

## Hawthorn Aquatic & Leisure Centre project Face-to-face survey report (December 2009)



Council has consulted the community through a variety of avenues regarding the range of facilities planned for the Hawthorn Aquatic & Leisure Centre (HALC) in the future. One of the ways information was gathered was by a face-to-face survey of attendees at HALC from Wednesday 11 November to Monday 16 November. It should be noted that interviewing was conducted on days that were between 23 and 34 degrees celsius, without rain, which may have influenced some responses. This survey is based on the questionnaire used for the self-completion surveys and online surveys, but modified slightly so it could be applied as a face-to-face survey. An independent research consultant conducted 200 face-to-face interviews, which were spread over the days and times. One hundred surveys were conducted on weekdays and 100 surveys were conducted on the weekend. The results from these surveys are presented below.<sup>1</sup>

Results were examined by:

Weekday vs weekend

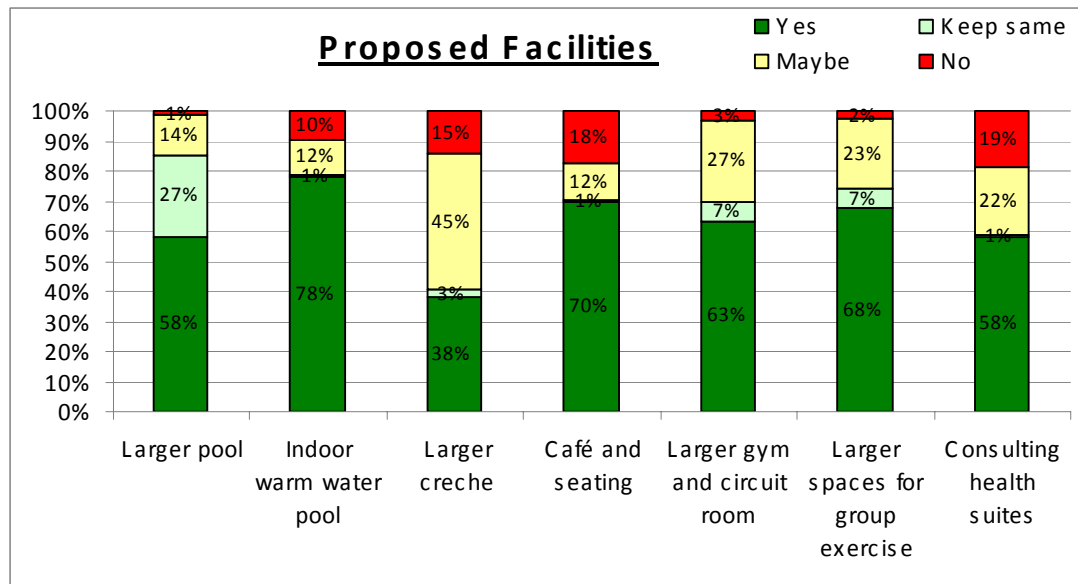
- Saturday vs Sunday
- Weekday evening vs weekday day
- Member vs casual
- Length of time have used the Centre
- Type of use of Centre
- Frequency of visiting Centre
- Work locally vs live locally vs not local
- Age
- Gender

Significant differences have been highlighted in the report.

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<sup>1</sup> Figure may add to over 100% for some questions as some respondents provided more than one answer.

## Proposed facilities



Interviewers read out the facilities proposed for the new centre and asked respondents if they agreed with them being included. It should be noted that the question asked about a 'larger' pool, crèche, gym and circuit room and space for group exercise. Some respondents said 'no', but they felt the size was adequate, these responses appear in the graph under 'keep same'. Most of the respondents that said 'maybe' do not use the facility named, so were either unsure what was on offer, or how much demand there is for these facilities.

Only 1% of respondents said 'no' they would not like to see a larger pool. Over half (58%) would like to see a larger pool and over one quarter (27%) said the current size is adequate. Only 14% were unsure.

Over three quarters (78%) support the inclusion of an indoor warm water pool, while 10% do not. Around two thirds would like to see a larger gym and circuit room (63%) or larger spaces for group exercise (68%). In each case 7% of respondents felt the current space available was enough. Around one quarter (27% and 23% respectively) said 'maybe'. Overall, only 3% and 2% said they would not like a larger gym and circuit room or larger spaces for group exercises to be included in the new design.

Respondents were most likely to say 'no' to a café and seating area (18%) or consulting health suites (19%). However, 70% said they would like to see a café and seating area, while over half (58%) said they would like consulting health suites to be included.

Only 38% of respondents said they would like a larger crèche, with 3% saying the current size was adequate and just under half (45%) saying 'maybe'. Fifteen percent (15%) of respondents said they would not like a crèche to be included.

### **Differences by respondent type**

Larger pool – males and respondents who attend during the week were more likely to say 'no – the current size is adequate'. Twenty percent (20%) of respondents said the size of the pool was large enough, with an additional 7% saying that a 50 metre pool is big enough. Of interest, 93% of respondents that said 50 metres is large enough currently use the pool.

Indoor warm water pool - most respondents who said they did not want a indoor warm water pool for rehabilitation said they use the outdoor pool (95%), they were also more likely to work in the area and be male.

Larger crèche – respondents who do not want a crèche were more likely to attend the centre on weekday evenings, attend more than once a week and work in the area.

Café and seating area – respondents who use the Centre on weekdays during the day were more likely to say they would like a café and seating area, while those that use the centre on weekday evenings were most likely to say they do not want a café and seating area.

Larger gym and circuit room - respondents who are members (75%) and attend the Centre more often than weekly (76%) were more likely than others to say they would like a larger gym and circuit room.

Larger program spaces for group exercise – most (88%) respondents who use the Centre for group exercise would like a larger program spaces for group exercise.

### **Larger pool**

Reasons given for not wanting (1%):

- *Would not want to compromise other areas for this (2 respondents)*
- *Good for the community/ more family orientated (1 respondent)*
- *Other (2 respondents)*

Reasons for 'maybe' wanting (14%):

- *Don't use/ don't plan to use (11 respondents)*
- *Size now is fine/ love the centre how it is now (7 respondents)*
- *Depends on demand (6 respondents)*
- *Don't know/ haven't seen them (2 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (2 respondents)*
- *Should be wider/ more lanes/ twice a big (2 respondents)*
- *Have one for each/ more to provide more variety/ separate pool play area (1 respondent)*
- *50 metres is enough (1 respondent)*
- *Other (2 respondents)*

### **Indoor warm water pool**

Reasons given for not wanting (10%):

- *Don't use/ don't plan to use (9 respondents)*
- *Should just use the outside pool/ would prefer it to be outside (7 respondents)*
- *Plenty of other options nearby/ already another nearby (4 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (3 respondents)*
- *Don't think it is part of gym program (1 respondent)*
- *Depends on demand (1 respondent)*
- *Costly to run (1 respondent)*
- *Waste of energy and resources (1 respondent)*
- *This activity can be hazardous (1 respondent)*
- *Other (1 respondent)*

