A5179397

Residents Survey 2023/24

Q2: Dec 2023

Invercargill
CITY COUNCIL

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About the research

Data collection for the Invercargill City Council Residents Survey is conducted using an online survey design. Participants are invited to complete the survey at any time during the year. Core questions regarding the factors identified by the Council as Key Performance Indicators are measured on an ongoing basis, In addition, each quarter, changes are made to some non-core questions. The responses are collated and reported to the Council on a quarterly basis, including findings from the current quarterly iteration of data collection and trends in data from the preceding quarters.

Various processes have been used to engage residents since that time, including invitations circulated through direct mail to households across the Invercargill city area, advertising using traditional and social media, promotion of the survey through community groups and the Council's website, and notifications incorporated into emails sent by the Council to people who have provided their email addresses to the Council for use in various contact databases

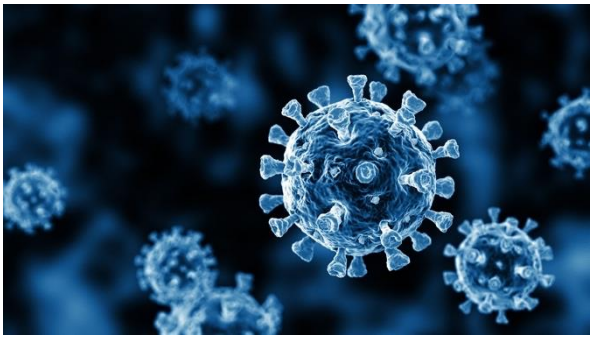
Prior to 2022, the Residents Survey was conducted used a telephone survey design. As relatively few households now have landline telephones, this design was discontinued due to the risk of significant bias. Data from surveys prior to 2022 are not included in the trend analysis due to the change in sampling design.

In this quarterly iteration, the survey has been publicised through the Council's Let's Talk website, community advertising through traditional and social media and emails to a Council database of users of various Council services including Splash Palace. For the Q2, FY2023/2024 period (Oct-Dec 2023), a total of 522 responses were received. This data set provides data with a margin of error[1] of +/-4.3%. The Q1, FY2023/2024 data set included 391 responses. The combined response for the first two quarters was 913 responses providing data with a maximum margin of error of +/-3.2%. The survey also included a series of questions regarding resident perceptions of Splash Palace.

Responses were analysed based on demographics of age, gender and ethnicity, and the proportion of responses were contrasted with the Invercargill population data from the 2018 Census. An analysis was conducted to test the raw data with data weighted by these three factors. The results showed that the sample included bias based on age and gender. As a result, a weighting process has been undertaken and the results presented here are based on weighted data.

[1] *Maximum margin of error for a 50% sample at the 95% confidence interval*

Research & Analysis



The 2024 results have been contrasted with the results from 2022 and 2023 as the recruitment processes for engagement aligned for data collection over these three annual survey periods. It is worth noting that many New Zealand LGAs have made similar changes in data collection processes. While the process used in this survey has been structured to minimise the risk of bias, an inherent aspect of self-selected response surveys is that respondents are more likely to engage if they feel that they have something to contribute to the outcome. As a result, there tend to be more 'negative' respondents than 'positive'.

There has been an increasing trend in the past decade to use data collection process in line with the current design. It is worth noting that whenever a data collection process is amended, there is a risk of the results showing a distinct change from the previous sampling method. Historical data from LGAs such as Dunedin City and Kapiti Coast showed a decline in satisfaction with Council performance of around 10% compared to other survey designs such as telephone surveying when the change in design took place. However, after the changes had been implemented and a new benchmark was set, responses from subsequent iterations of data collection could be effectively contrasted. A further complicating factor is the impact of sentiment related to ongoing rate rises on resident perceptions of all services provided by any council. Research First Ltd investigated this in 2021. The result indicated that nationwide, New Zealanders believe that rates were increasing too quickly and were too high. Since that time, year-on-year rate increases have continued to be common in many LGAs. This has resulted in sentiment scores regarding Council expenditure continuing to be lower than anticipated in many LGAs, nationally. The combined effect of these factors may impact on the targets set for some KPIs within the Council.

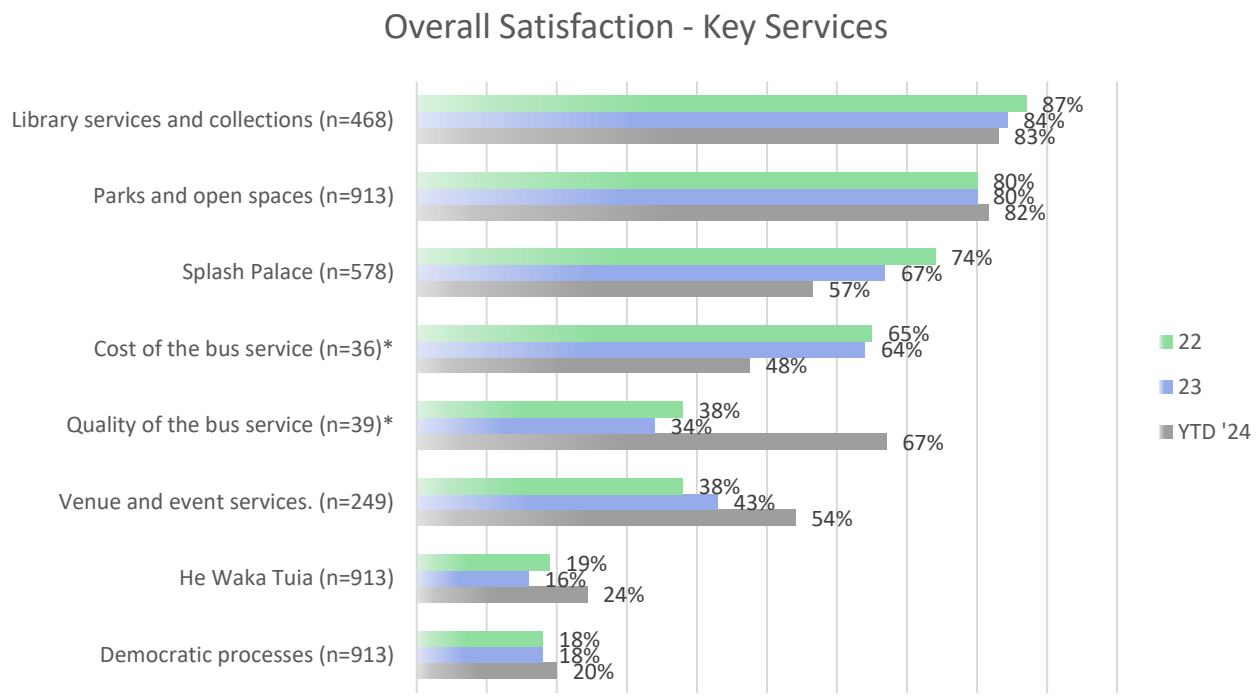
Forms of Analysis

Several questions in the Q2 2024 survey were presented to respondents using a five point (Likert) scale. There are two ways common methods for analysing data from questions of this nature. The first is simply to provide an analysis of the **average** of the responses, then to contrast that average score with other factors being measured.

When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral (3). Conversely, the factor may highly polarise the population, with similar proportions of the population rating the factor negatively (1 or 2) and positively (4 or 5). The average for the both data sets may be similar, but the responses were very different.

Therefore, the alternative analysis, measuring **top boxes** can also be used to analyse the data. In this model, the total proportion who rate a response above the neutral (4 or 5) are added, and that response is presented as a proportion of the total population. Both analytical tools can provide insights into the data, and as a result, both have been presented in this report.

Satisfaction



** Notes – In 2022, a single question relating to bus services included cost and quality, sample size for YTD '24 too small for statistical confidence*

The survey was structured so that only residents who had used the various services were asked to provide a rating of their satisfaction with the service. Respondents who used various Council services were asked to rate their satisfaction with a range of Council functions and services. For the period to December, 2023, satisfaction was highest with library collections and services (83%), followed by parks and open spaces in Invercargill (82%). Splash Palace was the focus of the Oct-Dec data collection, and 57% were satisfied. Satisfaction with venues and event services increased significantly compared to the previous two years and for the year to date is 54%. Satisfaction with democratic processes and community involvement, and with He Waka Tuia remained low, but with a marginal increase over previous responses.

Satisfaction – Comparison with Previous Periods (1=very dissatisfied to 5=very satisfied)

	'21-22	'22-23	YTD '24	'21-22	'22-23	YTD '24
Library services and collections	4.2	4.2	4.2	80%	80%	83%
Parks and open spaces	3.6	4.3	4.2	87%	84%	82%
Splash Palace	3.3	3.8	3.6	74%	67%	57%
The cost of the bus service [2]	3.8	4.0	3.8	65%	64%	48%
The quality of the bus service[2]	3.8	3.1	3.3	65%	34%	67%
Venues and event services	2.9	3.4	3.5	38%	43%	54%
He Waka Tuia	2.3	2.4	2.6	19%	16%	24%
Democratic processes - involvement	2.3	2.6	2.7	18%	18%	20%

[2] *Data for the bus service been provided in data tables. However, there are insufficient responses for statistical confidence. Therefore, no callouts have been made regarding this cohort.*

Satisfaction by Age and Gender, YTD '24

	18-24[3]	25-34	35-44	45-54	55-64	65+	Male	Female
Library services and collections	5.0	4.3	4.3	4.3	4.1	4.2	4.1	4.3
Parks and open spaces	3.7	4.1	4.2	4.4	4.2	4.3	4.1	4.3
Splash Palace	3.3	3.5	3.4	3.5	3.9	4.0	3.8	3.5
The cost of the bus service[2]	4.0	2.0	3.4	3.3	3.9	4.4	4.0	3.8
The quality of the bus service[2]	4.0	5.0	3.3	3.7	3.0	3.2	3.5	3.2
Venues and event services	3.5	3.4	3.4	3.5	3.4	3.7	3.3	3.5
He Waka Tuia	2.9	2.8	2.8	2.5	2.5	2.4	2.5	2.7
Community decision making	2.9	2.7	2.8	2.5	2.6	2.8	2.6	2.7

Comments Regarding Key Services

Survey participants were given the opportunity of providing comments about key services that provided context for their rating of the service. Responses have been summarised into categories, as follows. As this quarterly iteration of responses focused Splash Palace, responses regarding those issues are included in the next section of the report. Detailed responses are provided in the Appendix.

Parks

	Q2	YTD
• Great, amazing	282	472
• Well maintained	80	113
• Poorly maintained	34	52
• Need better, improved playgrounds	30	38
• Comment about high frequency of visiting parks	12	22
• Need more facilities (toilets, BBQs)	14	20
• Good for families/ children	11	16
• Landscaping concerns	10	14
• Safety concerns	7	12
• Need better dog park	5	9
• Toilet maintenance required	7	7
• Low mow areas not good	7	7
• Access, car parking	3	6
• Parks other than Queens Park not good	3	6
• Dog parks good	2	5
• More community gardens	5	5
• Need more native plants	1	4
• Better tracks, paths	2	4
• Need a coffee shops	1	3
• Needs to be valued	-	2
• Costly to maintain	1	2
• Conduct community activities in parks	2	2
• Queens Park needs a Facebook page	-	1
• Access restored to Anderson House	-	1
• Parks offer something for everyone	-	1
• Top heavy staffing	-	1
• Need more dog poo bags	1	1
• Bring Farmers' Market to Queens Park	1	1
• Keep Donovan Park	1	1
• Appreciate te reo signage	1	1
• Chinese garden needs to be improved	1	1
• Need wildlife protection signs (e.g. for ducks)	1	1

[3] *Data for the 18-24 cohort have been provided in data tables. However, there are insufficient responses for statistical confidence. Therefore, no callouts have been made regarding this cohort.*

• Disappointed that street plantings have been removed	1	1

Libraries

	Q2	YTD
• Great	70	125
• Helpful staff	73	117
• Good range and resources	43	75
• Good programmes / activities	33	37
• Good facility, environment	20	34
• Great for kids	18	26
• Limited range	14	21
• Online service good	14	15
• Good app, digital books	2	10
• Uninspiring, run down, noisy	9	10
• Parking a problem, costs	3	6
• Longer hours needed	5	6
• Lack of communication about activities	3	4
• Don’t like new open plan	-	2
• Nothing good for kids	-	2
• Costly, no longer relevant with internet access	-	2
• Needs a café	1	2
• Like e-book availability	-	1
• Disappointed about COVID lockout	-	1
• Good support to schools	-	1
• May use it more when retired	-	1

Venues and Events

	Q2	YTD
• Venues are fine, well maintained	87	133
• Average only	44	67
• Civic Theatre is a good facility	32	62
• Events are good / good variety	23	48
• Rugby park rundown	26	40
• Venues are run-down, need maintenance	32	40
• Events too expensive	16	25
• Poor venue management, underused	12	21
• Events not promoted	15	18
• Need more events, greater variety	17	18
• Scottish hall run down	1	4
• Rugby park subsidy concerns	-	3
• Museum needs to be replaced	1	2
• Council shouldn't run events	1	2
• Good staff	1	2
• Discrimination about who can visit	2	2
• Parking is challenging around Civic Theatre	2	2
• ICC shouldn’t own Rugby Park	2	2
• Rugby park should be multi-use	2	2
• Well promoted	-	1
• Great atmosphere	1	1
• Stadium is excellent	1	1
• Litter and rubbish not cleaned up	1	1
• Need more toilets	1	1
• Keep English names for the venues	1	1
• Reduce the number of venues, centralise	1	1
• Great benefit to Invercargill	1	1
• Too old for events and visiting venues	1	1

• Too focused on 'white culture'	1	1
• Venues need wheelchair access	1	1

He Waka Tuia

	Q2	YTD
• Good facility, exhibitions	68	92
• Not a replacement for the museum	38	89
• Names need to be in English	25	60
• Too small, not enough exhibits	38	59
• Exhibits not interesting	35	53
• Inaccessible / poor parking	35	46
• OK - not great	17	22
• Good children's exhibitions	15	18
• Good staff	7	10
• Exhibitions not publicised	8	10
• Waste of ratepayer funds	9	9
• Limited opening hours	2	6
• Too much focus on Māori	1	3
• Nothing for children	-	2
• Poor staff	1	1
• Inappropriate content (naked models)	1	1
• Visited – seemed empty. No one there	1	1

Public Transport

	Q2	YTD
• Buses don't cover all areas / stops at poor locations	82	121
• Bus timetables poor / inconvenient / infrequent	39	60
• Bus service is good	27	39
• Not convenient	16	31
• Service is generally poor	10	15
• Service is expensive and not used	7	11
• Average	5	10
• OK for kids	5	7
• Expensive	5	7
• Need bus shelters	3	6
• Essential for the community	6	6
• Drivers are good	5	6
• Timetable information not available/ poor website	3	5
• Not safe	1	4
• Drivers are poor	2	3
• Work from home, rarely need it	2	3
• Not suitable for wheelchairs	1	1
• Doesn't have payWave option	1	1
• Rates shouldn't go into a service that's rarely used	1	1

The Democratic Process

	Q2	YTD
• Council may consult but doesn't listen	100	161
• Engagement opportunities not advertised	41	81
• Current system is good/ effective	44	62
• Council doesn't give opportunity for engagement	21	61
• Consultation is poor	29	29
• Need more surveys to engage community	17	28
• There is no community involvement	6	23
• People don't understand local government	12	21
• Current system is OK / average	16	16
• Unelected officials have too much say	1	12
• There is no published information on Council agenda	9	9
• Council consults but doesn't provide feedback	8	8
• System relies on voting every three years	7	7
• No co-governance – one person, one vote	1	5
• Too much consultation would make Council ineffective	3	5

• Council should engage with business owners	1	2

Perceptions of Invercargill

Positive Aspects of Life in Invercargill

Survey participants were asked 'What do you currently like most about living in the Invercargill region?' The most common response was that it is easy to get around the city and region; and that everything is accessible. Other common responses related to the quality of life in Invercargill, parks and beaches, friendly people and outdoor activities. A summary of responses is as follows:

	Q2	YTD
• Accessibility	118	228
• Quality of life	81	164
• Friendly people/ community	58	130
• Not crowded/ no traffic problems	51	105
• Parks, beaches and outdoor spaces	38	77
• Family	46	63
• Affordable living	26	44
• Good facilities and services	32	44
• Lots of places to visit	21	38
• CBD redevelopment	13	32
• Safe / Low crime rate	14	32
• It's home	15	30
• Weather	11	22
• Outdoor activities	19	22
• Sports/ exercise/ walking/ horse riding	6	18
• Don't know/ nothing / don't like living in Invercargill	10	15
• Nature	9	14
• Low pollution / clean	2	8
• The local culture/ personality	4	7
• Jobs / Opportunities	5	7
• Good schools	3	5
• Good food	-	3
• New Mayor	2	3
• Council has an agenda	-	1
• Clifton	-	1
• Action from the Richardson Group	-	1
• Free studying at SIT	-	1
• Events in the city	-	1
• Everything	1	1

Community Resilience

Survey participants were asked 'What do you think the Council should be doing to provide for community resilience and building strength into the social aspects of the Invercargill community?' The most common responses were that the Council (councillors, mayor and staff) needed to listen to the people more and the Council should increase the number of events and community activities. Full details of suggestions are as follows:

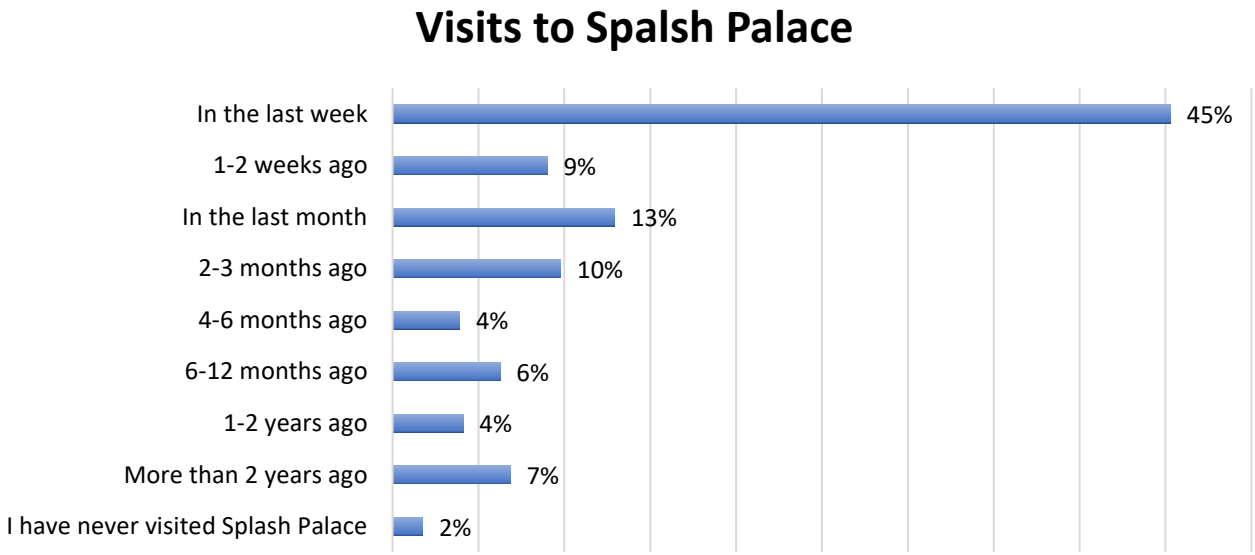
	Q2	YTD
More, free/ affordable events	63	106
Listen to public opinion and engage with the community	46	55
Focus on core services (water, sewerage, roads, etc.)	10	43
Improve financial responsibility	17	40
Provide more venues for community groups	18	37
Revitalise inner city	20	36
Improve elected member behaviour, be transparent	7	32
Activities for youth /young adults	21	31
Encourage inclusion / diversity including aged, disabled	16	28
Hold more community meetings and forums	4	24
Keep doing current activities, nothing more	10	20
Provide affordable housing	12	20
Address graffiti and vandalism issues	16	19
Collaborate with community groups	18	19
Improve communication	12	18
Improve safety / CCTV	5	17
Develop better facilities (parks, playgrounds, bike trails)	10	14
Not the Council's job	5	13
Focus on including all communities incl. 'mainstream NZ'	6	9
Invest in the museum / cultural attractions	2	8
Focus on environmental and climate resilience	2	7
Engage with youth	4	7
Clean up city	1	6
Support the health care sector	2	4
Address/reduce impact of ILT	3	3
Develop airport to international standard	-	3
Support SIT Zero Fees	-	3
More dog parks	1	3
Develop community garden	2	3
Build higher density housing in the city centre	-	2
Address homelessness – more accommodation options	1	2
Make landlords accountable for buildings	1	2
Do more than the Council is doing now	-	1
Change to STV voting system	-	1
Focus on ensuring effective civil defence	-	1
Free parking for seniors	-	1
Use locally based consultants	-	1
Future proof whatever the Council does	-	1
Remove reliance on personal cars	-	1

Splash Palace

Respondents in the Q2, 2023/24 survey were asked to provide insights regarding Splash Palace. Firstly, they were asked to confirm how frequently they visit Splash Palace.

Frequency of visiting Splash Palace

Nearly half of all respondents (45%) had visited Splash Palace in the week prior to completing the survey, while a further 21% had visited within the previous month. Only 9% had not visited in the past two years or had never visited.



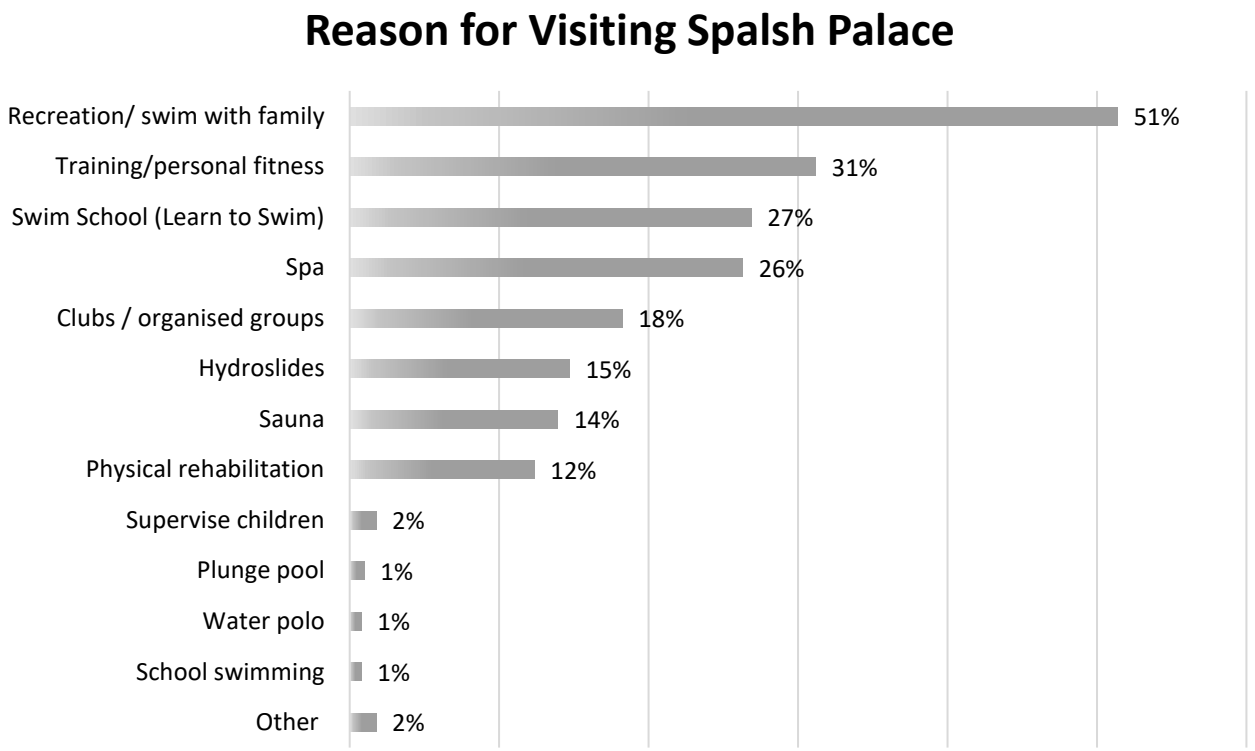
The frequency of visiting was analysed based on the age and gender of the respondents. Recent visitors were most likely to be in the 34-44 age group and to have been female. Males and respondents aged over were the most likely to have not visited Splash Palace in the last two years, or to have never visited.

	18-24[4]	25-34	35-44	45-54	55-64	65+	Male	Female
In the last week	54%	39%	55%	43%	33%	42%	38%	48%
1-2 weeks ago	8%	14%	11%	7%	5%	7%	12%	8%
In the last month	8%	15%	13%	10%	24%	8%	10%	14%
2-3 months ago	0%	10%	14%	11%	7%	5%	6%	11%
4-6 months ago	8%	4%	1%	4%	7%	6%	4%	4%
6-12 months ago	8%	5%	3%	12%	7%	7%	6%	6%
1-2 years ago	0%	5%	3%	6%	3%	5%	6%	3%
More than 2 years ago	15%	8%	1%	3%	14%	15%	13%	5%
I have never visited Splash Palace	0%	0%	1%	3%	0%	5%	6%	1%

[4] *Data for the 18-24 cohort have been provided in data tables. However, there are insufficient responses for statistical confidence. Therefore, no callouts have been made regarding this cohort.*

Reasons for visiting

Respondents were asked to identify the activities that they took part in while visiting Splash Palace. Respondents could select multiple options. Among all users, the most common reason for visiting was recreation / swimming with the family. Overall, the next two most common reasons for visiting were training/ personal fitness and learning to swim.



The analyses based on age and gender indicate that the reasons for visiting Splash Palace varied considerably based on demographics. Women and those aged 35-44 were the most likely to visit for recreational purposes or swimming with family. The under-44 age groups were the most likely to visit for learning to swim classes and for the hydroslides, while the 55+ age groups were more likely than others to visit for the spa and for physical rehabilitation.

Reason for Visiting by Age and Gender

	18-34	35-44	45-54	55-64	65+	Male	Female
Recreation/ swim with family	58%	70%	50%	33%	22%	43%	54%
Training/personal fitness	22%	25%	34%	45%	38%	27%	32%
Swim School (Learn to Swim)	39%	44%	20%	5%	3%	17%	30%
Spa	28%	20%	21%	34%	33%	29%	25%
Clubs / organised groups	10%	27%	30%	3%	7%	8%	21%
Hydroslides	17%	22%	14%	9%	2%	10%	17%
Sauna	16%	14%	10%	17%	14%	21%	11%
Physical rehabilitation	10%	4%	11%	24%	23%	13%	11%
Supervise children	1%	1%	2%	2%	2%	2%	1%
Plunge	2%	1%	1%	0%	1%	2%	1%
Water polo	0%	1%	1%	2%	0%	0%	1%
School swimming	0%	1%	2%	0%	0%	0%	1%
Other	2%	1%	2%	2%	3%	1%	2%

'Other' responses included visiting the café, coming to the pool as a spectator, diving, visiting as part of a birthday party, and working at the venue.

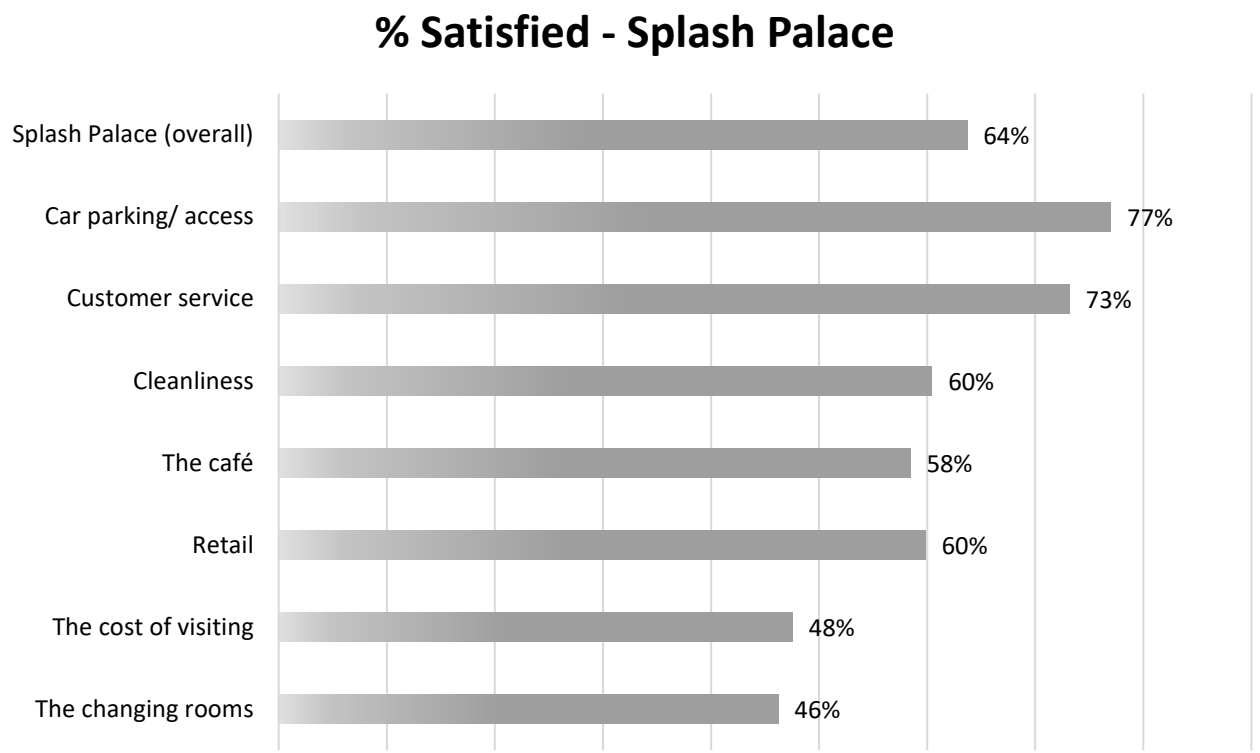
Satisfaction – Various Aspects of Splash Palace

Respondents were asked to rate their satisfaction with a series of aspects of Splash Palace[5]. The factors with the highest level of satisfaction were car parking and customer service, followed by the cleanliness of the facility. The factors with the lowest levels of satisfaction were the changing rooms and the cost of visiting.

