



COMMUNITY FEEDBACK SUMMARY

West Coast Swimming Pools Opening Hours

11 November 2025

West Coast Council operates public swimming pools in Zeehan and Queenstown. The facilities are generally open from 1 December-31 March annually. Ahead of the 2025-2026 season, Council sought feedback from pool patrons around opening hours and pool usage. The 2025-2026 season will be the first in several years that two pools will be operating, with the upgraded Zeehan Swimming Pool reopening.

A survey was open on 30 October 2025, with responses closing 10 November 2025. The survey was available online and in hard copy at the Council office and agencies.

The survey was promoted via the following channels:

- Council's website (news item posted 30 October)
- Council's social media (4 x Facebook posts with a total reach of over 3000)
- Growth & Change Department community email bulletin
- Mayor on Air segment (31 October)
- 7XS live reads

An email was also sent to all West Coast Council Councillors and staff, for sharing amongst their networks.

To help ensure overall feedback reflected pool patronage we asked that only those that have used, or intend on using, the swimming pools provide feedback.

The feedback received will be taken into consideration, along with staff availability and budget requirements, to ensure opening hours meet patron demand as much as possible.

The following provides a summary of survey data.



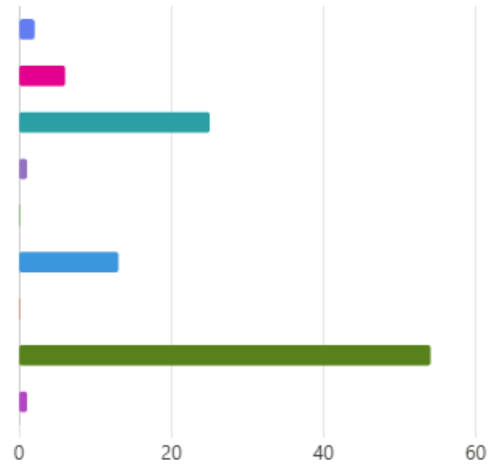
Total Responses Received:
102 (all completed online)



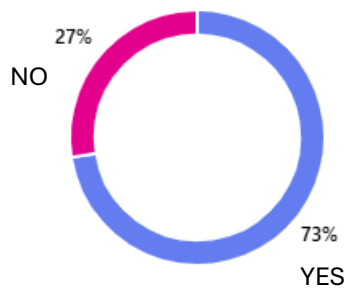
Average survey completion time: 3.37minutes

1. Which town do you live in most of the time?

Tullah	2
Rosebery	6
Zeehan	25
Granville Harbour	1
Trial Harbour	0
Strahan	13
Gormanston/Linda	0
Queenstown	54
Other	1



2. Did you use the Queenstown Swimming Pool during the 2024-2025 season?



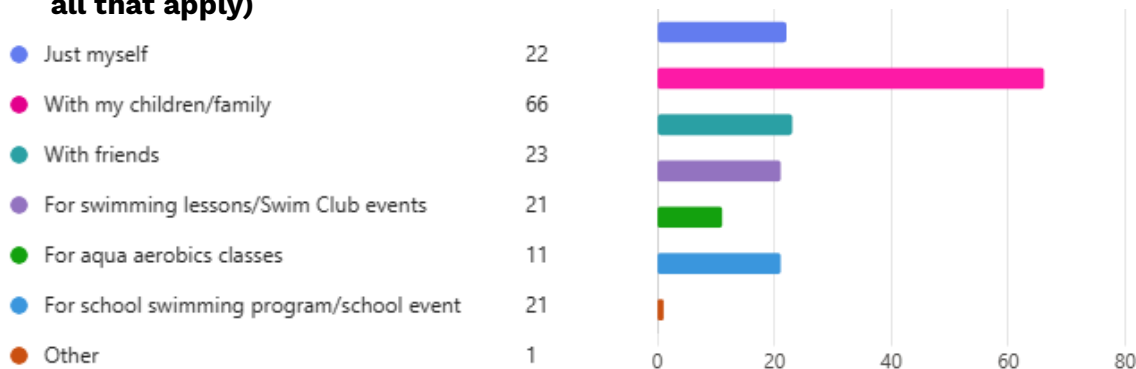
3. If yes to Q2 - how often did you use the Queenstown Swimming Pool?



