions (redacted) are included in Appendix B (redacted).

7. Summary and Future Considerations

The Salisbury Aquatic Centre community and stakeholder engagement has been highly successful with very strong levels of engagement. In particular the engagement has:

- Provided clear direction on community use – current and future – and preferences for future facilities and amenities
- Provided important intelligence from users and management stakeholders on current issues and future improvements to ensure use by all groups within the community, including older people, people with a disability and youth.
- Demonstrated the City of Salisbury community's appetite for engaging online – with a very high online survey response rate
- Built community and stakeholder buy-in, excitement and enthusiasm for this project.

In considering next steps for this project, Council may like to pay particular consideration to the following, which have emerged through the engagement process.

- Engaging further with community and stakeholders in a prioritisation process, should not all facilities be able to be provided in the final design
- Going 'above and beyond' minimum accessibility standards to make this a truly inclusive facility for people of all ages, genders, abilities and experiences
- The provision of, and easy access to, (geographic and financial) alternative pool facilities during construction
- Maintaining the enthusiasm and interest in this project through regular communication as the project progresses and decisions are made (e.g. design finalisation, construction commencement and project scheduling)

Appendix A

Verbatim Comments

Online survey

If yes, how often do you visit:

- 1 time
- Multiple times in summer
- A few times a year
- 2-3 times a week
- 4 times a week
- During summer, weekly
- Work has now changed and we were planning on weekly when the new season started!
- Not since school
- Regularly through summer
- During open season
- Mainly visit in summer for swimming
- Regularly until recently
- Only been once. Didn't go back because it was so awful
- Many years ago as a high school student
- Every other weekend when open
- Every other weekend when open
- in my employment
- Once a year
- Every summer holidays
- School swimming over 20 years ago
- Once
- As it's old and there are "better" pools
- 2 times a week
- once

- Only when swimming lessons were on for school
- would visit much more if disability friendly
- More often when hot
- 2 - 3 times over Summer
- Used to attend regularly
- frequently during the summer months, but not with specific regularity
- Many a time. I've 4 kids. They're older now but have a grand baby on the way too
- Only been the once.
- summers
- Summer time
- only went once
- Number of times during summer
- Weekly in the summer
- Mainly in summer for recreational swimming
- In Summer
- Only for school swim
- During summer
- Several times during the warmer months, every Xmas Eve. We have also used it for football training session.
- In Summer
- A few times a season but if they had better seating and slides etc then we would go more
- Would go more if it was indoors or enclosed
- Due to rough to take your kids. The teenagers there are unruly and the staff do nothing.
- Once
- Once about 20 years ago
- About ten years ago
- More in summer months
- More over hotter months
- When it's summer we visit it frequently
- 5 x per week
- Never
- Never been
- Only when the kids school had a carnival

- Never visited
- Only for school swimming lessons as it is where they go
- Never

If yes, what do you use it for?

- Lifesaving course
- watching friends kids lessons
- School excursions
- my physiotherapist exercises as I am in a wheelchair.
- Outdoor gym and fitness loop
- Events such as Tri Triathlon for femals
- Parties
- To aid mobility
- Birthday parties
- Party or social club
- Fitness water aerobics
- Cooling down8
- Learnt to swim
- Hydrotherapy
- supervision of students
- Family Movie night
- with grand children
- Lifeguard Course
- Haven't been in years
- school swimming
- Training
- Children parties
- Water slides
- Squad training
- Birthday parties
- would visit for therapy
- Walking

- To exercise in the water as I'm over 65
- Playing in the water with grandchildren
- Take my grandchildren
- DECD Instructor
- Education Department Water Safety Instructor
- School swimming
- Work hydro
- Taking my children in summer. Grew up going here the most so I have wonderful memories.
- School excursion
- Birthday parties
- Work there plus swimming
- Kids Parties
- Grandchildren
- Football fitness training, team building
- water slide
- Birthdays
- Watch kids
- Walking
- Birthday party
- Swimming lessons when I was a child
- Never been
- N/A but looking at swimming lessons
- Never been
- Never visited
- School swimming
- Never.