The question regarding satisfaction with the café and retail included an option to not provide an answer if the respondents had not used the café or the retail. Overall, 59% of respondents indicated that they had used the café, while 48% had used the retail facility. Female respondents were more likely than males to have used both facilities, as were those aged 35-54.

Use of Café and Retail by Age and Gender

	18-34	35-44	45-54	55-64	65+	Male	Female	Total
Café	53%	69%	64%	55%	45%	46%	64%	59%
Retail	46%	55%	52%	41%	37%	32%	54%	48%



Satisfaction with various aspects of Splash Palace varied based on age and gender. Overall satisfaction was highest among males, as was satisfaction with car parking, customer service, cleanliness and the cost of visiting. There was an age-based trend, with older age groups being more satisfied than their younger counterparts. Those aged 35-44 were generally less satisfied with Splash Palace, having the lowest levels of satisfaction for car parking, customer services, the café, retail and the changing rooms.

[5] Note that the satisfaction rating of 64% for the overall facility is higher than the satisfaction rating reported in the Council satisfaction with services section (page 5), where satisfaction was rated at 57%. In both questions, only respondents who self-identified as visiting the pool at least once a year were asked to respond. In the second question, 11 additional respondents indicated that they had visited the venue frequently enough to qualify for providing answers to these questions. In addition, several respondents provided slightly different responses to the second question than to the first, resulting in a higher rating in the second question.

Satisfaction by Age and Gender

	18-34	35-44	45-54	55-64	65+	Male	Female
Splash Palace (overall)	59%	59%	66%	70%	76%	73%	61%
Car parking/ access	81%	72%	75%	81%	84%	83%	75%
Customer service	73%	69%	76%	77%	78%	82%	71%
Cleanliness	51%	59%	63%	60%	70%	69%	59%
The café	59%	53%	53%	69%	71%	60%	58%
Retail	70%	53%	66%	54%	65%	63%	60%
The cost of visiting	53%	40%	41%	38%	74%	58%	45%
The changing rooms	43%	34%	51%	63%	64%	50%	45%

Reasons for not Visiting Splash Palace

Respondents who indicated that they had not visited Splash Palace in the past six months were asked why they did not visit. They were provided with a range of options, as well as being able to choose 'other' responses.

The most common reasons for not visiting were that respondents preferred other recreational activities (26%) and the cost of visiting Splash Palace (24%). Other common reasons were that people were not interested in swimming and that swimming is for younger families.

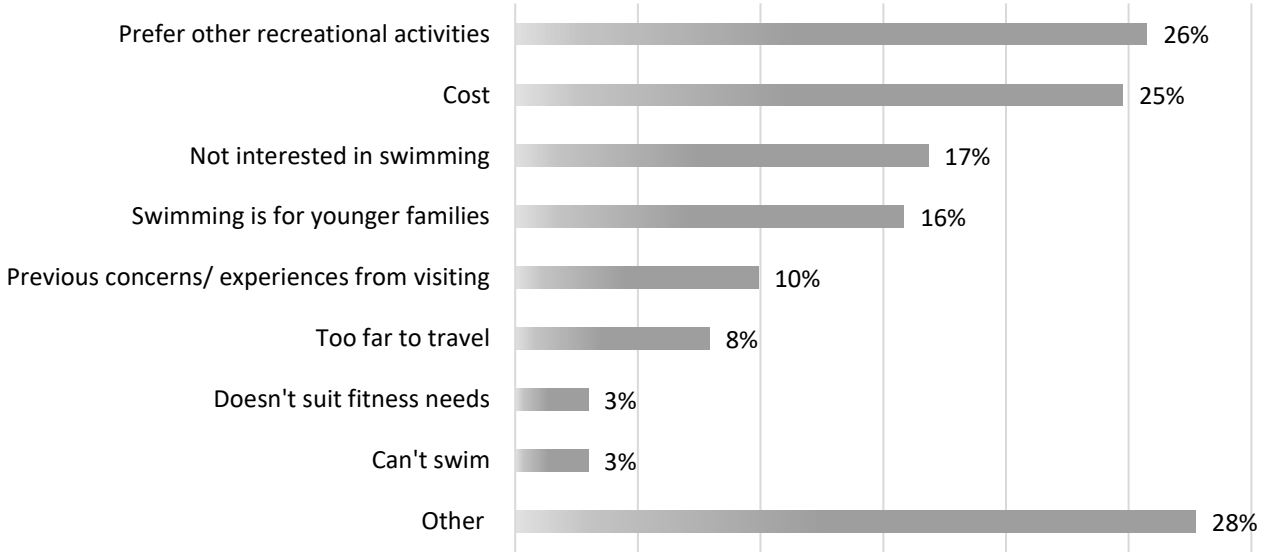
A notable proportion (30%) indicated that they had other reasons for not visiting. These included:

- Existing health issues
- Overcrowding
- Time
- Concerns regarding contracting COVID
- Concerns regarding trans-gender in gender-based change rooms

Participants who identified that they had concerns after previous visits were asked provide details. These included:

- Multiple experiences of 'Code Brown' incidents (2)
- Lack of discipline of other users (2)
- Dirty environment
- No privacy / trans issues in changing rooms (2)
- Rude staff members

Reason for not Visiting Spalsh Palace



Reasons for Response – Satisfaction with Splash Palace

Splash Palace – Overall comments

	Q2	YTD
• Good	151	232
• Changing room /entry layout not good / mixed use not good	34	49
• Overcrowded / too small	43	46
• Fair/ OK / needs upgrade	32	33
• Good for kids / families	6	28
• Poorly maintained	13	20
• Nothing for younger kids / toddlers	20	20
• Expensive	1	16
• Poor staff/ instructors/ lifeguards	9	12
• Well maintained	5	11
• Health and safety concerns	6	10
• Poorly managed	7	9
• Good staff	6	8
• Need spaces for people with different capabilities	3	6
• Opening hours limit visiting	4	6
• Accessible	5	6
• Water too cold	3	5
• Use regularly	-	3
• Cost effective	2	3
• Slides are good	2	3
• Hard to park / access by bus	-	2
• Water too hot	1	2
• Challenged by chlorine	-	1
• Stop subsidising, sell to private sector	-	1
• Underused	-	1
• Rather swim at Bluff	-	1
• Not a nice place – wish there were other options	-	1
• Use on Green Prescription	-	1

Splash Palace – Cleanliness

	% of comments
• Good, clean	42%
• Average, varies	29%
• Poor, dirty	15%
• Changing rooms dirty	10%
• Changing rooms clean	2%
• Bottom of pool not clean	2%
• Floors not clean, rubbish on floors	5%
• Spa not clean	1%
• Leisure pool not clean	<1%

Splash Palace – Changing Rooms

	% of comments
• Good	30%
• Not enough family rooms	16%
• Dirty	15%
• Average, OK	11%
• Concerns about trans changing in gender-rooms	10%
• Bad layout / walk through	10%
• Poor maintained	7%

• Poor overall	6%
• Clean	6%
• Too small	6%
• Need more privacy	4%
• Shower pressure too high	4%
• Showers too cold	4%
• Cleaning leaves every surface wet	3%
• Change rooms have no toilets	3%
• Avoid using them – unsafe	1%
• Well maintained	<1%
• Plenty of space	<1%
• Easy to use	<1%

Splash Palace – Customer Service

	% of comments
• Good	45%
• Friendly	22%
• Helpful	14%
• Average	9%
• Unfriendly	9%
• Depends on who is working	9%
• Poor	5%
• Lack of training	5%
• Unhelpful	4%
• Busy talking to each other	3%
• Café staff poor	2%

Splash Palace – Car Parking

	% of comments
• Good, adequate	81%
• Insufficient, particularly if an event/ Friday evening	9%
• Confusing layout	6%
• Lines need to be re-painted	5%
• Spaces too tights	2%
• Need potholes repaired	1%
• Safe	<1%
• Unsafe	<1%
• Need spaces for parents with prams	<1%

Splash Palace – Cost

	% of comments
• About right	47%
• Expensive	42%
• Hydroslides expensive	8%
• Need better options for bulk entry	3%
• Need discount for ratepayers	2%
• Bargain	1%
• Hydroslides price about right	1%
• Spectators shouldn't have to pay	1%

Splash Palace – Café Satisfaction

	% of comments
• Good food	19%

• Expensive	17%
• Good coffee	14%
• Good staff/ service	12%
• OK / average café	12%
• Good range	11%
• Good café	8%
• Not enough staff	8%
• Average / poor coffee	7%
• Average/ poor food	7%
• Need healthy / gluten-free options	6%
• Poor staff/ service	5%
• Limited range	4%
• Need more seating/ layout with walk-through areas	3%
• Good/ reasonable pricing	3%
• Dirty/ needs better cleaning	2%
• Good size	1%
• Need longer hours	1%

Splash Palace – Café reason for not visiting

	% of comments
• Don't need to eat/ drink at pool	39%
• No reason	29%
• The cost	10%
• The café doesn't appeal	7%
• Not aware of café	4%
• Not convenient with a baby	2%
• Better cafés elsewhere	2%
• Bring my own food/ drink	2%

Splash Palace – Retail: Satisfaction

	% of comments
• Good range	41%
• Expensive	15%
• Good	11%
• Well priced	8%
• Limited range	8%
• Limited space, cramped	8%
• OK – not great	6%
• Good service	6%
• Only buy essentials there	4%
• Presentable	3%
• Average. Nothing special	2%
• Convenient	1%

Splash Palace – Retail: Reason for not visiting

	% of comments
• Haven't needed to	42%
• Expensive	31%
• No reason	15%
• No items in my size	4%
• Hard to try on items	3%
• Lack of time	3%
• Browsed, haven't bought	2%
• Poor layout/ cramped	2%

Other Comments – Splash Palace

Having been asked a range of questions regarding use and satisfaction of Splash Palace, respondents were given the opportunity of making additional comments. Only 36 respondents chose to do so. These comments have been grouped as follows:

- Provide facilities/ a facility for adults so they don't feel overwhelmed by kids playing
- Provide 24/7 access
- Advertise when the pool is being used by groups. This would reduce the risk of people paying an entry fee and finding that they can't use the pool.
- Add a gym
- Provide public transport to the facility
- Train the staff so that they can answer relevant question about the pool

Several simply commented that the pool was a good facility for them and their families.

Demographics

A crucial aspect of resident surveys is having confidence that the data are representative of the population based on demographic factors. The response rates for each key demographic factor for the Year to Date responses are provided in the following charts. For gender, age, and ethnicity responses did not align with the data from the most recent census. Demographic factors that were under-sampled included gender (under-sampled males). Data weightings were applied to the results to measure the impact of these sampling issues.

Age

	Q2	YTD
18-34	18%	13%
35-44	33%	24%
45-54	17%	17%
55-64	11%	16%
65+	19%	27%
Declined	2%	2%

Gender

Male	24%	32%
Female	71%	64%
Identify in other way/ declined	4%	4%

Time in Invercargill

0-2 years	5%	5%
3-5 years	7%	7%
6-10 years	12%	10%
11-15 years	11%	8%
16-20 years	7%	6%
20+ years	57%	63%
Declined	1%	1%

Ethncity[6]

	Q2	YTD
NZ European/ Pakeha	78%	81%
Māori	13%	11%
Asian	2%	3%
Pacific Islander	1%	1%
Other	3%	2%
Declined	3%	3%

Residential Status[7]

Resident ratepayer	84%	88%
Resident non-ratepayer	12%	9%
Non-resident ratepayer	2%	2%
SDC Residents	<1%	0%
Declined	1%	1%

Employment

Full time	47%	45%
Part time	18%	14%
Retired	16%	24%
Self-employed	9%	10%
Beneficiary	2%	2%
Student	2%	1%
Unemployed	4%	3%
Declined	1%	1%

[6] *Total exceeds 100%, respondents could choose multiple options*

[7] *Non-residents of Invercargill whose details were in the Splash Palace database were able to provide responses to the questions relating to Splash Palace*

Appendix – Verbatim Responses

Perceptions of Invercargill

5 mins to everything
A more laid back lifestyle
Access to everything
Access to nature
Access to outdoors
Access to parks, walks and relaxed vibe.
access to the great outdoors
Access to what we want to do
Accessibility
Accessibility to international airport and the open spaces
Accessibility
Accessibility
Accessibility of activities
Accessibility of trades and services
Accessibility to everything
Affordability
Affordability and access to the outdoors
Affordability and ease of commute / Employment opportunities
Affordability is still a good factor
Affordable housing, queens park on our doorstep, small town vibe
after travelling and living in other parts of the world for 20+ years as a marine engineer Invercargill is home. I was born here.
All facilities within 10 minutes
Ample opportunity to do things, free or at little cost
Area I in is quite which I like
Availability of hobbies and interest. Also good weather usually.
Away from the maddening crowd
Beach, Bush, Hills, rivers
Beautiful natural areas nearby, not too crowded
Because I am a Southlander
Being able to travel anywhere within 8 min.
Being in the older bracket being close to all amenities
Born & bred here, nothing to compare it to but happy here
calm and rural
Calming
Cheaper housing
Cheaper living
Cheaper than most not over crowded with most of the facilities of a big city
clean and tidy parks, safety, simple living
Clean and tidy, being in close access to many beautiful destinations in the lower south.

Close access to parks, library, outdoor activities.
Close family
Close proximity to a variety of different things
Close proximity to many facilities
Close to all my family
close to all the facilities that Invercargill has
Close to city
Close to every think
Close to everyone
Close to family
Close to family
Close to family
Close to family
Close to the beach and lots of recreational activities
Close to town & all amenities
Close to work and family.
Closeness to family
Community
Community feel and frequent events.
Community investment from ILT
Community, space, peace
Convenience
Cost of living
Country feel, slow pace, good facilities. Queens Park and other green spaces. Close to beach.
Cruisy lifestyle
Doesn't take long to get anywhere
Doesn't take long to get where you need to
Ease of access to amenities
Ease of access to amenities, the growth of the city, easy traffic
Ease of access to get around the city
Ease of getting around
Ease of getting around the city
Ease of living
Ease of living here
Ease of travel
easy access to any place mall hospital gp groceries even holiday destinations are 1-5 hours away by land
easy access to community facilites
Easy access to everything.
Easy access to facilities. Cheaper housing and living costs
Easy access to many facilities
Easy and quick to travel places.
Easy lifestyle
Easy location and safe
Easy parking
Easy place to live and raise kids
Easy to access surrounding areas.
Easy to commute
Easy to drive around. Quick to get places.

Easy to get around
easy to get around
Easy to get around and slower pace living.
Easy to get around so long as you don't need public transport
Easy to get around, lots of outdoor activities and increasing family events.
Easy to get from one end of town to the other. Friendliness of the people. The inner city rebuild is looking great.
Everything is in walking distance, and the community is a very friendly one!
Everything - great place to raise a family.
Everything being so close
Everything is close and family are here
Everything is close by
Everything is close by
Everything is close proximity, great people/community
Everything is close, not too far to travel for anything. Particularly like parks, walkways and green spaces. Even better we now have a mall, I am very pleased with the inner city and Esk and Don streets.
Everything is so close.
Everything is so easily accessible
Everything is within walking distance
Everything that I need is close enough to cycle to. I do not have a vehicle to use, so it is good that I am able to cycle - unless some idiot has thrown a bottle onto the cycle way, then my bike tyres become punctured.
Everything within a short distance. Parks. Lower cost of living
Facilities on the doorstep
Familiarity. Being close to friends and family.Appreciate all the closeby facilities. Born and bred in Southland,
Family
Family
Family
Family
Family and friends
Family and Friends close by.
Family and friends live here
Family and friends, Easy access to most things.
Family are close by, safe (most of the time) for children growing up, good school, secure job
Family are here
Family friendly
Family friendly
Family friendly
Family friendly, outdoorsy,
Family is here
Family oriented thanks to ilt
Fast and easy to get around/to places I want to go.
Fishing
Flexible in travel options. Traffic is minimal. Outdoor options
Freedom to do a lot of activities in one day
fresh air
Friendliness
Friendliness of people
Friendliness of the people. Fresh air. Very homely
Friendliness, Climate
Friendly

Friendly attitude of residents generally
Friendly community involvement
Friendly people
Friendly people
Friendly people
Friendly people wide open spaces
Friendly, chilled, cheaper housing
Friendly, not too big, easy to get around, plenty to do.
Go anywhere without massive travel. E bikes have a great variety of tracks to go on.
Good facilities
good place to raise family
Good public schools, cheaper house cost, low traffic, location - close to Dunedin and Central Otago
Great community
Great for any outdoor activities
Great sports facilities and outdoor spaces
Great weather, friendly people, small town.
Great weather, good new mayor, things coming up great all over town
Green spaces
green spaces, reserves and new streets in Invercargillcentral
Grew up here
Grew up here and haven't left,Ä¶. Pace of life is good, sea, lakes and bush all close
Handy to a lot of things.
Handy to southern Lakes and Queenstown
Having access to a lot of facilities
Having Mr Clark as Mayor.
Having so many amazing places on our doorstep
He tangata he tangata he tangata. An easy to get on with others sort of place
House prices
housing affordability
How close everything is
How close facilities are, and how fast it is to get anywhere.
How easy and fast to get from a to b
How easy day to day living is, short commute times, no traffic issues
How easy it is to get anywhere in the city within about 15-20 minutes the environment of Southland
How easy it is to get around & the amount of beautiful outdoor spaces available
How easy it is to get around our city and all the many things such as mall and updating of Esk & Don Sts etc.
How things are close to visit.
I can go there within half an hour drive and usually get what I need
I like that everything is accessible, parking available, I love Queens Park and the slower pace of life.
I think the city centre has a new vibrancy now and people seem to look happier when they are in there. But I have always loved Invercargill as it is small enough to get around easily and we are so close to so many amazing places.
I was born here
Invercargill is a small city, easy to get around. We have all the things a big city does
It is a very quiet and normally a safe place
It is family friendly
it is home
It is where my family live and I particularly like the compactness of the city and the accessibility of services.
It is within reasonable travel times to a diverse range of landscapes (e.g. dry Central Otago, Coastal seascapes , Mountains, rivers, and outdoor recreational activities)

It's affordable and everything is close
It's all I've ever known, I enjoy the quiet.
it's as far away from Auckland as you can get!
It's become more modern, still cheaper to live here than other places, close to everything
it's cheap and has everything you need
It's convenience of getting around
It's easy to get anywhere
It's easy to get places, we have everything we need, it's fairly quiet and don't have to travel far to see amazing things
It's easy to live here, low number of residents
It's family friendly.
It's friendly
It's getting a bit scary actually with the violence and robbery's
it's handy to a lot of other places, people are generally friendly, and it's not overly busy.
It's home
It's home I was born here
It's people they are so friendly
It's quick to drive anywhere in town. It is a good place to raise a family
It's quiet
It's the gateway to so many great places like Stewart Island, Central Otago, Milford etc
it’s a beautiful town lots of very good public amenities. I have lots of fun using these services
It’s my home
it’s quiet
Knowing where everything is and being able to get there quickly and easily.
Laid Back
Laid back lifestyle
Landscape
Less busy, less traffic, relaxed
Lifestyle
Lifestyle
Lifestyle
Little amount of time to travel from one end of town to the other
Lives here all my life
Location & close to all amenities
Location and quiet neighbourhood
Location to other places, not as busy as bigger centres
Lots of family here, easy to get around - no traffic, good place to raise kids
Lots of recreational choice of things to do
Lots of space and easy to get into the bush/mountains
Low Living Costs
low population
Low population
Low population
Low population density.
Low traffic levels, good access around the city. quick access to Fiordland, Central Otago and Dunedin
Low traffic, friendly
Mo tral traffic hassle
My family is here
My family is near.

My friends are here.
My home
My job
My job and family is here
My hometown so will not be moving
N/A
Nature
Near my whanau and part of a community
Nice park
Nice safe place
no idea
No traffic
No traffic congestion
No traffic jams
No traffic jams!
Not a busy city
Not alot as I don't feel safe. Things have changed and people don't seem to care.
Not busy
Not busy
Not crowded
Not much
Not much anymore, Council ruining everything with their silly ideas
not much traffic - proximity
Not overcrowded
Not rushed
Not too big compared with bigger cities. Friendly neighbours.
Not too many people, good facilities, friendly people
nothing
Nothing except my family and own my own home.
Nothing in particular, been here my whole life so don't kniw any different
Nothing really, looking to relocate
Nothing. It's awful.
opportunity
Oreti beach
Otatara and it's community
Outdoor facilities, no traffic. Has everything you need
Pace of life
Parks
parks, wide streets proximity to coast
peace and quiet
People
People
People
People
People are friendly and look out for each other
Plenty of community groups.
Population
Proximity to other beautiful South Island attractions, friendliness of residents

Proximity to services
Quality of lfe
Queens Park
Queens Park
Queens park, catlins, close to Central
Queens Park!!!
Quick to get any were
Quick to get around.
Quiet, calm, outdoor life opportunities.
Quieter city, easy to get round, great sports facilities
Quite - not a big city.
Quite and Safe
Redevelopment of the city streets, increased hospitality and retail experiences
Registered Nurse
Relaxed life, more affordable
Relaxed pace of life
Relaxed pace of life here
Relaxed pace of life. The people generally welcoming
Safe
Safe community, easy to get around
Safe for families
Safe friendly enviornment within easy access to facilities
Safe, friendly and good location to raise a family
Safe, small town, access to a range of walks/parks, has all the main things we need, friendly people
Safety
safety, convenience, wholesome
Scenery
Short distances to everything - work, school and daycare for instance
SIMPLICITY, NO RUSH
Since the new city centre and street lay out plus the tiding up of other shops around town and be able to park and shop without getting wet is a big plus.
SIT, Southland Christian Adventist School easy access to amenities, peaceful
Size family
Size of city/ facilities and people
Size of the city is about right. Living costs and commute times not too bad.
Slow paced, easy to get around, more affordable than other places
Small and easy to get around, with lots of work opportunities
Small city with a great community spirit
Small easy to get around
Small friendly community, great place to raise kids
Small town
Small town feel with everything you need
Small town less crowds no waiting community safe
So many thing for the kids to do
Space and sky
Sports opportunities for children
Still not sure why we moved back?
Suits my family needs
Takes no time to get anywhere

That it doesn't take long to get places
The access to so many nice places
The accessibility to everything.
the area
The big old trees
The City of Water and Light the twilight evenings and climate
the closeness to everywhere locally and our scenery is beautiful
The closeness to Fiordland, Central Otago and Catlins
the community
The community and Southern individuals friendly nature.
The ease of everything
The ease of getting places
The ease to get around the city quickly without too many hassles
The easy and short commute to get to most of the places we need to get to. E.g. school, work, pool, Queen's Park, BMX track etc
The easy traffic system, affordable living, good place to raise the kids
The fact I can now drive into town and not go shopping. I hate malls and having so many shops in the mall is saving me lots of money.
The friendliness and being close to family
The general amenities
The green spaces in our city
The greenery around
The interconnectedness of the community
The lifestyle
The lovely long twilight's of summer
The nature scenic routes
The new development in city centre and ease of travelling within town boundaries
the new invercargill central building
The new shopping mall
The open green spaces
The outdoors and the close proximity of everything
The outdoors being so close.
The Peaceful living in Windsor with walking distances to shops and wonderful Queens Park and the new City with Mall
the people
The people
The people
The people
The people and pace of life
The people and the vastness
the rain
The regeneration that's happening. Feels like Invercargill is finally moving forward
The relaxed lifestyle and love the people
The sense of space - both literally and figuratively
The size
The size
The size...it is big enough to have a range of things to do but not too big
The slower pace of life
The space we have
the space, wide open places, amazing scenery friendly people and the lovely twilight

The town is looking great going ahead nice
the vibe community awareness convenient
the weather - its so changeable - I like the warm days and cold days
the weather, the people, the parks
the weather, no traffic jams. The people.
The weather's pretty typical, and there's a number of good things to do
There is no better hole anywhere else in country
Time it takes to get anywhere
Too many good things to mention
Tranquillity and accessibility of services
used to be an easier lifestyle down here
Very clam and quite with less traffic (very peaceful)
Walks, bike paths. Access to the beach
Weather
Weather
We’re not AUCKLAND .
Whānau
work and life balance, outdoor
Work is 10 minutes away
Work/life balance

Invercargill - Resilience

10/10 for getting rid of the last CEO. she was bad for business
a difficult answer elected counciullors have all the info.
A gym at the ascot end of town would be fab, everything is up the other end of town and it makes it a hassle
A little more consultation would be great
A small dog park please
A space for teenagers, through summer have street markets and entertainment. Entertainment in queens park bring ppl out of there homes to enjoy this beautiful city
Advertising of open conversations around things that affect our community
Affordability on rates, housing...if you don't have the money don't spend what you don't have. Rents going through the roof. The more rules that are put on homeowners will reflect on what they charge in rentals Everyone is wanting a piece of the pie, pay bills to keep a roof over your head or go with food that's the bloody hard choice people are needing to make on a weekly basis...get bloody realistic in what your asking for rates
Anything possible to reduce poverty and increase healthy homes
Ask the people what we want I stead of telling us what you want
Asking the rangatahi what they need. They're bored !!! Leads to crime.
Assessing aging infrastructure and creating plans that strengthen community spaces & involvement
Be less segregation amongst things
Be more financially responsible and stop putting pressure on everyone financially
Be more responsive to request and requirements from their citizens
Be more seen, work on taking Council values and spreading this to all members i.e. pool staff couldn't give a hoot. But parks staff are amazing.
Be more transparent it's about all of us, not just about what you want, or certain groups
Be up front with the rate payers.
Because gang behaviour and crime in general has become in my opinion, quite concerning. The Council need to perhaps interact more with the Police, Local Iwi and perhaps schools to increase awareness and make some in roads to increasing the safety of the community. Petition the Police to stop treating vandalism, burglaries and other "used to be crimes" as a "Civil Matter" and have a stronger supportive presence in the community. Eg, call police, report so and so

were doing this and doing that. Police response it's ok they're known to us. In the meantime to sort out your damages etc you will need to go through the Disputes Tribunal or hire a lawyer.

Being more accountable for their spending and consulting the public about spending. Keep the rates down

Being more active in the community. The only one I see regularly is Steve Broad

Being more present and relevant in the community

Better communication

better communications, marketing

Better outdoor physical activity for families

Better Policing of Soth City Minors

Build housing

Build more Council housing ,scrap state rents in Council housing

Build on what we have, we don't need to waste money on big new ventures when we have things around town that could be given love

Buying H & J smiths, build a new town square with a margaret mahy type playground in it's place. Or, pivot and build the museum there.

By only allowing decision making by people elected by this community at the polling booth.

Can you explain what that means? Is the community resilient because it keeps coming back for more, despite being knocked back in the past? How is strength built into the social aspects of the Invercargill community? Most social aspects are the little groups that provide services, facilities, events - not much is provided on a city-wide basis.

Central city market

Change....

Church is pretty good for that

Commmunicte more about big projects well before they happen, let us know so we can organise ourselves to deal with things.

Community building themselves. Social housing is embarrassing in middle of town

Community events just as Christmas in the park. Nights on esk street ect

Community housing is a huge issue.

Complete security camera systems, police local by laws more effectively. Provide an Information Centre in the inner city.

Connect with the other Councils in the region join up effort so they are

Consider housing for senior single persons so as to free up "family houses" that are under utilised.

Consider the areas that may be least resilient such as parts of South Invercargill and support organisations like South Alive to support their community - and provide south with peter public transport

continue funding a wide range of organisations that cater to all demographics

Continue to build invercargill so we can be proud.

Continue to run free community events eg night markets, family fun days, stop letting big cooperates dictate the structure of our inner city, close off esk st and make it just for pedestrians- pop outdoor tables/ seating along, need to think of things for teenagers to do, tidy up wachner place but don't demolish it- how can you make this a hub?

Continue to seek community feedback and consultation. Although community perspectives are conservative and don't like much change. It is important we look after our area and upgrade where needed. More community events.

continue what you are doing ..more exposure etc

Continuing with events great to see lots of options for families

Council should focus on core services - water, drainage, wastewater, rubbish, parks, and providing venues for activities. All this allows the Invercargill community to function. ICC cannot provide the social support but can provide the catalyst with venues,places, and spaces.

Crack down on crime

Creating more spaces in town for bars/eateries like The Auction House & Toasted (the outdoor area is great). Esk street should be a no traffic/vehicles street - and covered in so on wet days, people could go there and still mingle around the shops/eateries & on warm days they can eat outside. That seems like such a missed opportunity. Create an outdoor bar/eatery space like Trafalgar Street in Nelson. Diversity of parks/places for people is important. Not everyone wants to go to a park with a playground in it and hear kids screaming. Not all dog owners want to have to go to a fenced in

dog park where every other dog owner lets there dog off without watching them. Older/less physically able people may want easier to access parks/places they can't get to for whatever reason. Most community things are for families with kids. As a couple without kids, we don't go out to Council events much because they just don't interest us.