Reasons for 'maybe' wanting (12%):

- *Don't use/ don't plan to use (11 respondents)*
- *Should just use the outside pool/ would prefer it to be outside (6 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (5 respondents)*
- *Depends on demand/ demand can vary (4 respondents)*
- *Don't know/ haven't seen them (1 respondent)*
- *This is too specific - only caters to a small group (1 respondent)*

### **Larger crèche**

Reasons given for not wanting (15%):

- *Don't use/ don't plan to use (28 respondents)*
- *Plenty of other options nearby (1 respondent)*
- *Don't think it is part of gym program/ it is private so should not be included (1 respondent)*
- *Only if there is room/ would not want to compromise other areas for this (1 respondent)*
- *Depends on demand (1 respondent)*
- *Other (2 respondent)*

Reasons for 'maybe' wanting (45%):

- *Don't use/ don't plan to use (75 respondents)*
- *Depends on trade/ demand can vary (8 respondents)*
- *Don't know/ haven't seen them (7 respondents)*
- *Might be useful/ useful to others/ might be nice (4 respondents)*
- *Shortage of crèches in area/ shortage of occasional care in the area (2 respondents)*
- *More space (1 respondent)*
- *Good for the community/ more family orientated (1 respondent)*
- *Should be good standard/ needs upgrading (1 respondent)*

## **Café and seating area**

Reasons given for not wanting (18%):

- *Glenferrie Rd is near by/ plenty of other options nearby (20 respondents)*
- *Don't think it is part of gym program/ it is private so should not be included (15 respondents)*
- *Don't use/ don't plan to use (10 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (5 respondents)*
- *Love the centre how it is now (1 respondent)*
- *Depends on trade/ depends on demand/ demand can vary (1 respondent)*
- *Just have a kiosk/ seating not café (1 respondent)*
- *Costly to run (1 respondent)*
- *Area by TV is enough to relax (1 respondent)*

Reasons for 'maybe' wanting (12%):

- *Don't use/ don't plan to use (9 respondents)*
- *Don't think it is part of gym program/ it is private so should not be included (5 respondents)*
- *Glenferrie Rd is near by/ Plenty of other options nearby (5 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (3 respondents)*
- *Might be useful/ useful to others/ might be nice (2 respondents)*
- *Good for the community/ more family orientated (2 respondents)*
- *Depends on trade/ depends on demand/ demand can vary (1 respondent)*
- *Should be good standard/ needs upgrading (1 respondent)*
- *Just have a kiosk/ seating not café (1 respondent)*
- *Other (1 respondent)*

## **Larger gym and circuit room**

Reasons given for not wanting (3%):

- *Don't use/ don't plan to use (4 respondents)*
- *Plenty of other options nearby/ already another nearby (2 respondents)*
- *Depends on demand/ demand can vary (2 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (1 respondent)*

Reasons for 'maybe' wanting (27%):

- *Don't use/ don't plan to use (41 respondents)*
- *Don't know/ haven't seen them (7 respondents)*
- *Depends on demand/ demand can vary (4 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (2 respondents)*
- *Size now is fine/ love the centre how it is now (1 respondent)*

### **Larger program spaces for group exercises**

Reasons given for not wanting (2%):

- *Don't use/ don't plan to use (5 respondents)*
- *Depends demand/ demand can vary (1 respondent)*
- *Does not fit with pool (1 respondent)*

Reasons for 'maybe' wanting (23%):

- *Don't use/ don't plan to use (31 respondents)*
- *Don't know/ haven't seen them (7 respondents)*
- *Depends on demand/ demand can vary (4 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (2 respondents)*
- *Have one for each activity/ more to provide more variety (2 respondents)*
- *Size now is fine/ love the centre how it is now (1 respondent)*
- *More space (1 respondent)*

### **Consulting health suites**

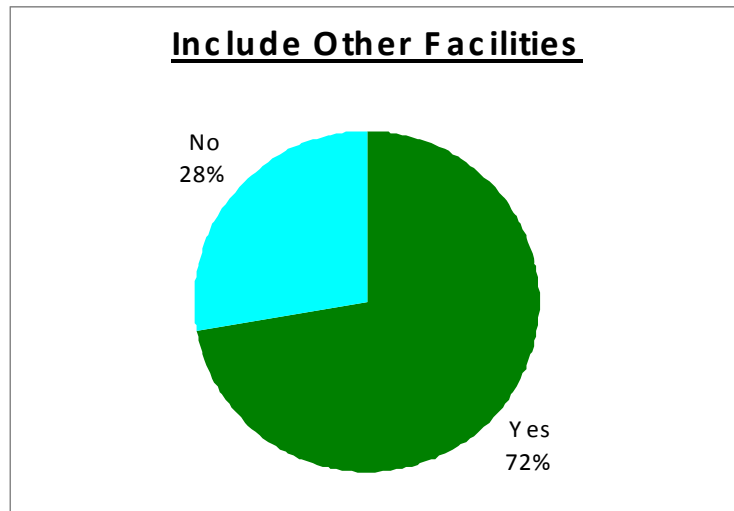
Reasons given for not wanting (19%):

- *Don't think it is part of gym program/ it is private so should not be included/ is not a community service/ only caters to small group (17 respondents)*
- *Don't use/ don't plan to use (15 respondents)*
- *Plenty of other options nearby (8 respondents)*
- *Don't know/ haven't seen them (3 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (2 respondents)*
- *Depends on trade (1 respondent)*
- *One is enough/ just for remedial/ only a couple (1 respondent)*

Reasons for 'maybe' wanting (22%):

- *Don't use/ don't plan to use (20 respondents)*
- *Don't know/ haven't seen them (9 respondents)*
- *Only if there is room/ would not want to compromise other areas for this (6 respondents)*
- *Might be useful/ useful to others/ might be nice (6 respondents)*
- *Don't think it is part of gym program/ it is private so should not be included/ is not a community service (4 respondents)*
- *Depends on trade (3 respondents)*
- *Plenty of other options nearby/ already another nearby (1 respondent)*
- *Should be good standard/ needs upgrading (1 respondent)*
- *This activity can be hazardous (1 respondent)*

**Other facilities to include**



Nearly three quarters (72%) of respondents said there was something else they would like to see included. Respondents aged 45-64 years (88%) were more likely to mentioned something else, while those 16-24 years (54%) or that uses the gym (59%) were less likely to name anything else they would like to see included.