If no, why not?

- Just moved into area
- Moved to the area but was already closed
- Didn't think it was open for recreational activities
- Never wanted to go

- Never knew that it was open for recreational use
- Lived in Salisbury for 5yrs, no signs indicating community swimming pool. Lacks new family facilities.
- Cause it's outdoor
- It's outside
- Prefer to use an indoor pool
- Is not suitable for aged persons and rehabilitation
- Only just moved to the area
- Not toddler friendly
- Not very nice
- Didn't look very interesting for child and very open to hot sun
- Facilities arent exciting
- Never visited
- Old, boring and outdated
- Outdoor no cover

Question 7 – Why would you visit the new aquatic centre?

- summer time in outdoor pool
- fun equipment
- Relaxation
- Spa
- Water play for my young child
- To play water polo
- Relaxtation
- to relax
- Fun
- Exercise, weightloss
- Lap. Swim.
- Employment opportunity
- Needs a water bucket splash down & tubes.
- I wouldn't there is a better one around the corner
- To ride the waterslides
- relaxing in the water
- If there were water excercise classes or gym

- We need Sauna
- Swimming carnivals
- Site of employment, family also use centre recreationally
- Large spa area
- Hydrotherapy work
- Aqua aerobics
- Leisurely swim in summer
- swimming with my dog
- Lap swimming
- Children's swimming lessons
- Hopefully a splash zone for younger children
- As ticked above
- For teaching children to swim
- For fun

What would you and your family use at the new aquatic centre?

- A swim up bar or something after hours for adults would be fun seeing as international travel is not allowed
- Spa and or saunas if available
- 50 metre outdoor pool (lap swimming)
- 50 metre outdoor pool (lap swimming)
- 50 metre lap pool
- Spa
- To use the 50m pool for training
- 50 M lap pool
- Fitness lap swimming training
- Water polo pool
- Spa / Sauna / Basketball
- Would prefer an outdoor 50m pool for lap swimming
- sauna and steam room
- Outdoor pool in summer
- more shade, better food
- Aqua classes, Aquarobics, Aquapole, taichi, early, day, evening and late night classes

- Spa
- Out door warm. Swim.
- 25m indoor lap pool
- Entertainment as long as it isn't cold like current pool
- 50m lap pool
- Indoor and outdoor pools, keep grass areas, adequate change facilities
- Lap fitness
- Indoor pools only
- a spa
- Spa and sauna
- Shaded sitting areas
- Aqua aerobics
- Outdoor lap swimming, training
- SPA AND SUANA
- Sauna
- Indoor lap swimming, SPA and SAUNA please!
- Diving board
- There is an unmet demand for hydrotherapy pools in the northern suburbs.
- Group fitness classes such as yoga/Pilates
- 50m pool all year round
- Sauna, steam room and spas
- disability accessibility
- Outdoor pool
- Gras area, Play ground, big tv for movies
- Aqua aerobics
- sauna
- Hot spa/steam room would be nice
- dog swimming
- Covered 25 or 50 m pool for laps
- Indoor lap pool The pool should be inside and therefore able to be used all across the year and not just in summer. People in Salisbury have to leave the suburb to access pools during the winter months. How ridiculous is that? A new look must include inside lap pools, play areas for kids, slides a gym and swimming lesson facilities. My son attends school and his school swimming lessons are in Elizabeth. We do swimming lessons in Golden Grove. Sony because Salisbury pool isn't good enough and is

outside. If you are going to do this, do this properly and enclose it. Opening it up to the outside is fine but it must have a roof and be heated. Further to this, sports clubs need indoor facilities in order to make the space workable. Family toilets and change room areas should be included. A playground in the water is ideal. I'd suggest a look at parc in Frankston Vic for quality pool and good facilities.

- I'd love to see what Darwin have, Leanyer Water Park. It's incredible and free!
- Outdoor 50 meter pool
- Please keep an outdoor pool for play and laps

What is most important in visiting?