Creating opportunities for people to meet. Having a bus service that is buses friendly ao people can build social ties. Having events all-over Invercargill not just in town.

Discuss constructively

Do more for young families, immigrants & new comers

Do you have days when councillors go to events and are appproachable.. the young adults find not much to do here - as do many teens,Ä¶ Do you ask them what they would like? Must be cheap/ affordable as many are students/ refugees/ teens with limited access to $

Doing good job there

don't let transphobic and anti-queer and sex-negative voices get elevated over the great work many of your services do to serve and protect these vulnerable groups

Don't use Maori language in surgery unless there is the English version also. The pool Splash Palace is too expensive .

Drop the rates. From 2016 to 2023 my rates have doubled. Stop in fighting and work as a team. Environmental Rates doubled in price 2022 to 2023

Education, activities and opportunites for all young people, especially thos who are marginalised.

Elected councillors should refrain from making inflammatory statements. I think the way some of them behave incite tension and division with their comments and behaviour. They should act with more decorum and diplomacy.

Encourage families. Strong families make strong communities

Enhance invercargill venues and bring better events to town

Ensure access to facilities is equitable and therefore encourage all parts of community to engage with services and come together.

Ensure that essential services are well funded and that theCouncil is financially very resilient

equal opportunities

Establish a second water supply source and upgrade the sewerage network.

Facilitate connections where possible but that not your core role.

Family activities and keeping young people in INV

Family focus and you'll build a community that sticks around

Festivals or events

Find ways to reduce antisocial activities practiced in the city centre (ie Dee st laps)

Firstly the Mayor should resign over his getting involved with the Peter Skelt situation at ILT Stadium. He should be neutral in all things. Actually the Council should visit,look at, places or observe more what we see when we out and about so they are more aware of the city social aspects. Normally they would see it as Councilors not as Joe bloggs

Fix the museum fast Nd up date the pool it's boring and needs more small slides nd young area would also be nice to be able to use the leisure pool like advertised

Flooding protection from climate change

Focus on youth, ensure there are engaging and vibrat things for them to do. ensure that the future of the city is inclusive of Disablity, old people and people of different backgrounds. Inverargill is seen as racist and backwards by the rest of the country, we need to change that perception and image by being socially progressive and inclusive.

focusing on the future, bring people together, tell better stories about our past but also where we could be heading as a city. More opportunities for events, barriers removed and focus on improved the sociability of the city center. consideration needs to be given to if the ILT is still fit for purpose or if it is holding back the city's development.

for a start listen to what the people say. eg the wachner place survey.

Freshen up the old but retain the history

Funding the arts, funding youth initiatives

get more people involved

Get rid of crime

Get rid of the drugs and the dole

Get rid of the ILT

Get rid of the monopoly the ILT has and make them compete like everyone else and give the city a chance to create its own ideas rather than being dictated to by a few of the invercargill elite that sponsor the other invercargill elites children in there chosen sports

Get the cctv up & running

Get the councillors out and about in the community, interacting with the people instead of hiding in there building, they are supposed to represent us, so get out and talk to us

getting a better understand of what the community of invercargill actual wants from there Council

Getting ideas from residents and schools to run events and utilized/improved existing facilities and places for families and youth. It seems all the changes focus on CBD only.

Giving more support/ awareness to community-based food programs

Great

Great they are updating water, tho very disturbing at present! Need more Council housing urgently.

Have a closer look at your demographics and cater to them a little better. You are so technologically focused which is great, but you are leaving the elderly behind, particularly with the parking meter access.

have a team that focuses on community relationships and needs, not just the comms but real people leading change and supporting communities to achieve their aspirations, untangle the Council speak. Social bumping spaces for families such as the CBD playground like promised for 2023-2026 and pump tracks. Disc golf in queens park is a very good showcase of what family friendly and youth friendly activities or projects can do for communities-this has changed queens park for the better.

have more kid friendly events and find ways to include the community in decision making instead of it always be left that up to the local Council, as unfortunately I find many of the older councillors to NOT take the community into consideration and they are too conservative and stingy in how they deal with what's best for southland and us southland ratepayers need to have more say that not

Having more events such as sirf to city like events that enable everyone to participate

Having more regular community events. These do not have to be organised and run by Council but need to be increased so people feel like they can attend different things

Having spaces for our youth to exist. All these kids loiter because no were caters to their desires. Get them off the streets by providing somewhere they WANT to go, and can afford to be (AKA free).

Heading right direction with social stuff. I'm just not hearing about until after. Stay connected

help make an attractive, thieving city that people are proud of and to call home

Hire lea ding professionals capable of providing social well being and security for the small business

Hold local meetings and discussions.. invite more participation

House rates down, maybe have more social events for teens to get them off the streets, youth group sport events

I am honestly not that sure as we are a fairly big city and everyone is busy with their own stuff nowadays.

I am not long enough in Invercargill to comment

I am not sure how to answer that question.

I Council could not only look at other GO AHEAD towns that have people flocking to live there, but actually practice what those Councils are doing when it comes to red tape. It's like some of the Council's department staff get a tiny bit of power and they need to flex it to feel alive. Instead of bending over backwards to help get new businesses off the ground for a start.

I do not think that the Council has any business getting involved in communty activities, beyond basic core activities. Not enough attention is paid to the effects on ratepayers.

I don't know.

I don't know. It all seems good to me. We have a Santa Parade & have just had the Truck Parade. I suppose there are other occasions i have missed.

I find some staff are not friendly, think they are there for a job, this includes ICC main floor and at splash palace

I like the idea of bringing migrants in and helping them with a better outlook in life. Not all of the community are on the same page with this one but I like it. They are very friendly and great workers. If invercargill residents had the same work ethic as a lot of overseas people there would be less on the dole

I love Matariki celebration in the park, summer festival in Esk St. How about more environmental educational events and walks for kids and families such as Lloyd Esler Fungi walk in Queens Park last year.

I really have no idea.

I think ICC do the entertainment very well - bringing in some good artists. Would like to see more storage around the pools rather than having to walk around things.

I think it is offering some good things.

I think many residents are feeling threatened and frustrated with the amount of thefts which are happening in our city.

I think that providing people with low cost places to go during the winter months would go a long way.

I think the Council does this quite well. Nice to see new initiatives like the fire dancers in esk street over winter and the food truck nights. Would love to see more events like they're dancers

I think the Council need to invest in a hydrotherapy pool so

I think they do well but dont get very involved

I thought this survey was about Splash Palace, not sure.

I'm not really sure

I'm not really sure what this question means.

If you want straightforward answers, don't ask pretentious philosophical questions.

Inclusiveness. There are many community event which highlight the special character of specific groups however allow many encourage connections between these groups?

Increase activations in CBD, that lean on civic pride

Increase public transport, may folk do not have their own transport and as everything closes so early in the evening the cost of taxis is excessive and not always available

Increased community events

Install more measures to restrict boy racer activities.

Invest more in the needs of the Bluff community not just the visitor attractions although that is also very limited and an obvious reflection of a disconnected Council organisation

Invest more in what we do and build on that

Investing in infrastructure that gives private groups place to hold events, Council should be in charge of providing the space and promoting the city so that people want to hold events (music, markets, shows etc.) but not run the events themselves

Investing on grassroot community involvement not big business. Not investing in massive building works that we can't afford without loaning funds. Not banning residents from Council facilities, I've not returned to venues, library, splash palace since I was banned, if you can't acknowledge the wrongs you haven't made them right. I don't even want to pay rates anymore, I don't trust you can provide core Council services on the future, seems to be intent on bankruptcy

Involve the community in decisions .Keep Mayor and Mrs Mayor to themselves .I didn't realise when I voted I was voting for canditaes and their parntners

Involve the community instead of lies.and not listening .hiding things

involve the public more in decision making

Involving the all community and stop being racist with funding

It doesn't matter what I think, the Council will do whatever the ILT tell them to do, you rub my back and I'll rub yours

It seems like your not going to ask my opinion on splash place so you can have it here. People with a penis should all use the same changing room. And people with vaginas should all use the same. Someone with a penis who identifies as female should not be aloud to dress in the same area as my daughter. End of story this is sickening and you all should be ashamed. Stand up for the children who can't stand up for themselves.

Keep doing lots of community events

Keep focus on infrastructure and not on social engineering

Keep moving forward and making the city more vibrant. Would love to see an eating out strip with more boutique bars maybe Dee St? Like Chch's the Strip

Keep ratepayers informed

Keep the alcohol out of the supermarkets

keep the events going, the night markets, etc

Keep up the free events in community spaces like the food market

Keeping up the good work and trying to get the rest of the community involved!

Keeping up with core services only!

Leave things alone . Stop planning to demolish our history and selling off land

Leveraging broader social outcomes, for all residents of Invercargill, by implementing a strong local social procurement policy- which aligns with other New Zealand government agencies.

Like whats going on, i could become more onvolved , had not thought about it.

Listen and act on what the people have to say you are employed by them afterall

Listen more, stop getting rid of things that aren't damaged or ruined. Eg area by Menzies building getting changed. Keep it the same! They can walk from the car park by the library. They are never full. Car parking is too expensive for us now too and start listening to everyone especially rate payers. Splash palace is always too cold also.

Listen positively to submissions and I am a strong advocate for the disabled persons who live in our community. Also as our community is also aging easy access around town needs to be preserved and while Esk and Don Street are more open to pedestrian traffic the issue around Wachner Place and a bus lane is not fitting in with this strategy. Take another look at the safety and wellbeing of our people,

Listen to the community input and make better decisions instead of asking what we think and doing the complete opposite

Listen to the people

Listen to the people and leave Wachner Place alone

Listen to the people more.

listen to the people, get out on the streets and actually talk to people

Listen to the rate payers

Listen to the rate payers not that idiot mayor

Listen to the Southlanders & stop spending money unnecessarily

Listen to us more. Have more family friendly things available. We also cant afford to pay to do things like we use to either

Listen when groups advocate for their recreational places to be maintained.

Listening

Listening to our voices, and then taking action.

Listening to the community in the first instance, teh community should feel that they have been part of the journey as opposed to having been taken for a ride

Listening to the community, not making decisions that benefit their own pockets or priorities. We have gone around in circles for years - we need to 'engage' and provide areas and activities for the youth yet nothing appears to be happening in that space.

Listening to the people and acting accordingly would be a good start

Listening to them. I have noticed that there are often many ideas, opinions and discussions on social media when the Council has already made and published a decision. I feel the Council could meet more people and get more input from the Invercargill public on a social platform and maybe provide a link or something for people to use for more official input if comments etc are not a viable source of engagement

Listening to what they want instead of asking and doing what they like

Look at incorporating more community events/facilities that cater to youths and kids interests

Look at what all age groups need especially tee s

Look at what can be done for those in need, living on the street, people are struggling yet Council appears to not care and spend money of frivolous projects

looking after housing roading water/sewerage etc not building monuments for sports

looking at the new river estuary sheet piling

Low cost affordable housing. Not selling off land to be developed by developers but the Council building and managing the properties. There needs another swimming pool built, Donovan Park would be a great spot. Why do ≈åtƒÅtara residents pay for rubbish disposal. Surely this should be covered in our rates?

Make builder owners sort out the buildings and intervene earlier

Make sure there are places for young children to play safely and older kids to hang out safely or get engaged in activities

make the things cheaper e.g pool

Making Council facilities accessible for all ie pools - cheaper pricing it is way too expensive for normal families which helps with wellbeing and resilience.

Making disability peoples have rights aswell not just normal people

Making it easy for neighbourhoods to connect.

Making it safer

Making public spaces available for growing food. Having more Fruit and Nut trees in parks and playgrounds. Supporting local food providers.

massive investment needed in infrastructure (i.e. storm, sewer, water infrastructure), less investment in things that benefit private businesses directly (i.e. new hotel support)

Maybe meetings in the suburbs as it is not easy for people to access the Council premises.

More activity from Council and our local electoral candidate.

More art, community gardens? Rebates for those who have allotments or run, support them?

More celebration of events throughout town, like Halloween and Dia de los Muertos

More cohesive events and no segregation based on vaccine status ever again

More communal spaces and walking tracks

More communication around events going on

More community events

More community events for families

More community events that are better accessed and advertised.

More community events that involve whole family

More community events to keep people connected

More community events, better publicising of events, often find there was something on but have missed it as not aware

More community funded events

More community spaces and community events, especially in spaces like south city. Also ensure schools have what they need like devices.

More ct coverage

More culture. More resturants/bars cult8vate night life

More diversity on the Council and in the leadership levels of the ICC... It's 2023 not the 1950s patriarchal society anymore.

More events for people in their 20s

More events in queens park that have variety to appeal to different groups. Provide a better place for the farmers market

More events or workshops. Put feelers out, there are many creative people down here who I'm sure would love to share their knowledge and craft. Like a florist and a floral workshop. A basic car maintenance workshop. A relaxation and mindfulness techniques workshop. Endless opportunity here

More events planned, never anything on

More events. Improve wachner place - hold events there

More family activities

More family ecents

More family focus activities

More family friendly events

More family oriented events and affordable activities

More family spaces to increase connection

More for teenagers and young people

More free community activity that enhances community camaradere

More funded activities. City fireworks??? Other cities have great displays eg wellington.

More Housing

more inclusive bus services, especially from south Invercargill for young people to get around and engage in activities.

More initiatives in the different suburbs that bring neighbourhoods together to connect

More inner city family friendly events

More integration between demographics. Intervene with the homeless now before it gets out of hand. Use Council land/halls to create small communities and find mentors for the homeless.

More involvement in planning community events based

More of the same

More outdoor/alfresco drinking and dining areas, like the lower octagon in dunedin, much more social and inviting

more outside venues and busking

more public gas bbq's at queens park kids area, Andersons park, Sandy point, Fosbender park, Surrey park sports grounds..

More publicity. The Southland Times isn't serving Invercargill and Southland well.

More relativity to younger generation

More resources for youth.

more rubbish bins at sports grounds, mow the hay at kids playgrounds, make the estuary an offleash dog walking area, get rid of the dead wood old boys club in Council and come up with fresh young ideas

More social gatherings (eg like night markets, like Stumpery Halloween event) etc

More targeted on areas of high need. We cant do everything everywhere - so focus the effort

More to recognise our growing multiculturalism. Did you know you can still pay homage to our "Scottish roots" while also integrating the huge variety of cultures that now exist here? All of us call this place home. Bringing our city into 2023 doesn't mean taking anything away from those with Scottish heritage.

More use made of Don for food trucks and street entertainment.

Need more for the young ones to do and socialize

need more support for the kids especially on school holidays, more events and activities pls

Night markets are great, Support the Sunday market encourage vendors and people to attend, I do not think it's Councils responsible for social for me. Rugby should be free for under 16 full the park and then adults will go

Night markets at queens park so there is space for kids to be kids

Not panda to 2% of the population

Not postpone security monitoring for starters. Publicise Event funding including that that is provided by rates and NZ Creative Community FUNDING. Those in the know work the system fairly but there are many smaller groups who aren't aware of what is possible/ available

Not really thought about it. The Don Street markets were good and having events in Esk and Don Street, but not sure if the City Council is involved with this?

Not sure about Council involvement here. Most social issues are countrywide, therefore central government's responsibilities.

Not sure I understand the question. A new museum where it is a space to connect with others, stay, talk, grab a GOOD cup of coffee with friends would Bringthe community together

Open meetings

Open up a game zone for kids and adults where they can go and play with modern toys

Parks need updating. Provide decent foot paths.

Partnerships with organisations that are making a difference, Partnerships with organisation that have amazing events. Engage with the population that's not engaging. Maori and Pasefika

Plan for all earthquake buildings. Get loans and do it right. Loans will mean future generations who use the facility help pay for them

Plan for the future, focus on high density living in the city to prevent sprawl, anything within 10 minutes of downtown should be zoned for high density residences, connect everything with public transit to cut down on traffic and drunk driving, plan ahead for infrastructure, likely multiple new schools are going to be necessary in the next few years, the hospital needs to grow by 25% to meet current need, consider some beautification projects to raise pride in the city, finishing the green spaces as parks, and lights during matariki would be a big step. Drug use, gangs and crime seem to be on the rise which threatens the best park of this place which is its wholesome safety, haven't the faintest idea how to fix that. The food served at splash palace is so unhealthy.

planning adaptation for rising sea levels, stop new development in low lying areas, increasing use of cycle ways - separated from main vehicle routes, integrated into intersections not shunted off the road and onto footpaths to cross the road

Planning for climate resilience (good work along Stead St), ensuring safe and adequate water, addressing social inequities eg prioritising South Invercargill. Engagement with manawhenua essential.

Police on streets as language is diabolical.

Prioritise stuff that would actually benefit the community instead of aesthetics

Promote acceptance, consideration and respect for each other.

Promote at least one different event every month with other organisations like sports or social organisations to show commitment to the community

Promote community participation, acceptance of all walks of life

provide a lot more activities that are free for teenagers

Provide a nice community with welcoming venues.

Provide a venue for feedback that is easy to access and transparent at all times to all.

Provide feedback options on events or new initiaves after they have been put in place. The actual day to day users of this town need to have a say on what is actually working or not .

Provide safe FREE places for young teens to hang out where small children cannot go and older teens cannot go

Provide support for Police and education services for struggling families - NOT PUT the rates up????

Providing a better bus service , so young people can travel into the inner city and reduce the number of cars in the inner city

Providing free access to community groups to use facilities instead of charging

Providing opportunities for kids and young adults so that they are engaged froma young age

Providing space for youth in different areas of invers. Not everyone has a safe mode of transport to get places. Ie what is there in Waikiki for young people? Clifton? Ascot??

Publicise events more fully. Consider a flat rate for vital services not Government funded ie Hospice, Dementia care

Put more events on, utilise the spaces we have, advertising so people actually know things are happening

Putting more money into roading so people are happy

Reach out and ask what community needs. Involve iwi

Reduce spending, pretend your spending your own money

Rejuvenate inner city with social spaces Basketball and paddle board courts Green lunch spaces

Remember its the Council, not a social project, stop projects and finish things, we cant afford rates increases. nothing in the rebuild is affordable, not even a coffee

Research and knowledge about what is happening in our community and how families or individuals can play a part in solving issues like crime, gangs and incidents.

Resourcing the right groups/units to be able to activate (and then promote that activation) so that people know what is actually happening. I'm relatively "plugged in" but seem to miss so much of what is happening in the community.

Reword questions such as these so average people can understand and respond to them.

Should allow discounts for rate payers to access facilities and events around the city

Show honesty

Social Housing - more should be built but not in big clusters.....four to six units on any one site. Large development attrcat more social problems than a small easily managed complex. South City is a good example of a community redeveloping an area....but it is a slow process. .Similar redevelopment in Glengarry would enhance the area. Windsor has a Village Green but the area has now "centre" - this is an area with many retired residents but there is little in the Windsor area for them...not all are church goers, which seems to be th only avenue for group/social activities.

Some family friendly spaces in the inner city would be an asset, disappointing there was nothing incorporated in Invercargill Central. Could be provided at Wachner Place

Spend money where needed not Maori artwork etc

Spend on bringing splash palace up to date. Seperate area for entering if not swimming. Easier entrance to get to cafe g

Spending money where public are asking for it to be spent,

Stop being racist towards indigenous

Stop being racist, provide bi-lingual signage with MƒÅori first.

Stop bowing to the vocal minority on progress. Just get on and do it

Stop letting so much of the town disappear - the mall has been great, but there are buildings coming down all over the place it seems, and shops leaving. Get people proud of our built resources.

Stop trying to take over the Bluff Oyster festival and knock down the Club Hotel. Care about the people.

Support grass root movement, for example support the Sunday local market and integrate it into the city center. Culture is created by people and markets have provided for a long time and around the world a great place to meet, connect and trade.

Supporting the farmers market to create bettern links between the grower and the community by assisting to facilitate an all weather venue with aesthetics that lend to people milling around and socializing with growers

Supporting ventures like South Alive and encouraging these types of initiatives in other suburbs / areas.

Talk

Talk to the people more

The city NEEDS more businesses/event/activity places for parents to take tamarind and also for older rangatahi to safely enjoy. For example a timezone. A venue we can take our tamarind to have some sport practice that doesn't cost much.

The Council need to take responsibility for their bad investments

The food market was a great idea but I was disappointed with the amount of stalls and the queues. Great idea and I would love to see that back but with improvements

The new centre city is looking beautiful thanks to HWR so I hope that inspires other businesses and building owners to up their game

There seems to be little in the way of communicating what happens at Council meetings ie business. There is no dialogue to gain an understanding of how our councillors co-operate or contribute to discussions. I would find this useful when assessing candidates in the following election.

Think more outside the box for housing, living and building solutions for low-cost, alternative sustainable practices

This area should be government lead. Councils do not have the funding or staff expertise to lead these areas.

throw out all the woke BS

To be aware what the current generation and following require in the changing world to meet their needs and is socially appropriate.

Try to get us more into 2023. This must be the oldest town run by the oldest people in NZ.

Unsure if this is already done but community meetings where the people can use their voice. This will show the community of Invercargill is important and listened too by the Council.

Unsure.

Unsure. Continue to support all aspects of wellbeing

Utilise shared space, music, etc

Way more activities and initiatives to get people into spaces ...the Halloween stuff is cool, but we could do more throughout the year.

We desperately need another 25m pool

We don't need a museum, put the into infrastructure & housing

What does this even mean? Focus on the basics of potable water, waste water, rubbish and roads. Reduce expenditure, cut frivolous spending and spending on "nice to haves".

work with police to make it a safe place! Less gangs, ram raids, vehicle theft.

Working with police to build safer communities - I feel recent events has impacted how safe people are feeling in a negative way

Worthwhile events,clean up downtown buildings, except new ones.

Yearly Family passes for Council facilities such as splash palace, make it affordable to use, hold food truck nights etc in park over summer

You need to increase trust from the community by more transparent consultation on various platforms

Youth activities that are run consistently all year round

Libraries

amazing

Amazing activities for kids and support for primary schools

Amazing!

An absolutely essential service for our whole community and to visitors to our city

An excellent library but needs to be connected digitally with all the other libraries in NZ. Also needs to be a National catalogue system that I can look up online if another library has a particular book without having to go into the library and ask staff to search for me,Ä¶..

Audio books, there's always really long waits I lose interest or forget

Avid book reader - variety of books available.

Awesome facility, go several times a week with the kids

awesome staff and collection

because i'm a avid reader and regularly frequent there and occasionally use the online service via the computers, usually by printing out things i'm interested in

Brilliant set up and resources

Caters for all, always tidy and clean, helpful staff, they cater to schools too, after school programmes are great, Lindsay is awesome!!

Clean organized

convenient, easy access

could be more innovative in its layout and combined with technology

Could fo with a wider selection particularly non fiction help books

Don't use often enough to make much comment

E library and excellent service

Easy to get the kids their books and returning is also easy. I like the email reminders of when they're due back.

Easy to use online

Easy to use, great to get book bag picked out. Just need to keep a closer eye on the children area from time to time. Some unattended children make it hard to visit or want to stay from the behaviour

Ebooks and site are great

Enjoy it my daughter and i always pop in for a look when we are in the area and some cases theres activities for us to do during certain times of the year ie school holidays

enjoy the books, play station, toys, games, activities, halloween

Excellence

Excellent

Excellent

Excellent

Excellent gold star

Excellent library. Good use of digital services. Offers plenty of activities for a wide range of people

Excellent public library, a better range and more readily available e-books would be great though

Excellent service

Excellent service and a nice place to be

Excellent staff & book stock

excellent staff and onsite carpark

Excellent staff too.

exellent service and always new stock and events

Fabulous staff

Fantastic

Fantastic little library

Fantastic staff & environment

Fantastic, very welcoming has everything you need, amazing staff and the social media content is also great.
Fiendly staff, great kids puzzles and books, easiness of check in/out items
For research and archives excellent service
Free. Able to request new or inter loan books. Invaluable, free educational resource.
Frie day, helpful staff, great knowledge and great events/campaigns
Friendly and helpful and seems modern.
Friendly and helpful staff.
Friendly helpful staff, good layout, great parking, the stairwell in the car parking area very grotty looking though
Friendly staff and inviting atmosphere
Friendly staff, great groups and programs run. Great selection of books and e books/audiobooks too
Friendly staff, great programmes and resources. My family love going to the library!
Friendly staff, school holiday activities are great.
Good
good
Good
Good
Good
Good online options to borrow
Good selection and easy to use self service
Good selection and service
Good selection of books, easy to borrow, great place to bring kids
Good selection, but noticing a lot of propaganda books being added to the kids section
Good service
Good service staff are very nice
Good services
good, need upgrade
Great
Great
Great
Great
great staff help
Great collection of reading material
Great customer service
Great environment and activities for kids to engage in.
Great for the kids, perhaps a cafe lease would offer more flexibility for us to stay longer
Great helpful staff and a good selection of books and other events they run
great holiday programmes
Great kids sessions
Great library
Great library and helpful staff
Great library, love it
Great library. Love the programs they run for children in school holidays
Great place and have always loved it
Great range on offer
great selection
Great selection and staff
Great selection of activities
great service

Great service and so good to have regular, free activities. Lovely staff

great service and staff xxxxx

GREAT STAFF

Great staff, Minecraft club is great

Great staff.

Great staff. Good stock

great team good collection and easy access availability of parking wish it was free but payment shows good use of peoples money

Great variety of Books, cool activities as well but should create more activities that caters kids and family during weekend when they are not able to do the school holidays activities due to parents are both working.

Great work excellent

Happy with the library and the home book services

Has all the necessary services that a users requires

Helpful staff nice environment

Helpful staff, places to sit, range of books

I am a prolific user and when reading a series I like to request older/backcopies if they are no longer on the shelf. I appreciate back publications are sometimes not obtainable but I find that after putting in a request there is no further communication from the library unless (a) I put a hold on the request book and (b) it is available. I basically never hear anything until the book turns up (if it is obtainable) AND I have a hold on it. Additionally when frequently requesting books the hold cost becomes prohibative. Given I am indirectly acting as a book selector (i.e., if I request a book there is likely others would be interested in that book [under population normal distribution this is highly likely) thus having to pay a hold cost is inappropriate. So in summary two concerns: (1) lack of communication, and (2) paying a fee for requesting a book be bought.

I am involved with the chatter group . The staff are wonderful. I deliver talking books to a client

I find the library can be slow to get copies of new release books in the genres that I like reading. Generally, they have a good range.

I have kids who love reading so the library is visited weekly.

I like and use the library a lot but find as I am still working that the hours are not as suited. I think they used be open later in the evening.

I love that the computers are free and the people working there are very friendly and helpfull

I love The Chatter - my go to place

I love visiting the library with my kids. And there is always lots of events and activities on offer and for free which is awesome

I tend to use the digital library, but on occasions physically visit the library. It is a great facility.

I use Libby online

I use the library weekly, for myself and my kids. We use the books and the clubs, and room hire. Staff are great and helpful.

It's a great library & our family uses it a lot, especially all the activities for kids like clubs, robots, coding

It's a very basic and older style library, compared to many around the country. The children's area could do with putting some effort into. In fact the whole lot could benefit from a refresh.

It's OK, dee st parking is non existent

It's pretty good, no complaints

it's rather difficult to find where to look for what activities the library has available eg craft days, book club

its great, but no longer has a safe place for children, they can easily access the front doors

Its okay, i find some book series i want are not stocked

Knowledgeable, friendly and helpful staff and a great selection of books. Solution-driven people!

Library is great

Library is great and staff very helpful and friendly

Loan books online great selection

Lots of resources and friendly staff

Love love love! It is the best library!

Love the easy technology to get books out and return

Love the library

Love the library go a few times a month the staff are so helpful

Love the library,Ä¶ don't get as many books out as I use too

Love the range of reading materials but also all the other activities they offer. Staff always very helpful

Lovely bright environment, a great selection of books and research material and friendly, helpful staff.

Lovely helpful staff

Lovely library friendly staff.

Lovely staff

Lovely staff, good electronic service to streamline things, good resources, great holiday offerings overall one of my (and my kids) favourite places in invercargill

My child uses so I spend time with her

My family and I enjoy the library and staff.

need a wider selection or be open to sourcing some new books

Need more variety of children's books, more bilingual books (French)

Need to offer more children's books

Needs a revamp!

Needs a wider range of authors instead of having double copies of some books - I often see two of the same book side by side.

No issues

Not a user

Not enough classical/quality books

Open great times, it's free, cool programmes for kids, relaxed space for toddlers

Open later at night n on the weekend pls. Keep putting out the Lego, building magnets, Halloween and Matariki were fun, school holiday programmes all day please

Our library is awesome

Outstanding Library with great staff

Pay the library staff more

Poor communications when ordering books that are not at the library. One requests a book and then never hears anything unless they can acquire it. For popular series it seems that books removed due to wear and tear are not replaced (I appreciate they may be out of print in some instances). I also wonder how flexible they are in ordering out of print books, for example, www.bookexpress.co.nz. The online catalogue system is not longer fit for service. It doesn't perform well on mobile devices especially the screen size as well as not being intuitive in a modern sense.

Prefect

Progressive initiatives, welcoming space. Could do with some modernising to the meeting spaces up stairs

Quite satisfied

Seems outdated

Seems to be something for everyone

So many cool things to do

Staff are always helpful and it's a warm, welcome atmosphere so my kids love going there.

Staff are great, collection has been reduced sadly

Staff are great. The events they run that cater to all different age groups are awesome. Love our library.