Respondents were asked to name the other things they feel should be included in the new Centre. Nearly one third (30%) mentioned aspects related to the pool, with 11% mentioning a kids pool or toddlers pool. Nearly one quarter mentioned aspects related to being outdoors (23%), with shade mentioned by 15% and grass mentioned by 8%. Around one in five (21%) mentioned the stadium and associated sports, with an additional 9% saying they would like the squash courts to be retained. Over one quarter (28%) mentioned amenities, with improved change rooms (13%), cooling/ heating (8%) and seating (7%) mentioned most often. Ten percent (10%) of respondents said it was important that the new Centre catered to families/ children/ the community.

A variety of other suggestions were made, a complete list is provided in the following table:

<b>OUTDOORS</b>	<b>23%</b>
More shade/ shade over pool	15%
Improve grass/ more grass/ artificial grass	8%
More trees/ more landscaping	2%
Outdoor area	1%
<b>POOL</b>	<b>30%</b>
Kids pool/ improve toddlers pool	11%
Larger pool/ room for play/ extra pool to cater for everyone	6%
Upgrade pool/ clean pool/ improve flooring of pool	4%

Diving board/ diving pool	3%
Water slide	3%
Water fountain/ ropes/ water activities	2%
Hydro therapy pool/ Pool for disabled	2%
Saltwater chlorinated pool	1%
Fix clock/ extra clock	1%
Pool warmer in winter	1%
Pool to facilitate water polo/ deep enough for water polo	1%
Indoor pool/ indoor lap pool	1%
Outdoor pool (keep)	1%
More lanes	1%
<b>GYM/ EXERCISE AREAS</b>	
	<b>11%</b>
Improve areas for exercise classes/ dedicated rooms for exercise classes	6%
Improve gym/ equipment/ larger gym/ stretching area	5%
<b>STADIUM</b>	
	<b>21%</b>
Stadium/ extra stadium/ improve stadium	12%
Basketball court	10%
Badminton court	4%
Netball	1%
<b>SQUASH</b>	
	<b>9%</b>
Squash court	9%
<b>AMENITIES</b>	
	<b>28%</b>
Improve change rooms/ larger change rooms/ clean change rooms	13%
Air conditioning/ fans/ improve ventilation/ heat stadium in winter	8%
Seating/ improve seating	7%
Utilise oval/ improve oval	3%
Drinking fountains/ water taps/ outside shower	1%
<b>BUILDING/ SPACE/ ACCESS</b>	
	<b>10%</b>
Improve parking/ improve access/ pedestrian access	4%
Improve facilities/ upgrade/ larger	2%
Improve building/ entrance	1%
More space	1%
Environmentally friendly	1%
<b>FEEL/ ORGANISATION</b>	
	<b>14%</b>
Cater to families/ the community/ for children	10%
Quieter areas/ more private	3%
Improve staff/ management/ allow double lanes	1%
Improve price	1%

<b>OTHER SPACES/ ACTIVITIES</b>	<b>26%</b>
Cafe/ kiosk/ cold drinks	5%
Spa/ jacuzzi	4%
Physio/ sports medicine/ massage/ osteo/ Chinese medicine	4%
Programs/ Health and education programs/ Martial arts	4%
Social meeting place/ separate chill out area/ internet cafe	3%
Steam room/ wet sauna	3%
Swimming lessons	3%
Table tennis	2%
First aid centre	1%
Occasional care/ kindergarten/ M&CH	1%
<b>Other</b>	<b>3%</b>

### **Differences by respondent type**

More shade and seating was mentioned more by those attending on Sunday. A stadium was mentioned more by those attending on weekday evenings and all respondents that use the stadium said they would like it to be retained. Improved parking/ access was mentioned more by those that use the gym and quieter areas/ more private was mentioned more by those that use the gym or group exercise classes. Most respondents that asked for squash courts to be retained were male.

### Preferred architectural look and feel

Respondents were asked what kind of architectural look and feel they would prefer. They were asked to select one or two from the following:



1. Emphasising stone



3. Glass and steel emphasising curves



5. Modern blobitecture emphasising flamboyant organic



7. Modern emphasising functional simplicity



2. Emphasising wood

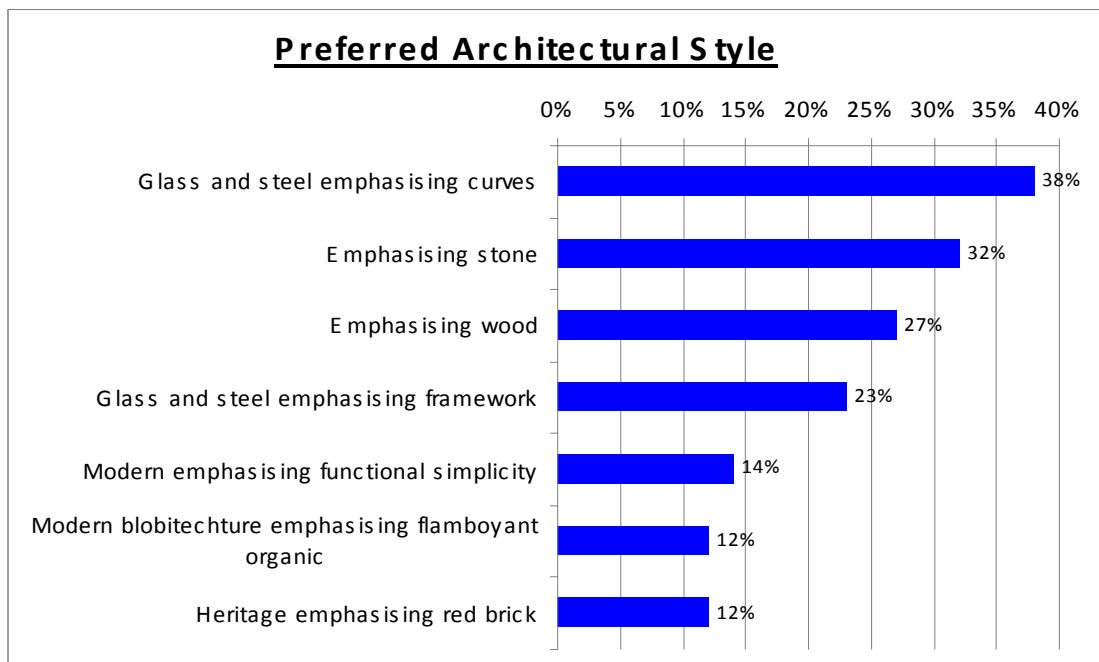


4. Glass and steel emphasising framework



6. Heritage emphasising red brick

Glass and steel emphasising curves (38%), emphasising stone (32%) and emphasising wood (27%) were found to be most popular. Heritage emphasising red brick (12%), modern blobitecture emphasising flamboyant organic (12%) and modern emphasising functional simplicity (14%) were least popular.