- 50 metre lap pool
- Lap swim times
- Shaded seating areas for use when bringing grandchildren
- Water polo
- steam room, sauna, spa pool
- Outdoor pools
- Facilities for the disabled
- All of the above
- slides, playground and nice food
- Shade
- Early morning hours late night hours not just 6am to 9pm like others
- Access 4 people w disabilities
- Exercise options
- friendly staff unlike this past summer
- 50m pool
- Indoor
- Undercover
- disability friendly, i.e lift/ramp for ingress/egress to the pool instead of steps
- Healthier food options
- Pool shade cover, shade cover available in general
- Cheaper prices for aqua classes
- Minimise the bees during summer
- Cleanliness
- Accessible pool with hoist

- Sorry, couldn't pick just 3. No. 1, 2, 4, 5, 6, 8 & 9
- Clean indoor playground and indoor party area
- Water slides
- dog swimming
- Indoor pool. Splash zone for kids.
- Needs to be indoors

Is there anything else you could like us to know?

- Preferably more shade around the lap pool.
- I think you should have an area where kids can do bombs and pin drops etc. In Europe we went to a pool where you climbed a massive rock and were allowed to jump off it. Kids have to be able to have fun
- How is the new pool going to affect locally owned Parafield Gardens Swimming Centre?
- Keep the entry costs low
- There have been several master plans ... (see email for full text).
- The splash pad should be like a water playground not just a water pad
- Specific times for older residents /users
- Plenty of shade and keep as an outdoor swimming centre
- We are excited to visit the new space maybe movie nights would be fun too
- My teen boys would love somewhere where they are not surrounded by little kids. Perhaps where they can do a couple of "safe" bombs, flips into the pool. instead of just pindrops.
- Can u do similar or better than waterworld Modbury
- Please make something like Splash Town
- Wish toddler pool was fenced
- No, it all sounds great.
- Swimmers have been abandoned by councils closure of pool for too long. Communication with other community pools would be advised to avoid pitfalls. Staff and regular swimmers should be consulted re their experience with other pools
- Consult with regular pool users (esp lap swimming) and pool staff re the upgrade and facilities. Speak to other councils with pool facilities.
- We already have an aquatic centre in Elizabeth 8 km away. We DO NOT need another one. Just upgrade what is there and leave the surrounding area alone.
- Would like to see exercise for older persons
- Please please make it great like other big outdoor pools have been lately. A big playground water park with the tipping bucket would be a huge plus to this park. Keeping the cheaper entry, to keep things

affordable. Affordable party options as well. A year round indoor heated pool area, for both kids to enjoy year round, for toddlers and older kids. A good playground for the kids when not in the pool. Picnic benches scattered all over. BBQ.

- We need a theme park style outdoor swimming facilities with slides etc that we are really missing in local area.
- Important to have a 50 M pool
- Spa would be handy or an ice bath area for sports rehab
- heating for the pools is important especially in winter because there is nothing worse than going from a cold environment into a cold pool
- If we don't have a 50m pool we can't train there
- Please keep fees affordable for all community members and a 50m lap pool would be amazing
- Please don't get rid of the 50m pool.
- Do not close the pool while you are rebuilding
- Indoor toddler splash pool would be good as often the sun is too harsh or weather is too cold outside for little ones
- something to make our pool stand out and bring people to our city .. wave pool, slides, beach, blow up activity/action games.
- Don't close at the beginning of the school holidays
- I'd like to see some diving boards. Slides. And a Sauna and Spa
- Disappointing that long term lap swimmers (25 years) were not notified of the information session on 21/8/2021
- The Salisbury is brilliant and I have busted many times as a child and now with my children. We are deterred by the ducks and cleanliness. I think a slide, water park type feature would be great for the kids.
- As a kid living in and attending both Paralowie and Salisbury High schools, the Salisbury pool has a lot of fond memories for me. Water sport/swimming carnivals yearly, a water safety program for Youth from refugee/ Asylum seekers backgrounds ran on Youth placement. I simply love the Salisbury Aquatic centre, and all the memories it has brought me. To see a revamp to improve its facilities and to keep it going and allow our new generations to experience it would be simply awesome!!!
- If this became an indoor pool it would become our new home of swimming lessons year round. However, we really enjoy swimming out in the sun. We will be riding our bikes here in the summer, so bike racks would be great!
- Shaded car parking would be great. It's awful to spend time at the pool in summer in the nice cool water to then go out to an awful roasting hot car
- steam room, sauna, spa pool
- A splash zone area for children to play in and around like the ones with the splash buckets and water squirting from the ground etc would be great for those who don't always want to or can't always go in the pools

