



Warm water pool concept designs

Community engagement summary report

November 2023

This report has been prepared by independent consultants, Activate Consulting and Cochrane Research Solutions.

Activate Consulting and its partners were engaged by Bayside City Council to deliver the community engagement program on the proposed concept plans for the Warm Water Pool at Brighton Golf Course. This included the provision of advice on the engagement approach and materials, design and delivery of engagement activities and full independent analysis and reporting of community and stakeholder feedback.



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Executive summary

Engagement overview

In 2022, Bayside City Council resolved to build a public Warm Water Pool (WWP) at Brighton Golf Course, following community consultation which showed strong overall support for the proposal.

Using the community feedback and targeted consultation with key Council Reference Groups and Advisory Committees, in early 2023, architects prepared initial concept designs for the new facility. These concept designs were released for community feedback from 20 September to 17 October 2023. This report presents the results of that engagement process.

These findings will inform the development of detailed designs for the new Warm Water Pool.

The engagement program was designed to seek the views of key target user groups of the new facility including older adults; persons and carers of persons with disability, chronic illness, or medical condition; and parents or carers of children under 12 years old. It also sought to engage with key stakeholders in the immediate vicinity of the facility, including neighbouring residents and existing Brighton Golf Course members and users.

There were a total of 166 participants across the seven engagement activities. While not all participants provided demographic and personal information, the profile of those who did indicates that the engagement was successful in reaching its key target participants, and that 80% (of 113 respondents) were *Very likely* or *Likely* to use the Warm Water Pool at Brighton Golf course.

Key findings

These findings draw from multiple feedback datasets and not all participants answered every question, so the counts and percentages reported should be considered in the context of the sample size.

Proposed exterior design concepts

Support for the exterior design concepts was strong. The majority of participants (82.4% of 102 participants) said they *Loved* or *Liked* the proposed exterior concept designs, with few (9.8%) expressing dislike for the concepts. The majority of the 23 survey respondents living in Brighton East where the pool will be located also said they *Loved* or *Liked* it (82.6%).

There was a much stronger preference (of 90 survey participants) for the *Sand base colour* than the *Ochre base colour*, and a preference for the *timber battens* (44 or 48.9%) than *aluminium battens* (29 or 32.2%) along with it. The same preference was evident for respondents living in Brighton East.

The feedback from 99 survey participants was overwhelmingly favourable citing the modern design, flowing lines, colours, and texture; large windows, views and natural light; the general design and low profile and easy access to the golf course. A small number expressed concerns about the overall facility or dislike for particular aspects of the concept (such as bulk, colours, deep fascia, glass, and grass spaces).

A range of suggestions were made for the outdoor area to help meet user needs, in particular outdoor seating, and also included: trees and greenery, car parking, facilities for cyclists, shelter for all weather protection, access to basic amenities, café with outdoor seating area, accessible and wheelchair-friendly movements, and instructional signage and signals to support easy movements.

Reference Group and Advisory Committee participants liked the covered walkways; use of sustainable materials and features; and windows facing north for views and privacy. They also made a number of suggestions for the outdoor area including eaves, tinted windows, and awning; handrails along entry paths, and paths with low gradients. They reinforced the importance of areas for social interaction, parking for mobility scooters and wheelchairs, and undercover drop-off areas right at the front door.

Neighbouring residents and golfers raised concerns about the impact of the facility on local traffic and parking (including whether there would be sufficient parking for golfers) and whether water run-off from the building would contribute to 100-year flood levels. They also raised the desire for a café and expressed (through the drop-in sessions) a preference for lighter external colours.

Proposed interior concept designs

Support for the interior concept designs was not as strong as for the exterior. While the majority of participants *Strongly agreed or Agreed* (54.0% of 102) with the proposed interior floorplan designs, almost one in five were undecided and just over a quarter (26.4%) did not agree to some extent.

The main reasons some survey participants were unsure or did not agree included:

- Concerns about change-rooms and toilets – whether there would be a sufficient number and type to meet diverse needs and will they big enough and include required facilities. *It is important to note that the concept designs only showed the space allocated for change-rooms and toilets and not the specific configuration which will come at the detailed design stage.*
- Suggestions for the length and use of pools – a number of requests for a 25m pool/ lap swimming lanes, and feedback about ramps and child swimming lessons. *It is important to note that the Warm Water Pool will be heated to 34 degrees, intended for therapeutic purposes, which is too warm for lap swimming.*
- Concerns about moveable floor and pool depth – relating mainly to cost and practicality.
- Preference for a café rather than a kiosk – desire for a small, indoor café with seating for users, carers, and families to support wellbeing through social connection.
- Desire to support all-abilities access – comments related to a range of features including rails and sizes of rooms, pools, doors, and ramps.
- Queries relating to the Pro Shop – some mixed views about the Pro Shop and how to access it.

The suggestions raised to improve the interior floorplan reflected these concerns.

Reference Group and Advisory Committee participants liked the provision of the two pools, their size and the space around them. They liked that there were separate male and female change-rooms close to the pools and generous space to enter the facility. They also spoke positively about the number of windows with views across the golf course and the provision of outdoor seating.

These participants also suggested more change-rooms with button entry, café/ coffee shop, graduating floor, poolside seating, and indoor parking spaces for scooters and walkers. They also questioned the emphasis on the Pro Shop.

Neighbouring residents and golfers (through the drop-ins and online webinar) emphasised making the pools larger, the need for a café rather than a kiosk, and questioned whether the expense of a moveable pool floor was warranted.

Allied health services, and other services and programs

Of 87 survey respondents, most (56.3%) preferred that *Physiotherapy* services be available at the new facility. Around a third said they *will not use allied health services*. Some wanted to see *Myotherapy*, *Occupational therapy* and *Osteopathy*, and fewer *Chiropractic services*. A range of other services were also suggested.

Reference Group and Advisory Committee participants reinforced support for physiotherapy, chiropractic services and occupational therapy, and also suggested acupuncture, podiatrist and remedial massage. This group again raised the desire for a café.

Preferred operating hours

Feedback from 90 survey participants showed that highest anticipated use of the facility is between 9am and 3pm on both weekdays (96.7%) and weekends (92.8%).

There was higher anticipated use of the facility between 6am–9am on weekdays (22.2%) than weekends (13.3%), and conversely higher anticipated use of the facility between 3pm-5pm on weekends (24.1%) than 3pm-6pm on weekdays (18.9%).

A total of 16.9% of respondents said they would anticipate using the facility if it was open later on Saturdays from 5pm-7pm.

1 Engagement approach and participation

1.1 About the engagement

In 2022, Bayside City Council resolved to build a public Warm Water Pool (WWP) at Brighton Golf Course, following community consultation which showed strong overall support for the proposal.

Using the community feedback and informed by targeted consultation with key Council Reference Groups and Advisory Committees in early 2023 (Bayside Healthy Ageing Reference Group, Bayside Seniors Action Group and the Disability Access and Inclusion Advisory Committee), architects prepared initial concept designs for the new facility.

These concept designs were then released for community feedback and this report presents the results of that engagement process.

Community engagement was conducted from 20 September to 17 October 2023 (inclusive) and open to City of Bayside residents, ratepayers, visitors, and the general public.

The engagement program was designed to seek the views of key target user groups of the new facility including older adults; persons and carers of persons with disability, chronic illness, or medical condition; and parents or carers of children under 12 years old. It also sought to engage with key stakeholders in the immediate vicinity of the facility, including neighbouring residents and existing Brighton Golf Course members and users.

Consultation activities included:

- A survey, available online through Bayside's *Have Your Say* website and in hard copy format;
- One online information webinar (general community, golfers, neighbouring residents);
- Online Q&A forum through *Have Your Say*;
- Two place-based drop-in engagement sessions at Brighton Golf Course; and
- Meetings with Reference Groups and Advisory Committees (Bayside Healthy Ageing Reference Group, Bayside Seniors Action Group and the Disability Access and Inclusion Advisory Committee).

The engagement was supported by broad communications including information on *Have Your Say*, letters to nearby residents, direct email to previous engagement participants, golf club member notifications, on-site signage, and promotion through Council's digital and print communications channels, including *Let's Talk Bayside* magazine sent to every household.

1.2 Level of participation

As shown in Table 1, the communications and engagement activities were effective in engaging **166 participants**. Please note: some individuals may have participated in more than one engagement activity.