In addition, respondents mentioned 'other' styles they preferred, which were:

Environmentally sound/ sustainable/ 6 star energy rating/ need to control heat and energy consumption	5%
Modern	4%
Fit in with natural surroundings/ sympathetic with local environment	3%
Trees/ grass/ greenery	3%
Natural/ natural timbers/ natural stone	2%
More shade	2%
Simple/ not ostentatious	2%
Spacious/ open spaces	1%
Functional is most important	1%
Sunlight/ lighting	1%
Functional/ easy to clean	1%
With curves	1%
Not structured	1%
Heritage outside - modern inside	1%
Beach style	1%
Australian feel/ Australian timbers	1%
Other	3%

### **Differences by respondent type**

Most respondents that said 'trees/ grass/ greenery' have been attending the centre for 10 years or more.

### **Value about current look and feel**

Respondents were asked what they value about the current look and feel of HALC that they Council should take into consideration in the new design.

Nearly one third (31%) said there was nothing they valued, particularly in relation to the building. The outdoor area was mentioned most often as something respondents valued (by 30%). Around one quarter (24%) mentioned the feel, with respondents saying it had a relaxed atmosphere that was welcoming to all. Fifteen percent (15%) mentioned aspects related to the set-up, particularly that it was small, simple and not crowded. Organisation was mentioned by 14%, particularly positive aspects related to the staff. The pool was mentioned by 12%, particularly that it is an outdoor pool. Facilities, such as the couch and seating was mentioned by 11% and access or location was mentioned by 9% as something that was valued and should be considered.

A complete list of the responses is provided in the following table.

<b>Nothing/ this building is terrible/ needs an overhaul/ not sure</b>	<b>31%</b>
Happy with it/ meets my needs	5%
Don't care what it looks like/ just want it to be functional	1%
<b>OUTDOORS</b>	<b>30%</b>
Trees around/ garden area/ greenery	14%
Outdoor area/ open space/ fresh air	9%
Grassed area	6%
Visual to outdoors/ overlooks park/ gym overlooks pool	5%
Shade/ shade sails	4%
Natural/ natural environment	4%
Lots of light/ natural light	2%
<b>FEEL</b>	<b>24%</b>
Laid back/ comfortable/ relaxed/ chilled out/ good atmosphere	12%
Welcoming/ warm/ friendly	7%
Homely/ old worldly feel/ loved	6%
Caters to all ages/ caters to oldies/ caters to disabled	6%
Community feel/ open to public	5%
Small/ intimate	4%
Family orientated/ family feel	2%
<b>SET-UP</b>	<b>15%</b>
Easy to find/ easy to get around/ easy layout/ easy access	4%
Not well developed/ basic	3%
Not crowded	3%
Unobtrusive building	3%
Functional	2%
Privacy from outside	2%
Variety of facilities	1%
No children/ like sporting environment (not entertainment)	1%
<b>ORGANISATION/ MANAGEMENT</b>	<b>14%</b>
Staff are friendly/ well organised	9%
Reasonable prices/ value for money/ free for Swinburne students	3%
Clean/ water is clean	2%
Opening hours	1%
Council facility	1%
<b>POOL</b>	<b>12%</b>
Outdoor pool	10%

50 metre pool	2%
Size of pool/ layout of pool	2%
Salt water chlorinated	1%
Lap pool	1%
Toddler pool	1%
Heated pool	1%
Deep water pool	1%
<b>FACILITIES</b>	
	<b>11%</b>
Couch inside foyer	6%
Seating/ lots of places to sit/ elevated seating/ seating around pool/ balcony	3%
Stadium	2%
Gym area	1%
Squash courts	1%
<b>ACCESS</b>	
	<b>9%</b>
Location/ great place to meet	6%
Parking good/ bike facilities	5%

### Differences by respondent type

Respondents on weekday evenings were more likely to say the centre was 'welcoming/ warm/ friendly' and that it caters to all ages. Respondents attending group exercise were more likely to say it was 'not well developed/ basic' as something they valued.

### Other public buildings that should be considered

Respondents were asked to name other public buildings that they like that should be considered by the architect when developing the concept plan. Respondents named other leisure centres most often, particularly the ones in Albert Park and Boroondara, as shown in the following table.

	<b>Respondents</b>
<b>Can't think of any/ don't really mind/ no others</b>	<b>121</b>
MSAC/ Albert Park Centres	15
Balwyn/ Boroondara leisure centre/ pool	11
Federation square	6
Kew Recreation	5
Melbourne baths	4
Richmond pool	3
Ashburton YMCA	2
Flinders St Station	2
Wellington (NZ)	2
Ecologically friendly	2
Swan St Soccer Stadium	2

Collingwood Leisure Centre	2
Other buildings in the area/ local surrounds	5
<b>Other</b>	<b>37</b>

Respondents were then asked to name the aspects of the building that they liked. Following is the responses provided for each building.

### **MSAC/ Albert Park Centres (15)**

- *I just like the layout and the range of facilities.*
- *I like the external look of it.*
- *I like the glass. It doesn't have an outdoor areas, but the toddler area is good the way it flows. The cafe area is also good.*
- *I like the look of having a lot of glass.*
- *I like the pool. It has a wave pool. It is very good functional public space. I like the set up.*
- *I think this has a good set-up. Good for Melbourne.*
- *It fits into the environment and blends into the parks around there .It is easy on the eye.*
- *It is very functional and very elaborate. I like the wave pool and all the other things it has. It has everything, which makes it great for families. It has kids' classes.*
- *Seems very big and everything is set out in order. There are courts here (basketball) and swimming.*
- *That sort of thing - light, bright and welcoming - that sort of idea. Facility where you can see water through glass.*
- *The design for the outside. The look. Modern.*
- *The outdoor pool looks fantastic. It looks fantastic from Albert Rd. It has indoor and outdoor. The feel of the place is fantastic.*
- *The space. Good use of space.*
- *This has similar facilities to the type I think they should have here.*
- *Under cover shelter area. Outdoor pool with shade sails over it.*

### **Boroondara leisure centre/ pool (11)**

- *I have been told it is nice, but I haven't been there.*
- *I just like the space there./ Around the pool.*
- *I like the set-up at Boroondara. I think this has a good set-up. Good for Melbourne.*
- *I like the shaded area at the pool and the toddlers' pool. Just the way it is set up.*
- *Integration of sporting facilities. The sports complex has a big basketball stadium. I like the look of it.*
- *It has a high wall. One whole side being glass allows plenty of natural light. It is a big space. They use those courts for soccer, badminton, netball, not just for basketball.*
- *It has a similar style to the glass and steel emphasising curves architectural look, which I prefer.*

- *It has lots of basketball courts.*
- *Multi indoor court facilities. There has more of a gym emphasis, where here is more pool and gym.*
- *Spacious, open, well set out as opposed to rambling. It has easy access, public walkways. It has a nice outside aspect. It is bright and modern with lots of light and clean and new.*
- *The car parking there is much better than it is here. Also there is an emphasis on outdoor stuff. Like the pool. I like the things being outdoors.*