- Please include a big slide (preferably multiple) and don't make entry costs too much. Try to create jobs for young people/teens that have above minimum wage pay, and possibly even provide training like first aid. It could be extremely beneficial to young people and a great opportunity.
- Loved the time Salisbury aquatic centre had floating obstacles course that were host at the centre. Unfortunately had a lot of bees and bug in the pool due to being outside
- It would be great if the outdoor pool could have a section covered by some sort of sun protection. It is nice to be in an outside pool but being SunSmart is very important too. A low cost entry used to be offered for students attending after school. I think it was \$2? A reduced entry fee for after school visits was great, especially in summer
- Outdoor fitness equipment would also be good. Wheelchair access into pool would be great.
- Love the pool and whole family use it outdoors decreases chlorine allergies and humidity
- I love the 50m outdoor pool for lap swimming in the beautiful green surroundings and it would be such a shame to minimise that unique experience or make it smaller. As much open plan space as possible and all of the trees possible. Really well thought out kids water play spaces would be brilliant. We also love Marion outdoor pools & water world as good examples
- My partner has bad knees so we like to go for walks in the pool.
- Would love to see a big slide, a skate park, migrant learn to swim programs
- As a resident of Salisbury for 15+ years, we have always used waterworld or the aquadome as the Salisbury pool doesn't meet the needs of families with young children. It's outdated and does not have entertainment facilities others do
- Extend closing times during summer
- Facilities to safely store bicycles while using facilities(eg bike locker)
- safety is also very important
- Have slides and a outside playground area for when families are having a lunch break
- Would be great to have some shaded areas outdoors for toddlers and babies as the sun is harsh but outdoor pools are lovely.
- For Entry Tickets, please include 'Concession' and 'Seniors' Rates. X
- More water slides fun things for kids
- Yes should be in side
- Please cater for shift workers who sleep during the day or who finish at 10,11pm there are gym facilities for us
- There should be an outdoor resort style pool with slides, toddler splash area and places to watch movies. Then an indoor pool are fro all year swimming (laps), lessons and rehabilitation
- I will like suggest a play centre for children with Austin's and other disabled children
- Need facilities disabled can use, incl pools & gym
- Similar to the Auadome Elizabeth would be ideal steam room spa indoor pool one lane for rehab
- Good friendly staff make for repeat visits 😊

- an area with shadow will be appreciated
- Having an indoor all year round aquatic facility would be beneficial for the general community and also could provide more jobs in the aquatic industry all year round
- i think the existing hill/grassed area needs a more permanent shade structure and something that stops all the gumnuts/debri falling on the grassed area. its point 11 on your map but make that bit extremely welcoming were you can both sunbake and find shade without stepping all over the gumnuts/debri that exists now
- Indoor pool is a must for kids
- I would like to meet with Spanish people.
- Is the water slide area going to be a little kids slide or is it going to be an investment that adults and whole families can enjoy
- Nope
- Plan carefully, plan for an increased population.
- They need a big slide
- indoor pool will be better
- I just want a gym there & I'll be happy
- Why waste money
- Build something like this out at St Kilda playground - <https://www.hellosydneykids.com.au/aquatopia-prairiewood-leisure-centre-fairfield-sydney/>
- There is already an indoor heated pool around the corner. Not required to have 2 in the community
- We have been using this facility for a long time and like the simplicity of it..I would hate to see it become too commercialised and expensive
- River rapid/whirl pool where the water moves. Wave pool. By making it an attraction will attract more people for the fun. It is also too cold the current pool.
- That providing indoor pools is safer for summer as it reduces chances of heat stroke and the sunburn. Last time was at this centre I was really sunburnt as not enough shade
- When are you going to tell local sporting clubs they have nowhere to train for two years?
- Build The Whole Centre indoors have no outside pools if your going to spend big money
- My daughter & I would really like to have a gym situated at the pool precinct so we can use both. Love to attend aqua aerobics and the gym. Also would live to bring my granddaughter on the weekends and holidays to swim , play and go on water slides and in general have great kids entertainment.
- Yes new irrigation install to make it greener and better.
- My twin boys enjoyed lessons but really enjoyed going to the pool every day pretty much
- Out of hours opening times for those who work. Well lit car park with security.
- Must be entirely indoor. Otherwise it won't be used