Table 1. Outline of engagement activities and level of participation

Engagement activity	Number of participants
Survey (102 responses) <ul style="list-style-type: none">• Online on the <i>Have Your Say Bayside</i> project page (93 responses)• Hard copy (9 responses)	102
2x Place-based drop-ins (33 Dot board, 13 Voting pod, and 6 Chat board participants) <ul style="list-style-type: none">• 4 October (Wednesday, 9am to 11am, Brighton Golf Course)• 7 October (Sunday, 10am – 2pm, Brighton Golf Course)	35
1x Online information webinar <ul style="list-style-type: none">• 27 September (Wednesday, 6pm to 7pm, general community)	6

Engagement activity	Number of participants
Q&A forum <ul style="list-style-type: none"> Online on the <i>Have Your Say Bayside</i> project page 	1
Meetings with Reference Groups and Advisory Committees <ul style="list-style-type: none"> 25 September (Monday, 1pm to 3.30pm, Bayside Healthy Ageing Reference Group and Bayside Seniors Action Group) 25 September (Monday, 7.45pm to 8.30pm, Disability Access and Inclusion Advisory Committee) 	22
TOTAL	166

1.3 Who we heard from

Not all participants provided demographic and personal information, so this description is based on the 102 survey participants, some of whom also did not answer all questions.

- Age: Most participants were aged 50 to 84 years. All age groups over 18 years were represented, although there was a low level of participation by those aged under 35 years (2 or 3.4%). Many participants were aged 70 to 84 years (27 or 45.0%), 50 to 59 years (12 or 20.0%), or 60 to 69 years (11 or 18.3%) (see Figure 1).
- Gender: More females (47 or 71.2%) participated than males (19 or 28.8%) (see Figure 2).
- Residential suburb: Most participants lived close to the new facility in Brighton (39 or 42.2%) or Brighton East (23 or 25.0%). The suburbs of Cheltenham and Hampton East were not represented. Four participants live outside of the Bayside municipality (see Figure 3).
- Diversity and other personal characteristics: 67 survey participants identified with one or more diversity and other personal characteristics. Just under half of these identified as a Concession card holder or pensioner (31), and many as a Person with chronic illness or medical condition (22). Some also identified as a Parent/carer of child aged 12 years or younger (14), Person and/or carer of person with disability (11), Carer of an older person (9) and/or Aboriginal or Torres Strait Islander (1). In addition, 15 members of the Bayside Healthy Ageing Reference Group, Bayside Seniors Action Group, and 7 members of the Disability Access and Inclusion Advisory Committee participated (see Figure 4).
- Main connection to Warm Water Pool: 35 participants at drop-ins and the webinar reported their main connection to the Warm Water Pool as being a Golfer (17), Neighbouring resident (14), Bayside resident (3), or Allied health professional (1) (see Figure 5).
- Likelihood of using the Warm Water Pool at Brighton Golf Course: Most of the 102 survey and 13 drop-in participants (92 or 80.0%) are Very likely or Likely to use the Warm Water Pool. Some participants reported Unsure, (7 or 6.1%), Unlikely (6 or 5.2%) or Very unlikely (10 or 8.7%) (see Figure 6).

In addition, the majority of the 41 place-based drop-in participants and online webinar participants identified anecdotally as neighbours living nearby or golfers.

These characteristics indicate that the engagement was successful in reaching key target user groups as well as key stakeholders in the immediate vicinity of the new facility.

Figure 1. Age of participants (Survey)

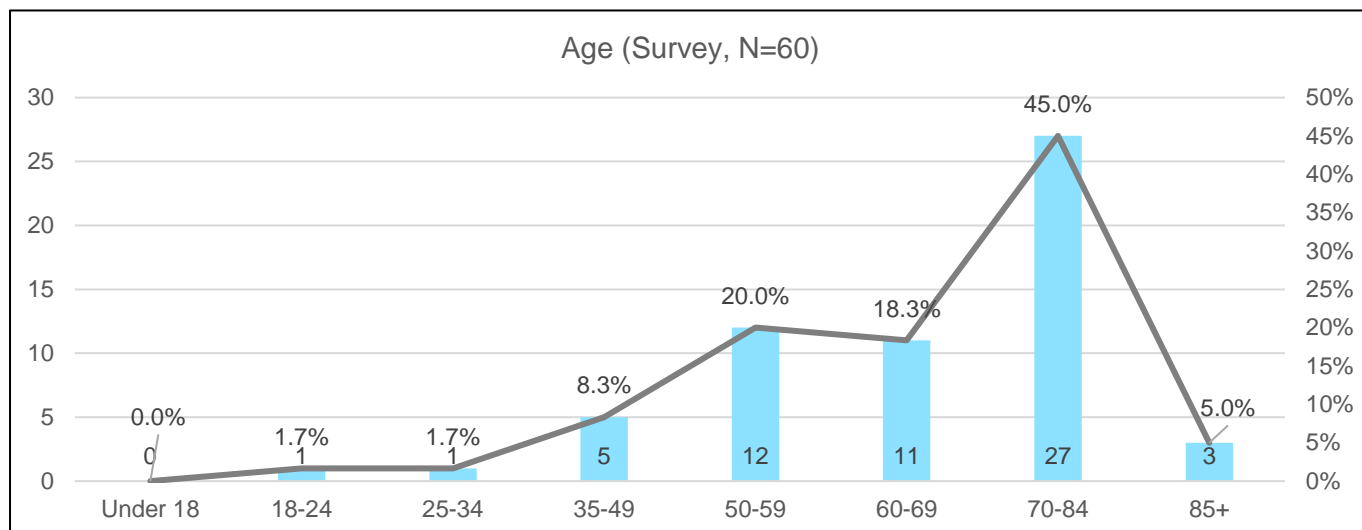


Figure 2. Gender of participants (Survey)

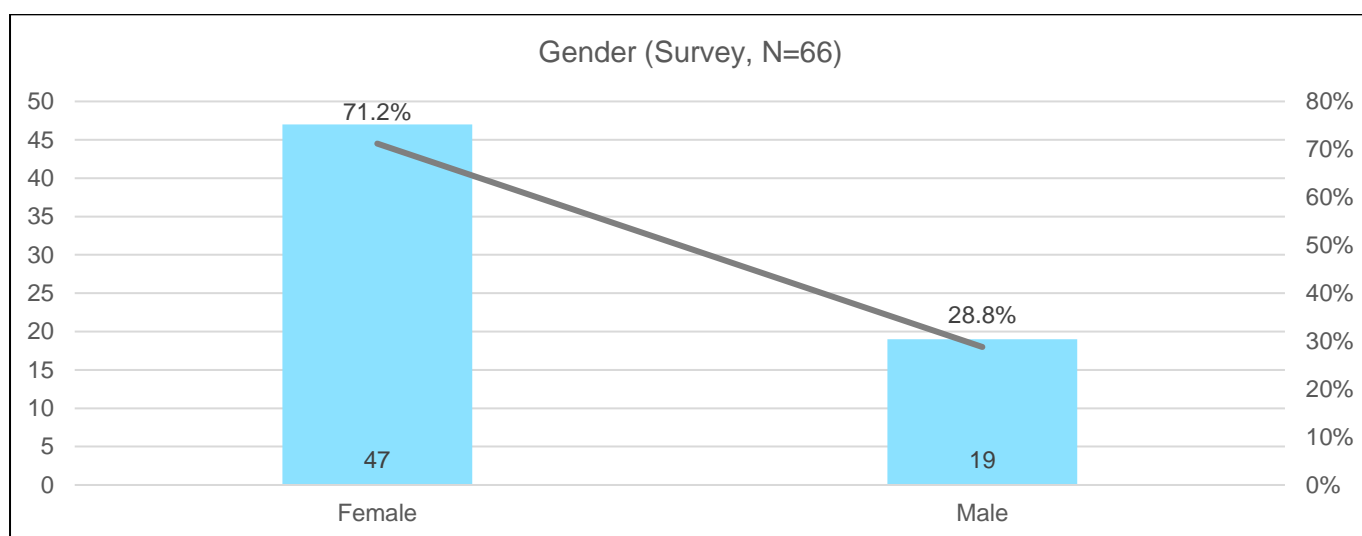
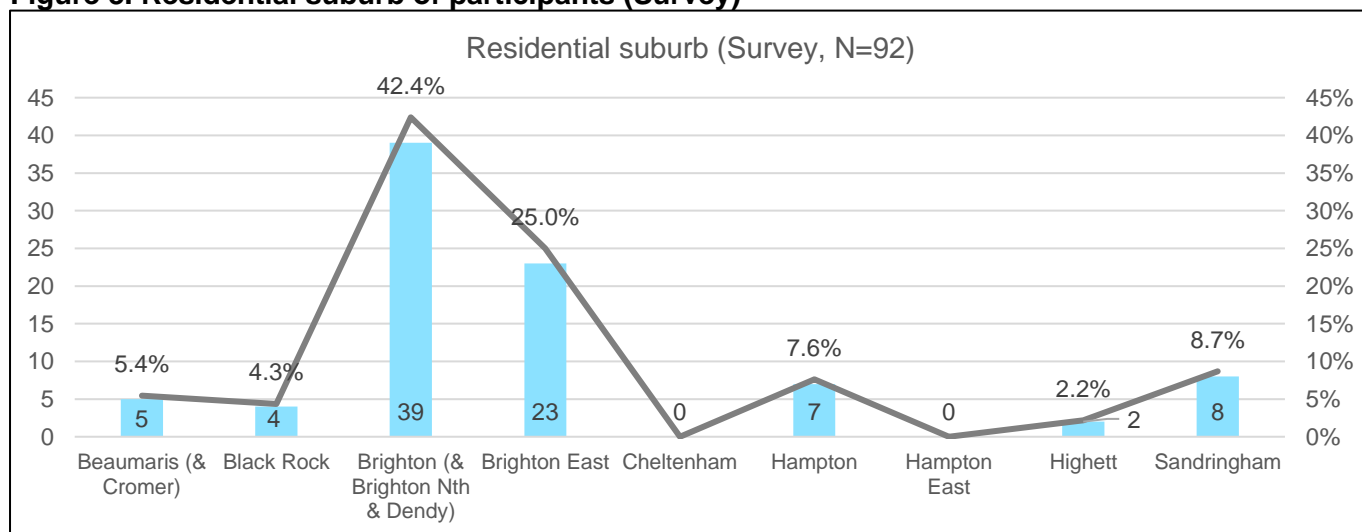