Take my kids there all the time, my 7 year old a huge reader

Tech services often not working

The internet access is easily available

The library is a lovely, calm venue to attend. It's great for kids.

The library is adequate but selection could be better

The library it's self is great, a book drop off that's a stones throw from the car would be better. When dropping books back, sometimes it's in a haste & I have the kids but no time to come get more. Even drop off points in the suburbs.

The library provides many services and activities for the community

The library service is always excellent and friendly! I personally make a lot of use from the audiobook service!

the parking ..... doing volunteer work get fined parked overtime ....parking should be free as ratepayers ...

The range of books has narrowed but I am still finding texts I like

The regularly have lots of fun and free events for children to attend.

The staff are always helpful and generous with their time. Getting to know them is always a pleasure

the staff are great, friendly, great books

The staff are very helpful

There is more room for improvement

There's lots of free activities and a good range of books for my toddler

there's some good staff who make it a good place to visit - but not the grumpy old traditional librarians

These services are very good and easy to use and the Library is a welcoming place

Tidy good service

Top notch facility, great staff, always trying to make the library interesting , great activities

top place

Up to date, great selection, easy access

Very good

Very good

Very good but require more outside of working day hours

Very good service

Very good service, great selection, great staff, great opportunities for activities, more books need to be available on ebooks

Very happy all round

very well organized and friendly Staff

We have the best library. Love the updates it has, the facilities and books available are fantastic

We love the library! What an amazing service!

Well run by friendly dedicated staff. Needs a quiet reading room. Can be very noisy with the opening up of the down stairs area.

Wide variety of books especially for kids

Wonderful service and a great facility. Use it very regularly

Wonderful to take my son to

Would be a high five, but not liking the change of hours from a few years ago

Your library team do a fantastic job

He Waka Tuia

a good space if a little small what is upstairs

A splendid little Museum located in the CBD - Awesome!

A waste of money

Abandonment of the landmark pyramid building is extremely disappointing.

Actually I haven't been but I've heard great things

Affordability

Always changing themes, interactive, kids love it!!!

always great

Amazing quality of exhibitions

amazing when we go in there

Awesome set up

barely goes there but last time was great
Basic and isn't interactive. Only art nothing more. Boring for the family. Only accommodates one group in the community. Waste of money.
Beautiful
Been once, spent 10mins and was just plain disappointed with scale of what was on display
boring
Can't wait for the new one to be open
Convenient albeit small
Cool things going on but I haven't been as much as I'd like
Cool to see such a vibrant space in the city, art and history are so important and need to be valued
Could be more ambitious with its collections and programming.
Could do with being bigger and having parking
Currently to small, not worth going
Didn't find it interesting when I went
Didn't find it interesting
Didn't know it was here
different often
Different. Not easily accessible. Want old museum back
difficult access as I'm awaiting back surgery therefore walking distances is difficult
Disappointed at this
Displays seem a bit limited
Do not use often and seems empty when I do go
Do t k ow what that is?
Does not interest me
Don't actually know what this is
Don't feel like the Council really listens to what people want
Don't go to it
Don't hear enough about it & anything that interests me so I wouldn't know
Don't know what
Don't know what that is
Don't know what this is
Don't know, never been
Don't really go there
Don't really go there, never hear about it
Don't really use this facility much.
Don't speak that language
Don't use
Don't use
Don't visit as such as not much art work
Dont go as its not at the normal place
Dont know
DONT KNOW WHAT IT IS
english please
enjoy the activities, games, stuff to play with, Matariki, lollies
Enjoyed visting
Excellent
Fantastic exhibitions and incredible variety
Fantastic variety of thoughtful exhibits, stellar staff. Wonderful spot.
Fantatsic to see a change in offering regularly.

For one I don't like it only in a Maori name.
Free and accessible
Frequent visitor to old museum but haven't been to He Waka Tuia - not well advertised and parking is an issue
Fresh, relevant and interesting
Frustrated that Museum was closed but thrilled with new concept.
Get rid of MƒÅori names no one knows what this is
Get the real one rebuilt
Good
Good
Good
Good
Good
Good alternative to full scale museum - but looking forward to a full museum
good events for children
good holding Museum and the Play expedition was outstanding as actually provided something for families to be interactive with-we need much more of these kinds of things
Good to have a look around n holiday activities are good
Great
Great afterschool craft sessions
Great changing displays often have things for families of all ages
Great children's play exhibition
great exhibitions
Great exhibitions and friendly staff. And it is at least something in the culture space!
Great ideas, engaging exhibits
Great staff who approach and discuss displays without being obtrusive
Great temporary venue but often not something that suits me and my family
Great venue for exhibits
happy
Happy with the temporary museum
Hard to find a park, so never been in
Hard to get too
Have been once was good for the kids
Have lovely visits when we go. Nice atmosphere
Have never been but look forward to the new museum
Have never been- in the middle of town, don't often go to town because of all the roadworks so have just avoided it for the last year- maybe you need a box that says - no experience as I have never set foot in the door
Have never been. Not enough promotion to know what events are on
have not been there yet
Have not ben
have not visited it
Have not yet been.
Have only been a couple of times but was impressed with displays when I went
Haven't been
Haven't been
Haven't been but it's important to have it
Haven't been in a few years
Haven't been in a long time so can't give a true response
Haven't been, so just guessing
Haven't really been here

haven't visited

Haven't visited

Haven't visited yet but plan to

Havent been in there

Havnt been si ce it moved from the park.

Helpful

I am looking forward to when the full museum opens again

I am not sure what :he Waka tuia means???

I do not and have never been. I want the real museum.

I do not visit very much as it is small and not overly interesting content.

I do t know what this is, if the name was in English I would be able to comment?

I don't know what this is? Why not use English as well? Is it somewhere we can access parking? I don't use Council parking because of the expense and machines/privacy

I don't rate this service at all and I think it could have been done so much better

I don't speak maori

I don't use it but looks good from windows

I feel Council spends alot of money in the wrong areas.

I hav enot ever visited this facility

I have a browse from time to time and try to imagine living in those times when they didn't have we have now

I have not been yet

I have visited this museum and am quite impressed with the service and the exhibits dispayed.

I haven't been often due to cost of parking but have enjoyed the times I have been, especially the play exhibits for kids in the winter

I love the thought and creativity that goes into this space so that it caters for all ages.

I mean it's a great fill in when we haven't had a museumi

I meant to rate it a 5. It's awesome, I clicked on th wrong one and can't go back

I really haven't been since the closure of the one at the parl

I speak English

I speak English so not sure what this is

I think it's a bit of a waste of space. It's too small to be of any real value as a museum. The only good thing is the Play exhibitions that have been run, otherwise it's not that exciting.

I'm not sure

I've never been there

I've never visited because I don't know what to expect

Important to have some cultural hub in the CBD

Informative

Interesting stuff for my young family at times

Is difficult with lacking spaces and small children in town

It is good to have an art gallery but it is a bit small and there aren't many places inside to sit or just be and appreciate the art.

it is not a museum! this has been one of the biggest disasters to happen to Invercargill. We have missed our museum

it is temporary but not inviting

It is what it is...the

It's advertised as a significant space, every time we've been it's messy and somewhat unorganized, unless you get in on the first day of an event everything is used and in a state of dissaray. We miss the old museum space.

It's good, could be bigger.

It's not much of a museum with very little to look at

It's ok

It's taken way too long to sort this and Council has wasted a lot of money along the way.

Its taking so long to get the museum rebuilt - it is very poor effort
Just don't use
Lack of fully operational museum is a joke
Located in a less than idea spot
Location is difficult to park & haven't actually visited new site as it's opening hours aren't great if you work full time
Looking forward to the new venue,Ä¶
Love it but can't wait for it's replacement!
Love it love it but it's waaay too small
LOVE IT!! More of this please it's the amazing and wonderful and my and my kids would be there every day if we didn't need to work and go to school
Love it. More advertising of events please
Love the quirky exhibitions and centre-of-town space
Love the variety of exhibitions
Love what they offer
Meets a need
Meh
Meh.
More interactive activities for kids and family and should be communicated to the community so many will know about it.
Museum decision was one of the worst made
need marketing, need more events
Needs to be bigger and better parking
Needs to be more accessible in terms of parking. Love the child friendly, Interactive exhibitions
Neutral response as haven't visited.
Never been
Never been
Never been
Never been
Never been
never been
Never been
Never been
never been
Never been
Never been
Never been
Never been
Never been
Never been
Never been
Never been
Never been
Never been
Never been
never been before
Never been in there
never been no parking
Never been so don't know
Never been there
Never been there

Never been there
Never been there
Never been there
Never been there
Never been there.
Never been, and it's never piqued my interest to ever go
Never been.
Never used seems very ethnic aimed
Never visited
Never visited
Never visited
Never visited due to location
Never visited the cbd site
Nice but small. More local exhibitors would be nice.
Nice exhibitions
Nice for a quick look when in town
Nice resource, more activitƒ©s and engagement with children needed
No close carparks with 4 children makes it difficult to get to. And its pretty boring
No east parking nearby
No free car park. Hard to get car park close
No idea what that Maori words even mean. Where is the English
No interest
No interest in this
No parking
No parking, not an inviting area or space
None
Not a museum
Not a museum and a waste of money
Not easy to access, needs an english name listed as well as TeReo. Limited displays and the opportunity to provide them should have been resolved much sooner.
Not fussed on here would prefer to have the museum as it was
not interested
not much on and a very small space
Not open
Not present to view or visit
Not really sure
Not so easy to get to as before
Not sure
Not very big and there is not much there for adults to look at. In the holidays they do some cool events for kids
Not well advertised when things are on
Occasional visit
Ok
ok for the size
Old one better
Old one great, looking forward to ew one
Only been a few times
Parking an issue, really miss our closed Museum.
Parking difficulty and never sure what's on and if any costs involved, hours open etc
Parking is difficult, but the two exhibitions I have attended have been diverse.

Parking issues .

Perfect the old museum

Poor parking and accessibility.

Poor.. need more input from staff especially atm with pathetic exhibitions, visited when staff talk to each other but don't interact with those visiting.. amount of time decision took re museum rebuild

progress

Rather not say

Ridiculously small space. Noone understands the name. Call it an art gallery or museum.

Rubbish

Satisfactory

Satisfactory at the moment but will be much better when we have a new museum

Seem to have a lot on offer, although find I rarely go there due to limited parking and genuinely forget that it is a gallery when in the area. Seems more like an office business feel

Seems a confused display of sometimes uninteresting and controversial exhibits, dressed up as art.

Seldom visit

Shocking location at present - no place for parking should there be guests from other centres wanting to visit.

small and only a fraction of collection visable

Small but good quality, not so great for small kids

Small no parking - really miss the museum at Queens Park

so small

Some window displays are not appropriate. People can go inside and see that kind of art if the want to. My children have made comments around NOT wanting to see that kind of thing (ie naked sculptures) and should have the right to choose if they want to see it or not. Not ok to have it in window displays.

Sorry I've never visited, I really need to. But in saying that I have never heard much about it or the shows they show. I usually have my kids with me so kid friendly stuff is great, but also love an adult acquired taste and or events

Spend time there and know how dedicated the staff are

Stunning

Temporary one s two small and doesn't have that great of displays

Thaw most pathetic attempt at an art gallery ever. It's an embarrassment.

The museum debacle is a disaster

The museum is great - looking forward to its return to its ideal location

The museum is obviously non existent and has been now for several years. A generation of kids will miss this experience

The name and location

The past two years have seen this asset grow, and they are constantly changing exhibits and making them interactive

The staff are wonderful especially those ladies at the front counter. I am back in Australia at present and have been reading with interest the discussions about Wachner place . I was sorry when our clock was not replaced and now they want to change Wachner place and have buses go through there. Why not revamp the area like what is happening in Brisbane where I have lived for 20 odd years.

There has been no consultation with the public and it's a poor design

There is no museum- the pyramid was fantastic but the weird display thing in town is boring.

There's always something new on and happening and they seem to have a family focus

They are ok

They do amazing displays and great place to run short workshops

this place is getting more user friendly - its great when they run interactive activities

To small.

Too hard to access in town

Too hard to get to

Too old and legs not as good

Too small

too small
Too small
Too small and boring. Need a bigger venue and more interesting stuff for kids
Too small and in poor location
Too small to warrant a visit
Too small, not enough on display.
too small. Doing a great job whilke we wait.. and wait for the new museum
took so long to get the place open and on going in a few times it's the most boring museum i've ever been to
Total waste of money
Unable to read
Underwhelming...bring on the museum
Unfortunately the present lack of space limiting displays.y
Unknown... Never visited
Unsure
Unsure - haven't been.
Unsure what this is
Useless little building
Useless time waste
Varied selection of displays
Very good showcase of art and history
Very interesting
very poor
Very small, not much there
Visited once.
Visited twice, enjoyed collection at time.
waiting on new museum
waiting on the new one
WASTE OF MONEY
Waste of time, not really that engaging and not worth a special trip as it once was at Anderson's Park
We don't currently have a museum?
We have enjoyed visiting a few times.
We have visited a long time ago, have been meaning to go again.
We mainly go when there is a specific thing for children. Been some great events especially in the school holidays. I did only rate it as a 3 though which is to do with the size of the Museum, no ta lot to see or do as not much room.
We visit regularly and really enjoy the experience and exhibitions they have on. Great work!
Went there once was quiet fun but not a lot too do
What is this again.....stupid
What is this?
What is this? English name please
what is this.
What the hell. I speak English. I don't have a dam clue that is. DISSATISFIED
what you've managed to achieve under the constraints is truly impressive
What? Is this museum??? Speak English for a start. Never been in it since it closed the one at queens park
While it's small compared to what we had in the old museum, the staff and activities are way better! More engaging, more frequent, more variety and appealing to wide range of audiences. Especially love the opportunity for kids to engage from a young age.
Who is that
who is this
Why does everything have to have a Maori name

Wtf.....

Yuck

The Bus Service

Abysmal. Ridiculous circuits that make no use of our road grid system.

All good

All good

Although I don't ride on the bus it concerns me about the placement of stops especially the one by Ascot school buses frequently are stopped over my driveway and my neighbours which I believe is illegal but it's as if we are not valued in our own area. This stop has been recently moved to this section of the street and is not ok

Always friendly service

Awesome free service for seniors within off peak

Bus drivers are a bit rude to other drivers. Have seen this a lot.

bus routes need a good look at.Would only use the bus in wet weather. Only 10 min quicker than walking from Collingwood St. to Town Central

Busses are hard to time and often take longer then walking somewhere.

Busses do not provide the coverage I require so I use my own vehicle

Can't use it, I'm in a wheelchair

Could be a little cheaper

Could be a little more far reaching

Could be better

could be better

could be earlier or later

Could look at smaller e -buses that go more regular to destinations line Sandy point

desperately need a bus service to Otatara, even if it just had one stop, if it then made a loop that included splash palace, and ran with regularity, my life would be so much easier

Doesn't go frequently enough to enough areas. It's limited services result in less use as less of a feasible option for people

Don't have it in my area

Don't have the need at the moment for buses

Don't use as I would only use on adverse weather days and it is too far to walk to catch a bus, would end up soaked.

Don't use bus services as its not easy access for me, don't know timetables, and haven't heard good things about using the services.

Don't use but my daughter will be next year

Don't use it so can't comment

Don't use it- not on for my area. Kids could take the school bus but dont

Don't use often as inconvient times, they got rid of too many bus routes

Don't use often but is good

Dont use it. None from cou try go to town so have my car in there

Dont use, seems a waste of money to see empty buses driving round

drivers xxxx buses xx routes only serve about 10% of population

Erratic time table

Erratic time table

Essential and should be more widespread, ? E vehicles,Ä¶

Excellent

Feel like we dont need as many buses as we have as not a lot of people use them, but still need to be accommodating to the ones that do

fine

Good

Good

good

Good

Good

Good

Good. I would catch it all the time but my wife is in Calvary Rest Home permanently. If they rang me to say you'd better come up immediately I'd have to get a taxi which would take time. That's why I use our car when I go uptown

great dont use too often

Great for those who require them as I will in the future.

Great service which I intend to use when older as I prefer to walk

Great service. Extra runs in the morning and evening as well as a Sunday service would be good. Last run should be after 6 when the mall closes. Don't increase the price. Price should be cheaper than parking to incentivise more passengers.

Have been on the bus a wee while ago. Great drivers, just disappointing these don't run everyday.

Have only used it a couple times in the 26 years iv lived here because it's almost non existent

have used in the past

Haven't used for a very long time, but it must be there and affordable

Haven't used much - may do in future.. would like to see bus hub in town with easy signage n access to routes. Used the bus sign app once - very helpful. Maybe use small buses like I have used in Nelson esp on routes that have little passenger usage.Bus card system confusing - I am not sure where to get, how to use, top up etc .. puts me off using bus

having to walk 500m with youong kids and waiting at a stop can be hard and the tiems are quite spread out to return home from town, but the kids love it. I guess the challenges of a small city as in London we used public transport all the time.

I don't find it easily accessible.

I don't personally use it, my wife sometimes takes the kids on the bus though as they really like it

I don't ride the bus but I used to, to get to s.i.t. very good. I like the new bus hub. Not too far away from town and has heaps of room for busses to pull in and pull out. Not too busy

I don't think they should be spending a fortune or a bus area we don't have the people using the service to make it worth it. Think the space could be use better another way n money

i drive (carbon footprint)

I feel you failed to listen to regular bus users re routes and timetabling and buses are not being used as frequently as they were before.

I got a bus card and it didn't work, sad cos I can't afford another one

i medically can't drive so the bus service is something i use a lot, the bus drivers are friendly and as long as you are the actual route they take be it in town or in the suburbs they will drop you off wherever you need to go or pick you up as long as it's on the route they take

I see a bus go past my house but think it's a Tiwai one otherwise not aware of ANY bus options

I used to use the bus service quite regularly but I find the timetable now is inadequate and if I want to catch the bus to go home the terminal is to far away from the city centre.

I wish the services ran more frequently

I'd use it if it went my way, but it doesn't come very close to me at the moment - used to before the last changes. How about My Way, as in Timaru? Such big buses aren't needed for the service that's presently provided.

I'm in Lorneville so no bus services as far as I'm aware

I'm not a user, as the is no acces where I live, but PT is so important for a city and the people within it. Frequent and reliable bus services needs to be a priority for a Council

I'm unable to use them as I live put of town.

I've always found it quicker to bike or walk than take a bus even in london

infrequent, poor routes

It needs to provide for more people. The bus routes aren't great

It's fine

It's Invercargill, you can walk anywhere in the same time as it takes to get the bus

It's not user friendly

It's not very good it doesn't come to Otatara and it's too infrequent to be useful.

It's ok I don't use it currently

Last time i caught a bus was 9 years ago and it was terrifying, i will never catch one again as they still pull out infront of people and always slam on brakes

limited

limited value. The town is small and easy to navigate. Some public service is essential for some in community - but not wide scale

longer hours, cant take the bus home after work

Looking forward to using it more

Lousy routes

Maybe offer a hop on hop off for a change a weekend perhaps taking people to great places around invercargill. Promote it in SOcmed or Social Media

More locations

More options in terms of routes

Much needed service for the community.

My child uses this each week. Price was amazing when they dropped for a fair while, now we are feeling the pinch as I'm sure many other families are to with the cost of living

Need a bus stop outside the library and buses scheduled to allow workers to get the bus home in the evening. More bus stops, everywhere.

Need more bus stops around ohara st area

Need more routes

needs to be more like that inTimaru - smaller buses and an app

Needs to include Otatara

Never use and doesn't come to Otatara which is disappointing and not equitable to all rate payers and our rates are disproportionate to other suburbs.

never use it. Although my child does and children will next year.

Never use this but a bus service is important for many

Never use. Inconvenient

Never used it but probably would if it was more accessible

Never used it. No Bluff transport.

Never used the buses and when my mother in law did with the kids in the October school holidays what a drama to find the routes, to find decent eta at each point. I actually thought it was terrible.

Never used, but required for our students

Nice to have be they really messed up the routes

no bus service in my area

No bus service on queens drive

No bus service where I live

No buses east of North Rd Waikiwi

No comment

No complaints. Bus hub should be at the old railstation though.

No nearby

No otatara service

No service

Non existent to Otatara

none available

none east side of north road to Queens Drive

None near Kildare area so can't use now

None to Otarara

Not accessible

Not an option in Otatara

Not available in Otatara but would use it if it was

Not convenient

not frequent enough, doesnt run late enough

Not often

Not practical

Not really adequate, routes do not cover the entire city

Not very often

not very useful

OK if it suits your location and timetables

Okay however should have a bus service running to bluff

only use in school hols as a treat

Pain to have to catch two buses and now have Young kids to factor in so don't use it

PLEASE run a bus to the beach/sandy point and to Bluff.

Poor connections/timetable to infrequent to use to get to work

Poor coverage of the city and to many of the current routes double back on themselves. A bus every every hour is not great. Timetabling for drivers is very tight.....no room for an incident or breakdown

POOR. NEED WEEK END BUSES

Pretty good, although I think most runs were reduced at each end of the day.

Probably ok but never use

Punctual and friendly helpful buss drivers

routes & frequency need revised, stop outside actual entrances to schools, stadium, sports grounds, churches, supermarkets, bankspubs, splash palace, run on the weekends and later at nights

Routes are poor

Rubbish

Sadly I don't use this service, however would not like in the future for the buses aren't available when I can't drive. I do use an E-bike though and am liking the streets that have cycle lanes

Satisfactory but use my car

Should be available till after 6pm

Somewhat difficult when in town to know where to catch bus from - especially if no access to smart phone.

Sorry, I don't use it.

The bus service is for me and my husband a lifeline and we enjoyed the best service from all the drivers

The re routing was unnecessary and saves no time by returning to city on same street .Public and drivers even agree. no consultation on this matter

The weather down here is pretty crap...I don't enjoy waiting or walking in the cold windy wet weather

There isn't one in Bluff

There should be a service to Otatara

There's no bus service out in Otatara only school busses

They mostly look empty

This is a need but we don't use it enough.

This is a service that I believe to be under utilised by all members of the public. Removing covered bus stops hasn't helped this and I understand there are fewer stops around the city, making the walk from bus stop to home all the more difficult for many.

This is not really usable for us as it would be too expensive to use with kids and the buses are too infrequent to be practical. They also stop too early in the evening. I see there have been improvements to making it easier to figure out when a bus is coming though which is good as it used to be really difficult

This should be publicised more to encourage people to use this service instead of bringing cars to the CBD. There are not enough places to catch the buses in the CBD. There should be one outside the library in Dee St. The timetable doesn't suit inner city workers. Can't get to town early enough or if you work beyond 5.30

times need reviewed - actually stop outside shops, supermarkets, schools, banks - make it easy to use...and run it in the evenings for kids at sports fields etc

Timetable seems quite limited. We set up a bee card but this didn't seem straight forward to set up - yet to use it as still uncertain how it works.

Timing is inconsistent and not great for those working. Have used since route was changed again

Too infrequent and routes too long

too infrequent to be really useful. no service after around 5.30pm, and nothing on Sundays or public holidays

too limited / doesnt cover routes and areas I need it to

Too long together from one side town to the other - not everyone wants to go to town!! No busea on Sundays when you brave time to buses them, non-essential to Bluff or the beach/Sandy point!! No access to attach bikes to travel with

Total waste of rate payer money. Get rid of them

Tried to get on once,Ä¶ no paywave so got turned away

Ususally use my car as buses not that frequent. Did use them last year when unable to drive due to broken shoulder.

Very Good

very good service and friendly drivers

Very limited re route and available time options which limits people using it and thrn it looks like theres not enough demand.

Very novel now as the bus goes down my street in Grasmere, very accessible but I currently drive as no longer working in town.

Very poor service

Very poor, a;most unusable

walk everywhere

Walking has become more onerous and therefore travelling by bus is very much a part of my routine. Ifrequently travel by bus and the only grouch I have is the thirty minute wait to transfer from one north side route to another.

We don't have one

We have a bus service in Invercargill?

what bus service, it keeps getting smaller, is hard to find information about and no longer have weekends or the free bus

Where is it? When does it run? No one knows... Also would make much more sense for a bus to go from schools to stadium southland regularly after school rather than random busses around town for not much benefit

where's the busy stops n bus shelters in the suburbs and around town? Run the buses later at night and on weekends. Change the bus stops around..add schools, supermarkets,.pubs, bottlestores (right outside the doors of shops)

Would be good if it was regular

Would be good to come out to otatara

Would bus to work if I could but there is no option for that

Would like an easier and cheaper route

Wrong times, no idea where bus stops are, etc

Venues

A great benefit to city

Absolutely love our civic theatre.

Adequate but could do with some updating

All good

All good.

All okay but Rugby Park needs to be fixed up and promoted more

All outdated and could use a revamp
all pretty good
Always enjoyable
Always seems to be lots happening just havnt made it along to many
Are ok
As a benifit receiver we are restricted with our outings
as I have aged I find I no longer have any interest in attending sports and events
average
Average
Average could do with improvements
Awesome to see activites happening in CBD. Great to see families have fun in the CBD
beautiful inside, would love to see more events, and at a more affordable price, so the whole family could go.
Can be better
Can't complain
cant afford anything
cheaper please
Civic - thread on stairs is 2 same. Scottish Hall - on air con
Civic attracts great events, rugby park significantly under utilised throughout year, Scottish hall is very basic I don't use it
Civic great
Civic is beautiful but rugby park needs some attention
Civic seats ard to close together, not enough leg room
Civic theater another great asset
Civic theatre amazing gorgeous theatre Scottish Hall great venue too
civic theatre awesome
Civic Theatre is a great venue
Civic theatre is a magical place, and the many venues that allow the gathering of many events.
Civic theatre is always a great place to go to events
Civic Theatre is an amazing venue.- Haven't used the Scottish Hall for many many years - Rugby Park could be utilised for more events or promoted as a venue to bring new attractions to town. Put a lid over it and who knows our rugby team might return to be the threat they once used to be :-)
Civic theatre is great but rugby Park needs the grandstand fixed
Civic Theatre is great for shows, rugby park good for rugby (even if we are not winning) but pity half grandstand not in use. Doesn't look good on televised games.
Civic theatre is grossly overpriced for community groups to hire
Civic Theatre is superb.
Civic Theatre looks great and works well for events
Cost is off putting
Could do more
Dated and lacking investment. iLt does a better job
didn't know the ICC had events or services
Don't go to these places often but have good memories
Don't know much about them. Rugby Park could use an overhaul. And there could be more family friendly activities in town to attend.
Don't really use them much but they seem all good
Don't see much events advertised
Don't use the venue and don't know about events
Don't use them often
Don't use these as much as we could which is mostly because we don't always know what is going on at them..

Don't use these as regularly now with young kids
easy to get to
Enjoy entertainment
Events are very geared at white people. Venues also very white
events need more advertising
Excellent
Excellent apart from discriminating who can use them
Excellent facilities
Excellent.
expensive
Facilities are getting dated and need upgrading
Fair
Feels like it's run by old, out-of-touch people. Roster of performers needs to be way more dynamic and interesting. Do more comedy nights. Innovate. Pale stale and male.
Fien
Fine
fine
Focus on core services first
Freat
Generally very good, always well presented.
Generally well presented and run
Good
Good
good
Good
Good
Good
good
Good
Good
Good
Good
Good enough
Good experiences
Good variety
Good variety that caters to a good amount of people
Good venues
good venues, good shows
Good when needed to use
GOOD, NEED MORE NIGHT EVENTS
Great
Great
Great
Great
Great
Great
great assets to the city
Great events and facilities
Great events sometimes not marketed as well as it could be

Great places

Great services.

Great to have some good halls/venues to be able to use

Great venues to go to

great!

Great.

Happy

Happy with these. Upgrades or refurb always can be done.

Hardly go out since the Council banned me because I didn't have a pass to access

Have enjoyed a wide array of events this last year.

I am adequately satisfied with the venues and events I have attended.

I don't use them much but civic theatre is a lovely venue

I don't use these a lot but have no complaints. Parking when you go to the Civic Theatre is problematic though.

I don't use these very often. I think the Civic is a great building and well maintained though.

I dont attend many events.

I like going to shows and we have a great variety

I think the password here are very good

I think there is a good range

I very rarely use so am neutral

I would like more community activities organised for families to go to. Really disappointed that trick or treating wasn't done this year. There isn't much to do in the community as far as events go

ILT stadium is world class and NZ class, The civic is cool but we recently went there and it took ages to get served and the show started before the lines were cleared at half time, food choices and options for drinks have gone backward. Really excited about the museum-maybe a pump track off that! Splash Palace is good but again i feel like the location could have been better and we keep up grading or doing patch work, but understand the decision was made in the mid-90s.

IMT show is always great to go see yearly

It ok

It's a shame that Invercargill people don't attend some of the amazing shows and events that are put on...one thing you have a student rate on certain events, gold card? What about a discount for people who have a community card? Make things more inclusive

It's embarrasing to see a whole section of the grandstand at rugby park cordended off on TV. I would visit rugby park more if there was a big screen. Splash palace is pretty good but i often think the kids pool isnt warm enough and the family showers are so harsh the kids hate them

Just, OK.

