

# 2019 Recreation Centres survey

## Golden Grove Recreation Centre results



Out of the 378 people who participated, 185 provided feedback about Golden Grove Recreation Centre. Thanks to those who provided feedback. Below is a snapshot of the results. Scores are an average out of 10.

### Facilities and customer service

Recreation Centre  
overall

**7.9**



from 7.6 in 2017

Cleanliness

**8.0**



from 7.8 in 2017

Customer service  
provided by staff

**8.0**



from 7.3 in 2017

Lounge area

**7.5**



from 7.1 in 2017

Range of food and  
drinks at kiosk

**7.1**



from 6.7 in 2017

### Sports programs (Junior and Senior basketball and netball)

The items given  
for grand finals or  
end of season

**6.1**



from 5.6 in 2017

The program  
schedule for your  
sport

**7.3**



from 6.8 in 2017

The program  
sport you  
participate in

**7.4**



from 7 in 2017

Match officials -  
being polite and  
courteous

**7.0**



from 6.7 in 2017

Match officials -  
interpretation of  
game rules

**6.1**



from 5.8 in 2017

**60%**

liked the idea of prize money being  
offered for grand finals

**51%**

indicated they would be ok  
with paying fees online

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### Additional survey comments

There were also comments about:

- Suggestions for food and drink options at the kiosk
- Condition of court area including heating & cooling and the roof
- Scheduling of sports

In response:

- We make an effort to provide a wide range of food and drinks at the kiosk which includes hot chips, chicken nuggets and toasted sandwiches. Depending on events being held at the centre, we'll offer additional hot food options. All suggestions for the kiosk are welcome
- In January 2020 Council replaced all skylights on the western part of the roof at Golden Grove to address leaking issues with the roof
- Over the last three years Council has invested in the replacement of air conditioning units across the centre to improve the comfort of our customers
- Due to high demand and trying to service as many members of the community as possible, there is the need to have occasional late games. All teams are subject to these and we make an effort to ensure these games are distributed qually amongst teams.

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### Grand final or end of season presentation items

There was mixed feedback about items given out for Grand Finals or end of season with socks, trophies, medals and vouchers most frequently mentioned.

Around 6 in 10 who responded to the survey liked the idea of prize money being offered instead of socks and drink bottles.

Thanks for your feedback on this. We're still considering our options and how it could work best, should we implement it. We'll keep you up to date on any changes but will continue to distribute items we've done in the past.

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### Payment of participation or hire fees online

Around half of you indicated you'd be OK with paying for participation or hire fees online. Council have been investigating a new point of sale system which would incorporate online and electronic payments as an option. We're keen to ensure any system we get will be value for money and work effectively. Stay tuned for updates.