Figure 3. Residential suburb of participants (Survey)



“Other” suburbs reported by four participants were: Bentleigh, Carlton South, Caulfield, and St Kilda East.

Figure 4. Diversity and other personal characteristics of participants (Survey)

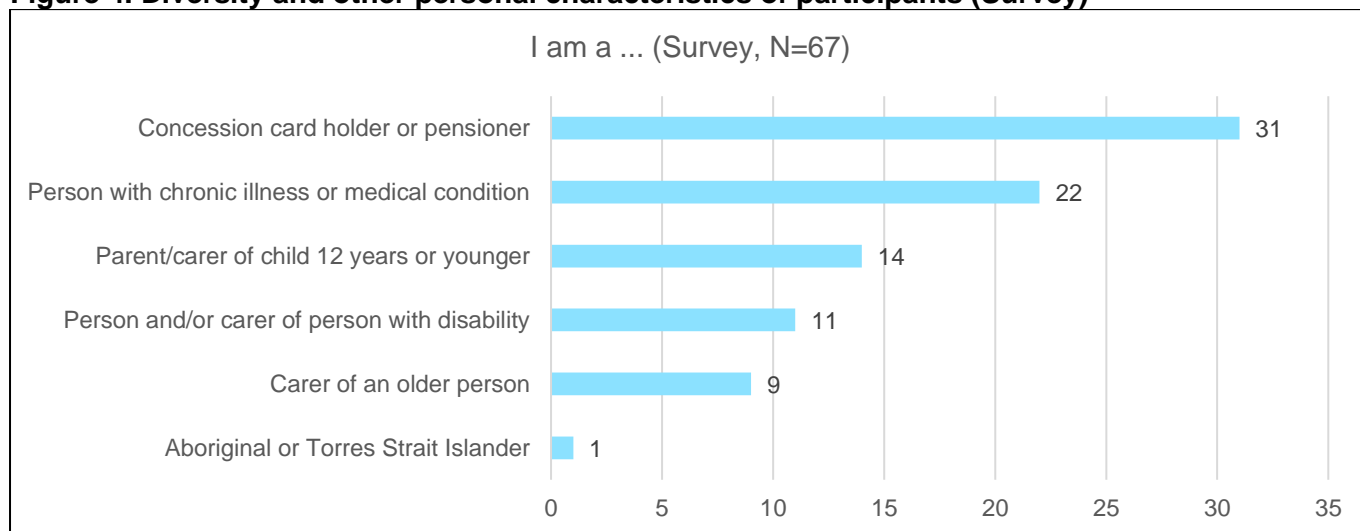


Figure 5. Participants' main connection to Warm Water Pool (Drop-ins and webinar)

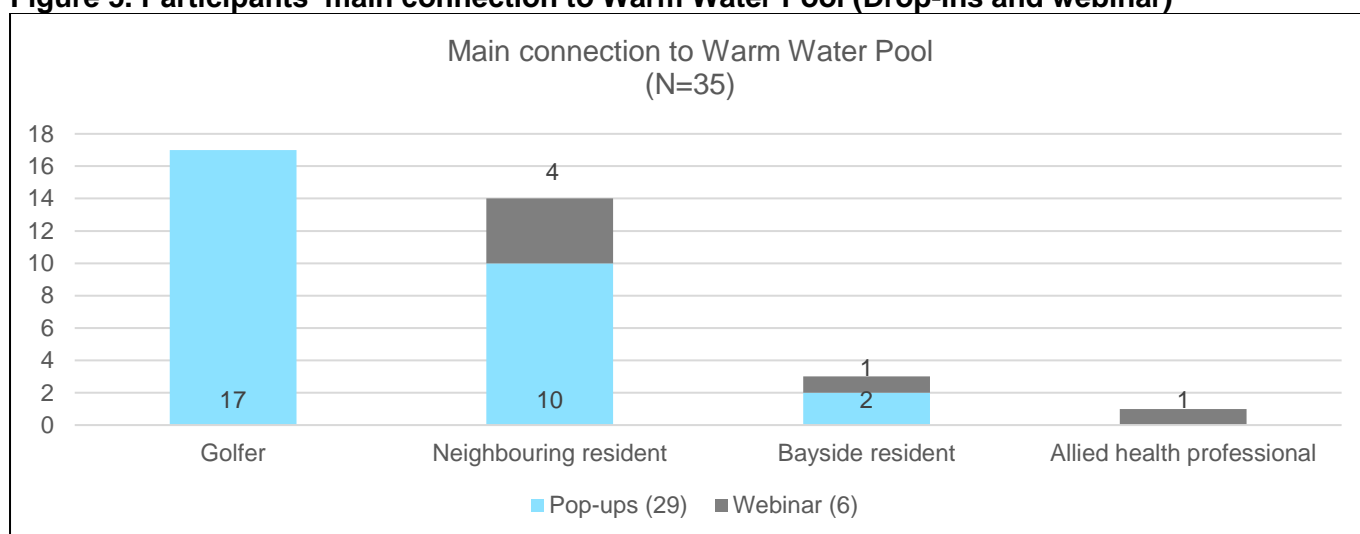
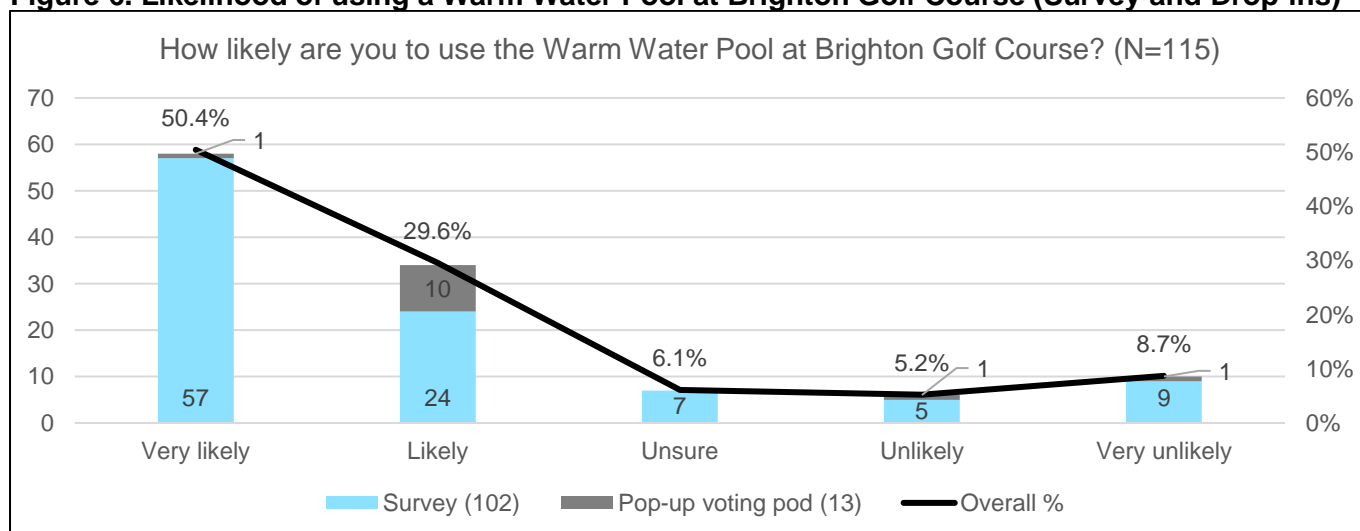