Lacking upkeep and required repairs and modernised

Limited

Love all of the entertainment opportunities, but tickets are increasingly very expensive

Love Civic theatre, don't go to rugby park

Love going to the civic but we need more shows. Rugby park should be used for other events. We need a fireworks show! It would be cool to have the crusty deamons or something a like come to rugby park again.

love how out of towners praise our theatre and piano

love the Civic

Love the Civic theater. Wish there was more events though

Love them. Amazing mahi. Underutilised

lovely venues

Made more accessible for wheelchair users

Make it more affordable

Meets the needs of the communities

Meh

Meh
Meh....
More cultural events in the theatre
More disable seating at civic theatre would be good
More events for families
More events in the cbd particularly Don Street would be welcomed
more events pls
More free events for older kids
More fun events - ask Steve Broad for ideas
more fun stuff for family activities
more fun stuff for family activities
More funding for improving
Need a lot of TLC
Need more of them
Need more use to help spread fees and charges
Need to look after sporting bodies, appears Stadium Southland gets special treatment ahead of sporting bodies
Need updated/refurbished
Needs upgrading
Neutral as I don't often go to events.
Nice
Nice but expensive
No issue
No issues. Impressed with the number of toilets at Civic Theatre, males quick work of everyone needing a wee at half time!
No ptoblem
Not advertised in advance enough. Only hear about them after the fact
Not as good as the stadium
Not bad.
Not Michener happens
Not much activity to see or do that I'm interested in
Not only shows at the Civic etc could be promoted but Council activities. It isn't always easy to find what is going on that requires feedback. It is pointless displaying easter hours in October etc.
Not to bad probably just need tidied up a bit
Not utilised enough
Not utilised enough, would be great to see more pop-in events. More advertising. More regular events.
Not well enough promoted, never hear about events til they are on.
Often go to shows and appreciate the facilities
Ok
Ok
Ok
Ok
Ok
Ok
OK
OK I guess. Don't interest me.
Ok, go several times a year
Ok. Don't really ho
Old . Need work
Old and dank

Outdated, very heavy focus on cars and rugby. Bring in more art!
Outdated.
Parking always an issue, and some venues could do with a spruce up! Loving the art work on city walls!
Poorly maintained and communicated
Pretty good
Pretty good
Rarely go. Civic is brilliant though.
Reasonable
Reasonable although many events not well marketed
Reasonable buildings but obviously in need of renovation
Reasonable service for a small city
reasonably well kept
Regularly when artists in town
Rubbish
Rugby needs some urgent work
Rugby Park is a dump and a joke to Rugby stadiums. You have done nothing to sort the seating issue on the western end of the grand stand because it's apparently unsafe. However it's safe enough for people to be drinking in the referees room. Sort it out.
Rugby Park is awful
Rugby park needs a face lift the stand have let to track and ruin.
Rugby park needs a makeover and utilised much more
Rugby park needs a re- fresh
Rugby park needs sold or demolished or both. Civic theatre and Scottish hall are wonderful
Rugby Park needs sorted out
Rugby park needs sorted out, civic theatre is great
Rugby park needs to be multi use and have club games played on it. Could let league use it also
Rugby park should be free for kids and on embankment to increase spectators
Rugby park should have better use
Rugby Park should not be an ICC facility.....it should be a trust like Stadium Sthld for which the Council gives an annual grant. Rugby Park is under utilized
Rugby park shouldn't have been bought.
Rugby park waste of space! Use it to expand the pool and other facilities
satisfactory
Satisfied
Seem fine to me
Seem OK
Seem ok to me
Some are a bit run down, rugby park
Some great some terrible
Some old and difficult to maintain. Probably too many for a small population
Sometimes ok
Sort your stuff out with rugby park
Spacious and well organised
suitable
The civic is still beautiful and grand but other venues aren't so great and need an update
The Civic is well kept
The civic theatre is a stunning venue - world class
The Civic Theatre is an historic facility

The Council need to work harder to facilitate and bring better events to town. They also need to focus on promoting events that are happening in the city.

The events are usually not my cup of tea but I loved the film festival recently and wish it was promoted more. More arts events would be great.

The Rugby Park stand badly needs fixed. When it's shown on tv it always looks like no one bothers to turn up yet there's a whole end that's actually condemned. Not a good look!!!

The venues are okay but there should be more events and the Council should do more / support better events to come to town.

Theirs a lady who does a great job. Angela (I think)

These are always a pleasure to visit

These are fine - happy with these. Would be nice to see rugby park utilised more out of season

These suit their purpose

They are adequate

They are fine

They are good

They are ok

They could do better in this area

they handy for local kids activities and used to work for rugby southland so was a frequent visitor to the rugby stafldium

They're all the same. Old, run down.

They're ok, I suppose?

They're ok, some are quite old

Tired, need investment

To expensive

Too costly for majority to use. Great activities but not widely advertised. Use more advertising.

Too expensive for families to enjoy

Too many staff being paid when venues and events are in use. Also no Councilors or fund raising boards e.g. community of southland plus ILT should not be given free seats to events of any kind. Donate them to people that can't afford tickets

Top notch

Under utlised

Used to see shows. They are old but ok

usually go for the invercargill musicals and always well look after

Venues and services have a pretty good selection. I just don't use all of them a lot

venues are awesome, though I wish there wasn't such high fees to buy tickets

Venues great - and plenty of events

Very dated, struggling to keep up with modern times and needs

Very Good

Very good

Very good

Very good

Very good

Very good

Very nice and well maintained

Very outdated and do not provide enough facilities

Very rarely go to these places unless a show on at civic theatre, Scottish hall I rarely see anything advertised there apart from rotary book sale

Very well kept and upgraded

Very well kept and used

we need more variety, world class, more events, more attractions

well .maintained

Well kept

Well maintained

When I go to the Civic Theatre, I am very pleased with the service that I receive from staff members there.

whilst these are great, they are never available for the public to use and are too expensive to hire. the rugby ground could be a multipurpose venue for more things that teens can attend

Wonderful

Would be good if Venus could be multi purpose eg rugby park used for other things than rugby

Yes

Yip they're pretty good

Yood

Democracy

'Consultation' appears to be just going through the motions of correct process rather than actually listening. Not a great look to put things out for 'submissions' when decisions have already been made.. Decisions being against the clear majority of submissions.

a great to see them checking in with community

Absolute rubbish....do surveys like this and theres no feedback or councillors make up their own minds regardless.

advertise in local papers (Bluff beacon & Southland express). No body read the Southland Times and it's to hard to find information on your website

Agendas could be more easily accessible

all ages get to have a voice

Always an opportunity to be involved

always do their best

always seems to be surveys and things

Apart from the mall

Appreciate the effort they make

Are k

Are never advertised enough for people to know how to

Are they heard?

Ask for feedback and input but the feeling is their mind is already made up on what they are going to do.

ask for opinions then completely disregard what we want and ask for

Ask for submissions and then never report on those submissions to reflect how the Council made the end decision

Average

Average

Average to most Councils, but only just adequate. Not convinced feedback is listened too

Average, to many closed work shops.

Be open to new ideas, look at them in depth as weather they could be beneficial for Invercargill and surrounding areas for future.

Below average

Better communication

can be better

can be better, what do the people want to see, do?

Can't really comment, I know there are public Council sessions but never heard of anything else

Closed meetings undemocratic. councillors need reminding they are servants of the public who elected them and pay their wages.

Considerate

Constant updates and feedback from the Council from the meetings

Consult on most. There was none on bus service. trying to compare with other cities was,a lame excuse for changing. a bad service to the public

Consultation through the Lets Talk hub is easy to find and use

Consultation timeframes could be extended or submission deadlines advertised more.

Could be better

Could be better.

Could be improved. People need more of a say rather than just the men at the top.

Could do with improvement

Could improve dramatically, with better provision of information that is clear and concise, along with being meaningful when people do engage as opposed to what many in the community see as Council being seen to tick a box

Council appears NOT to listen to community voices - i.e. wachner place!!

Council asks people but doesn't really listen or can't accommodate to what people wish or need

Council generally seems to have an attitude about excluding the community in the first instance, and providing infrequent surveys to residents as a token measure for feedback on Council affairs; however, feedback which doesn't align with the Council's preconceived ideas is usually left unaddressed or ignored completely. For more divisive matters, the latter is all too common. The pyramid museum being just one example of it. It is hard to take Council seriously when it is claimed that community feedback is important to their decision making. Seemingly, it only matters when it is in support of the proposed solutions.

Council has already made up its mind is not interested in public

Council have made opportunities to get involved ie east street west. But don't seem to listen when it contradicts what they already have planned for.

Council seems to do what it wants with little regard to citizens wants and needs

Decision all ready made and the consultation is a tick box exercise

Decisions are already made, the decision making contributions are a facade

Definitely good at asking for involvement

Do they? Limited options presented For example Wachner place

Doesn't affect me

Doesn't always seem to listen even if there is a large amount of feedback

Doesn't feel like what the public wants is considered even after involment

Don,t use much

Don't actually think Council are interested in public opinion - although some public opinion Is ridiculous

Don't know not published that well

Don't listen anyway so doesn't matter

Don't listen to the residents comments on fb even when they ask

Don't see many opportunities to complete surveys such as this

Don’t feel heard even if we send submissions

Don’t know about things they are doing in advance

Don’t listen to youth Council

Easier processes could be established to allow the community to add their input

Emails and surveys available . .

Excellent

Excellent communications team, cover all the bases, no one has an excuse for not knowing about an issue or consultation

Excellent I am seeing more and more of these surveys and applaud them for it

Fairly rubbish. Needs to be referendums and do what the community chooses

Feel like regardless we never get listened too anyway

Feel not listened to very often

Feels very restricted and not listening to the majority of suggestions. Need to also provide feedback for the services once provided i.e. the mall carpark should be a one lane entry and two lane exit with cash option for payment too. Too many people are being excluded by narrow decisions that focus on the most vocal group available.

Fine

Fine as long as Council are actually listening

From what I understand the don't usually listen

Generally average notice for upcoming events especially those they know may get some strong disagreements from public.

Generally, I think that the ICC community involvement in this area.

Get most of mine off Facebook

Going in the right direction even if they don't seem to be listening

Good

Good

good

Good but do you listen?

Good I think?

Good in terms of providing opportunities but not so good in terms of LISTENING to feedback

Good invites, up to date

Good social media, session in mall was great

Good these surveys but would be berreo5r

Good to have these online surveys available

good to see input opportunity. more flexibility for other options raised at these opportunities to be seriously discussed and thought about.

Good, more feedback post these surveys would be good because can feel like your voice is not heard or ignored

Good. I like the reach but only because I am aware and actively seeking information.

Good

Great

Great

Great!

Happy with the options.

Has improved a lot over the years.

Has information freely available on the Council website

haven't heard of any opportunities for community involvement

Haven't used any decision making personally

How are these advertised? Better communication would be great, are community groups approached so all views are considered and not just the ILT's.

I always seem to find out about things either last minute or after.. Not sure how/ where you advertise. Do you have a community board posting stuff?? How do I find what's coming up? Tried to fill in a submission one day but was too overwhelming, intense, confusing, difficult to complete

I am perfectly satisfied.

I don't hear much as I don't get a newspaper

I don't know

I feel I missed out

I feel like I am not involved in decision making

I feel like they ask but don't listen anyway

I feel there is good community involvement and opportunity for feedback

I have discovered the chance to share my thoughts and taken on the challenge of making submissions. I do have a problem though when sometimes it feels that decisions on important matters have been decided prior to submissions being received. Not everyone is aware of the process to make submissions.

I have in the past with regards to Splash Palace. It was a very specific situation

I have seen quite a few opportunities for community consultation recently which is great.

I know there have been surveys sent out but not widely. Hard to be a part of decisions when you don't know where to participate.

I like surveys and seem to receive a lot

i like the email notification and opportunities provided

I like the Wachner Place survey and similar should be used for other major cahnages to the city scape.

I need information

I often see on Facebook and in the paper, which keeps me well enough informed

I see alot of requests for community input

I see opportunities to engage via Facebook

I see the odd thing on Facebook, but nothing that makes me feel any obliged or motivated to get involved. The Council always seem to be in conflict with each other which puts me off going near that.

I think there are opportunities out there, I just don't take them

I'm not aware of any current decisions

I'm not sure of processes

I'm not very aware of how to be involved.

I've never been involved in any decision making

I've never been involved in any decision making in invercargill

I've never seen where we get the opportunity

Involvement perhaps but you make a decision before you hear what public have to say this shouldn't be the case.

Is consultation done even though it seems as if the Council has pre-determined the outcome

It feels like decisions are sometimes made before asking the public for their opinion, and that this is only done as a step to tick off

It feels sometimes as if the opportunity for community involvement is just lip service, and they've already made their mind up anyway.

It is not always obvious how the community involvement effects decisions taken

It is poor generally

It seems like the engagement with the community is after you've decided the option you'll move forward with in some cases.

It's a joke.

It's been a bit of a debacle this last year.

It's ok not the greatest

it's ok, i don't have much to do with that type of thing

It's part of the process that you consult, but a decision has probably already been made

Just a tick box exercise

Kudos to ICC team on how much better it is with the online survey, email, FB and the pop-ups.

Less waste through mailers and paper, get the under 50s involved by going digital

let’s talk is a good platform

Like roads to otatara

Like when?

Limited, at best!

Lip service only and don't find out about them

Listen to the people

Little to none if you do not follow the right channels on social media or read the Southland times.

Local government 3 yearly voting is sufficient

lol are you kidding

LOL Council are like government don't listen to the people.

Maybe a list of what is to be discussed if it concerns rate payers

Maybe it's out there- I have no idea

More availability

Most submission I have made usually don't get considered or ignored.

Must be good. I've taken advantage of them from time to time

Need a youth committee

need them early in the piece

Need to listen to feedback

Needs improvement

Needs to be more off that.

Needs work!

Neutral.

Never hear about anything. I don't get the paper, rarely listen to radio

Never really seen or heard much that interest me

Nice to have an opportunity shame they don't always listen.

Nil. Your going to do it anyway

No need to be invole

No one ever asks. As a business owner I should have a say

No one with a penis should be in a the girls changing rooms at splash palace! Absolutely discusted with the decision and if anyone ever tried to enter when I was there you bet I would be calling them out. Appalling

None - lawnmowing decisions? We look at the lawns and don't get a say in how they're mown. The centreplots coming in from Ascot look terrible too. They used to be mown so nicely and it looked cared for.

None that I can see

Not applicable

Not great - I was looking on the Council website for rate information, and stumbled across this survey. I wouldn’t have known about it otherwise. No emails from ICC, no letters about consultation etc. With busy lives, it would be good to prompt residents more to get feedback from them

Not noticed this

Not really aware of this - apart from perhaps this survey?

Not really happy that the watchner place is potentially going to be re arranged to have buses going through. Needs to be better disability parking that can suit all disability vehicles such as those with hoists

Not really involved

Not sure anyone listens

Not sure I've ever seen an opportunity to be involved in decision making short of voting for candidates

Not sure,Ä¶ I probably need to explore this more

Not that good

Not too bad, however do they actually take the feedback from rate payers and residences into account when making decisions

often only visibly pop up at last minute

Ok

ok

Ok

Ok

Ok

Ok

Ok I suppose

Ok, needs better advertising

Ok.

okay

Only seen this survey

Only time I have presented information to the Council was a waste of my time, the ILT won and the street was closed regardless of the effect on the wider community

only when it suits

Operatunities but not taken notive of

Opportunities are Ok, but do the elected officials listen?

Opportunity for engagement is less

people have a chance to speak

plenty but dont make use of

Poor

Poor record of taking any notice of people

Pretty good lately with online surveys etc

Probably token and unread, new museum? Old museum, how much earthquake damage so far?

Process takes to long

Public forum daunting for many- a more complete summation of issues publicised in layman terms would be helpful to many who really haven't got a clue what some of the issues are and of the long term plan rankings etc

Rather than asking for suggestions the Council comes up with three options that we can choose from because they are the only ones who could have a decent idea apparently

Reasonable

reasonable

Resident's input is never considered.....

See the odd survey

Seems like Council already decided and let big business drive decisions not community want ie Wachner Place being changed for a business even though it shouldn't be the main driver. Seems like decision has already been made.

Seems like there is opportunity, but many have the impression it doesn't make a differencd

Sometime it hard to find where to give feedback or quick surveys

Sometimes I think Councils have to get to much input from Community and slows down decision making.

Sometimes it feels like Council is just ticking a box when it comes to this. They have already made up their minds on what they want to do.

Sometimes it's not as well advertised so we are unaware of something going on. But usually it's okay

Sometimes things are pushed ahead and we aren't given a thought

Splash palace changing room decision was a disaster and disrespectful . Disgusting

Surveys are great, action is better

Surveys are ok, but where are results and findings published and shared

The Council do great. The councillors do not.

The Council does provide opportunities but i think they dont cater to the majority and more cater to the minority

The Council doesn't care what we have to say they just like spending our money look at our rates?üò≠

The Council dont listen, they plow on with their own personal ambitions as if the city is their play thing. even when the public overwhelmingly oppose projects

The odd occasion I've been there, not always happy

The opportunities are fine, but I would like to feel more confident that the Council actually heeded points of view and that citizens input was only taken into account when it suited the plans of the councillors.

the system is again very white and hard for cultures to engage

The wachner place consultation was a debacle and Council needs to be better

There are opportunities but the channels and language used to communicate them eliminate so many people. Start talking with people again and stop all the online submissions.

There are some, but I'm not altogether sure that notice is really taken of community input.

There are the submissions phases but cin personeetinga could be useful for those that's struggle with the process of submissions

There is no opportunity for public consultation

there should be more focus on listenign to the community and acting upon those aspirations.

These surveys are a great idea, to include all residents for feedback, insights and ideas.

These surveys are good. Not aware of any other

These surveys are great, but most of the time it feels like they aren't taken into consideration and the results aren't discussed.

these surveys are nice, and in general the Council is making good decisions, are there meetings were decisions get made?

Thesw questionnaires are good

They ask for feedback and public opinion but seems they already made the decision and just doing a tick box so they can say they asking... Really disappointing they are not really interested in public opinion and pushing their own agenda and stamp

They don't listen

They don't listen

They don't listen to anyone but themself

They don’t

They don’t listen to what the community wants

They give opportunities but don't listen anyway

They never do

They seem to reach out regularly for feedback; I'm not sure whether it's considered. I don't like where they indicate from the outset what the Council's preferred option is as it seems leading.

This could be better advertised some how. Generate more interest from the community, particularly the younger generations. Perhaps involve Community radio in promoting Council meeting. Educating the public on how people can have a say or become more aware/involved in the decision. This might help immensely come voting time.

This is a joke. EG Wakner place options were preordained without the option to retain it as a NO traffic public space.

This is the first survey from ICC I've been asked to do and only because my daughter attends swimming lessons at Splash Palace

This is the first survey I think, I have done for research for the Council. They are not known of.

This one really annoys me...when you go out for consultation you provide predetermined options, but don't let the community decide the priorities to inform what these iotions could be...some are left with no options because they're all shit

To much of a sterile approach the feedback you would typically generate would be from the "worried well" not a true diverse mix of our community due to their being a poor relationship and limited follow through

Too much done behind closed doors. Things seem predetermined.

too much red tape and palava - everyone knows you've already got your plan and you're box ticked CONSULTATION...booorrring

Unaware

Unaware

Undecided

Under 18s, (my daughter) could not complete this survey. That seems silly when many of the changes to Council venues will affect her and her decision to either stay in Invercargill or move somewhere where her voice as a young person matters.

Unsure if they listen

Unsure of when any of this happens so don't feel involved

Unsure, I know there's consultation about Wachner Place but I don't have strong feelings either way

Usually closed door and don't listen to actual wants from the community

Very difficult to have your say and not as if anyone cares anyway

very fortunate

Very limited and seems like as a rate payer we're not listened to

Very little given

Very poor

Very poor. Language is always tok high level, access is difficult for all and we NEVER get feedback after "consultation". They "consult" but then action a predetermined decision almost every time. Communications from Council are appalling.

Very rarely hear of opportunities to have a say

very restricted and token

We are newcomers to Invercargill but we do apriciate the opportunity from the Council!

We need diffusion about survey and ask to the people pay taxes

We seem to be asked more for what we would like to have/see. So that's great.

We would like to decide how much our rates go up and be informed why they are going up

What community involvement. When I hear of it, I'll comment.

What involvement?

what involvement??? the Council say this is what we are doing and will just make it look like they are involving the community. They just tick the boxes

When do they ever consider us

Where has the public decided much aside from a comment on fb page ?

where is the opportunity for my whanau to be involved in the design of thigs like the CBD playground-the play structures etc.? the schools to be involved and kindys? I see in the newspaper the Mayor thinks a pump track in South Invercargill would be good but has he consulted with the communities as we think the need is for both North and South. we do not really use the stake park because of the location as it feels unsafe for kids, broken glass on the road etc, this is a poor choice of location and we know of many families you won't go there and go to Winton instead-they even travel from Invercargill to Winton to have kids parties there-that tells you something. I assume the community was not consulted on the location. this is key moving forward please.

Would like to be told about being involved earlier.

You are reactive instead of proactive. Also you ask for public opinion but then ignore it because it does not fit in with the Council's agenda. Too busy keeping the minority happy you forget abt the majority.

You don't listen to the community who pay your wages, sense of aggrogance

you have a brilliant website for people to use yet no one knows about it so they don’t and when the public have strong feelings about an issue the Council ignores these views and does what they want anyway

You hold your meetings when people who are working and cannot attend important decisions making. Do you really want to hear from us or are you more interested in the brown noses . Why is when a complaint is made by only a few the majority miss out on things because of this be fair

you provide opportunities but don't listen to the answers!

zilch - this is just a waste of time. Council staff have made the decisions and just have to tick off that they included the community in decisions - once the councillors get in they push their own barrows and forget who put them there

Splash Palace

Overall facility

A really good facility

A bit grungy in places

a bit small, always seems packed

A great facility that I go to by myself,or with my family or with the children I work with.

A lot of people for the space

A pleasure

Access to watch by walking through the changing rooms is a horrible way to gain access. It is very confusing about which way to go.

All good

Alright

Always easy to use

An asset to the City

An assist to the city

As being an ex employee I found splash palace has changed quite a bit since the late 90s, with the learners pool and new hydro slide how ever my mother did get confused with all the different changing rooms as there was a school swim school at the time.

Best pool facility. Better than QTWN, better than Jellie Park, on a par with Moana

can not decide as am not one to go and partake regularly of late

Cannot stand the way you have to enter through the change rooms as a spectator

clean

Clean

Cluttered

Constant changes causing confusion.

Could be better, could be worse

Could be cleaner and more family change areas

Could have more for younger kids such as a wee playground with slides, the hydroslides are great for older kids.

Credit to invercargill

Dated

Dated and tired

Dated....

Decent its ok

Disfunctional public access through changing rooms

Disgusted how you can let a transgender and two females toilets!!!!!!!

easy access

Excelent

Excellen5

Excellent

Excellent facility for most aspects

excellent in all ways

Excellent only problem unable to get into spa pool because of back injury

Fanastic place for me and the kids

Fantastic

Feel like there's been a lot of money spent and not a lot of value added

find new turnstiles confusing soetimes

Find the pool very slippery

For a bigger town i feel like the family swimming pool lacks in terms of kids stuff. Ive been to the Te Awamutu one and its got way more thing for the younger kids.

Frustrating

Fun for families

Functions as needed but still dated in areas with room to improve

Generally good

get some fun activities going - when do you actually get those pink boats out

Getting dated

Good

Good

Good

good

Good

good

Good

good
Good
Good
good asset to the community being let down by incompetent staff
Good but can be busy and sometimes no lane swimming available
Good but could be so much more
Good but not always clean in the weekend
Good but there needs to be another lap pool these can be full sometimes witch puts me off visiting
Good considering the city size and hence funding potential
Good facilities
Good facilities
Good facilities for the size of the area they are capturing
Good facilities spa needs upgraded
Good facility, maybe lacking a bit in terms of child friendly play area
Good facility. Should use it more.
Good family friendly environment
Good overa
Good pool with something for everyone
Good pools
Good size for the community
good slides but height is barrier to entry for many
Good value
good variety - more interaction in the wave pool would be good
Good variety of services/activities.
Good vibes overall
Good- but think the entrance where EVERYONE must enter through the family change rooms odd and not well thought out. Also the hydroslides are expensive and bumpy to go down
Good, but could be better looked after
Good, not always enough family change rooms.
Got plenty of variery
Great
Great
great
Great
Great
Great asset
Great asset for Invercargill
Great but expensive
great facility
great facility
Great facility
Great facility
great facility - there are very limited puplic lanes after work as almost all appear to be allocated to clubs/lessons, balance of public v private is not quite right at those times and there needs to be a minimum of 3 (slow, med, fast) public lanes available after work i.e. 4-6 pm
Great facility but with school usage & clubs- recreational and rehab use is becoming more and more limited..becoming too small & would like to see side enclosed pool more available for public use
Great facility but would be awesome if there was a little more available for the little ones eg a small waterslide to go on with an adult, more floaty devices or even devices to hire for the duration of your swim.

Great facility to have- you need an entry for spectators rather than having to squish past all the wet people waiting for the family changing rooms

Great family friendly facility

Great for children. Think the design is poor. No spectator access that doesn't require entry to a change room. Also removing the old hydro slide that could have remained for families as the new slides are great, but not for families with young children.

Great overall, it has been quite dirty at times though. It would be nice to have more swim lanes out when there are schools there, as having three or four people in a lane makes it difficult to have a good quality swim.

Great place

Great place for fitness for entire family

Great place to go & a lot of the staff I call friends

Great pool

Great set up

Great to have

Great to have.

great venue

Great venue but very hard to get a lane to use its to small, by the time all the clubs get in there especially for the cost.

Hard to get in and out the main entramce and cut off from using door by leisure pool to enter is frustrating when trying to access pools with prams and kids in tow.

Has good facilities for a complex of it's size, comparable to the likes of QE 11 complexes/Facilities and that of others in CHCH/Dunedin

Having locks available for the lockers would be great

Having to go through the pool section to leave the facility is a bit backwards in coming forwards

Havnt explored much of the facility new to area

I can't rate as I didn't really pay attention to these factors

I don't like the new entering/exiting system

I have just started going and found it good

I like splash palace

I like the overall beachy vibe, more murals and wall art etc could be cool. Leisure pool needs more boards/toys. Even a pool playground type thing would be better. The waves hardly ever go.

I love the be flooring and upgrades in the leisure pool but the changing rooms/ family rooms are a nightmare.

I love the sauna spa and plunge pool

I really enjoy going to Splash Palace because there are many swimming options available to a wide range of people. I preferred the earlier opening ours on a Saturday morning.

I think it is superb

I wish it was warmer out of the pool. Particularly in winter with little kids is unpleasant

In comparison to other swimming pools this is quite a good facility

In general have no problems with splash palacd

It does the jib

It feels old and the way in should not be past changing rooms

It has what we need . However walking through change rooms to get in for non swimmers is uncomfortable, having to ask and wait like a sheep to be let in is not cool either

It is a very well presented facility

It is always so busy, the changing rooms are cramped, why can't the schools changing rooms be open also? The new entrance gates are very confusing and annoying - if I buy something from the cafe I have to then walk back through reception asked to be let through then walk past the family change rooms. Not user friendly at all.

It is an awesome facility and well used

It is fitting for its purpose

It is good, but we really could do with more pool space as it is very full the majority of the time

It is not appropriate to walk through changing area to get to pool for visitors

It's a great community pool would be great if there was a gym attached to it I would be happy to pay 100 per month if there was

It's alright, maybe a little dated

It's always busy, but constantly has closure of pools/lanes.

It's disgusting dirty smelly nd looking old

It's fine

It's fine, but could be improved.

It's good but not it's too expensive to use

It's got everything I enjoy

It's great but often but enough lane space and I'm disappointed it's no longer open weekend evenings as that was my favourite time to swim. Also would love to see some low-sensory sessions for autistic, elderly, sensitive people at quiet times eg turn off the music, screens, excess lighting, fountains

It's great during the weekdays but gets very busy in the weekends so it would be nice if the learner pool opened up for families and young kids.

It's great with changes made

It's great, kids love it, only thing i could complain about is the harshness of the hydroslides. Feels like the joins are made of sandpaper and end up with really bad red scratches all over mine and my sons back. Pretty much only use the Raft slide now

It's not big enough for the amount of use it gets. We need to have it extended or another facility built, to accommodate all the swim clubs, swim squads, Waterpolo etc and STILL have space for recreational swimmers to swim for exercise. Currently recreational Swimmers continue to get ripped off with inadequate lane availability.

It's not great for younger children, and the learners pool is never open to swim in with younger children because no life guides are available

It's not great when it's busy

It's ok

It's ok not the greatest

It's pretty good; a little rundown but no complaints for why we go.

It's too small now, have a pool party and it's so unsafe, I'd never take my kids. In fact we only go early in the morning. The buy a lock for the locker is just stupid and encourages people when spent a good dollar getting in to leave everything poolside. Go back to how the lockers were.

It's usually smelly (especially in the changing rooms & pool side), the showers in the family changing areas have the paint etc falling off the walls & not nice showers especially for little ones as well as their not being safe baby change tables in each of the family changing rooms

It's well equipped and has lots to do.

Its a great facility to have in our community, it just needs to be bigger to fit all of the community

Its a great place to go. Parking is easy, staff are friendly. Its always a good experience

its acceptable

Its good but the new flooring should have been done all over

Its great, new hours in the weekend suck bigtime

its ok but hard now for people who are spectators to watch as you have to walk through the changing area to go pool side

kids pool needs an update. New tiles coing off

kids pool needs an upgrade

lack of lane swimming opportunities when ideally it suits my schedule so not able to be consistent

Lacking enough changing rooms for children

Lacking for personal enjoyment. When we get there we seem to find the southland rugby team has then over the spa and sauna.