- Please let local sporting clubs that use your facility know you are closing for 2 years as soon as possible so they can look for alternative pool space. Lack of information could lead to local clubs folding due to not having time to find suitable alternatives.
- Lots for little kids please that is also open during the week and not just weekends as I won't go when it's mayhem with my 2 young kids! Especially slides and play/splash areas... Better than Elizabeth aquadome please! Thank you!
- Something like the ARC in Campbelltown
- We really like how it is at the moment. Please don't make it over the top and take away it's family appeal. It's a hidden gem for Salisbury residents, if it becomes too big and overcrowded we will not go.
- Please show the community it's there. Not many people know
- will the new version of the pool be disability friendly?
- Prayer room and cultural activities for women
- Any new construction needs to cater for the aged and be "Aged Friendly" Salisbury deserves and needs a facility similar to the "ARC" at Campbelltown. Salisbury has set the standard for "Community Hub" we need to be as forward looking for an Aquatic Centre, outdoor pools are not a viable option to use all year. Please visit the ARC at Campbelltown and see what a forward thinking council has achieved.
- I would like there visiting, walking around the Park because I think that is good for health.
- The Salisbury Aquatic Centre should be open all year round instead of just during the summer and open to all members of the public
- Will it be built where the pool now is
- Will the outdoor pools be fully exposed or have protection from the sun?
- Please stop the amount of duck poo in the toddler pool and surrounds, and to have separate adult toilets/ change rooms to the kids. Provide male and female parent toilets/change rooms.
- I would like a ramp to be installed with railing on the side wall. It gives people in wheelchairs and people with walking difficulties access into the pool.
- Salisbury needs a safe, fun, affordable Swimming Centre
- Basic simple waterslides like Council have at Moonta would be good. also perhaps a waterplay area as well.
- Functional Gym and Group Fitness options. Similar gym model to the Aquadome where there is an all access membership which gives you gym and pool access. Reciprocal rights with the Aquadome would be a bonus.
- PLEASE SPEND MONEY ON A GREAT SLIDE FOR ADULTS AND KIDS! It will bring people to the centre!
- We would only use the pool if it had exciting water slides for older kids.
- More fun options for teens and young adults so much is done for toddlers and small children
- We need a cheap swimming centre around Parafield Gardens as the existing one costs us \$26 per lesson.

- Need to be a multi cultural environment
- Would love for the new centre to have aqua aerobic classes at a reasonable price unlike other places which currently hold classes. Would be great if you had the classes to maybe have them in heated pool in winter and outside pool in summer..
- Outdoor 50m pool should be 8 lanes and a minimum of 2m deep full length so that it can be used for competition
- More water play areas for younger children would be fantastic
- Would like to see indoor play. Generally younger kids enjoy the splash area, older kids the slides. The kids get cold quickly outdoors, and would be sun safe in summer
- Some sort of play club would be good
- Please have disabled access ie lifters for wheelchair bound people also a quiet pool or spot for kids or people with sensory issues
- If outdoors it would be great to have lots of shaded areas. Currently especially in summer there is no shade for bystanders and those in the pool
- Good shaded areas, very family inclusive and fun for kids
- Slides like Golden Grove will be great
- Love to have an indoor pool as well as outdoor so it can be used in winter
- No that is it. Thank you.
- Kids love slides, you need lots of slides
- Rehab services for chronic pain
- Water slides are always a kids best friend
- I would dearly love there to be year-round indoor lap swimming, as well as a spa and even a sauna
- More convenient public transport from Salisbury. A shuttle bus from Salisbury bus station to the swimming pool especially during school holidays. It would encourage people from other areas to attend with their families
- It is well over due for a decent facility.
- Keeping the cost down
- Would love for the price to keep the same
- Is there a roof over the pool
- would love the price to stay low..
- Metal seating areas will get too hot in the summer
- Yes I will attend in person to provide
- The ability to split the pool into 2 x 25m options
- Indoor pool should be attached to change rooms.
- It needs an upgrade