#### **Federation Square (6)**

- *Different window sizes. Tones in the walls. I think it is very contemporary.*
- *Don't know, I just like it.*
- *I like the paving at Fed Square.*
- *Open space, glass design.*
- *The modern architecture/ the interesting colours and the scale of everything they used in their design.*
- *Worked well. They have focussed on public space that can be utilised by the community.*

#### **Kew Recreation Centre (5)**

- *All the glass at the front.*
- *Gym should be a big square not so long and narrow. A lot bigger room for the gym,*  
*but they have glass doors I hate.*
- *Hook up all the pools like this, like a bicycle path. Do something here and here.*  
*A series of pools.*
- *It has a big glass wall in the aerobics area - lets in the light as stadium can be a bit*  
*dark for aerobics.*
- *Nice there - big and clean. Got nice gardens and lawns outside.*

#### **Melbourne baths (4)**

- *I like the old pool with the old style. These are true old baths.*
- *It has nice ceilings. I like the heritage building. Although I am not sure if it is possible*  
*to recreate heritage.*
- *It is a converted heritage building. It has huge vaulted ceilings. It is the only indoor*  
*pool that I really like and is a real antique building.*
- *This is a stunning building with a wonderful old style feel.*
- 

#### **Richmond pool (3)**

- *I like the idea of enclosed pool with sky lighting. More energy efficient.*
- *It is a good looking building keeping with the heritage style.*
- *Modern. Up to date. Well maintained.*

**Ashburton YMCA (2)**

- *It has a good layout, but the gym is not a good layout. I would like it to be like Ashburton, but with the gym twice the size.*
- *The children's/ family area. It is enticing for families to go. The area.*

**Flinders St Station (2)**

- *I just like it. It is unique. It is a warm place. I think it has a warm feel. I like the style of the building.*
- *I like the look of that. I like the heritage look.*

**Wellington (NZ) (2)**

- *Cafe opens up to a kids' pool area. The whole area is opened up. It also has a massive crèche. It works really well because you can use the cafe and see the kids in the pool at the same time.*
- *It had a pool and a boat. The setup was good.*

**Ecologically friendly (2)**

- *Just go for something ecologically friendly indoor and outdoor, just ensure it is designed that way.*
- *Make it eco-friendly, green house friendly.*

**Swan St Soccer Stadium (2)**

- *I like the modern feel I guess - that is all.*
- *Just the structure, the white soccer ball structure. The modern external look is creative.*

**Collingwood Leisure Centre (2)**

- *It is good, visually appealing. The glass allows you to see outside.*
- *It is open, modern, up to date and well maintained.*

**Other buildings in the area/ local surrounds (5)**

- *Conforms with buildings around.*
- *It should be something that fits in with the local environment.*
- *Just fit in with other buildings in the area.*
- *Something that fits in the area.*
- *The surrounding houses and architecture in the area - quite traditional – some of the old school buildings in the area.*

**Other (37)**

Airports	<i>Big open spaces. Good structures. Upstairs and down stairs depart from one and arrive at the other.</i>
Bauhaus house	<i>Modern and simple.</i>
Bendigo Bank Corporate office in Bendigo	<i>The colours they use and the external screens.</i>
Bent Architecture	<i>They just designed out hours and they are great. I would recommend them to design this.</i>

Birds nest stadium	<i>I love the out-there design. The fact that the design is interesting, but the building is also functional.</i>
Boroondara City Council halls	<i>It is an old style with an open space. They have also tried to do a bit with the trees.</i>
Botanical gardens	<i>You could have a watery garden where you have a restaurant on, offering more than just a pie. You could come and relax and watch the kids and have a nice meal. You could have some around the back where you can buy and ice cream. A landscaped water park, which is more than just a garden with lawns.</i>
Camberwell Girls Grammar School	<i>It is open and bright.</i>
Camberwell Grammar Boys School and Ormiston	<i>They have used tone and glass really well they just look like designed by an architect and a lot of thought has gone into building. Looks like a lot of light and space for the kids.</i>
Carey Drama Centre	<i>It has the same architects as Federation Square. It has broken up surfaces like they have done there. I like that type of architecture.</i>
Chandler in Queensland	<i>It is an indoor and outdoor facility. It is an Olympic facility where they have state finals. I like the large pool areas this facility has and the fact that it has indoor and outdoor.</i>
Cube in China	<i>It just looks like you are in a bottle of water. Like the look.</i>
Eltham Leisure Centre/ Warrandyte	<i>I think the stone and wood reminds me of this centre. It blends with the Australian Culture. Alistair Knox (architect) designs are similar to that.</i>
End of Burke Rd, Whitehorse Rd Pool	<i>A lot of glass and steel. I like the look of it.</i>
Glenferrie oval/ town hall	<i>Blend into Glenferrie oval and town hall.</i>
Harold Holt	<i>I like the natural light. That's all.</i>
Hawthorn library	<i>Really bright and easy to access. Close to station - entry is an open area.</i>
Hawthorn town hall	<i>It is a beautiful building, inside, the architecture.</i>
Leisure centre in Nunawading	<i>I like the facilities. I like the pool and the other facilities. I think it is functional and a good public space.</i>
Melbourne Museum	<i>Just got a great feel. Open and airy.</i>
Middle school building at Camberwell boys grammar	<i>It has green glass. The glass and steel blends with the greenery of Mont Albert Rd.</i>
Modern structures	<i>Modern structures./ Just should look at other modern structures for ideas.</i>
Monash sport centre	<i>It is modern with an inside pool. It has all glass walls and is very open.</i>
New building for Swinburne uni (seen plans)	<i>It is a green building. Sustainable. They are the main things.</i>

North Melb pool	<i>Nice pools - coffee store.</i>
Qld - don't know what it is called	<i>I like the sense of space. They have used glass and there is a view out to the oval. Although it might be better suited to Queensland, might have a problem with heating here.</i>
Sandringham pool	<i>Big, spacious and modern.</i>
Schools like Xavier or MLC	<i>I like the traditional look.</i>
Some of the other larger recreation centres	<i>Just take some ideas from some of the larger sorts of recreation centres. Just what works there.</i>
Spencer Street Station	<i>I like the overall look of it.</i>
St Kevins College - the new building	<i>It has a modern look. I just like the look of it when I am passing by. It has plenty of windows.</i>
St Kilda sea baths	<i>You can't beat it. It has the beach and the pool together.</i>
State Parliament	<i>It is an imposing structure. Visually I think it is very good.</i>
Swinburne	<i>Use steel and glass like at Swinburne to make it similar to the surrounding area.</i>
The ANZ headquarters in Docklands	<i>It is sustainable and has a 6 star rating.</i>
The old water polo building	<i>Just that it's been there (out the back) for a long time.</i>
Victoria Uni pool	<i>Gym above pool looks good. Really good facilities. Good pool, well maintained change rooms, really good aesthetics, looks really good.</i>

### **Inappropriate styles of buildings**

Respondents were asked which style of building, if any, they thought would be inappropriate and Council should avoid. Results are presented in the following table. The variety of responses and contradictory responses indicate it will not be possible to satisfy everyone.