Figure 6. Likelihood of using a Warm Water Pool at Brighton Golf Course (Survey and Drop-ins)



2 Overview of findings

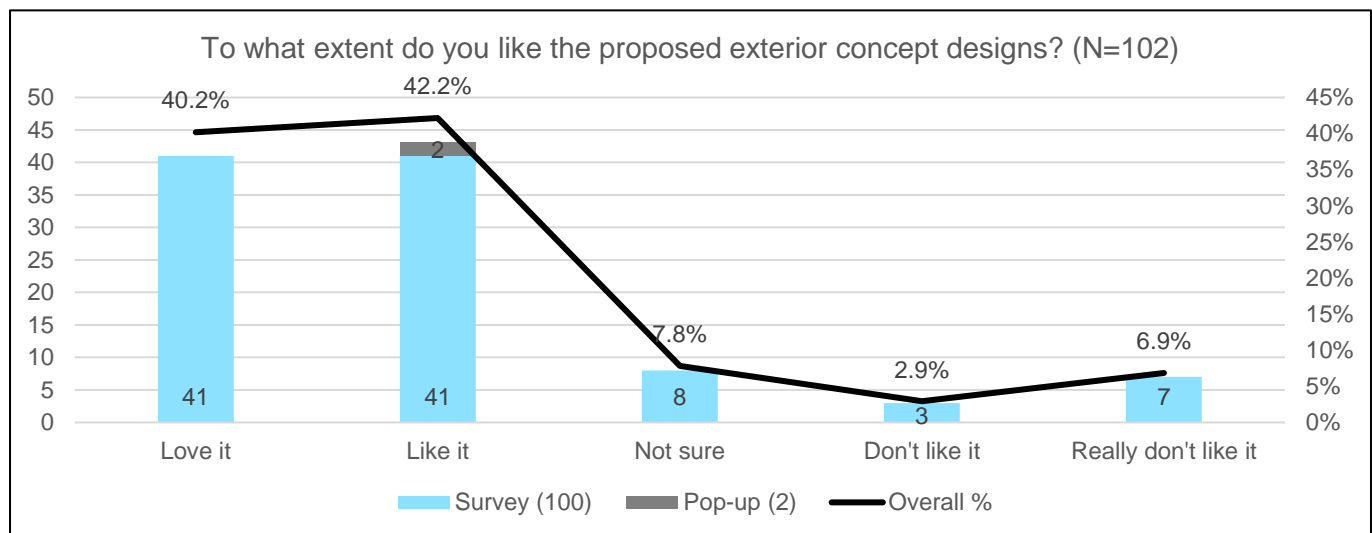
These findings draw from multiple feedback datasets and not all participants answered every question, so the counts and percentages reported should be considered in the context of the sample size. While the intention of the online webinar was for information and questions only (and attendees encouraged to provide formal feedback via surveys), some reflections around the sentiment and key themes of this discussion are noted where relevant.

2.1 Proposed exterior concept designs

Feedback on exterior concept design

Figure 7 shows the results for 100 survey and 2 drop-in participants. In relation to the proposed exterior concept designs, the majority of participants (84 or 82.4%) *Love it* or *Like it*. Other participants reported *Not sure* (8 or 7.8%), *Don't like it* (3 or 2.9%), or *Really don't like it* (7 or 6.9%).

Figure 7. Views on the proposed exterior concept designs (Survey and drop-ins)



Of the 23 participants who reported living in Brighton East (the surrounding neighbourhood to the new facility), most participants *Like it* (13 or 56.5%) or *Love it* (6 or 26.1%). A small number of participants reported *Not sure* (2 or 8.7%), *Don't like it* (1 or 4.3%), or *Really don't like it* (1 or 4.3%).

Of the survey participants, 99 provided an explanation as to why they like or dislike the proposed exterior concept designs. As shown in Table 2, most provided a response with a positive sentiment, though there were some responses with a negative sentiment and a small number of suggested improvements and general comments. The most frequently reported themes in responses referring to the exterior concept design were:

- Positive sentiment: Like the modern design, flowing lines, colours, and texture which blends into the surrounding landscape and environment (64), Like the large glass windows, views, and natural light to the interior (10), and Like the design, it looks good or great (9).
- Negative sentiment: Dislike or have concerns about an aspect of the exterior concept design (such as bulk, colours, deep fascia, glass, and grass spaces) (11) and Dislike or have concerns about aspects of the overall facility (8).

Table 2. Reasons why participants like or dislike the proposed exterior concept designs (Survey)

Themes referenced in responses	No. of surveys referencing Theme (N=99)
Positive sentiment	
Like the modern design, flowing lines, colours, and texture which blends into the surrounding landscape and environment	64
Like the large glass windows, views, and natural light to the interior	10
Like the design, it looks good or great	9
Like the low profile, low rise, or low roof	5
Like the easy access, open to the golf course	3
Negative sentiment	
Dislike or have concerns about an aspect of the exterior concept design: <ul style="list-style-type: none"> • Building looks large, bulky, and overbearing. Doesn't blend into landscape or environment • Dislike the colours, darker/ ochre colours, and dark cladding • Dislike the deep fascia and would prefer it to be more open or eaves for passive energy control of sunlight • Concerns about the new look ageing poorly, large patches of grass, and large sections of glass for bird strikes 	11
Dislike or have concerns about aspects of the overall facility: <ul style="list-style-type: none"> • Disagree with the decision to construct a new facility or a new facility at Brighton Golf Course • Concerns about loss of open space, disruption to the community, enough parking, width of access pathways and safety, and inconsistencies between the concept designs and overall site plan (Wellness Centre, tree removal, tree planting and water to establish new trees) 	8
Neutral sentiment	
Suggestions for overall facility: <ul style="list-style-type: none"> • Drop-off area at the entrance and proposed covered walkway. • Floor raising mechanism in the larger pool is unnecessary and expensive, would prefer a graduated floor • Café to be large enough to provide a social and friendly meeting place for users and companions • Provide more disabled car spaces as four will not be adequate • Incorporate emergency/ambulance vehicle access close to the main entrance 	2
Other comments – general Participants referred to a low maintenance facility, internal structures being important, and having staff to oversee golfers teeing off on the 1 st and 10 th holes	4

When asked what they like about the external design and facilities, feedback from the Bayside Healthy Ageing Reference Group and Bayside Seniors Action Group included (paraphrased comments):