Leisure pool needs an upgrade similar to pools in other cities such as a lazy river, an adventure playground like at QE2 in Christchurch. Better toddler pool with more entertainment. Wave pool with better waves and more frequent. The learner pool open more often, this would be good to help my daughter with her swimming development.

Life guards dont pay enough attention, and not enough of them.

Limited seating around wave pool

Love it Great facility

Love it, great resource given the size of our town

Lovely facility bit would be nice to have more interactive/bigger leisure area for kids play

Lovely place to swim

Lovely vibe

Lucky to have a great asset it's fit for purpose as far as I have used it

Maintenance is poor. There has been a broken seat by deep end for a year

Messy, often equipment is not put away so you've got to negotiate them

Mets my needs

More 50m pool time would be appreciated

more seating areas to watch your kids

My use can depend on my training routine, sometimes I can be there 2-3 times a week, sometimes I may not be there for a few months at a time. It's great having the facility so close, but I've found there's not always swim lanes available when visiting which is inconvenient. Considering that's what I'm going to use each time. Either in use by swim clubs, aqua jogging, water polo etc.

Need hydro slides for younger kids too and lifeguards that are actually paying attention, there have been alot of close calls and the life guards don't notice

Need more for kids too do. Lazy river . Things to play with like balls not just some things to float on

Needs bigget or second spa pool

Needs more control of the general pool.. especially youths interrupting rehab and fitness clients

Needs to be an investment to a hydrotherapy pool that will improve people's wellbeing physically and mentally and this could improve individuals social wellbeing also. This could be used on a booking system with a in house physiotherapist.

New hydro slides still wreck kids togs so we don't use them. Such a shame

Nice facilities but it would be good to have a small paddling pool by the spa so a single parent can have a spa while being close to a child

Nice facility, needs to have more blow up toys being used, needs to get a lazy river, in the past we accessed the learn to swim program and have now changed to a club. Learn to swim was very expensive, learners didn't progress up groups and it was unclear how they progress to next group, assessment info was not used for next terms lessons and so learners went right back to the start - how can they progress with this happening?

Nice staff, good car parking

no complaints

Not as spacious as other facilities very limited.

Not bad. Very hot and stuffy at times

Not big enough need another 25 m pool

Not big enough. More seating in learnings pool.

Not much to do for a toddler, just splash around in the wave pool

Nothing to rave about

Often no lane swimming for public

ok

ok

Ok - needs a gym attached for combined fitness

Okay

old and keep iupgrading so lees opportunity for innovation

Only public pool

Open the dive boards, get the boats in the water, more toys in the pool, stop locking the single showers up during peak times

open the dive boards, get those wee boats out, throw some more balls and floats into the leisure pool

Overall great, warmer kids pool and perhaps having the swim school pool open more often when the main kids pool is busy and the swim school isnt on

Overall great. Entrance way is difficult. Crowds of people block the doorway when waiting to pay. Congestion. Need better access and flow.

Overall is fine.

overall it's a great facility, but lifeguards need to do their job better

Overall there is a good variety of pools/activities.

People friendly

Pleased

Plenty to do

Presentation upon arrival

Pretty average, learners pool never open to the public

Pretty good

Pretty good!

Pretty good.

Pretty good. Silly that if you come out and order from the cafe you can't go straight back through to the seating area beside leisure pool. One old lady was told to walk all the way around with her coffee. ⍰ü§¶⍰üèº,Äç,ôÄÔ╥è Spa looks a bit gross - it could probably do with an upgrade.

Pretty happy generally. Although I do find having such young life guards they don't seem to get respect when youth aged people are misbehaving sometimes.

provides a range of facilities

Queenstown and Dunedin allow toddlers to ride hydroslide with an adult. Would like to see a kids area like QEII pool in Christchurch

Quite good, reasonably easy location.

Really spacious and good storage for your gear. Good water temperature. Always quite busy when we're there

Reasonably good facility

Recent improvements are great

recent upgrade has improved the place

Remove the pieces of paper required to scan in as a vistor

Rude to have to walk through changing area if picking someone up from swimming class etc

Safety is a parents priority. Protect our kids in the changing areas. Males in male change areas and females in female change area. Build another change area for trans.

Satisfied

SATISFIED BUT CAN IMPROVE

Sauna is too small. No steam room. Life guards largely ignore under 18's being in the spa

Seems ok, i have safety concerns. Amount of people/children in pools at one time. My children do not need to be supervised, but feel that a life guard there has a big responsibility over seeing all those swimmers.

Services a need and good accessible facility for community

Shame about men in our toilets

Should be made bigger. Seating

Smells

So boring.

SO little circulation spaces around the pools and between change/office/cafe areas and pools - bad initial design and poor choice of building site.

So lucky to have it

Some parts could do with an upgrade eg wave pool

Something for all ages

Splash Palace is a fantastic pool, I just wish there was an outdoor pool, but I'm cold-blooded so I know not many would feel the same

Splash palace is difficult to get around. 1: spectators, parents having to walk through the changing rooms just to walk back across wet floors, past hoards of people standing around and swimmers and teams etc is incredibly uncomfortable and awful. Plus as a parent trying to help her kids get changed in the whanau change rooms and people coming back

and forth taking up space is a nightmare. There has GOT to be an access via the reception/Cafe to the pools and moreover the seats. There also needs to be more space and seating provided for parents supervising their older children from the poolside. Aircon or windows for the learners pool area because that area has made many of us very lightheaded as we watch our children learn to swim or play waterpolo. It would be fabulous to have some more gear available for kids as they swim. Those weighted toys for them to dive to the bottom to get. Swimming board things. Balls. A decent sized lazy river would be useful too.

Staff are often rude, the wade pool is falling to pieces, all that time and money spent on redoing it and the foam tiles are coming off.

The cafe is the only thing that lets the facility down. We swim twice a week and after months of bad scones and average coffee we now swim then go to another cafe close by. I have talked with staff earlier but nothing has changed. Those serving are helpful but not well trained and the food is well below standard for a cafe. I also feel there should be many healthy options available as it is a health promoting facility. About a year ago the pool cafe had the best scones in town but apparently the cook left.

The changing rooms are in huge need of renovations and there aren't enough spaces to change a baby

The cold plunge needs upgraded so it stays cold all the time when there is heaps of people using it the facility can't handle it. Sauna lights either need to stay broken (off) or the shades need fixed. Also needs to be hotter

The entrance should not be through changing rooms

The entryway way is annoying- gets clogged up. Who wants to eat in the cafv© surrounded by clothing- I'm not sure why they thought this was a good idea when it was changed around. Why can't you just enter the pool at cafe like you use to, so annoying going through family Change area, getting jammed in with parents and young children

The facility is fine. However it needs to be managed better. A lane schedule on the website would help, as would lifeguards taking action about for example kids playing in lanes where people are swimming and disrupting lane swimmers, or playing on lane ropes and kicking passing swimmers

The lack of spectator entry without entering via changing rooms is very ill thought out. Why should general public be accessing changing rooms when not needed. This is a major design flaw, my husband won't take our daughter as he is uncomfortable with having to walk through the change rooms when it's not necessary.

The layout of entry with the new gates doesn't work. I can understand why you need them but making non swimming public walk through changing areas to access the pool is an uncomfortable experience for all parties

The leisure pool is far too small

The new gates are problematic - it's a waste of paper getting in each day when the kids are training and hardly anyone uses them properly.

The only downside is the number of lanes sometimes open. Once there were none and I didn't now until already at the poolside. Otherwise a fabulous place.

The pools themselves need a good clean, too many people allowed in, should be seperate area for fitness

The quality of lifeguards is not good and I don't feel it is safe for young children to attend. There are lifeguard standards in MZ and at least 2 of your lifeguards do not meet those standards. You need more staff on duty during weekends, afterschool and holidays. I am a previous lifeguard.

The recreational pool is is too small, not very fun and interesting,

The reduction of hours, while understandable is frustrating. Cost is not a factor for me but is for some. Cafe is great but can be subject to staffing pressures - some staff cope with that very well.

the wave pool is too small, the learners pool is not avaiable very often for the public

There have been several pieces of the pool floor missing for months. Tiles are slippery getting into pool and my daughter always falls

There is more room for improvement

they are really doing thier best

Think the hydro slides could be better with less bumps, and comparable size facilities have a wave pool

tidy, clean, good staff

Too cold

up the water temp, far too cold at night.

Variety of pools and activities.

Very goid

Very good

Very good facility best i have used anywhere

Very small for the amount of people visiting

Was using the sauna 2-3 times a week before you banned people without a vaccine pass and I haven't returned

We are pretty lucky

We enjoy coming here, but have noticed the hydroslide height rule is unreasonably strict compared to other swimming complexes we have been to with hydroslides.

We enjoy our visits

We go weekly with our toddler, we use the wave pool and wee toddler pool but the learners pool is never open, this pool is great for building confidence in the water, it says its open times on a sign but that doesn't line up to when it actually is open for public use.

We have our good visits and then bad visits

well maintained

Well maintained.

Well presented

Well set up

Where is the Māori signage

Wonderful

Would be better if we had 2 leisure pools. So sick of code Browns. A lazy river would be fun.

Would be good to have access to learner pool for small children as often leisure pool has hyped up older kids running through

Would like to do aqua jogging but not a lot of info about it available on the internet

Would love to see more areas open from small children.

Would love to see the sauna increase in size it gets lots of use.

Cleanliness

A bit mouldy in parts of the family change rooms- really needing repaired and updated rather than just cleaned.

A+

Always being cleaned

always being cleaned

Always clean

Always clean

Always clean

Always clean

Always clean

Always clean

always clean

Always clean

Always clean although seems most times I go areas unavailable or hoses to be negotiated round

Always clean and tidy

Always find at least 3 used plasters on the ground every visit

Always good

Always regularly cleaned. I have seen a cleaning trolley and staff cleaning every time I visit.

Always see cleaners around doing their job

Always see people cleaning the change rooms, fantastic

Always seem to be very clean.

Always seems clean although some users leave dirty diapers around

Always super clean, floors always being scrubbed etc nice to see

Always tidy

Always very clean

Always very clean and tidy when I go
Always very clean whenever we go
AlwayscleN
Any mess is made (presumably) by kids
as best as can be expected
As good as I have seen elsewhere
At times toilets and showers have been disgusting
because of how they built there's not enough privacy or room for larger sized people to change seperate from young ones and it's embarrassing
Can be dirty
can be variable esp with the change in hours - is there a after the pool closes session
Can sometimes look untidy
Change rooms and pool surrounds often have rubbish about them
Change rooms need more cleaning in weekend
Changing areas and toilets and other parts of facility is regularly cleaned.
Changing facilities look un kept
Changing rooms are always being cleaned when we there (family changing rooms) but there's always rubbish and food in them.
Changing rooms not flash
Changing rooms often dirty.
Clean enough
Clean every time I've been
Clean except there are puddles on bleachers
Clean facility
Clean mostly
Clean overa
Clean standard
clean the majority of the time, there are occasionally peak times when cleanign is undertaken which limt the availability of canging rooms - consider cleaning before and after these times but not during
Cleaned regularly and always tidy
Cleaners are always on the job when we are there
Cleaners are great.The family change rooms are a bit tired. Some of the shower heads don't work that well
Cleaners doing excellent jobs
Cleaning changing rooms when we were there , seemed relatively clean
Cleaning times are usually the busy times with the kids with swim school so the private changing rooms get very busy
Cleanliness is normally pretty good though the bottom of the pool is disgusting at times as I dive an see it all.
Comes and goes
Could always be cleaner
Could be better
Could be cleaner especially cafe area
Could Do with some paint in changing rooms
Cubicles always clean
Dirty and bad smell
Dosent get cleaned enough
Excellent
Excellent
Excellent
Excellent job
Fair

Fairly clean
Family changing rooms feel a bit gross at times
Family room needs cleaned up modernised and no mould or cracked walls
Family rooms need cleaned more often
Fine
Fine
Floors quite dirty
Fluctuates,Ä¶sme members of the public do not think of others
For the amount of people who go through it, it is kept pretty clean
generally good
Generally tidy, sometimes rubbish lying around in changing rooms when it is busy.
Generally very clean; I think our lesson time is always just after they've been cleaned.
good
good
Good
Good
Good
good
Good
Good
Good
Good
Good
good
good
Good
Good
Good
Good but depends on what staff are on some do lots of cleaning some are lazy
Good cleaning in changing room actual pool not
Good if the curly haired lady has just done them. Not so good on the weekends when the teens are doing it
Good. Glad that changing rooms are not closed during 12 to 1 lunch hour. Was inconvenient when cleaning was being done at that time
Great
Great
Great
Great
great
Great
Great
Great
Great happy with the cleanliness
Great job
Great job done by the cleaner
Great job with the cleaning
hair in drains in changing rooms
Happy
Hard to be clean when it's very dated and worn.

Has changed since Amy left. There is a hair clip in one of the hinges of the changing room doors that has been there for some time. Indicating that the clean might be "light" in this area

Has improved

Have had issues where the mens change room is being cleaned and closed and there are no free family rooms leaving me to change my daughter in the open mens change room. I don't want other men to see my daughter getting changed.

Have seen people spitting into the water, haven't been back for a recreational swim since.

Hit and miss depending on how many people have been there

Hygiene & cleaning goof

I cannot rate as I did not pay attention to these factors

I have always found it to have the highest level of cleanliness

I have contracted fungus infections

I keep getting tinea

I see the cleaner there often

I Should rated it higher

I'm sure it is clean but never looks clean

I've not seen anything otherwise

In general? Not including toilets/changing rooms... it's fine.

It always appears to be clean and tidy

It always seems grubby

It is always clean and tidy when I have visited

It is often dirty, lockers need cleaned. And the bottom of the pool !

It is very clean compared to other pools

It's absolutely disgusting. The family changing rooms are feral. Do they ever actually get cleaned??

It's fine

It's generally not that clean overall. Dust, dirt, windows, trash can all be spotted without looking for it on every visit.

It's gross and dirty

It's gross, especially the family change area, there is constantly mold on the inside of the baby change tables, the changing rooms stink & are dirty under foot & the stairs of the family changing room showers is definitely disappointing

It's mostly clean but the cleaners seem to be always cleaning the family rooms no matter what time we go.

It's often visibly dirty in the changing rooms.

It's ok,

its always pretty tidy

its not clean

its ok

its okay

Looks like it needs a dam good scrubbing rather than a hosing down

Mixed experiences re cleanliness

More cleaning in changing rooms are required

More thorough cleaning needed regularly

Mostly acceptable but ocassionally lacks attention

Mostly clean

Mostly clean but changing rooms are often dirty when I go (pool area itself is clean)

Mostly good but in the weekends it gets dirty. Also wish the lockers would get cleaned as kids put food and rubbish in them

Mostly looks good

Mostly pretty clean

much better this year with new cleaners

MY SON GETS SICK EVERY TIME HE VISITS

n/a
Needs a really good clean and repaint inside
Needs to be improved
Never an issue
Never cleaned properly Hosing is not cleaning
Never had a problem
Never had a problem with the cleanliness
Never had an issue
Never had an issue
Never had an issue
no complaints
No issues
No problems
Normal (good) for a public pool.
Normally well cleaned, family changing rooms could always be cleaner
not an easy place to keep clean. the shower walls could be included in a regular clean, they can feel 'slimy' just soap on the walls
Not bad
Not bad for a place where lots of public and kids are using the facilities
Not bad hard to keep clean with so many people using the facility all the time
Not good. Showers are never clean
Not super clean, often junk left in the family change rooms - should be cleaned more regularly
Not to bad
Not too bad
Not too bad here, however awkward at times having to step over hoses when they are being used by staff while sessions are open
Often rubbish from previous people in the changing rooms.
Often see people cleaning the changing rooms, top job
Ok
Ok
OK
ok
Ok
Ok
Ok
Ok
ok apart from changing rooms
Ok but times where there is rubbish accumulating
Okay
Overall is fine.
Overall pretty good .
Overall satisfactory. See comment below about changing room cleanliness
Particularly at busier times the changing rooms can become smelly and floors dirty
Parts feel old and tiresome
People have no care for what isn't theirs....
perfect except for a few lazy people that dont use the bins
Poo all over the ladies toilet last week
Pool filthy sometimes when you are swimming you can see rubbish and sand and gravel on the bottom of the pool
Pool floor is always dirty. Change rooms and around pool average

Pool has quite a bit of debris at times, lost bandaids and dirt on bottom of pool
Pool often could do with a vacuum but usually no issues with poolside and changing areas
Poolside and the spa could be a bit cleaner
poolside is gross and dirty. Cafe tables need cleaning more frequently as there is sauce in the holes. THEY ARE STICKY
Poop on the ground in changing rooms
Pretty clean most of the time
Pretty good
Pretty good but noticed lately main pool could do with a clean
Pretty good but some debris in the main pool floor
quite clean
Quite often there is a poo in the pool and it is closed
Reasonable
reasonable
Reasonable
Regular checks
Rubbish on floor in changing rooms often
Satisfied
Sauna needs cleaned more often
See staff cleaning every time I go in
Seems clean
Seems clean and tidy
seems clean and tidy all the time
Smells
Some areas better than others
Some areas look like they could do with a good water blast.
Some areas need a bit more TLC
Someone is always cleaning the changing rooms
Someone is always cleaning the changing rooms
Sometimes can be very dirty in the changing rooms
sometimes feels a little dirty
sometimes feels a little dirty
Sometimes good and sometimes yuck
Sometimes is neglected
Sometimes it's got rubbish lying around
Sometimes not clean
sometimes rubbish on floor
Somewhat clean however floors could do with more frequent washing, especially as main access for everyone in footwear is through the hall to changing rooms, I hate hair and grass and bandaids stuck to wet feet.
Staff always looking to keep it clean, some old tiles look aged
Staff keeps it well cleaned
The bottom of the pool can be a bit manky.
The floors are turning black as are some areas that need deep cleaning
The main pool is always pretty average looking. Always floaters and stuff at the bottom
The main pool is in need of a really good clean. The deep end has lots of debris build up on the bottom, the grouting between tiles has build up between them. This is most noticable when lane swimming.
The pool area is always very clean.
The pools are not cleaned like they used to be
The sauna floor had been revolting for years, needed regular hosing of sweat but you'd see clear signs it wasn't ever done, like a tissue under the seats that eas there for months

The toilets are usually messy with toilet paper etc but otherwise the building is clean

There are broken and chipped tiles around the spa and wade pool, the tiles around the spa are usually dirty. Can tell the difference since a recent staff left. She took amazing pride in her work.

There is more room for improvement

There's often a cleaner working but there is always something dirty in the change rooms

They do their best with what they have eg. Hours provided by professional cleaners & regular cleaners

They have a good frequency of cleaning, bathrooms are always clean when I visit.

they maintain the cleanliness but sometimes there are rubbish around

This is compromised by having public access with Street footwear and work boots straight into the pool area.

this is disappointing

thorough clean

Usely very good

Usually being cleaned whenever we are in there.

Usually clean

Usually cleaned regularly and we'll. Would be better if seats were dried.

Usually not to bad

Usually ok

v good

Very

Very clean

Very clean

Very clean

very clean expcept the liesure pool edges inside the wall channels need cleaning

Very good

Very good very

Very rarely see the hose out these days rinsing down the floors.

Was beautiful during covid.

Wasn't that clean to be fair

Watched spew being hosed away and chunks left behind because there were too few staff members to actually address cleaning it

Water always clear

We miss AMY

Well cleaned

Well done

Whole place needs to be cleaner

Changing Rooms

A bit rundown, hard to get a family room or a room with a change table. The change tables need to be replaced or maintained... on a massive lean.

A faff to use the family changing rooms

Absolutely fine single or fam

Abysmal. The tiling is damaged, the change tables are broken and they need a total fenovatiov

Adequate

Adequate for their use

Always being cleaned when we visit, never had any issues.

Always clean and tidy

Always clean and tidy.

Always clean.

Always good

Always hosing at peak times

Always nice and clean

Always use family rooms which are great

Always very clean

Are absolutely acceptable

Are ok, but can get quite busy and laneway/Walk ways are almost to narrow when trying to move around when busy.

Are starting to be shabby, family changing rooms are gross with mould and chipping, need a bit of love. Love the cubicals in the main female change room

Are they safe? Can a person with a penis that identifies as a female get changed beside my 8yr old daughter?

As above

As above

as above - feels a little tired and old

As above, however the cubicle walls in the changing rooms are very thin. Someone may go through this.

As comment above

As good as I have seen elsewhere

As previous.

As stated above they are extremely poor

Average

Baby changing tables in family changing rooms need replaced and there's always a pretty big wait time for a room.

Bad flow between changing rooms and the pool, lots of congestion

Changing rooms and showers not warm enough. particularly poor for children.

Changing rooms are AWFUL. Firstly I STRONGLY disagree with people who "identify" as a specific gender being able to access female changing rooms. I feel incredibly unsafe leaving my children to get changed in such an open/ unsupervised space. At the very least- there should be individual cubicles so my young children don't have to be exposed to naked adults they don't know.

Changing rooms are great however the main changing room was closed once when I went so the 2nd changing room was open but full of school children there for lessons (getting changed in the big open room with no cubical I don't think is appropriate and made me feel really uncomfortable especially in todays climate) school groups changing should be seperate from the public in my opinion

Changing rooms need to be gender based do not change this. The size of them is fine however the cleanliness could improve

Clean

Clean

Clean

Clean and of adequate size

Clean issue timing around cleaning changing rooms should be written up so we can time our visits

Clean, family rooms are easy to use

Clean, seems plenty - would like to see swimming tog spinner so I don't have to lug home wet togs. Do u have hairdryers??

Cleaned regularly. Not enough single person change rooms.

Cleaning times need to be evaluated so customers don't have to change with the school groups

Cold, particularly for kids

Confusing for the older generation

Could be cleaned more regularly

could be cleaner at times

could be cleaner, but nice to have the stalls in the old change rooms

Could be more family rooms but it's fine

Could do with being bigger. HATE having to walk through them as a way of accessing the pool. Seems entirely inappropriate to have spectators and parents collecting kids wandering through changing rooms for no reason.

Could do with more family changing rooms. Wasn't impressed with the brouhaha over unisex changing rooms. Our trans community deserve to feel safe too.

Could Do with some paint in changing rooms

Could have more family rooms. When cleaned,Ä¶ they're hosed right down but not wiped so seats are wet making it hard to put stuff anywhere dry and sit children.

Dated and worn. More family changing areas needed. Limited options for mums with boys and dads with girls

did not use

Dirty

Dirty

Disaster.... too small...

Dislike the no locking lockers - very easy for things to get stolen and not easy to remember a lock when you only go a few times a year

Do not let men in the female changing rooms ever!

Do the job

Don't like that they are also a walk thru for general public entry to the pool.

Don't like the idea of transwomen in ladies changing rooms at all

Don't use as multi sex now

during the day they are disgusting and annoying how they don't close for cleaning and they just clean around you. Private cubicals need updated they SMELL

enough for fsily

Everyone seems happy

extend the timers on the showers

Facility is good but allowing a penis in the woman's changing rooms is absolute bullshit

family change areas always very busy, look to need refurbished

family changing rooms need ventilation

Family changing rooms often messy. Need upgraded . Revamped

Family rooms are swamped with schoolkids. Since changing from coin access single people are using them

Family rooms are the worst I have seen. No toilet, only a few, too many people using them that aren't a family, typically not cleaned enough, showers too powerful full small children

Family rooms often in bad way or locks unusable

Far too small, the doors don't stay open which makes it really hard if you have a pram. Need more family changing rooms and far bigger general changing rooms

Feels dirty and cramped

Fier

Fine

Fine

Fine

Fine

fine

fine

Fine but prefer general public not having to walk through them

Fine, although when the second charging rooms are used the shower is often cold

Fine. Shower a pain switching of alot. Makes it hard to have a quick shower

Floors are filthy and changing room has very restricted access, get a couple of mums sorting kids out and you can barely get through.

For some reason the seats where you put your bags are always wet. I think they hose them down. Not good for keeping your clothes dry! Also the nappy change tables all seem to be in poor condition and some are unusable, there are also not enough of them.

Full of perverted old men

Functional

Fungal infections

fÄ bit more care during the busy periods needed

Get cleaned often

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good - more family rooms would be good

Good as gold

Good changing rooms. Plenty cubicles and room on the other side

Good facilities

Good having the baby chnage area however would be nice to have a table seat to pop bags on while changing rather than the ground which was wet and not so clean and hygenic

Good sizes suitable for a variety of needs

Good when not forced to change with schools kids when others closed for cleaning & family rooms in use

good, a body wash dispenser in each shower would be amazing

Good, but some maintenance required

good. how about a togs spinner and hairdrier

Great

Great

Great

Great but could use more family change rooms, I (female) visit with 2 young boys, we cannot use either gender room as they are not old enough to dress themselves safely. The wait is often quiet long.

Great to be able to use cubicles. I would like more clarity on use of chaning rooms if not male or female i.e. to use the other "famly room" changing rooms

Gross and dirty , tired need refreshed

Happy as long as biological males cannot go in the women's changing rooms. The new changing rooms have open showers which I'm not a fan of.

Hard to keep these clean always as some public using facilities don't cleanup after themselves.. however I hope staff do checks throughout day to pick/clean up messes

Hate that the spectator entrance is through the family changing rooms. Very uncomfortable walking through there.

Hate the fact I could have a man walk in

Have a separate room for transgender so they aren't around normal people that aren't like them

Have previously emailed Splash Palace about cleanliness of change rooms in the past. Not impressed with the amount of litter on floors etc,Ä¶ Did get a response back

I cannot rate as I did not pay attention to these factors

I disagree fully with your policies on allowing transgender people to change in whatever bathroom they choose. If you were born with a penis you change in the male rooms, end of story, and vice versa ,Ä¶.. it's not acceptable for us as the general public to accept this when it comes to the safety of our children in these environments

I don't want to change in an open area, I value privacy. Was satisfied with the cubicles but the women change room was closed for cleaning the few times I returned after the mandates, for over an hour. I stopped going

I feel there needs to be more family changing cubicles. The amount of times there is only one person using them when those people could use either the male or females is frustrating. Particularly when I have my son on my and have to wait a long time. I feel that if you are there only your own thennuse the male or female rooms. There are plenty of private cubicles in those rooms for someone on their own.

I feel well catered for but am very disappointed with the decisions made in favour of the minority. The fact that biological men can change in the women's changing areas put me off taking my grandchildren.

I have small children who need help changing - female and male - and sometimes we have to wait for a family changing room and it gets cold and children find it hard to wait

I have two small children. Family change rooms are almost unusable, when you can actually get one. The water is so hot I can't shower my baby or child. The pressure is so high they can't handle it, I barely can either (a new head in the one I used recently was better). They don't all have change table facilities which increases wait times for those with babies

I keep getting tinea

I take my grandson and struggle to get into a family room which is frustrating

I think it is disgusting that "gender diverse" people can use the female change room, if they identify as female. Where is the protection for our children. Disgusting and we will no longer be using the facility.

I use the 'family' rooms for privacy reasons

I use the family rooms only

I visit early in the morning and have no issues

It's absolutely disgusting. The family changing rooms are feral. Do they ever actually get cleaned??

It's fine

locker storage

Look shabby and old, tiles falling off walls or broken

Looking old and tired. Cubicles are a joke and make the place far too cramped

Lots of showers, changing areas and secure belongings options.

Love the individual changing rooms and the family ones

Men are being aloud to use the girls and vice versa

More cleaning

more family and single changing areas

More family and/or single cell unisex change rooms please.

More family change areas would be nice. Especially in the weekends.

more family change would be great, female change is too pokey

More family rooms needed

More family rooms. Single men use the family room which is not appropriate at all. Or groups of teens. Families and men with children need those rooms. There are not enough

more family space would be good

More individual showers and change areas

Mostly good

Mostly good but not great when men identifying as woman could go in put me off using the rooms

Mostly great

n/a

Need more family change rooms

Need more family change rooms. I don't like having to wait in the cold after a swim with my daughter only to find an indvidual adult using the facilities. I don't like having my daughter in the mens changing rooms because we couldn't get into the family change rooms. There needs to be toilets open in the pool area so I don't have to walk into the mens change room with my daugther during a swim. There are toliets but they are always locked.

Need more family changing rooms

Need more family room options

Need more family rooms

Need more family rooms. I have to wait with my young children, then single adults or kids walk out of one.

Need more family spaces and a toilet for families to use other than learners pool which is often closed. It's a long walk for kids

Need shower heads, the pressure hurts.

Need to be more family changing rooms and change tables. Female changing room feels very small, difficult access and especially with pram/baby

Need to be upgraded.

Need to regularly cleaned

Needs more toilets

Needs to be additional family changing rooms so that the disability changing rooms aren't used for families

Needs to be cleaner

Never enough family change rooms

Nice and spacious

Nice and tidy

no complaints

No toilets in the family changing rooms so what do you do when you have a boy and a girl you are trying to change and one wants to go to the toilet? Often a wait for the family change rooms

No well set out

Not adequate in the learners pool area.

Not always available and it's a hard no from me regarding having to change with school kids

Not enough disability changing rooms, and not much maintance in them

Not enough family change rooms

Not enough family changing facilities. Minimal space in female changing room, cannot fit my pram around the room

Not enough family cubicles. Always a cue in the weekends.

Not enough family rooms

Not enough family rooms

Not enough family rooms and seem to be getting cleaned at the wrong times

Not enough family rooms. Families often standing waiting with cold little kids after swimming. Often see groups of school girls or single people coming out of them.