As shown around one in five (21%) said they do not want something large and 'flashy' and the same proportion (21%) said they did not want glass and steel. Of note a number that said they do not want glass said they felt it gets too hot and is difficult to maintain

Almost one in five (18%) said they did not want a modern building. However, results indicate most of these (15%) do not want an 'ultra modern' building, but may be happy with a building that has modern features. Not heritage was mentioned by 16% and 14% said it should fit in, but most were not specific in what could be done to make it 'fit in'.

<b>No/ Nothing/ Can't think of anything</b>	<b>18%</b>
Don't mind how it looks/ just make it safe/ functionality is most important	5%
The current style is inappropriate	3%
Any style because near station/ any style because not near other buildings	1%
Spend more on inside than outside/ inside more important than what it looks like	1%
<b>NOT LARGE/ FLASHY</b>	<b>21%</b>
Nothing too flashy/ nothing ostentatious/ nothing too flamboyant/ not over the top/ not overpowering	11%
Not high rise/ not too many stories/ not too many stairs/ not massive/ not 2 structures	8%
Not loud/ not bright colours/ not coloured glass/ not green	3%
Not overly costly/ not luxury	2%
<b>NOT GLASS/ STEEL</b>	<b>21%</b>
Not glass/ glass gets too hot/ glass hard to maintain/ not too much glass/ glass not environmentally friendly - hard to maintain temperature	12%
Not Glass and steel emphasising framework	11%
Not Glass and steel emphasising curves	9%
Not metal/ metal has cold feel	2%
Not glass and steel	1%
<b>NOT MODERN</b>	<b>18%</b>
Super modern/ ultra modern	15%
Not Modern blobitecture emphasising flamboyant organic	3%
Not Modern emphasising functional simplicity	2%
<b>NOT HERITAGE</b>	<b>16%</b>
Not Heritage emphasising red brick	14%
You cannot replicate heritage	5%
Heritage is old fashioned/ harsh/ not interesting	5%
Heritage does not suit leisure centre	3%
<b>HAS TO FIT IN</b>	<b>14%</b>
Has to fit in with the area/ has to be in keeping with the area	13%
Has to fit with environment/ trees/ natural look	2%
<b>OTHER STYLES</b>	<b>16%</b>
Not too much concrete/ not too many bricks	6%
Not Emphasising wood	6%
Not box shaped/ curved	3%
Not retro	1%

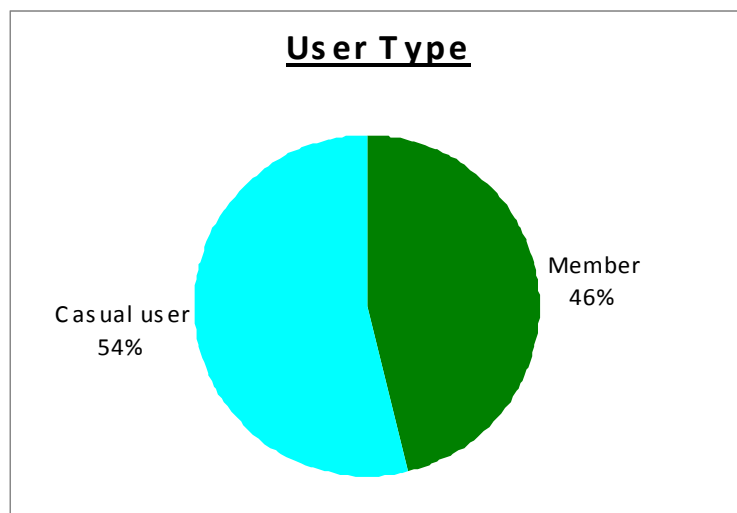
Not old	1%
Not bluestone	1%
Not grey/ should have bright colours	1%
Not spikey	1%
Not too urban	1%
<b>OTHER NOT SPECIFIC TO STYLE</b>	
<b>OTHER NOT SPECIFIC TO STYLE</b>	<b>15%</b>
It has to be environmentally sound/ needs to conserve energy/ sustainability of timber/ should not get too hot	6%
Nothing that is high maintenance	4%
Wood is like a ski resort/ wood is like a farm/ building should look like a pool/ should look like a gym	2%
Something that will not date	2%
Something that will wear well	2%
Don't use cheap materials	1%
Don't waste space	1%
<b>NOT LIKE SPECIFIC BUILDING</b>	
<b>NOT LIKE SPECIFIC BUILDING</b>	<b>6%</b>
Not like Federation Square	2%
Not like Harold Holt pool	1%
Not too much like other gyms	1%
Not like pools at Gisborne/ Sunbury/ not like civic halls	1%
Not like Boroondara Leisure Centre	1%
Not like Carey on Barkers Rd	1%
Not like the Arts Centre	1%
<b>SHOULD BE</b>	
<b>SHOULD BE</b>	<b>17%</b>
Have more windows/ allow natural light in/ make it light/ not closed	6%
Should be modern	5%
Something natural/ not corporate/ community feel	3%
Should be welcoming/ inviting	1%
Should have Australian feel/ should reflect indigenous culture	1%
Should be open	1%
Should be heritage	1%
Should combine old and new	1%
Should be concrete/ brick (safer/ cooler)	1%
<b>Other</b>	
<b>Other</b>	<b>3%</b>

### **Differences by respondent type**

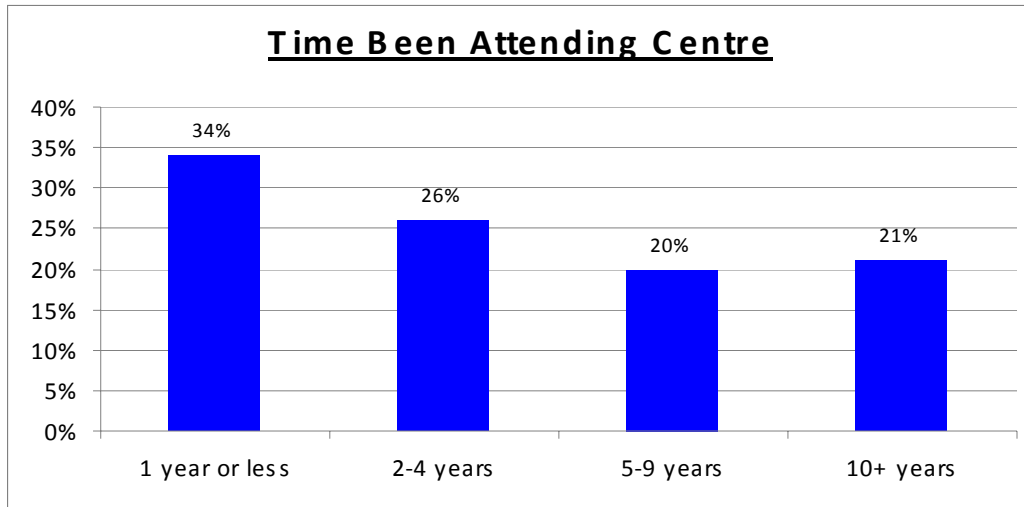
Respondents on that use the stadium were more likely to say it needs more windows or more natural light. Respondents that use the gym were more likely to say it should not be heritage.