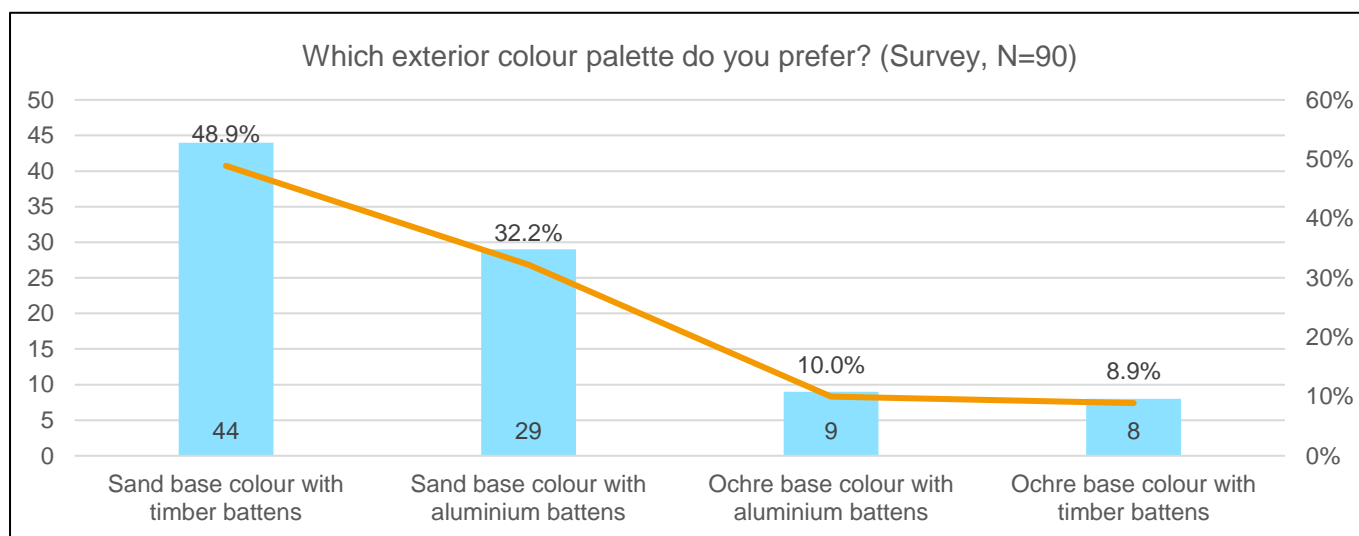
- The covered walkway from carpark to the building and entrance
- Most materials being sustainable, less maintenance
- High environment rating, use of eaves for passive energy control, solar panels, and battery
- The windows facing north looking down the hill and for privacy
- The building as it is attractive, curved not square, looks interesting, and not too modern

- Settling into the landscape
- Golf ball proof windows
- The front entry not seeing straight into the pools/facility.

Feedback on exterior colour palette

Regarding the preferred exterior colour palette, Figure 8 shows the results for 90 survey participants. The majority of participants preferred the *Sand base colour* (73 or 81.1%) to the *Ochre base colour*, and there was a stronger preference for *timber battens* (44 or 48.9%) than *aluminium battens* (29 or 32.2%). Other participants selected *Ochre base colour with aluminium battens* (9 or 10.0%) or *Ochre base colour with timber battens* (8 or 8.9%).

Figure 8. Views on preferred exterior colour palette (Survey)



20 of the 23 participants who reported living in Brighton East (the surrounding neighbourhood to the new facility) answered this question. Most also preferred the *Sand base colour* (17 or 85.0%) to the *Ochre base colour*, with a stronger preference for *timber battens* (11 or 55.0%) than *aluminium battens* (6 or 30.0%).

When asked about the external design and exterior colour palette drop-in participants reported they prefer light colours at the top and bottom, and that the ochre looks like a school building.

Improvement suggestions

A total of 68 survey participants made suggestions about other things essential to include in the outdoor area to help the facility meet their needs. As shown in Table 3, the most frequently reported themes were: Outdoor seating (17), Trees and greenery (9), Car parking (8), Facilities for cyclists (8), and Shelter for all weather protection (8).

Table 3. Suggestions for the outdoor area to better meet participant needs (Survey)

Themes referenced in responses	No. of surveys referencing Theme (N=68)
Outdoor seating Areas where people can meet, wait, read, and sit in shade or sunshine. Multiple outside shaded or sheltered areas, seats with umbrellas. Occasional bench seats and outdoor seating for people waiting for transport or on the way into the facility	17
Trees and greenery	9

Themes referenced in responses	No. of surveys referencing Theme (N=68)
Retain trees, more trees, plants, landscaping, gardens, shade trees, smaller trees, or trees in large planters on grassed areas	
Car parking Enough parking, parking bays, disabled parking bays, drop off points near the facility entrance, and reserved car park for golf. Convenient parking for parents, people with disabilities, carers, and the elderly	8
Facilities for cyclists Bike stands, racks or parking with some secure or in a visible area to discourage theft, and some racks undercover. Wide pathways for safe cyclist and pedestrian movements. No bike path	8
Shelter for all weather protection More shade, canopy entrance for inclement weather, covered drop off area, and undercover access to carpark. Covered front entry and good airlock system, covered walkway for sun and rain protection with additional side protection. Maintain or extend the umbrella protected area to the right side of the building	8
Access to basic amenities Lots of rubbish bins, a water fountain or drinking fountains for visitors, and toilet access for golfers	6
Café with outdoor seating area Café to have undercover or shaded outdoor seating or areas for carers or parents to have a coffee. Extend the cafe area with outdoor seating and tables with a paved wheelchair accessible area and to provide an additional amenity and local people and golfers to enjoy	6
Accessible and wheel-friendly movements Reduced use of steps, ramps that are wheelchair and all-abilities friendly, wide smooth paths for feet and wheels. Small pathway from the main pathway to the Pavilion (clubhouse) so golfers can push buggies near the club house	5
Instructional signage and signals to support easy movements Good way finding, signage indicating entrance. Visual and textual contrast to assist those with vision or other impairments	3
No, nothing further required	3
Other comments – general Participants referred to public transport access, lighting, a local sculpture, permeable exterior paving, pilates and yoga, play equipment, playground for kids, having the pool at 22 degrees for swimming, putting green and warm up nets, outdoor bar area, security, and a water feature	13
Other comments – overall facility Dislike or have concerns about elements of the overall facility	5

When asked if anything is missing from the external designs that is essential to the facility meeting your need and/or the community's needs, feedback from Council's Reference Groups and Advisory Committees included (paraphrased comments):

- Eaves on the northern side, tinted windows, and an awning or canopy over the entry
- An area for gathering with chairs and tables outside as social interaction is important
- Reduce allied health services and the Pro Shop to create space for a socialising area
- Use batteries for the main area
- Focus on the main purpose which is a warm water pool
- Handrails along the entry path and the car park to entry path not being too steep
- Parking for mobility scooters/wheelchairs

- Using thermal to reduce heating costs.
- A drop-off/pick-up point at the front door for vehicles (especially for taxis) with five-minute parking, undercover seating to cater for wheelchair users
- Covered seating outdoors
- Easy gradient from carpark to entry (like timber and sand)
- Programming support with equipment such as noodles being provided and staff available to bring them out and put them away.

Neighbours and golfers (at drop-ins) referred to (paraphrased comments, grouped by topic):

- Parking and traffic: Need sufficient parking. Car parking that stipulates golfers and pool users or is colour coded. Concerns around the parking and traffic impact assessment being done in Winter. Disagreement with traffic studies as turning right at the tennis courts or Glencairn Avenue is difficult and there is restricted visibility with large cars parked on Dendy Street. On-street parking is already full and available spaces may be misrepresented.
- Protection for neighbouring properties: Glencairn Avenue residents have experienced golf ball damage to their roof. Dead trees detract the view and diminish the protection from stray golf balls. Seek changes to course layout or tree planting to reduce damage.
- Café rather than a kiosk: Where is the café, needs to have a café not just a kiosk.

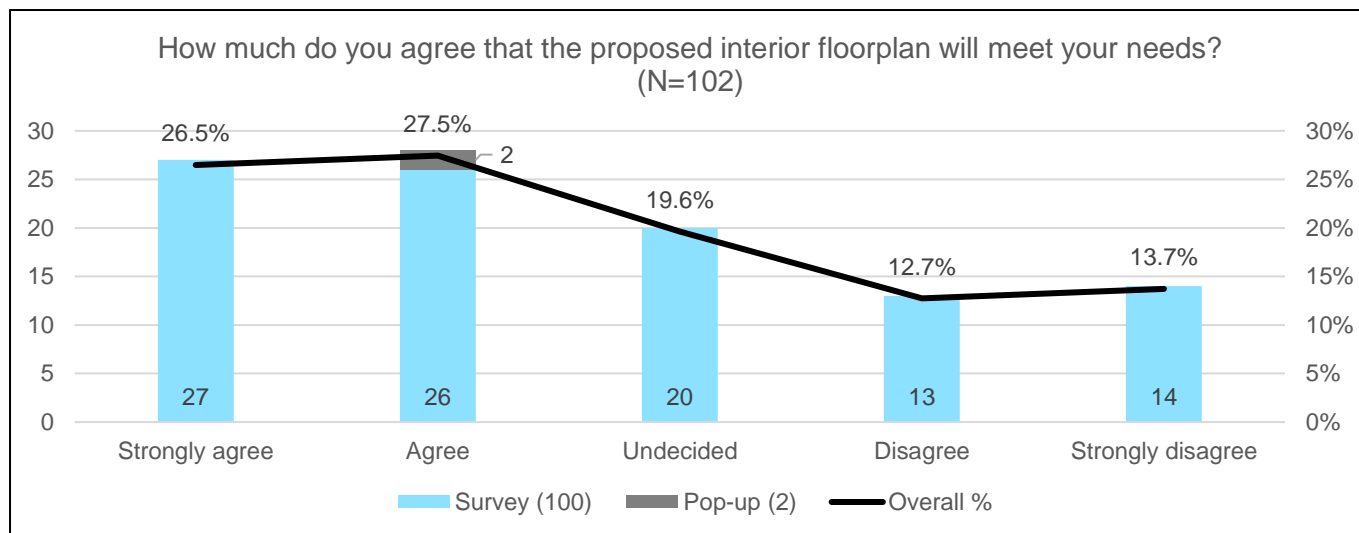
A small number of neighbouring residents who attended the online webinar raised questions or concerns about the increased pressure the new facility would place on traffic and on-street parking in the surrounding area, particularly during peak school times.