- indoor & outdoor aqua aerobics classes
- Would love a 50m pool all year round
- If an indoor pool like fitness classes
- Plenty of shaded areas
- I would like discounts on concessions/students.
- We need Sauna and Jacuzzi as well
- Would love a good outdoor pool
- Cleanliness
- Need a swimming club with a year round pool
- water slides for older kids and adults
- Shade! Shade! Shade!
- I would like a spa pool
- Please keep it affordable
- Culturally sensitive
- Something similar to the set up at water world
- A world class. Venue/attraction
- I would use Indoor aqua fitness classes
- Indoor =no bees
- Entry costs
- More undercover outdoor areas
- I'm excited about this project
- An indoor pool option
- My favourite swim centre in SA
- Keep it family friendly
- Cant wait too see it finished, money well spent !!
- Maybe try to reduce the bee problem the pool has
- Cafe needs indoor and outdoor seating
- Build big, don't half do it... look at waterworld
- Salisbury needs a water world like Tea Tree Gully.
- Something like this is way overdue in Salisbury
- Needs to be affordable
- keeping cost down for age pensioners

- Indoors is a must
- An option for children who don't swim
- a safe place to swim with your dog
- Keep price low
- Please keep the 50m pool outdoors
- Stopped going cause nothing for the kids
- Indoor 50m pool and Gym ,same as Elizabeth
- Swimming lessons for homeschooling families.
- Under 16 Gym with parental supervision
- Endoor lap swimming and spa,sona,stam
- Leanyer Waterpark
- outdoor pool for use in Summer is very important
- We would love to see some big water slides
- indoor pool is a necessity
- Big slides and baby part for toddlers
- More fun options for kids
- Please build water slides!
- It needs to be indoors
- don't make it indoors...
- Keep the 50 mtr outdoor pool
- Just dont want the membership prices to double
- Will it be open this summer?
- Make it like waterworld with slides .
- Splash zone needed
- Would love to see a splash park adults can you too
- It needs to be appealing and fun for all
- Thank you for finally updating
- No thank you but very excited
- Undercover toddler pool, splash pad, shade.
- More learn to swim sessions year round
- Keep the pools outside

Additional user group representative feedback

- **Continuous Accessible Path of Travel for the whole visitation experience which includes design**
 - For movement/circulation of all (people using larger mobility devices, vehicles which deploy these devices from the rear (namely, extended length Disability Parking Permit Areas)
 - Inclusive playspace guideline as minimum for any playground
 - wayfinding for all (including those who use luminance contrast - which is colour contrast plus reflectivity - or tactile contrast (like me, using a long cane) but not using Tactile Ground Surface Indicators (the last solution for failed designers)
 - seating which is age friendly (reference Australian Standard 1428.2 (1992)
 - children size toilets including for children who can transfer from a wheelchair (Aust Standard 1428.3 (1993)
 - dementia friendly
 - neurodiverse friendly – quiet space at least.
- **Inclusion not separation**
 - design which leads to no or the least possible separation of people on the basis of ability in pools, change areas, café, gym recognising that people with disability are of all ages, genders and sexuality, cultures (an exception would be a Changing Places or an Adult Change Facility but these should have toilet roll holders near the pan so that people who use wheelchairs independently can use the facility if needed).
- **Climate change management**
 - Many people with disability are more vulnerable to heat so measures such as shade are critical.