### **Respondent profile**

Just under half of respondents were members (46%). Members were more likely to use the gym and group exercise, while casual users were more likely to attend on the weekend and have used the centre for 10 years or more. Of interest, members were more likely to be 16-24 years of age, which may be due to the proportion of Swinburne students that take advantage of the free membership.

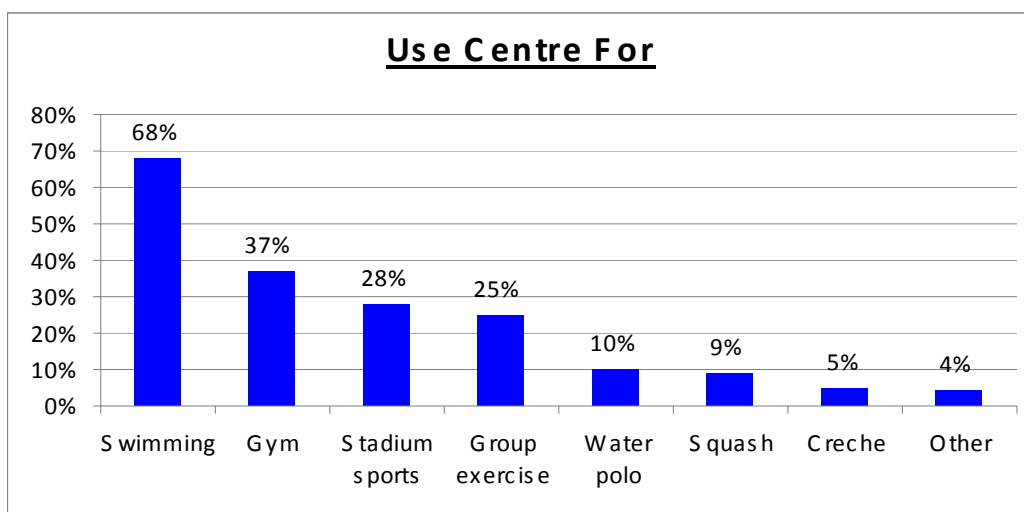


Respondents have been attending the centre for 5.8 years, on average. As expected, older respondents had been attending the centre for longer periods, on average. Members and respondents that live locally have been attending the centre for longer, on average, than other groups.

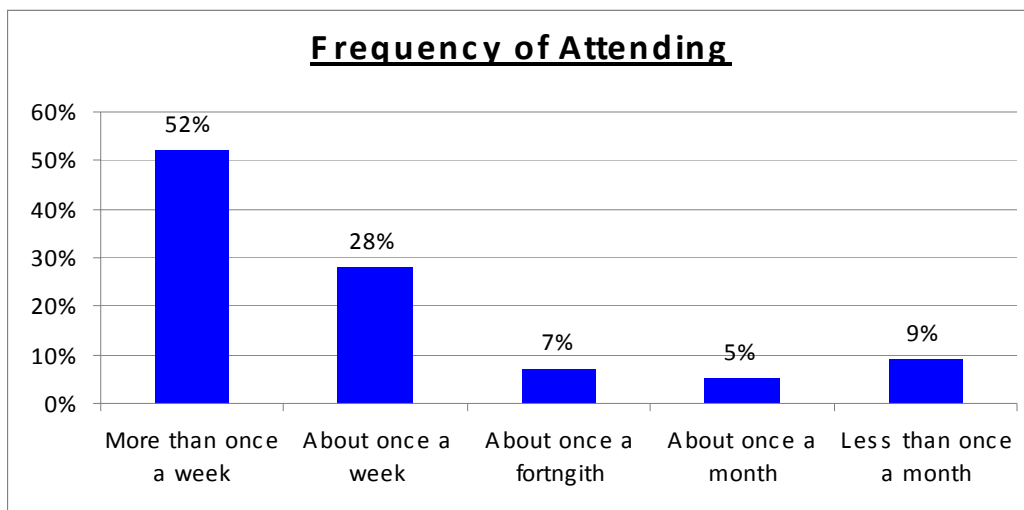


Two thirds (68%) of respondents said they use the Centre for swimming, over one third (37%) reported using the gym, over one quarter (28%) use the stadium, one quarter (25%) use it for group exercise, 10% for water polo and 9% for squash. Only 5% reported using the crèche at the Centre.

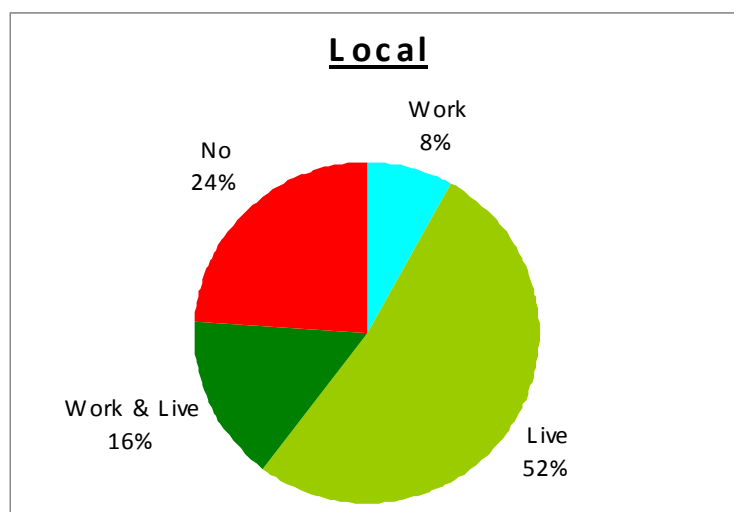
Respondents who use the gym were more likely to use it during the week than on the weekend. Respondents who use the gym were most likely to also use the centre for group exercise. Respondents who use the centre for swimming, gym or group exercise had a higher frequency of attending than others, with those using it for stadium sports or water polo most likely to use it weekly/ fortnightly. Respondents who use the Centre for swimming were most likely to live locally, while respondents that use it for water polo were not. Respondents attending group exercise were more likely to be female and those playing squash were more likely to be male.



Around half of respondents (52%) reported attending the Centre more than once a week. On average respondents reportedly visit 120 times per year (twice a week). Respondents attending weekday evenings have the highest frequency of visiting, while those attending on Sunday have the lowest. Members and those that use the Centre for gym and group exercise have the highest frequency of attending. Respondents aged 35-54 years have a lower frequency of attending than respondents in other age groups.