2.2 Proposed interior concept designs

Feedback on interior concept design

Figure 9 shows the results for 100 survey participants and 2 drop-in participants. The majority of participants *Strongly agree* or *Agree* (55 or 54.0%) that the proposed interior floorplan design will meet their needs. Other participants reported *Undecided* (20 or 19.6%), *Disagree* (13 or 12.7%), or *Strongly disagree* (14 or 13.7%).

Figure 9. Views on the proposed interior floorplan (Survey and drop-ins)



Of the survey participants, 96 provided an explanation as to why the proposed floorplan will or will not meet their needs. As shown in Table 4, the most frequently reported themes were: Supportive of the proposed floorplan (36), Concerns about change-rooms and toilets (17), Suggestions for the length and use of pools (16), Concerns about moveable floor and pool depth (11), and Preference for a café rather than a kiosk (11).

Table 4. Reasons why the proposed floorplan will or will not meet participant needs (Survey)

Themes referenced in responses	No. of surveys referencing Theme (N=96)
Supportive of the proposed floorplan Looks good, well designed, flexible options, no problems, seems easily accessible and good for persons with disability.	36
Concerns about change-rooms and toilets Need adequate room with changing and shower facilities, more family change-rooms to cater for peak times, and more accessible change-rooms as people with additional needs or high care needs as people take longer to change. Reduce the allied health floor space and extend the change spaces. Need individual change-rooms and open plan changing areas near the smaller pool and allied health area and for a swift first aid response. Need sufficient toilets and change-rooms for females and transgender people to ensure privacy and dignity for all users. Need large cubicle showers and dry places to place items, door hooks at an accessible height, hairdryers, seating to place bags and sufficient lockers. A hoist is essential. A toilet needs to be accessible without having to go through the Pro Shop.	17
Suggestions for the length and use of pools Main pool to be bigger or one pool to be at least 25 metres long. The proposed smaller pool will not accommodate many people. Pools to be within easy reach of the entrance. Provide a separate lane for lap swimming. Reduce the double ramp to a	16

Themes referenced in responses	No. of surveys referencing Theme (N=96)
single ramp in the larger pool or smaller pool. Use the smaller pool for infant classes and children's classes. Concerns about babies wearing nappies in the pool. Provide adequate seating poolside. Aquatic areas to comply with Royal Life Savings - Guidelines for Safe Pool Operations and be supervised. Having swimming lessons for older children (toddler to 12 years) may make the facility more family friendly.	
Concerns about moveable floor and pool depth A floor raising mechanism or moveable floor is costly to install and maintain, not essential or practical. Provide more information about the moveable floor. A sloping floor or graduated pool depth will cater for clients of all heights and abilities, including children, and seems to be a simpler solution. To accommodate all heights, turn the ramp around the corner rather than doubling back.	11
Preference for a café rather than a kiosk The size of the facility justifies a café which would add revenue and provide an enjoyable positive experience for good mental health, socialising, and social connection. Rather than a kiosk, there needs to be a basic, indoor café with seating for the many users, carers, and families. Café to have a small but adequate menu. Entry to the Pro Shop should not be via the café as it would be too congested.	11
Suggestions to support all-abilities access Rails on the exterior walkways and a handrail in the pool. Pool lane dividers can be difficult to manage when moving to access different areas such as a slow lap lane. Reduce the pool double ramp to a single ramp. Sizes of rooms, pools, doors, and ramps to be designed to cater for people in wheelchairs with assisting carers. Floor surfaces and materials to be selected to assist with orientation and navigating the facility.	7
Suggestions for the Pro Shop Fully accessible and integrated Pro Shop within one building is great. Golfers need access toilets without having to go through the Pro Shop. Pro Shop entry should not be via the café. Queries whether the Pro Shop is needed, or some area could become a basic cafe with seating. Prefers a clear separation between the Pro Shop and golf related activities, with other activities.	7
Suggestions for the plant room and equipment Placing the plant room and equipment section underground would permit a better use of space and configuration of the allied health services and administration areas. Design of the chemical plant areas to comply with Safe Public Pool - Code of Practice.	3
Other comments – general Large reception area for wheelchairs, walkers, and trolleys, adding a spa, sauna and steam room, facilities for parents and carers waiting while a lesson is in progress, focus on elderly who need space, consider an additional swimming pool, ensure access for a swift first aid response, it is a large area for only an indoor pool. Reduce the size of the admin area, need for a lap pool in the northern part of Bayside, bus parking and drop-offs for people who do not drive, one pool (circular/oval) with multiple entry points and depths may increase access. Concerned about parking and entry costs, pool settings being noisy, and glass wall separating the pools may be difficult to keep clean.	14
Other comments – overall facility Dislike or have concerns about elements of the overall facility	5

When asked what they like about the internal design and facilities, feedback from the Bayside Healthy Ageing Reference Group and Bayside Seniors Action Group included (paraphrased comments):

- Two pools, size of pools looks good, could be bigger
- Lots of room or space around the pools

- Lots of windows, views of gardens and across the golf course
- Change-rooms being located close to the pool and separate for males and females
- Generous space to enter, particularly for walkers and wheelchairs
- Seating outside.

Improvement suggestions

Survey participants were asked if anything is missing from the proposed interior floorplan, and 73 provided a response. As shown in Table 5, the most frequently reported were: Suggestions for change-rooms and toilets (13), Preference for a café with seating (12), Suggestions for additional internal elements (11), and It is a good floorplan, nothing is missing (10).

Table 5. Elements regarded as missing from the proposed floorplan (Survey participants)

Themes referenced in responses	No. of surveys referencing Theme (N=73)
Suggestions for change-rooms and toilets More family change-rooms as well as individual change and shower rooms. Separate male, female, and family areas. Showers and unisex toilets accessible to, or nearby, the pool. Unisex facilities and a transgender change space. Clear indications where toilets will be located	13
Preference for a café with seating A café is essential for socialising and the mental health and wellbeing of participants, carers, and families. A café that connects inside and outside, with seating and tables. More outdoor seating. A sit-down café area for people with disability or elderly as they are often isolated and may not travel to the Wellness Centre	12
Suggestions for additional internal elements Large storage spaces for practitioners providing services and close to the pool. Seating in the large entry area and for people waiting or supervision pool users. Consider other elements such as an infrared sauna or sauna, spa, steam room, professional therapeutic massage therapy area, bar for golf social gatherings, indoor garden, and water dispensers to refill drink bottles.	11
It is a good floorplan, nothing is missing	10
Suggestions to enhance pool user experience Users to be encouraged or advised to shower before entering pool, strict cleaning schedule and non-slip tiles. Easy access from the pool to toilets and a shower. Steps, handrail, and ramps into the pool, consider the water depth. Water temperature to be 34 degrees or a 22C pool for swimming	9
Preference for a 25-metre pool or area for swimming 25 metre pool as a minimum, 25 metre lap pool, longer pool, and an area for swimming or lap swimming	9
Suggestions for outdoor spaces An outdoor area, shaded area outdoors, seating, an outdoor pool, and dedicated car park for the golf players	5
Other comments – general Set up the facility for everybody in the community, has to be very wheelchair friendly. A Golf Pro Shop is not essential. Danny Frawley Centre in Moorabbin has a pool and is open. Consider a cold-water pool, play space for small children, dedicated first aid room, and public transport accessibility. Are there any passageways or will the rooms lead off each other? What equipment will be freely available?	10
Other comments – overall facility Do not build it in our precious open space	1