Appendix B

Emailed submissions

I read this and thought I would like to let you know my experience and what other parents have said to me.

When I went there last summer I did preschool and school swimming lessons the teachers were great. But the high school kids that came in were disrupting the class by kicking a football which hit some of the kids in the class on the head. Nothing was done about it. The lifeguard just laughed at it. After that we stayed to swim as it was a hot day and I did not feel safe. The lifeguards and staff in the front office couldn't control the unruly crowd of teenagers that ran around the pool and jumping into the pool. Falling of on kids that then went under the water. In the change rooms girls were walking around naked thinking its funny for those of us that had boy children under 5yo. Saying its the first set of tits they have seen in their life. There was a security guy there but he did nothing. I spoke to the manager of the place who said that's just how it is. If I don't like it don't go there. Teenagers were just going past the pay gate with out paying on their scooters swearing and yelling at staff. Then a massive fight broke out and we ran for our life but some people got pushed in the pool onto of innocent swimming.

So I hope you clean up the managing of the new pool as a lot of parents have stopped going there for the reasons I said above.

Thanks

Concerned resident.

Just some feedback I want to pass on, in relation to the swimming pool upgrade at the Salisbury Aquatic Centre.

Please consider maintaining the existing overall look and feel of spaciousness of the surrounding areas. I have always maintained that we have a far better facility in the existing area than the 3 alternate pool areas at north Adelaide, Elizabeth and Payneham. The existing pools don't complete with the surrounding natural vegetation and I would hate to see this lost in the pursuit of modernising, in order to offer something less appealing visually. I am also concerned with the possibility that ventilation of an enclosed area might not be adequately assessed in the process. As a parent who sat through too many swim classes in a pool complex that was so inadequately ventilated, that I thought I would faint, please make that a priority.

I am in favour of progress and offering more options but feel that this should be done as an enhancement of the existing amenities.

Thank you for your consideration.

I have just completed the online survey as a resident and ratepayer, my proposed answer to the final question was too large, so I am sending it via email, see below:

There have been several master plans for Happy Home Reserve, some of the planned works were not completed, the areas that will enhance the Salisbury Aquatic Centre outlined in previous master plans include enhanced main entry from Waterloo Corner Road including improved pedestrian access, also improved access from other entries. Also improved interface areas with Salisbury High School and the railway and better utilisation of the former lawn tennis area. Also opportunity for a bike hire scheme (families could drive to Happy Home Reserve, hire bikes for the Little Para Trail, return to play tennis and/or swim and bbq. Also opportunity for triathlon (cycle/run/swim) competitions. Could also look at a resort model as per Marion, families could stay the weekend or a few days in cabins and also as a base to visit other local attractions such as St Kilda. A good initiative but perhaps there should have been a survey before seeking grant funding because some may have suggested alternative sites for an Aquatic Centre with possible alternative uses for this site. Note: this text box could have been larger, not very user friendly to type a long entry in such a small text box.

As per our phone conversation today, please consider the following suggestions from people who use the pool regularly:

1. Main pool - 50m outdoor with at least 8 lanes plus walk in entry. Shade structure to cover at least half the length of the pool. Pool to be orientated north/south.
2. 25m indoor pool to have at least 6 lanes plus walk in entry. Included in this area is change rooms & showers to enable the pool to be used year round.
3. Separate filtration systems to each pool - no strong currents, which is an issue with TTG Pool.
4. Children's water play & play area.
5. Due to budget restraints and running costs - NO WATERSLIDE. By law two lifeguards are needed when in use. Would not be in use the majority of the swimming season. No special cafe needed. This can be incorporated in the canteen/entry area. No gymnasium as there are plenty of these facilities in the council area.
6. Remove all large trees in the area where the 50m pool is built. This will avoid extensive root damage and leaf/branch litter. There are plenty of trees around the boundary of the premises.
7. Suggest that Darwin City Council project manager, Nathan Lewis, be consulted in relation to the redevelopment of the Parap Community Pool. Built by Sunbuild, it won an award in Excellence for construction in 2017/2018. Cost was approximately \$15 million.