Not enough of them, we had to wait a lot to used them, specially with children

Not enough private ones for families

not enough space

Not ideal non swimmers walking through the changing rooms. Need to allow access back through exit door. Could create potential sexual predators come in if not already!!

Not suitable for purpose

Not sure I agree to the public entering through the cubicle area of the pool

Not too bad but as much as I see the need for cleaning, squirting a massive hose at busy times isn't ideal sometimes

not user friendly for a wheelchair user

Not very private or safe. Always funnelled down to one instead of having both.

Often are smelly

Often dirty, covered in Grime and other people's mess even earlier in the day

Often smells of urine

Often very messy. Could do with a bit of maintenance in ladies.

ok

Ok

Ok

ok

OK

ok

Ok

ok
Ok
Ok
Ok layout.
Okay
okay
Okay. Could be bigger cubicles in females for families as no family rooms available
One day toilets in the family rooms would be great
Perfectly usable.
Perhaps a tidy up
plenty
Plenty of room, some private areas
Plenty of space and privacy
Pretty good. Hopefully you've sorted the gender identity issues now to keep it safe for my children
Privacy at door of East change not appropriate- can see into start of change area. I had made counter staff aware.
private and clean
Probably need more family changing rooms
Quite old and unkempt, needs updated and far more family changing rooms to be installed. Not nice having to wait so long with a cold, wet baby.
Really good. Lots of private space. I have no issues with trans people sharing their preferred changing rooms as I know some people have been complaining about recently
same as above
Satisfied
See above
See above.
Seems fine
Sham e about men in our facilities
Shower heads to rough on the kids in family change
Showers are rubbiish lukewarm in the men's changing rooms
Showers are usually warm and clean. Like the separate cubicles for privacy. Family cubicles excellent idea.
Showers could be warmer. Another blue floor mat would be good
Showers could do with an update, there aggressive especially in family changing rooms.
Showers have gotten better.
Small cubicles and area overall, and very inappropriate to have to walk through the changing areas to get to the pool.
small, busy, weird you walk through the family changing space
Smells nice when its cleaned
So wrong that you have to walk through them to get to pool especially if you are a spectator
Sometime all the family changes room seems to be cleaned at busy time. Need more
Sometimes changing rooms are closed and when the main one is there is no toilet available for the young ones, the systemo
sometimes feels a little dirty
sometimes feels a little dirty
Sometimes hard to get to use the family change rooms as they're busy
Sometimes not always that clea
Spacious with enought privacy
Squishy since they put the individual changing sheds in and the individual shower cubes.
Terrible how access for non swimmers is through changing rooms

The baby change tables are on a lean and my baby is usually terrified lying on them that she will fall off. Also not much room for a stroller to go through but I'm never allowed to go in the other way which would make it easier and safer for myself and others

The bender issue needs sorted

The change to family changing rooms is ridiculous

The changing rooms are fine. I think that it is good that the Family Changing areas signage has been changed for Non - binal or transgender or Questioning people to use. I was a little worried that the female changing rooms could be used by people who have less than honest and genuine intentions.

The changing rooms are gross. When lots of kids are there the changing rooms have urine, plasters, toilet paper just icky.

The family changing area is missing the mark, bunches of kids use this area really limiting when a parent takes 2 kids, aged between 5-8 and different genders.

the family changing rooms need and upgrade they feel dirty adn are very tired

The family ones have recently had new shower heads out on, until then the pressure was too high for my children to use. However, they still get too hot

The family rooms are the only ones that can fit a pram and have a change table. They're constantly being taken up by older people, people without children, and the change tables are often broken.

The new ones are great.

The shower cubicles are small. There is not room to hang anything on the back of the door without it getting wet.

The showers are a disappointment sometimes, alot of issues with the shower heads or timers, lots of plasters etc on the floor

The showers in the family change cubicles need addressed the are very run down and the shower heads are 'prickly' my 3yr old sons wording, he refuses to shower unless we get a certain cubical with the newer head. The baby change tables need addressing as some fold to far open and almost tip baby out

The whole uproar of men being allowed in the women's changing room has put me off sending my daughter there. I'm fine with trans people, know a few but there's always going to be one idiot (non transgender) who goes in there to stir the pot to prove a point and I would rather my daughter be in a place where she felt 100% safe to get changed

There aren't enough family change rooms

There is more room for improvement

These are good but we need more lockers available to use especially at busy times It puts me off taking my son as I don't know if there will be a locker to put our gear in.

These are regularly dirty when we arrive in the morning

These need a major overhaul they look so grubby and sad it's disgusting

These need to be expanded

They are a good size, you added in but those changing rings aren't used

They are fine although more family rooms would be helpful

They are good but could use some bigger stalls as the family rooms are often all occupied

they are now a walk through for anyone and often not well looked after and clean

They are ok, a bit cramped and shouldn't be where public walk in

They are tight, hard to get changed when there's multiple people in there. The family rooms changing takes are dangerous.

They feel awkward.

they get trashed during school holidays but otherwise grat

They look slapped together - and cheaply done at that. Privacy is definitely not top of anyones list when these were reconfigured.

They're quite dated and usually smell unpleasant.

Tidy and lots of room, changing rooms available

tidy, clean usually

To small and hate how general public have to walk past the family change rooms

Toilets are always gross, maybe try scrubbing other areas well other than just the floors

Toilets in family changing rooms would be helpful

Too small

Too small, needs a swimwear centrifugal spinner,

Totally against males who identify as females and vice versa being allowed to use their preferred genders changing room. I have 3 boys under 9 who go on their own to get changed.

Ugly and not enough family rooms and no toilets in them

Unhappy with women's change room being available to anyone that identifies as a woman

Up to standard

Updates are needed there are parts of walls in the change rooms looking a bit mouldy/rotted. Some of the baby changes have broken straps and many are looking quite grotty.

usually sufficient at the times I go.

Very confusing about which way to go, especially when just trying to access the pools to watch. Provid an explanation for each sign - i.e. Family rooms; great for parents with young children

Very cramped moving about since all the cubicles were installed, almost impossible for parents with a baby in a stroller

Very good

Very good

very good

Very open

Very small, and when a lot of people are in there very cramped. Why can't the school changing rooms also be used

Very tired

Walking through the family change to enter is ridiculous

We need more family change areas

well maintained but some changing rooms specially family rooms are dirty

Well structured

wishing water can be adjusted warmth settings etc

Woman's changing rooms are not a place for men who are identifying as woman - I do not want to feel uncomfortable or unsafe especially having a young daughter

Work fine for me

Worries me with supposed Trans gender people. Anyone can be anyone.... what's there to protect my children?

Would be great to see more family rooms

Would like to see more seperate showering/changing rooms. Not presently enough as being in the older age range prefer private facility away from younger generation. Feel more secure using seperate facility as you have clothes etc with you rather than leaving in a cubicle to take a shower

Would love improved showers(pressure /spray) (water temp is great though !)

You need a solution for trans people, it will become a barrier for non-trans and Trans people

Customer Service

all smiling faces

Advise if lanes are full before paying and entering

Again some staff great the manager is useless he's never there when something goes wrong

All good

All staff I have interacted with have been lovely

Always been great

Always friendly

Always friendly

Always friendly

Always friendly and helpful

Always friendly staff at reception.

Always good

Always good
Always great friendly staff
Always greeted at reception with a smile and welcoming.
Always happy to help
Always helpful
Always helpful
Always helpful and friendly. They go the extra mile with those with disabilities etc
Always met with a smile
Always polite and fruendly
Always struck helpful staff whether on ph or at the pool
Always there to help
Always very good
Always very helpful
Amazing
Awesome
Brilliant
Cafe dreadful. Food not worth buying coffee dreadful
Can be unfriendly
Can't fault it
Communication between staff can be better but they are generally lovely
Could be more friendlier
could be more help regarding questions and what to do for first time users through swimming lessons
Could be worse.
Could improve on welcoming people
Customer service is always friendly and helpful
Depending on who is on the reception desk some are very friendly and others are not
Depending on who you get can be poor to excellent
Depends who is working
Employ some better people with better service
Everyone on the front counter is really friendly.
Excellent
excellent
excellent
Excellent
Excellent
Excellent
Excellent
Excellent
Excellent - always been excellent
excellent except for one very grumpy male lifeguard who is quite different from the others who are polite in telling off unruly swimmers
Excellent for general enquires but often there's nobody there to talk to about swim school
excellent.Always greeted on arrival
Fantastic
Fantastic! Very welcoming
Fine
Fine
Fine
Fine

Fine enough- lady can be a little grumpy at times
Fine I guess? Don't really need to interact with them so nothing to say
Friendly
friendly
friendly
friendly
Friendly
Friendly and helpful
Friendly and helpful staff.
Friendly at reception, pool attendants not engaged or interested in interacting
Friendly but when I have a concern they didn't seem to want to listen
Friendly enough
Friendly helpful staff
friendly people
Friendly service
Friendly staff
Friendly staff
Friendly staff
Friendly staff with good knowledge
Friendly, helpful
Generally excellent
Generally good
Generally polite and efficient
Goid
Good
Good
Good
Good
Good
good
Good
Good
good
Good
good
Good
Good
Good
good
Good
good
Good
Good customer service from staff.
Good friendly
good friendly staff
Good service. Just not wow. Regarding swim school, some of the instructors for kids don't look like they even like kids at all while others are brilliant!
Good support
Good, but usually have trouble getting anyone on the phone if I ring up.

Good, especially the older lady swimming teacher, she is by far the best swimming teacher
Good, friendly staff
Goos
great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
great
Great
Great
Great
Great - except please done call everyone one love or dear
great customer service always
Great customer service everytime that I go there.
Great friendly staff
Great happy, kind team
Great help.
Great overall.
Great people
Great services, always there to help
Great staff
Great staff
Great very helpful
Great, lots of friendly staff on the counter
Great!
Great.
Grest
Happy smiley helpful
hardly need to engage now with my card
have no issues with the service the staff are very friendly and heloful
Haven't had a problem yet
Helpful
Helpful
Helpful and Friendly
Hit and miss some good and some bad experiences
I have no problem with reception service but i think some of the lifeguards need better training with how to handle the public ie in some cases ive been there with my nephew and hes been kick out with no explanation of what he done wrong the more proactive approach woul if been better to expain what he had done wrong and giving a warning instead of just kicking him out and then being rude to myself when i ask what was going on to be told he been ask to leave again with no explanation if this is a regular occurrence the life guard should notify his manager and a incident report be filed

I loved the teacher we had last term - this term we are in a new group and I feel really disappointed in the teacher who shows no enthusiasm to engage with my child in the swim lesson

I've found it really good.

I've never had any complaints.

Is good

It's fine

It's ok depending on the time of day

Ladies/gents are always lovely and greet you. Definitely a friendly start to your experience at splash palace

Lady qt counter was lovely

Lazy pool staff , some on reception are fine

Lovely

Lovely helpful staff. Can't fault them.

Lovely people

Lovely staff

Lovely staff

Lovely staff at front desk. Life guards don't ever look happy.

Lovely staff for the most part

Most staff are helpful and polite - there's always someone available.

Most staff are kind and friendly the odd short and sharp/snappy staff, one swim teacher (young girl) continued to yell at children every session she took the group my daughter wouldn't go back for a few weeks, some amazing swim teachers though one even jumped in with my daughter when she went to big pool as she was nervous

Most staff look disinterested most of the time, if they are even there not out the back, and they frequently get cross if you cant get the scanner to register to open gates. I have pulled 1 lady in particular up about her attitude with younger children, should not be front desk if you dont like people.

Mostly good

Mostly ok customer service not always cheerful staff

n/a

NA

Na

Nearly every interaction I've had with staff has been negative. They are rude and unfriendly. Really unwelcoming.

Need better staff training at front desk to handle transactions whenever facility is open (not just 9-5), staff can be unhelpful on phone and in emails

Never greeted / staff never at reception/ cafe when entering

Never had any negative experiences.

Nice

Nice staff

no complaints

No issues

non existent

Not always very friendly

Not overly friendly saff and enrolling in swim school took quite a bit of time with follow up emails required

Not their fault but the new access system is rubbish. Lining up for ages just to get a bit of paper to watch people swim is a waste of time. Long lines at times if counters not open.

Ok

ok

Ok

Ok

ok

ok

Ok

Ok

Ok with the numbers going through, they cN get a bit abrupt

ok, sometimes quite short

Okay

Opening at 8am on the weekends isn't working. Everyone turns up at 8 and leaves again at 9. I like to go early so that I can do other stuff later, instead of wasting the morning waiting for the pool to open

Pleasant

Polite and friendly

Pool lifeguards are often stagnant not visually looking at /in water and don't deal with kids running around or are chatting to each other

Poor staff are rude

Poor,lacks entheasium, and helpfulness by younger staff members

Poor. No planning and they could help themselves by publishing a lane schedule on the website so customers can plan visits around busy times. The staff aren't interested and often can't answer questions. Facebook is not an effective communication of when there is no lane swimming as Facebook decides which posts it thinks you should see it often doesn't show until after the fact when you look for it

Pretty good

Pretty good overall.

Prompt and helpful

Quite a few rude staff especially the manager

Rude

Rude and disinterested

Rude, dismissive

Satisfactory

Satisfactory

SATISFIED

Seem nice - life guards need to be better trained to react and respond quickly we have had issues that could have been life threatening and parents jumped in rather than life guards

Seems fine

Seems fine. Sometimes I've struck staff who are short and have an unpleasant tone. But everyone has a crap day.

Seems to be friendly staff

Service with a smile

Smile

Smiles would go a long way

some are good, some are obviously just filling a void

some frontline staff are much friendlier than others. Poolside staff rarely interact with anyone but themselves, and often don't watch, especially the deep end

some people are helpful

Some staff are good some are rude

Some staff are rude & have no clue of pricing

Some staff rude. Lifeguards seem more interested in each other than keeping watch on swimmers

Sometimes a queue, or waiting for help

Sometimes good sometimes not

Sometimes not overly friendly and too busy chatting to each other

Sometimes the staff aren't the most friendly

Spectator passes are ridiculous

Staff always friendly and helpful

Staff always helpful.

Staff are always friendly and helpful
Staff are always friendly and helpful.
Staff are excellent
Staff are fantastic . Very welcoming.
Staff are generally very helpful and friendly in my experience
Staff are mostly lovely.
Staff are nice
Staff are very helpful
Staff are wonderful and helpful
Staff behind the counter are very helpful
Staff excellento
staff friendly and helpful
Staff friendly and helpful
Super , friendly , patient
Super! Staff helpful and supportive
takes a while to get an email response sometimes
That was ok
The customer service is usually pretty good, however the link between the swim school and the main reception is poor at best.
The front counter lady is lovely. Lead life guard lady never smiles
The older lady there has zero customer service skills.
The staff are always friendly and helpful
The staff are always lovely at the reception.
The staff are lovely but it is hard to find someone to serve in the cafe and if you go out to get food when there is no one at the window you can't get back through apart from the long way and if you don't have your ticket you have to ask and it feels like a huge inconvenience
The staff are welcoming and helpful
The teachers at swim school are good but have the counter staff aren't very friendly
These people appear to not like their jobs
They always seem friendly and helpful.
They are awesome
they are doing their best
They staff are pleasant but often short staffed and very young
They're polite
this is hit and miss, you have some amazing staff that go the extra mile and always smile and others who are rude and will continue their staff chat and leave you waiting
This part very good, when staff aren't talking amongst themselves and public waiting to sort out tickets
Underwhelming and rude at times. Olivia is the BEST,ALWAYS FRIENDLY
Unfriendly
Unpleasant
Upskilling/training required for staff
Usually aweosme
Usually good and friend
Usually pretty good
v good
variable. Some are great - others appear to not want to be there
Varies a lot depending on who is there and who they are serving.
Very frendly
Very friendly

Very friendly

very friendly and helpful

Very friendly and helpful

Very good

Very good

Very good

Very good

Very good

Very good and knowledgeable

Very good service

Was in slow lane as marked, next thing whole lot of kids swam over me. Instructor said it was a water polo lane. Was marked slow. I will never be back and make sure everyone knows how i was treated. I was there fir rehabilitation. Obviously adults dont count

What service

When they're not chatting amongst themselves the service is great.

Wonderful

Car parking/ access

10/10 - could do with repainted lines

A lot of old paint lines in the car park can cause confusion. Plenty of disability parking but no new parent parks. No physical barrier between the central walkway and the parks, safety could be improved greatly here with bollards or sinilar

Adequate for public sessions

Adequate parking available

All good

Also fine enough- maybe the lines need painted again as some people park over the turnings bays further down the carpark

Always a car park

Always an available space

Always can get a park so I'm happy

Always find a park

Always find a park

Always have problems

Always lots of parking but awkward to get into.

Always need more

always parks and safe

always plenty of space

Amazing

Ample

Ample parking

As a disabled user I find it very good

As above re changing rooms

Away been room for me

Awesome

awesome amount of parking

Big carpark, lots of parking and respectful drivers around.

Big it's great

Bigger

Can be limited when events are on.

Car park needs a bit of work as some of the road marking has faded plus pot holes
Car parking is ok
Car parks are very tight and on Friday waterpolo very little parks available
Carpark is confusing
Carpark is good.
Carpark is to small not that you can do much about it
Carparking is good but I almost reckon yhere needs to be more somehow especially during sports.
Central location. Always able to get a park
confusing entrance
Could do with slightly more at peak times like Waterpolo.
Could perhaps be marked out clearer but still plenty of parks available.
Could use some paint
crowded
Decent sized car park
difficult and not fit for purpose for wheelchairs
Difficult wth mobility issues
don't drive so no issues there
easy
easy
Easy
Easy access and amble parking available.
Easy parking and access. The carpark surface is deteriorating and should be replaced within 5 years.
easy to access and lots of parking
Easy to get a park
Easy to use
Easy, large
enough space
excellent
excellent
Excellent
Excellent
excellent
excellent
Excellent
Excellent
Excellent
Excellent
Excellent except when club nights on
Excellent parking always a spot
Fantastic
Fills up during events, then full and nowhere to park
Fine
Fine
Fine
Fine
Fine
Fine
Fine

Fine
Fine
Fine
Fine
Fine.
Fone
Food
Friday after school is hard to find a park
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
good
good
Good
good
Good
Good
Good
Good
Good
good
Good
good
Good
Good
Good
Good
Good
Good
Good
Good
Good access lots of parks
Good amount of parks but the carpark itself visually looks awful and confusing to new visitors & children
Good availability of parks
Good except for the painting of the lines in the carpark - it's hard to see the new lines & can be confusing as you can see the old lines
Good except people driving on the walk way and parking in middle of the carpark
Good options
Good parking
Good parking

Good parking but would like to see area of parking for over 65's or ppl rehabilitating but do not have a disability park card.. difficult to get to pool for rehab then have to walk from far end carpark to pool as carpark always busy..
Good parking lots of room
Good size carpark for once. Carpark sizes are good for the current models of large vehicles.
Good. Too many disabled spaces, never fully utilised.
Great
Great
Great
Great
Great
Great
great
Great
Great
Great
Great
great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great access
Great area
Great car park
Great car parking
great car parking
Great no problems
great parking
Great parking
Great parking.
Great parking.
Great size and easy to park
great size, heaps of space
Great, plenty of room
handy
Hard to park fridays
Heaps of parking
Heaps of parking
Hopeless during water polo. Footbridge over train tracks to provide more parking on back streets?
Huge car park

Huge carpark
I can always get a park easily.
I don't think I have ever seen the car park full. Would be cool if the bus service stopped in here.
I go early so no problem
I've never not got a park
It's fine
It's great until after school time
It's ok but they need to repaint the lines
Its all about the buses
Just enough mobility parks
lack of security cameras are a worry esprcially considering the number of calls broken into
Large and easy to access
Lines need repainted and clear right of way
Lots of it
lots of parking
Lots of parking
Lots of parking, and for bikes, all very visible.
Lots of parks, it's good
Mainly good unless very busy
May need marked clearer. People always park in the middle of the non parks
Messy
much better since extending the parking lot
n/a
NA
Need a Mums and bubs car park. There are a lot of mobility parks which are great but would be nice if consideration was made for Mums and bubs. Carrying a baby and gear gets difficult
Never a problem getting a park
Never a problem.
Nice big car parking
Nice big parking area.
Nice big parking space
no complaints
No complaints, it's never an issue.
No concerns
No issues
No issues
No problem
No problem a lot of space
No problems parking
No valet parking but we cope
Not bad
Not enough car parking
Not enough esp during events
Not enough parking
Often have cars driving in the walking part and cars parking randomly anywhere blocking driving areas
Often quite full. Too many wheelchair car parks that are usually half empty.
Ok
Ok
ok

Ok
Ok
Ok
Ok
Ok.
Parks too close together
perfect
perfect
Plenty
Plenty
Plenty
Plenty of car parks including disability
Plenty of carparking.
Plenty of parking
Plenty of parking
Plenty of parking
Plenty of parking
Plenty of parking
Plenty of parking and nice area if you are waiting on someone
Plenty of parks
Plenty of room
Plenty of room
Plenty of space
Plenty of space
Plenty of spaces
Poor markings on the ground, but goo that it is free
Pretty good
Pretty good
pretty good access and car park - ICC bus should pull up outside the front of splash palace where the charter buses pull up
Pretty good really, except on waterpolo nights lol
Quick and affordable
Reasonable
Satisfactory
SATISFIED
Set up is crap.
Should be angle parking in the car park as it's too small and hard to park straight and if people don't park properly hard to get in and out of parks you might lose a few parks. Possibly too many wheelchair parks as there seems to be a lot empty when I go there but these may be utilised at other times when I am not there
Smoke
So many disabled parks that are empty everytime we come. Some expectant mother parks would be helpful as having to park far away with being pregnant and young toddlers to carry can make things hard.
Some days not enough
Some folk need to park correctly and not over pedestrian walkway. Some drivers do not enter and exit correctly. One needs to be alert to cars
Spaces- drop off areas are great too
Splendid
straightforward (and free)
Suitable

Terrible layout, messy lines that should have been covered in dark colour if not in use. Drive areas crossing through middle and near end need to be far clearer also.

The car park is confusing and people don't understand how it flows.

There is always plenty of parking available, especially now that the carpark has been enlarged. I cycle to the pool sometimes and there are always plenty of bike stands available as well.

There is plenty and parks are a good size

This is great unless it's really busy or sky TV has taken over a bunch of parks

This is perfectly fine

This is usually good apart from when there is a Stags game on and people park there to go watch the rugby. I have been several times when this happens and it is hard for the pool users to find a car park. This needs to be monitored so it doesn't inconvenience paying customers at the pool

Too many disability parking that remain empty

Too small, needs better marking

v good

Very accessible

Very busy at times and people don't look for little ones

Very easy to get inside when there is no functions going

Very good

Very good

When events are on it's tricky to get a park, but generally fine.

When it is busy, parking is frustrating

Why do people park on the access ways, need to repaint the parking and there is far too meant disabled park

Worst car park ever! Not marked well, weird layout and I don't even know if you can do a loop so if you drive towards the exit you can't come back in (it would seem)

Cost

$7 casual entry is too expensive, and hydroslides are expensive as well

A better discount ticket for ratepayers, and no charges on hydro slides

A bit hard having to pay for lessons even if you're sick. I think there should be availability to get a refund for one lesson due to sickness per term. As when you're attending lessons every term it's impossible not to miss a few due to sickness

a bit high, but fine

A bit steep considering the number of people sharing the space

a little dear,should be cheaper for season ticket

About right

Acceptable

Acess to other pools is cheaper, why is ours so expensive?

Affordable

Affordable

Affordable and reasonable

Affordable if swimming for fun, children swim lessons are a rip off though

All good.

All visits on the membership cards expire after 12 months. Extending this time period somewhat would be deeply appreciated. The cost of living makes bulk access purchases attractive, but also makes casual visits harder due to living outside the city and cost of fuel. A longer expiration would mean less worry about wasting unused visits, making it more convenient for those who can't visit as often as they'd like.

Appeared reasonable

At the moment I am not using Splash Palace as often as I used to for personal reasons but whenever I am there, usually with my grandkids, I enjoy the experience and find the facility is always kept clean and staff are friendly. When I was in the pool the last time, during the school holidays it occurred to me that the new hydroslide made going to the pool expensive should the kids want to use it. Nowadays with families feeling the financial pinch it seems unfair that only the

kids whose parents can afford it, have access to the hydroslide, when before it was open and popular to everyone. I used to love seeing the kids lining up and enjoying the old slide. It feels as if we are dividing the kids into those who can and those who can't enjoy it. I know what it is like to feel different because of family finances as I was one of six kids growing up in the 1960s and money was very tight. It seems very unfair that nowadays children from lower incomes may be singled out and may feel different to those who enjoy more robust incomes. It was then that the idea occurred to me that to make the hydroslides available free for all children (of the right height) would it be possible to do the sums and just add a little extra onto everyone`s pool entry fee. At the moment there will be many adults and children who don't use the hydroslides anyway because of choice (such as myself) or because they are too small, so in a sense these people would help pay for others and all families would be contributing so that all children could use it. If a small increase in the entry price could cover the expense of the new slides it would make the experience open to all to enjoy equally. I would love to see that.

At the top end of our budget now

Bargain

Bearable with a community services card.

buying a card helps

Can be expensive when taking all grandchildren

Can't complain

can't complain as everything is dearer now

cheap

Cheap compared to building my own

cheaper is always better, good system with accompanying adult with child is 'free'

Concession cards are the best way to go . Expensive to take kids with hydroslide

Cost adds up after a while

Cost is high

Cost is ok water slides are over priced

Cost is too high especially when a regular. We want children to learn how to keep themselves safe. The cost to teach them and also use the pool frequently is too high

Cost of living makes this a sometime activity for some families, this reduces the chances of people being active in a fun way.

cost too much

Cost wise its one of the cheaper things to do in Invercargill but the cost of the hydroslides really ramps the prices up for a family its the same price as entering on top of the entry to the pools just to ride the slide its a bit ridiculous

Costly for what you get

Costly if visiting daily for fitness

Costs too much if you have to take 2 kids that want to go on the slide and then an adult to get in. Needs to be more affordable for families

Could always be cheaper

Could be a bit cheaper

Could be a little cheaper

Could be cheaper

Could be cheaper for complete families

Could be cheaper for the pensioners

Could be cheaper to.make it more affordable for families

Could be more family friendly.

do-able but with cost of everything it shouldn't get more expensive

Don't have a comparison

especially eldery peeps still a little costly as i would go more regular

Even with membership it is still quite expensive

Exp. Esp if using multiple times week for diff children

Expensive

Expensive
expensive and a bit of a rip off for the slides
expensive for a family
Expensive for kids
Expensive for the bad service
expensive for those whose health benefits from pool and want to attend regularly
Expensive if you want a full family to swim and slide, so we don't
Expensive to take a family on the hydro slide.
expensive to train in a lane when there is never any lanes avaiable to use
expensive with hydroslide 2 kids and an adult discount needed for kids having swimming lessons
Fair
Fair and reasonable.
Fair but hydroslides are over priced.
fair price
Fairly priced
Fine
Fine
Fine
Fine
Fine
Fine - looking forward to getting my discount at 6
Fine with me
for a family of 4 is quite costly. We would come more if we could afford it
For seniors it is quite expensive and we need that no pressure exercise. Better pricing would encourage more use of the pool when the other swimmers are not there.
Free for me to enter so I've no qualms about it
Getting a bit expensive to take the whole family, especially when kids are young and only there for a short time
Getting expensive
Getting expensive unless you get a discounted card
Goid
Good
Good
Good
Good
Good
good
Good
Good
Good
good
Good but then food / drink is too high priced for kids
Good cost when buying a membership and buying bulk swims
Good prices
Good vale
Good value
Good value
grat
great

Great for those with smaller kids and swim school users. Have not really been expoaed to general entry fees however to comment.

Hard to use a concession card in the time for those swimming less frequently

Has definitely been a factor as to whether to take the family or not

Has got very expensive

Have a multi visit card and that works out cost effective for me

Have the 50% off special again

Horribly overpriced....

Huge cost especially for families and with kids who want to go on the slides.

Hydro slide is a tad expensive

hydroslide is too expensive

Hydroslides are quite expensive

I agree to paying to spectate for special events

I didn't pay for my visit, my friend did

I do not like having to pay a fee for waterpolo and then having to pay every week for my kid to enter to play a sport we already paid for... can this be tidied up somehow? Otherwise, the cost is pretty average from what I've seen at other facilities. Swim class cost is excessive considering our children might get 2 minutes of one on one time with the instructor. The kids who don't listen take up the instructors time meaning I'm paying for 2 minutes of 'teaching' and the rest is watching another parents kid piss about wasting time and money. Smaller classes would make the price worth it as long as my kid actually learns something. And last time, he didn't.

I don't think the cost is accessible to everyone

I don't usually pay as I work for the police

I feel you pricing is reasonably fair but feel that better pricing for families might be helpful

I find it a bit over priced for what it is

I find it very expensive considering I can frequently struggle to get a lane

I get community services discount

I have a annual pass and is affordable

I like that because we do swim school we can use the pool at other times too.

I mean who wouldn't prefer to swim for free! I think the price is fair though.

I note Papakura is free for locals yet not overwhelmed,, fees are ok

I pay fornightly subscription

I recently visited a better facility in Christchurch for cheaper

I think it is expensive,Äî as a family we haven't bought hydro slide tickets. We use the pool a lot for waterpolo

I think it's fair, I take the kids and get in free with them which makes it more affordable

I think the price is good but wouldn't want to be paying more.