When asked if there is anything missing from the internal designs that is essential to the facility meeting your needs and/or the community's needs, feedback from Council's Reference Groups and Advisory Committees included (paraphrased comments, grouped by topic where applicable):

- Enhancing accessibility and user experience: Parking for walkers and mobility aids. Indoor scooter parking so they are not blocking a change-room while in pool. Sufficient poolside seating especially for those who use benches instead of change-rooms. Rail to assist people to get into a centre-provided wheelchair and then use that chair internally
- Changing rooms and toilets: need more accessible rooms as users take a long time, waiting can be an hour. Confirm there are toilets and showers (and disabled) in the change-rooms. Access to toilets without going through pool area. Button entry to change-rooms and a sliding door
- Size and shape of pools: Make the small pool or both pools bigger. Shape of pools to be appropriate as many users need to use the edge
- Spreading cost across internal spaces
- Future proofing the facility, consider adding another level in the future
- A graduating floor rather than moveable, no floating floor is required
- Pro shop is important as it is a golf course
- The coffee shop space is unclear, would like it to be pleasant and accessible for socialising
- Too many other areas apart from the prime reason which is the pools
- Shop selling swimsuits in many sizes and accessible change-rooms to try on items
- Wall is good provided there is access to both pools from any change space.

Neighbours and golfers (through the drop-ins) referred to (paraphrased comments):

- Pools are too small, need bigger pools to ensure access to pool wall space
- Ice baths for recovery as well as a sauna
- Need lots of all-abilities change-rooms and shared change-rooms need seating and ambulant toilets
- No push button showers and showers to have good drainage.

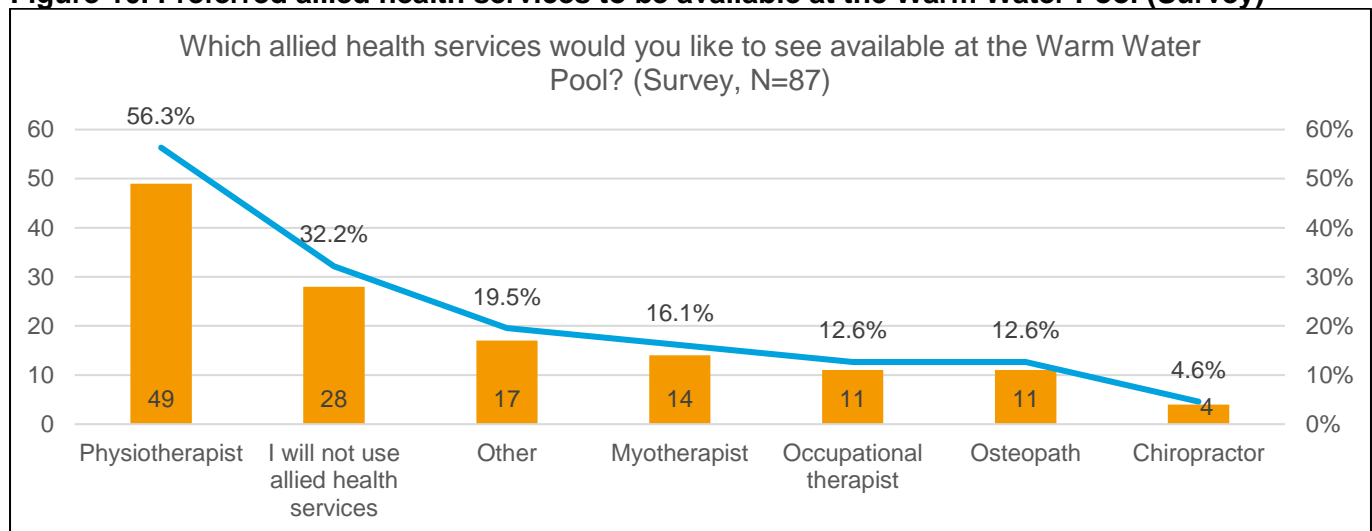
One online Q&A forum participant reported concerns about venue affordability and ensuring the cost of using a pool several times per week is not prohibitive.

2.3 Allied health services, and other services and programs

Figure 10 shows the results for 87 survey participants. Regarding allied health services to be made available at the Warm Water Pool, the strongest support was shown for *Physiotherapist* (49 or 56.3%).

- Strongest support was shown for *Physiotherapist* (49 or 56.3%)
- Some support was shown for *Myotherapist* (14 or 16.1%), *Occupational therapist* (11 or 12.6%), *Osteopath* (11 or 12.6%), and *Chiropractor* (4 or 4.6%).
- 28 (or 32.2%) participants *will not use allied health services*, and a further 15 did not answer this question
- 17 participants selected 'Other' and were invited to provide a personalised response.

Figure 10. Preferred allied health services to be available at the Warm Water Pool (Survey)



“Other” services reported by 16 participants were (unedited comments):

- *All of these can be on offer. It would be crazy to just have one type of allied health offered.*
- *Aqua exercise group leaders who are qualified and skilled in leading a range of gentle aqua movement groups e.g., aqua yoga, aqua for arthritis groups*
- *Bowen Therapist*
- *Clinical exercise physiologist*
- *Exercise physiologist*
- *I don't need any at present but would be great to have the options*
- *Learn to swim*
- *Massage, physio*
- *Need both physiotherapists and myotherapists*
- *Physio allied to pool for hydrotherapy rehab*
- *Physiotherapist*
- *Psychologist*
- *Remedial massage*
- *The website will not allow for multiple answers to this question. Physiotherapy. Occupational therapy. Valid, evidence based, registered allied health professionals*
- *Unsure as to the viability of so much designated space, may be better to have just two 'consulting' rooms that can be used on a sessional basis? Has the Council considered a welcoming room for an Outreach professional, e.g., BCC community worker/NDIS? (2 participants)*

When asked about programs and services, feedback from the Bayside Healthy Ageing Reference Group and Bayside Seniors Action Group included the following (paraphrased comments, grouped by topic where applicable):

- Allied health services: Physiotherapy, chiropractor, acupuncture, podiatrists, occupational therapists, and remedial massage. Consulting areas and retreat areas. Some people already have their own specialists
- Pricing: Setting of prices, important that it is affordable
- Café: A café is really important, mixed views about the café, reception is not practical for serving tea and coffee
- Pro Shop: Reconsider emphasis on Pro Shop, consider amalgamating Pro Shop and café
- Communicating about programs and services: Ideas include using Let's Talk Bayside Magazine, email, libraries, community centres, U3A, Allied Health, Seniors Centre, sporting clubs, doctors, and physios
- Gym/exercise space: Small gym may not be used. Group exercise as well as individual
- Pool bookings: A pool booking system is important. Ensure it is not overscheduled or conflicting programs to protect dedicated use time
- Place the plant underground, could use space for more allied health services
- Space 4m² per person

2.4 Preferred operating hours

Figure 11 shows the results for 90 survey participants. Regarding times that participants are most likely to visit the Warm Water Pool on weekdays, most reported either *9am to 12pm* (45 or 55.6%) or *12pm to 3pm* (37 or 41.1%). Fewer preferred *6pm to 9pm* (21 or 23.3%), *6am to 9am* (20 or 22.2%), and/or *3pm to 6pm* (17 or 18.9%).