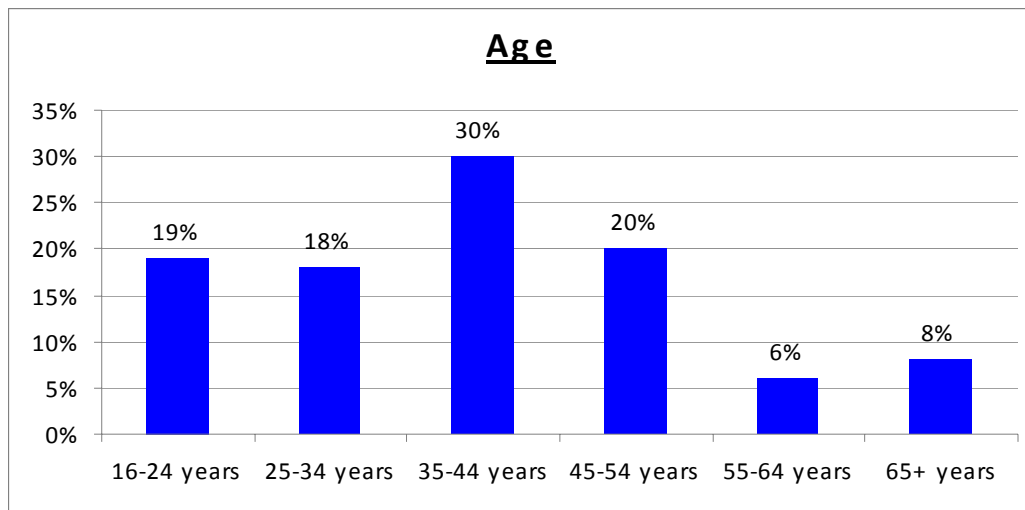
Around one quarter (24%) of respondents said they do not live or work in the local area. These respondents were most likely to attend on Sunday. Around half (52%) live in the local area (but don't work locally) and were most likely to have been attending the Centre for more than 10 years and use the Centre for gym or group exercise. Eight percent (8%) of respondents work in the area (but live elsewhere) and were most likely to attend the centre on weekday evenings.



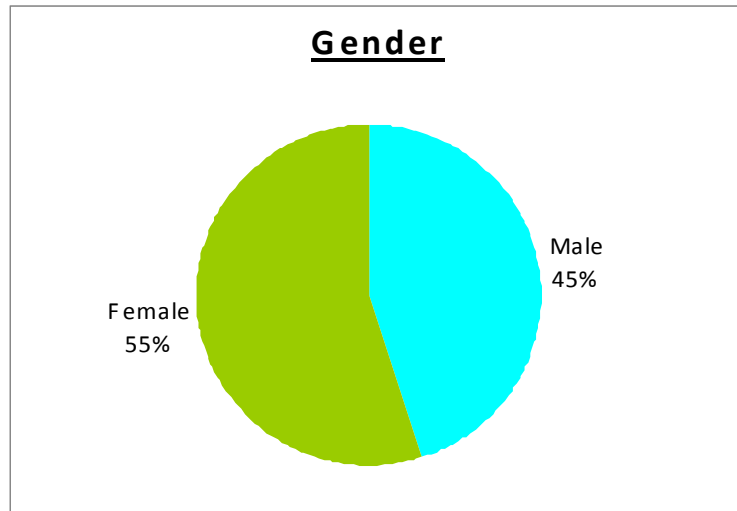
Respondents that do not live or work locally were asked why they attended the Centre and provided the following responses:

	<b>Respondents</b>
For water polo - fixture	10
Swinburne student	9
Attending with friends/ staying with friends/ visiting area	7
Enjoy it here/ attended for some time/ not as crowded/ friendly staff	5
It is nearest outdoor pool/ I prefer this pool	4
For badminton	3
For basketball - fixture	3
Good price/ good program	3
Our local pool is being renovated	2
Live in Kew/ Richmond	2
Other	4

The average age of respondents was 40 years, with respondents from each of the age groups represented.



Just over half of respondents were female (55%). As mentioned previously, females were more likely to attend group exercise than males.



**Hawthorn Aquatic & Leisure Centre  
Face to face survey text**

Good morning/ afternoon/ evening, I am conducting a short survey regarding the new Hawthorn Aquatic & Leisure Centre on behalf of the City of Boroondara.

Could you please answer some questions, it will take only a few minutes?

Q1. I am going to read out the facilities proposed for the new Centre. Please let me know if you agree with them being included:

	Yes	No	Maybe	Why – no/ maybe
A larger pool	1	2	3	
An indoor warm water pool for rehabilitation and general exercise	1	2	3	
A larger crèche	1	2	3	
Café and seating area	1	2	3	
Larger gym and circuit room	1	2	3	
Larger programs spaces for group exercises	1	2	3	
Consulting health suites	1	2	3	

Q1a. Is there anything else you think should be included?

Yes	1	(specify)
No	2	

Q2. Thinking about the future centre, what kind of architectural look and feel would you prefer? Please choose one or two from these *<hand show card>* Or let me know if you would prefer something else? *(If so, ask to describe)*

1	Emphasising stone
2	Emphasising wood
3	Glass and steel emphasising curves
4	Glass and steel emphasising framework
5	Modern blobitecture emphasising flamboyant organic
6	Heritage emphasising red brick
7	Modern emphasising functional simplicity
8	Other (please specify)

Q3. What do you value about the current look and feel of the Hawthorn Aquatic & Leisure Centre that you think Council should take into consideration in the new design?

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Q4. What other public buildings do you like which you think should be considered by the architect when developing the concept plan?

Specify building	(If specified ask Tell us which aspects of the building that you like)
Other	None/ Don't care/ Should be unique (specify)

Q5. Which style of building, if any, do you think would be inappropriate and Council should avoid?

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Q6. Are you a member or casual user of HALC?

Member	1
Casual user	2

Q6a. For how many years have you been using this centre? \_\_\_\_\_

Q7. What do you use HALC for? [READ OUT]

Gym	1
Group exercise classes	2
Swimming	3
Squash	4
Creche	5
Stadium sports (e.g. basketball)	6

Q8. How often do you use HALC? [READ OUT]

More than once a week	1
About once a week	2
About once a fortnight	3
About once a month	4
Less than once a month	5

Q9. Do you work in the area? Are you a resident?

Work in the area	1
Local resident	2
Both	3
Neither	4

Q9a. *<If neither ask>*, why do you attend this centre?

\_\_\_\_\_

Q10. Which age group do you fall into [READ OUT]?

16-24 years	1
25-34 years	2
35-44 years	3
45-54 years	4
55-64 years	5
65+ years	6

Record gender

Male	1
Female	2

[THANK AND CLOSE] (Offer information if respondent appears interested)