I would go more often if was cheaper as I can only swim for about 15-20 mins each visit whilst for same $ ppl can stay several hours

I would like to see this heavily subsidised as everyone in New Zealand should be able to swim in a safe environment and some may find the costs too great.

I would say respnable

I've paid for full membership but am unable to use the aqua jogging area when I want to because there is another sport team that is given priority. This should be clearly disclosed. It's not really a full membership if I can't use the facilities when I would prefer.

If a child needs an adult in the pool with them, I like who the parent is not charged that's great!

If there were more yearly subscription offers you would entice more people.

Is now rediculous

Is relatively expensive and would be a barrier to a lot of families

It feels a bit expensive, but everything is expensive currently

it is expensive to visit if you have more than 1 child, however I do like that your child gets in free if they attend swim school

It is incredibly expensive to visit. Especially as a rate payer. This must be a big barrier to other members of our community using the pools.

It is well priced

It is what it is

it is what it is,

It's a shame it is getting more expensive but that seems across everything!

It's abit pricey expensive for what they offer

It's becoming to costly especially for families

It's expensive especially the slides

It's getting pretty expensive, like everything. I think it's unfair that concession cards only last a year

It's getting too expensive to swim for the family. We haven't even tried the hydro slides due to the cost

It's not cheap

it's not too expensive compared to other places eg the Bill Richardson transport museum as that's too expensive for me to visit

It's ok

It's ok..but still a bit high

It's quite expensive to go regularly

It's very expensive even with memberships - we're there every day for training so perhaps a 'school training' concession could be introduced? We are all long time clients that support SP..

Lessons are astronomical when class sizes are so big but interaction time can be so limited with coach.

Like the concession cards.

Little bit expensive, need to get people moving but it's too expensive to do it so often a bit of a luxury in the current times

Love the fact you pay for the preschool child n u go free makes a huge difference

Lower the costs OR make a consession card with a good discount is my suggestion. I find the prices quite high as we go all the time. And on more than one occasion I've seen families leave because the prices were too high for them.

Make it lower like the old days

Make the slides cheaper or free

Maybe give some promotion every now and then it's quite expensive for a family of 4 or 5

More expensive than other pools

My daughter does lessons

NA

Needs to be kept to a minimum

No need for increase

Not bad

Not bad. Appreciate that parents looking after children don't have to pay.

not too bad pricing

OK

OK

Ok

Ok

ok

ok

Ok

Ok

Ok

ok

Ok

Ok

Ok
Ok
Ok, maybe off peak cost less
Ok.
Ok. I have annual membership
okay
Okay for the facility
On par
On par for the facility
On par with what I would expect
Pretty fair.
Pretty good for a family afternoon out
Pretty reasonable. Senior rate on a pension
Price decrease for lessons would accommodate more learners
Price is ok
prices were great when you had the sale last year - we loaded up the card
Pricey especially for families Why do ratepayers get charged the same as non ratepayers
Pricey on top of rates
Pricing reasonable and fair
Probably fairly reasonable for the times but could always be better
Puts it out of budget for so many people, particularly with large families. Annual membership is excessive
Quite expensive for a family of 4 - hence why we dont go alot now
Quite high but comparable to other city pools
quite reasonable, I think.
Rates are relatively high in Invercargill, which makes the pool expensive to access with full fees on top for local ratepayers
Reaonable
reasonable
Reasonable
reasonable
Reasonable
reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable
Reasonable I think. I would like more discount for the whole family to have memberships
reasonable price for what is provided
reasonable pricing
Reasonable pricing when swimming with a young child
Reasonable.
Recently visited a pool in Christchurch that was a far better facility and it only cost $3.80 for me and my son, compared to $5 here

Ridiculous to still have to pay full pool entry for a 20 min waterpolo game. Makes the sport very expensive

Satisfactory

SATISFIED

Seasons pass great value

Seems appriopraite

seems appropriate

Seems comparable to other places

Seems expensive

Seems expensive for regular swims

Seems high but worth it

Seems high if doing waterpolo and have to pay for booking pool and entry

Seems ok

Should be cheaper/free for under 18

So over priced. Looked at cost of getting an annual pass and it was almost $800/year first one person. I can get a family key yo the school pool for $100!!

Swim school is a good price, but the slides are ridiculous.

Swim school is expensive compared to other areas e.g winton

Swimming lessons are expensive and of average standard.

Tad expensive

The annual cost for a child to attend is too high. $200 would be more reasonable. Also the lane hire charges are too high, clubs are actually folding because the lane charges drive the fees up too high for families ti participate. Adding fees and annual membership is over $400 a term for a child to do swim sports.

The cost adds up when you have a large family.

The cost is high, especially paying when my 9 year old daughter has swim club (Collegiate)

The cost is reasonable.

The cost of entry is ok for the meantime but if you keep increasing it without offering more services or benefits people will stop coming as it's getting too expensive to take a family there.

The cost of swimming is fine, adding the slides into this is unaffordable for families

The hydroslides are too expensive for most to afford

The more visits you buy the cheaper it becomes, that's great

The most unpleasant thing about splash palace is the cost involved which is way to expensive and i guarantee alot of the public agree with me on this which i imagine the decline of families visiting regularly

The party was very expensive for what it was

This could perhaps be less to make it more accessible to everyone

This has crept up in price

This is in keeping with todays prices

times are tough for families so less visits

To expensive go old people

Too expensive

Too expensive

Too expensive especially memberships and concessions.

Too expensive for a full family.

Too expensive for families

Too expensive for families ESPN the hydroslide

Too expensive for family use now.

Too expensive for hydro slide

Too expensive overall.

Too expensive which is a barrier for many

Too expensive.

Too high unless getting subsidised

Towards the expensive side, especially considering age of facility and poor management

Very affordable I'm there with my 5yr old

Very expensive for my age group and usage type

Very expensive if not a student or old person

Very good

Very good

Very pricey. Can't afford hydroslides at all. Please offer a yearly sale, perhaps only for community service card holders, where I can buy concession cards for my family for the year and it makes it more affordable. It's very important to me that my kids know how to swim so it's a priority to bring them, but out of all the sports we do, the pool is way and above more expensive. I would use the pool for personal fitness in addition to the kids learning to swim but we can't afford it. We are a single income family.

Very readonable

Very Reasonable

very reasonable

Very reasonable especially for the over 60's

Very very reasonable

Way to expensive

Way too expensive for most families to attend which is why myself or my family do not attend. We would love to a few days a way a week. We went regularly last year because we got the 50% off deal for an annual pass. That is the only time we'll purchase.

Way too much

Way way way too much for the swim lessons.

Wayyyyyy too expensive for a family to go often, particularly if wanting slides as well

We pay our rates for the pool and we are still charged heaps to swim

We would never be able to go as a family as it's too expensive, cost of entrance and hydro slide for more than one child would be out of our budget

Well worth the cost.

When 5 kids play club sport you pay for sport fees aswell as entry, that's expensive when they attend 3-4 days a week

When on tight budget can't afford regular visits

When the cost of living is getting more expensive, pool use should not. Swimming is a life skills

When visiting with people shouldn't have to pay

Would be good for those who need for rehab cheaper access discount swims still expensive

Would like it to be cheaper so more families can go.

Would like to see more specials or local deals

wouldn't mind if I could use the facility

Yup ok

The café

*change my rating to a 3. Kids enjoy a hot chip and the coffee is ok too.

A great selection of food, friendly staff and reasonable prices.

a lot of fluffing around with the staff - do they not want to work in hospo'

A tad expensive but the foods ok

Always been great

Always so rude and $12 for a choc milkshake is ridiculous

Average food/coffee available

Averge

Bad service and coffee

Cafe food is great. Keep up the good work

Cafe is fine

Cafe is good, good selection

Cafe space is disfunctional with people exiting pool when ordering and walking past tables.Suggest mezzanine floor above this area for cafe.

can be slow in service. perhaps not enough staff

Coffe in weekends can be terrible

Coffe in weekends can be terrible

Coffe yuk

coffee average

coffee good but could have better food choices

Coffee is consistently good - service is sometimes compromised if there are not enough staff on. Please publicise cafe opening times.

Coffee is great, would be nice to have gf food options other than sushi

Coffee too expensive and home made food could be a little cheaper. Staff helpful. Tables not often cleaned down.

Cove most needs for family

Delicious food & good coffee

Delicious food and coffee is usually pretty good

Depends what day. Freshness is not continuous

difficult to provide cafe type setting with so many things happening

Dismal

Don't eat there. Have the odd coffee

Don't often use

Don't often use it

Don't often use it. Seems very expensive

Don't really use it much

Don't use but looks well stocked and usually busy when I am there

Don't use it a lot Not a destination in itself

Don't use it much.

Dont buy from there

Dont use it often

Easy to use, good range of snacks, just a touch pricey.

Enjoy hot chocolates & scones

excellent service

Expensive for what it is

expensive for what's available

expensive prices - $10 for a cup of ice chocolate

Food and coffee are always terrible

Food and coffee nice. Don use often.

Food and coffee used to be excellent. Not now staff need training in barista skills baking and generally looking after customers. Excellent when Gemma there. Now don't even bother to go drive to mitre 10. No free water available in cafe

Food is average customer service is average

Food is good

Food is good but often expensive, my daughter often asks to have lunch at Splash Palace and I will say no as it is too expensive.

food is overpriced

Food is reasonable but prices are quite expensive. I waited 50 minutes for a batch of hot chips (on two seperate occasions) that the staff forgot to cook.

Food is tasty, staff friendly and the hot chocolate is hot.

Food like sausage rolls, cheese rolls must be cooked in some sort of microwave? Burnt chewy ends and cold in the middle

Food looks fresh and well made with plenty of options

food more expensive

General good, prices aren't too bad

Gold star staff friendly serving promptly to table food nicely presented can't faulty them *******

Good

Good but a bit expensive

Good choice and good customer service

Good coffee

Good coffee and options

Good coffee and service

Good expensive

Good food

Good food

Good food options and coffee

Good food, good range.

Good food, great coffee

Good for a quick bite when hungry after swimming

Good for its size, usually something kids would like

Good options easy access

Good quality

Good range of food and good coffee and prices

Good range of tasty food for after a swim

Good selection of food

Good selection of food and drinks

Good selection/variety

good service

Good service &Clean

Good service and good quality food, but often too busy + needs more staff from reception to help

Good service, reasonable offerings

Good! Their hot chips are great. Have been overcharged for drink before...got charged 7 50 for a large Chai latte with no extras added. When I tried to explain they didn't listen to understand or offer to remedy it. Other than that it's great!

Great coffee and great hot chips

Great coffee, reasonable prices

great food

Great food, such variety

Great food/coffee at reasonable prices.

Great selection but the chips were so salty we couldn't eat them and ended up binning them. There was nobody available to talk to about it at the time

Great selection of fodd and drink, wonderful staff.

Great service. When purchasing your visits they tell you the discounts you can get and overall very friendly

Great variety

Great variety, somw things a little expensive

Great wee cafe with great coffee & food selection but use of microwave to heat food is hit n miss,Ä¶ food either still cold or Overdone. Not enough seating though I am pleased to see that access to n from pool has been limited now in this area- so don't have to fight amongst ppl coming n going

Has definitely upped its game lately

Has improved a lot recently but often understaffed

Has what it needs

Have only used it twice a very friendly atmosphere

Haven't really used it at all

Haven't really used it. People say the coffee is great.

Haven't tried

Haven't used it

healthier food options - sushi, salads, etc

I can't afford to use the cafe

I do not use it but those that do rate it highly

I don't give top scores in my surveys. Staff are friendly helpful

I don't use the cafe

I dont really have an opinion

I dont use th3 Cafe

I have coeliacs and your range of food does not cater to me. So I don't eat there. Same with your ice cream freezer, tip top does gluten free. Streets does not.

I have stopped purchasing from the cafe as the scones have been not heated adequately (they used to be beautiful in grill). The coffee has also been cold mostly, which has put me off purchasing them

I recently wanted to purchase something, I waited for 5 mins and then left without a purchase, young staff members were too busy talking and laughing to serve me

I think it's pretty good

I think that there needs to someone who actually thinks when the cafe needs to be more catered as when there is swim meets on there is never enough food options and staff.

I used a number of times great food, coffee n staff

I would like a more healthy lifestyle to be promoted therefore a selection of healthy foods. Also i would like proper knife and fork as this is EXTREMLY wasteful and wood tastes gross

I'm sick of walking through the change rooms to access. The access barcode they give never works the 2nd time . Waiting at cafe window from pool side can take a while before you are acknowledged. The food prices for chips is too high for kids to afford . The food is not great for such a higher price . There is never enough tables to sit at either.

I've bought the occasional thing there, but I rarely frequent it.

I've had good service

I've only ever purchased coffees or sweets. I don't recall there being any gluten fre offerings

If great

It doesn't have any food that cater to myself or family

It is a bit costly

It is all you need on visits

It is hard to get someones attention if there is no one at the window serving and if you go through the door to get someones attention it is impossible to get back into the pool area

It needs work

It's an average cafe

It's average

It's been fine when I've had it. Scones can be a bit stale.

It's expensive

It's expensive but has good variety

it's fine

It's fine does what it needs to. Sells too many sweetssweets

It's good

It's good but not as good as used to be

It's hard to see the menu when u are ordering pool side

It's ok
It's ok
it's ok but am a coffee snob so go get a coffee elsewhere
It's ok,don't buy a lot
It's ok. Good chips
It's trying to be something Southland is not lol
Its great the very few times ive used it
Its not somewhere I would relax
its ok, could offer more
Kids love the range of items
Lacking in customer service, coffees are always burnt and ride staff
last time it took so long
Lots of sugary crappy options available for purchase. Tables not always cleared and cleaned promptly.
love the discount - coffee is great - service is fab
Lovely friendlystaff and good variety of purchases
Mixed message from the staff about the cafe opening hours
More space and food options. People lining up at counter block of exit pathways
Much better than most small cafes, good coffee and snack options.
My son likes it after a hood swim
my take
Need more healthy choices
Need more option and it's a tad expensive for what it is
Need. Blind in window
Never eat there
Never used it
Never used it
Nice but not much selection
Nice choices
nice food
Nice food
Nice food
nice food and drinks
Nice food available
Nice food but we do not use it often
Nice pork riblets
Nice staff and good selection of food
Nice variety
No gluten free food. Food is poor quality and too much sugar
No gluten free options
No probs. Love ot support local but Roar coffee beans arent that great
Not applicable
not great quality. Overpriced
Not much variety
Not very good options for athletes looking for a quick meal. Also quite expensive
Not very many healthy food options
O have always been happy with coffee and food purchased there
Of the 50 some items sold there, I would not consider a single one healthy. This is a health facility run by the town, we dont have to fill our cafe with garbage lollies
Often a long wait to be served

ok

ok

OK but some things expensive

Ok cafe

Okay

Only ever get ice cream

only okay

over priced

Overpriced

Pensioners get a discount

People that make coffee that is expensive need training on how to make a good coffee. You use a fantastic brand of coffee but you destroy it because you dnt know how to make it.

Pleasant surroundings

Please see earlier comments

Plenty of room, good to have access to after swim with kids

Prices are unaffordable and the food has recently slipped in quality

Prices.

Quite often the food has either been in the cabinet awhile or there is none there.

Rarely use

Really expensive $4 for a fluffy which was just milk no cocoa or marshmallows

Really reasonably priced for what it is.

Rude staff.

same ad other places

SATISFIED

Service / food good

Since they changed the scone recipe the scones are terrible..there is little choice..food is obverse priced .drinks are non affordable...

Smells

Some of the beachy interior vibe could be pulled through here. Feels a bit sparse and boring. Quite expensive.

sorry dont use it

Staff can be busy at desk at times, so there may be a wait

Staff don't smile, don't care, don't want to serve, don't want to be there. There's one lovely lady who makes it pleasurable.

staff excellent and food/cooffee good prices

Staff there were ok but I didn't like that an old lady was told she'd need to walk all the way around through changing rooms to get back to her seat with her coffee. That was a new person. Everyone else has been lovely.

Stale cinnamon buns

Terrible coffee and overpriced

The cafe is one of the more expensive places in town to get food. The high chairs are often very dirty. The good and coffee itself is of a good standard, it just doesn't make sense it would be more expensive than the rest of the market

The coffee and the service

The coffee is very expensive, and not that great

The food is expensive and the quality is just okay.

The food is generally pretty good.

The food seems to be cooked in some sort of microwave, so is usually terrible when it comes out which is dissapointing because some options look okay

The offerings are adequate enough

The quality of the food isn't as good as it used to be. And the coffee is a bit of a hit and miss

The selection of food is good

There should be a fully fledged cafeteria
They are helpful and food & coffee is good
They make good coffee
This could be improved in the seating area
Too expensive
Too short hrs open mainly, the staff need to use more initiative in what they provide with choices
Too small.... understaffed.
Unfriendly staff
used after m ost swims
Usually closed when I there later in day when you feel like that coffee or a snack
Value for money
Variety of food. Coffee is great
Was slow service .only one person on duty
When spectating, i usually go with the intention of grabbing breakfast while there watching my fam but each time I go, the food seems very pricy for what it is and not very appetising.
Whenever I've purchased there, the food and coffee has been enjoyable and served quickly.
Would love more gluten free options
Would prefer to see more healthy choices available.
Yummy food, could be more affordable.

Café – reasons for not visiting

Aside the fact i do not visit the pools more than once a year,no
Because I usually come before I have to head to work so I don't have the time to visit
Because I'm normally cold and want to go straight home
brin gown food from home
Can't afford it as entry alone is so expensive
Cost
Cost
Cost
Cost of living
Cost.
Didn't know there was one there
Doesn't appeal. Usually not ready for food straight after a swim but would consider takeaway for lunchtime swim if needed
Don't eat there
Don't go there to eat and I take my own water - but honestly I can't stand the noise in the place
Don't have a need
Don't have any extra monies
don't need a cafe when i'm swimming
Don't need anything first thing in the morning
Don't need food while swimming
Don't need to buy food onsire
Don't notice it
Dont usually hang around, just use the pool and go
Expensive!
Expensive.
Expensive.
extra cost on top of going to the pool
Generally not hungry.

Go home for breakfast
Go home for breakfast, cost saving now retired
Go there to swim not eat
Go there to swim, not eat
Got food at home
Hasn't been necessary.
Have a young baby so time is always short & also not being able to use the entrance door right by the Cafe is annoying so I wouldn't want to get a coffee & walk it all the way round through the change rooms & back to the pool side
Haven't needed to
Haven't needed to
Havnt been to facility much
I am not seeking food before or after swimming
I don't drink coffee
I dont need food or drink when i visit the pool
I go to the pool on my own to train rather than eat :)
I guess better options in town..
I have a young child and usually we're rushing home at the end
I have breakfast when I get home.
I just don't really have the need
I just don't use cafes as I prefer to make my own food and drinks.
I'd rather go there to train not socialize.
I'm 78 not 28
I'm there to swim
Just not interested
Just want to get home after activity usually in the evening
Like to go home after a swim
Location makes it an after thought and on way home by the time we see it
money
Near home for food intake.
Never really thought about it
No
No
No
no
No
No
No
no
No
No
No
No
No
No
No
No
No
No good doesn't appeal
No just don't have time to visit it.
no just never needed

No just prefer to eat at home
No need or interest.
No need to
No need to
No need. Also more healthy options are needed
No not really
No point in losing weight by doing exercise and then eating and putting it back on again ?üòú
No reason
No reason, I should really give it a try one day
No reason, just haven't needed to.
No, I just haven't had any want to
No, just that I go there to train not to hang out at a cafe!
No, we go home to eat or we pack a picnic and go to the park afterwards
Nope
Nope
Nope.
Normally going to other sports or home to bed
Not had the time
Not hungry or going elsewhere afterwards
Not interested
Not interested
not part of my routine
not required
Nothing I need
Only there to swim
Other than not having someone to coffee with
Price
Pushed the wrong button -love the coffee. Kids easily pleased with an ice cream
Rather save money
Saving pennies
swimming card expires to soon
Time
Time
time of day
Time.
To costly
Too busy
Too expensive
Too expensive
Too expensive
too expensive
Too expensive
Too expensive for whanau
Too tight
Usually I'm off to do something else. But I have used it the odd time and it's superb
Yes just dnt have any need too

Retail

a bit expensive compared to outside stores

A lot is expensive even when on sale
Able to buy essential swimming things when needed
adequate and relevant
Again everything you need
alight but could be more competitive
All
Already have
Always had great service, help and advice
Applicable
As above
Attractive and practical
Average retail
Bargains
Bathing suits on sale price
Bit boring and bland.
Compared to other pool facilities I have visited retails option great
Costly.
don't buy anything other than the use of the pool
Don't often use them but have bought goggles and a dive stick
Don't really buy anything there- it's quite expensive
Don't shop there often
Don't use
Don't use it expensive
Don't use often
Don't use them
Dot
Everything labeled and easy to find
Expensive
Expensive
Expensive
Expensive
Expensive
Expensive & cramped
Few options and not we'll presented
fine
Generally good, I have bought a few pairs of goggles for my daughter and the staff have been helpful with sizing etc
Good
Good
Good
Good amount of stock.
Good choice
good for swimwear and googles etc
Good options
Good options but expensive
Good quality goods and I get the discount
Good range
Good range
Good range

Good range I think
Good range n nice layout
Good range of merchandise
Good range of products.
Good range.Convenient to buy at the pool
Good selectio
Good selection
Good selection
Good selection
good selection
Good selection but have not used often
Good selection of gears
Good selection of swimming apparel
Good selection of swimwear and pool accessories
good selection of swimwear, goggles etc
Good selection of togs will purchase from here in the future.
Good selection, we buy a lot from here
good service
Good stock
Good to get togs and goggles
Good variety
Good variety
good variety
Good variety
Great facility which we use often
Great options and specials
Great options of swimwear etc
Great range and great service
Great selection and quality, however it would be good to have some extra small swimmers for babies etc
Great variety
Great variety
Has evyerthing
Have not purchased there
Have only used the retail option for a floating toy for my child, it was a good price
Haven't brought anything or looked to see what is there
Helpful services
Highway robbery
I don't have a problem with it at sll
I don't not use retail
I enjoy the discount provided with my membership
I find the retail prices in your shop expensive, so I don't buy things from there.
I have bought Christmas presents for kids there before and things we have needed - cap and goggle. More variety in togs would be good
I have bought things swimm wear goggles n water toys
I'd like to see more men's options, particularly shorts. There was nothing that would have suited my teenage boys last time I looked
I'm not too interested in buying things at the pool- always cheaper elsewhere
Inexpensive toy options needed

It's cramped, and in the way of the exit. If I needed help with buying something, there no one available to help me or anyone who knows about the products
It's fine
It's ok
It's ok
Its ok but i dont go to slash palace to purchase swimming attire or goggles
Keep the regular sales offers going..
Limited options
Limited options available
Location people cleanliness
looks nice but haven't bought anything apaprt from pair goggles
Lots of good togs on display and discounts for regular members
Meets my requirements
More options and expanded
more sales would be good so you can get swimwear and extras at a decent price
Much more selection now.
my take
NEED A PROPPER PLACE
Needs bigger selection & reasonable prices
Never bought anything, looks great selection.
Never buy form the retail store
Never used it
no problems
No selection, better to go to Torpedo 7, they know what they're doing
Not a good shopping space...
Not displayed that well and squeezed into a very small busy area.
not something for me
Nothing wrong with retail plenty of options
Ok
ok
ok
Ok help it there when required
Only bought a couple of small things, happy enogh
Only feel not enough room for retail products, or are they displayed like that so the publics have to negotiate the goods for salethey
only okay
Only use rarely, has the basics you need though
Overall great facility. Neat to be able to purchase food and swim gear there.
overpriced
Overpriced
Plenty of options
preferred stockist for any equipment or swimwear that myself or family have needed
Pretty good range and good pricing re discounts for card holders
Pretty good sales and appreciate the discount for swim card holders
Prices can be quite high. Prime location to sell items
Quite good overall.
Rarely use
Retail is overloaded with swim suits .
Rude no customer service

Sadly area is cramped and I get jostled by people coming and going as I try to peruse stock. Also a little overpriced. I know you have sales but I never see them advertised much..

Seems a lot of stock, I wonder how much of it actually sells, could probably review what is offered

Seems expensive

seems to be a variety of items for sale, and I imagine they are competitively priced in comparison with the likes of Rebel Sports

Seems to be plenty available and practical options

Small

Sometimes can't find what I want (flippers)

sorry dont use

Staff helpful

Staffing good and very obliging

Stated previously. Often boards with info for lane swimming not updated. I have been a member for many years and have asked several times to be emailed re events hours etc nothing has ever happened.

Takes up space and causes congestion at certain times.

the best swimwear in town

The pool has everything you need if you forgot something

The price

The sales are great, but perhaps get feedback from competitive swimmers about products they'd buy that are hard to source elsewhere.

There is always a good range of togs in appropriate sizing and styles.

There is more room for improvement

there is too much stuff and it makes it hard to walk around

There seems to be a selection of goods but I don't buy anything there

There's stuff there ⍰ü§∑,Äç,ôÄÔ∏è

They are ok

they have good gear

They have great googles & togs. Better than anywhere in town.

This is also ok. But I normally don't stip

Too cluttered

Too expensive too much space taken up

Useful for when forget.towels are cheap

variety

Variety and helpful

very expensive

Very expensive, same product cheaper elsewhere

What is available is fine

Why so many togs?? Put them on the qall

Wide choice

Retail – reasons for not shopping

All stock is expensive brands

As before

Because there are more affordable prices elsewhere

bought a few goggles but nothing else ..great products a little dear for items we like ..clearance prices available though which is great for aome stuff

Bought goggles. Pleased to have membership discount

Buy online

Cheaper else where

Cheaper elsewhere
Cost
Cost
Cost a bit high but there are some fair prices..
Cost of living
Cost too great
Cost.
Could buy similar for cheaper elsewhere
Didn't need, but looks to have good selection and specials
Don't like where they are located so don't even bother looking at them
Don't need any
Don't need anything
Don't need anything
Don't need anything
Don't need anything from there
Don't need anything that's on offer
Don't need anything.
Don't need items. Probably good if you go to swimming lesdons
Dont need anything
Dont need anything.
Dont need to buy anything
Dont often buy swim suits.
Expense
Expensive
Expensive
Expensive, we don't have excess cash to spend on things that aren't necessary.
Expensive.
Found it expensive in the past
Get togs elsewhere
have not required to purchase anything
Have purchased when on special
Haven't needed anything from this area
Haven't needed anything, but would if I needed something
Haven't needed to
Haven't needed to make a purchase
havenn't need such things
Havnt needed to
I actually have brought goggles there. Good prices.
I already own what I need
I am very large
I bought a pair of togs there a year or so ago and they are still hanging in there.
I browse but haven't purchased anything in years. I purchase these things elsewhere.
I buy that stuff at Rebels
I can't swim, so swimming related purchases are not really a priority
I didn't need anything, but should I, I would definitely look there
I don't need anything
I don't need to buy anything.
I have a swim suit.

I have bought a pair of shorts one day a long time ago but otherwise some really have a need
I have bought goggles and will probably do so again -but is very irregular occurrence
I have considered, but awkward to try on
I have everything I need for swimming
I have looked at items out of interest but I have just not needed to make a purchase
I have my things already
I have no reason to as yet.
I have used it, just not lately.
I haven't bought anything from that side of things
I haven't needed to
I know i can get it cheaper else where
I would want to be able to try on bathing suit.
It's a Swimming Pool, not a shopping mall!
Just buy elsewhere
Lack sizing.
My age group
n/a
Never had need to make purchase
Never needed
never needed to buy anything
No
No
No
No
No
No
No
No
No
No
No
No
No
No
No but i like that its there
no havent needed anything
no need
No need
No need to buy
No need to purchase any thing
No need, can buy everything I need at k mart or the warehouse for a fraction of the price
no obvious need
No reason
No reason
No reason, just haven't needed to.
No variety of sizes
No where to change togs on
Nope

Not a shopper
Not applicable
Not been to facility much
Not expensive
Not in the market
Not my size
not necessary, you don't stock mastectomy bathersrs
Not needed
Not needed
not needed anything
Not needed.
Not on my agenda
not part of my routine
Not required so far
Not specialised enough for my swimmers, so I purchase online
Nothing I need
Nothing I need
nothing I need just now
Nothing I require
nothing i require ,did buy my speedos there 5 yrs ago
Often there with my family and it's a bit of a juggle and in the evenings when I swim for my fitness retail isn't the thing I'm thinking kd
Only buy when needed
Only there to swim
Poorly laid out, not easy to browse as mid access point
Price
Seems expensive compared to other places with similar products. Also don't see anywhere to try on togs?
Seldom need to but have bought togs
the price and unable to try on and lack of knowledge from staff about the buying the correct fit
The time I go - it is just busy- I feel like it's something that was forgotten about when planning the area and it has just been squished in. During busy times the area is packed with cafe patrons and parents/kids- I don't think it's set up in a good place/has enough space that it deserves. The entry is squished and 'busy' the area is not one where it's relaxed and calm for looking though merchindise
The togs from there are quite expensive and never usually in my size
Time
Time poor
Too costly compared to else wear
Too dear
Too expensive
Too expensive
Too expensive
Too expensive
Too expensive
Too expensive
Too expensive
Too expensive mostly
Too expensive, bought goggles at Kmart instead.
Too exspensive
Too tight

Want to do a cost comparison
We don't need the items being sold.
We have bought the odd pool toy there before but nothing bigger
We have, just never needed to buy at the time as money is spent on admission.
We haven't needed to.
Yes no need to buy there as to expensive