Figure 11. Likely times to visit the Warm Water Pool facility on weekdays (Survey)

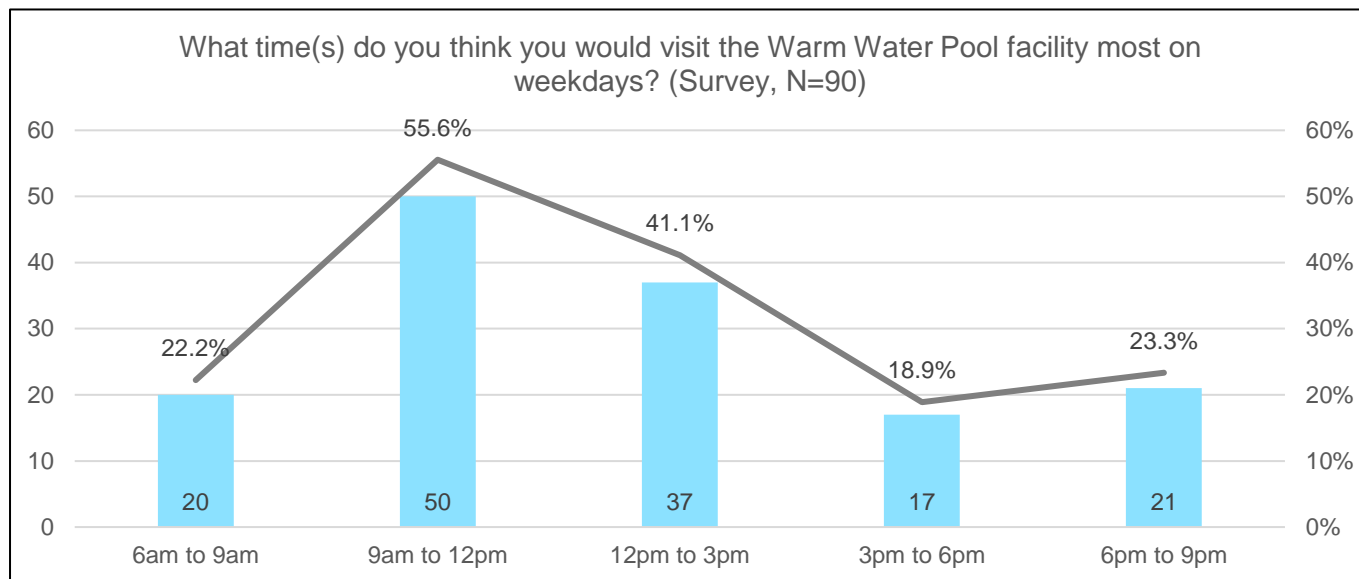
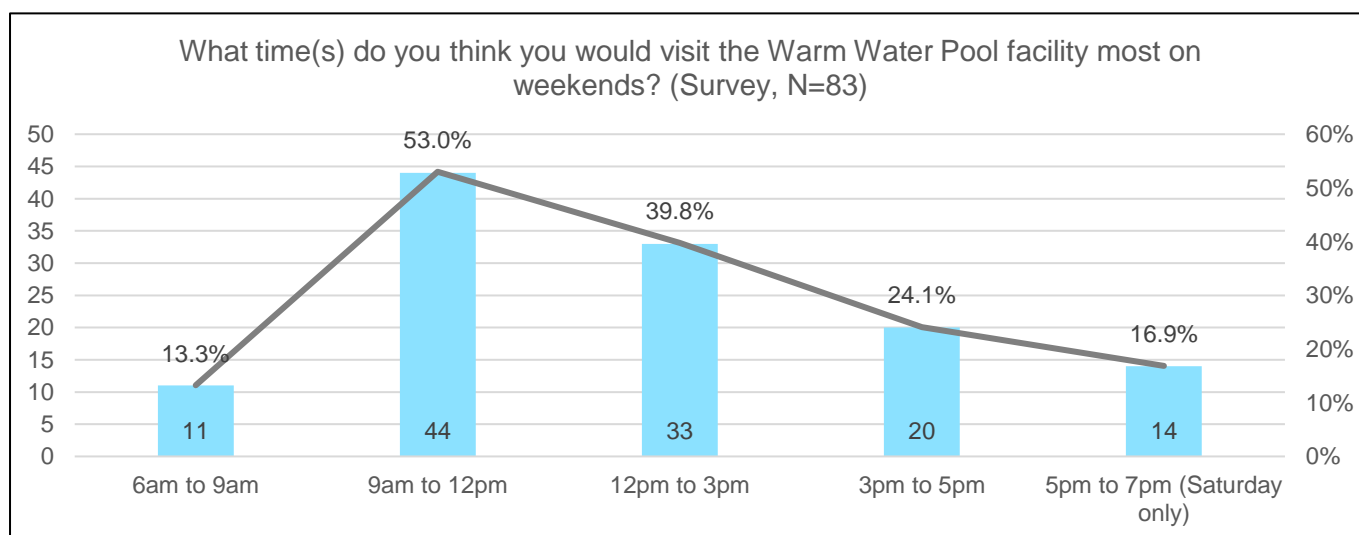


Figure 12 shows the results for 95 survey participants. Regarding times that participants are most likely to visit the Warm Water Pool on weekends, many reported *9am to 12pm* (44 or 53.0%). Others prefer *12pm to 3pm* (33 or 39.8%), *3pm to 5pm* (20 or 24.1%), *5pm to 7pm (Saturday only)* (14 or 16.9%), and/or *6am to 9am* (11 or 13.3%).

Figure 12. Likely times to visit the Warm Water Pool facility on weekends (Survey)



When asked about operating hours, feedback from the Bayside Healthy Ageing Reference Group and Bayside Seniors Action Group included:

- Very good opening hours
- 9am to 3pm – exclusive access
- Try to avoid peak hours
- Opening on public holidays

2.5 Naming ideas for the facility

When asked about a name for the facility, feedback from the Bayside Healthy Ageing Reference Group and Bayside Seniors Action Group included:

- Bayside Aqua Therapy (BAT)
- Bayside Water Therapy Pool
- Bayside Warm Water Pool
- Semi-medical name so people don't think it's a normal pool
- Therapeutic pool
- Not clinical
- Hydrotherapy is a very specific type so not to call it that either
- Indigenous name
- Short name, be clear what it is (a warm water pool)

One drop-in participant reported: Wellness Program Pool.

3 Engagement evaluation

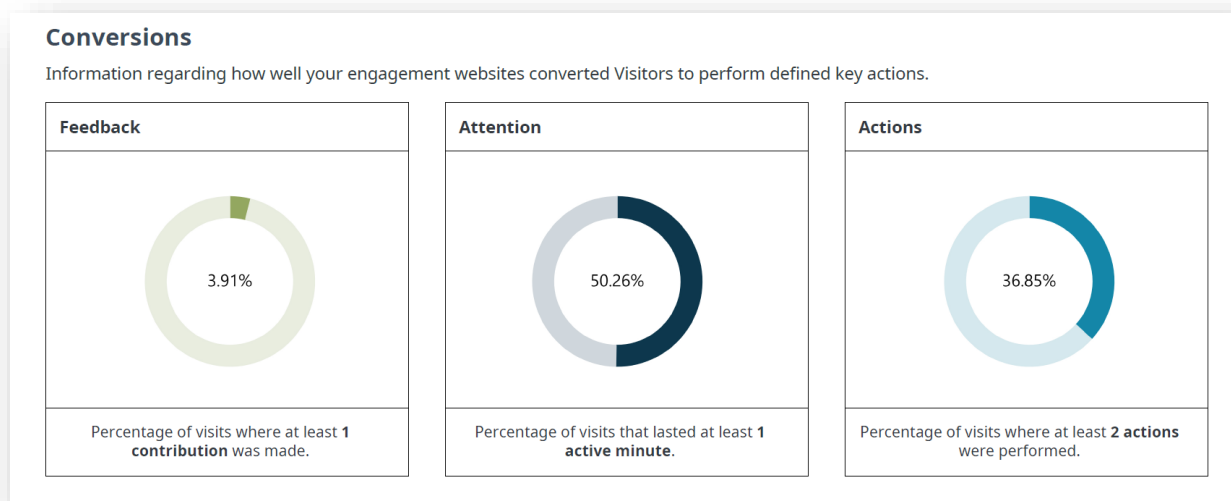
Evidence of reach is demonstrated through the engagement of **166 participants** and activity on the online consultation page. As shown in Table 6, 1,805 unique users visited the *Have Your Say Bayside* project page during the consultation period.

Table 6. Summary of visitation and use of the *Have Your Say Bayside* project page

Metric	Description	Number
Visitors	The number of unique public or end-users to a Site. A visitor is only counted once, even if they visit a site several times in one day.	1,805
Visits	The number of end-user sessions associated with a single visitor.	2,274
Page Views	The number of times a visitor views any page on a Site.	4,303
Contributors	The unique number of visitors who have left feedback or Contributions on a Site through the participation tools.	93
Contributions	The total number of responses or feedback collected through the participation tools.	96

As shown in Figure 13, of the 2,274 visits to the page, 3.9% involved at least one contribution, and 50.3% lasted at least one active minute, and 36.9% involved at least two actions being performed.

Figure 13. Online platform engagement conversion rates



As outlined in Section 1, while not all participants provided demographic and personal information, the profile of those who did indicates that the engagement was successful in reaching key participants: key target user groups (older people, people or carers of people with a disability or chronic medical condition and parents of children aged under 12 years) as well as key stakeholders in the immediate vicinity of the new facility (neighbouring residents and golfers).