4. If yes to Q2 (using Queenstown Pool) - how did you pay pool entry fees?



5. If yes to Q2 (using Queenstown Pool) - who did you use the pool with? (select all that apply)



6. If No to Q2 (using Queenstown Pool) - why not?

Responses as to why respondents did not use the Queenstown Pool during the 2024-2025 season have been summarised below:

TRAVEL/TRANSPORT

- Don't live in Queenstown/live in Zeehan
- Queenstown Pool too far away/too far to travel for the hours it is open
- Lack of transport/can't afford travel/too much travel with children

HOURS

- Only open in afternoon/prefer to swim laps in morning
- Too many kids there/no suitable times

OTHER

- A disability which makes it hard for me to get there/disabled and need support
- I've been waiting for completion of the repair of Zeehan swimming pool.
- Wasn't living on the West Coast last pool season
- Didn't know there was a swimming pool in Queenstown.

For several years pool opening hours have been the following:

During school term: Monday-Friday 1pm-7pm, Saturday-Sunday 12pm-6pm

During school holidays: Monday-Friday 11am-7pm, Saturday-Sunday 12pm-6pm

7. Did these opening hours meet your needs?



8. If No to Q7 (current opening hours didn't meet needs) - tell us more

Responses as to why the current opening hours did not meet respondent needs have been summarised below:

EARLIER HOURS PREFERRED – lap swimmers

- Multiple responses - lap swimmers preferring an earlier opening
- A quieter environment for lap swimming, too many children during current opening hours, suggestions for a child-free hour
- Earlier opening if not every day, at least a few times a week
- Suggested earlier opening: 6am, 6.30am, 7am, 7.30am, 9am, 10am, 11am

EARLIER HOURS PREFERRED – families

- Multiple responses - families preferring to take younger children (under 4 not at school) to the pool earlier in the day, 12pm too late
- Suggested opening time: from 9am, 10am

EARLIER HOURS PREFERRED – workers

- Multiple responses - that earlier opening would allow use before work
- Suggested opening time: 8am, 9am

SUN SAFETY

- Multiple responses raised concerns that opening at 12pm or 1pm, in the hottest part of the day, wasn't ideal
- Would prefer earlier and later hours, when the UV risks are lower.

UNCERTAINTY

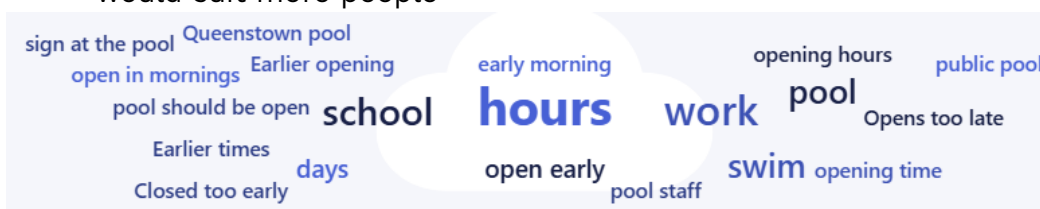
- Some respondents were uncertain if the pool was open or closed due to the cold weather policy, school bookings etc
- The Queenstown pool was not always open at the time advertised.
- Council's social media was not updated regularly; office staff provided different advice to what was shown at the pool
- If swimming club isn't using the pool on the Thursday, the pool should remain open as normal

LONGER HOURS

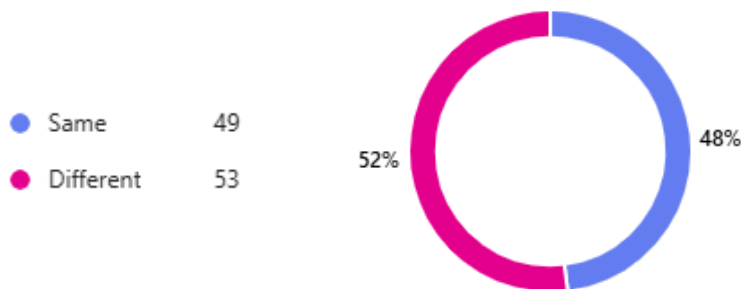
- Closed too early, suggested open until 8p.m
- Should be open longer during school holidays
- Opens too late for me and closes too early

OTHER

- Could be all hours access for those wanting to swim laps as exercise
- There are council-operated pools in Tasmania that operate by using a swipe card, this should be looked at as a way for people to use the pool at certain times when appropriate.
- Hours should be the same weekdays and weekends
- Suggested split openings of early morning, then close and reopen at 3-3.30 would suit more people



9. What are your preferred opening hours for the Queenstown Swimming Pool? (noting opening hours are subject to staff availability)



10. If you answered “different” to Q9 - please provide suggestions

When selecting different opening hours for the Queenstown Swimming Pool, responses primarily asked for earlier opening times to suit young families, workers and lap swimmers, in line with responses to Question 8. A summary of responses provided:

HOURS SUGGESTED INCLUDED:

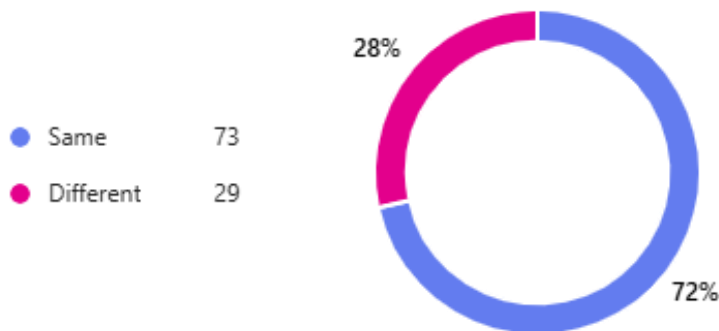
- same opening hours throughout the week/no change for weekends
- have different opening hours on different days
- Open at: 6am, 6.30am, 7am, 9am, 10am
- Split opening hours: 9-11 then 3-till close; 7am and close 11am-1pm
- Longer opening hours: 9am-7pm, 10am-7pm, 10am-8pm, 11am-7pm
- Later evening swimming
- 6am-8am early morning swim
- Weekends: 11am-6.30pm, open at 9am

OTHER FEEDBACK:

- Have a staff rotation/split shifts to help with staffing and UV protection
- early morning swimming one or two days a week
- Open all year, or at least increase the season length
- Access via all hours via swipe card, like the gym
- running of some mums and bub classes once school has started
- different hours due to UV concerns and lack of shade
- pools to close in 10-degree weather
- Have designated lanes or times for lap swimming
- Closing the pool far earlier than advertised because no patrons are there at the time is a wasteful practice and puts people off using the pool at all
- It is of benefit to the council to have people participating in healthy recreation.
- Closing the pool for the cold weather policy and public holidays shortens an already very short pool season.
- Supportive of swimming clubs and school groups but can an up-to-date timetable for when they use it be promoted in case others want to book it.
- Have one or two lanes still open to the public during school use as well.



11. What are your preferred opening hours for the Zeehan Swimming Pool? (noting opening hours are subject to staff availability)



12. If different, please provide suggestions

When selecting different opening hours for the Zeehan Swimming Pool, responses primarily asked for earlier opening times to suit young families, workers and lap swimmers, with the same opening hours throughout the week/no change for weekends.

HOURS SUGGESTED INCLUDE:

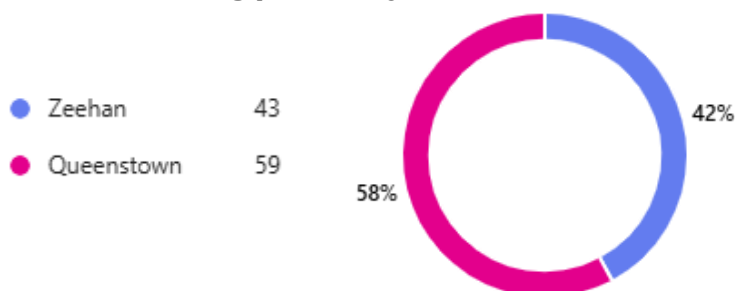
- Opening at 8am, 9am
- Open/Close: 6am-7pm, 9am-6pm, 9am-7pm, 10am-5pm, 10am-6pm, 10am-7pm, 11am-6.30pm, 11am-7pm

OTHER FEEDBACK:

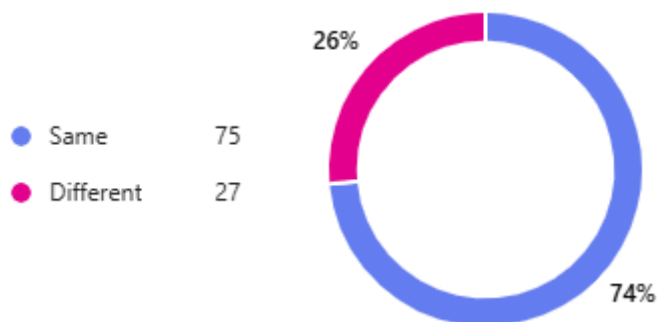
- Open different hours than previously to provides opportunity to not be out in full sunlight.
- Open later and have a longer season
- Have access all hours via swipe card, like the gym
- May be a couple of hours child-free
- Unless the community supports the Zeehan pool, attends and creates programs to bring in guests, you can't pour money into staff and resources for a pool that does not bring in paying guests. Great if it creates more jobs! But the community has to support it



13. Which swimming pool will you use the most?



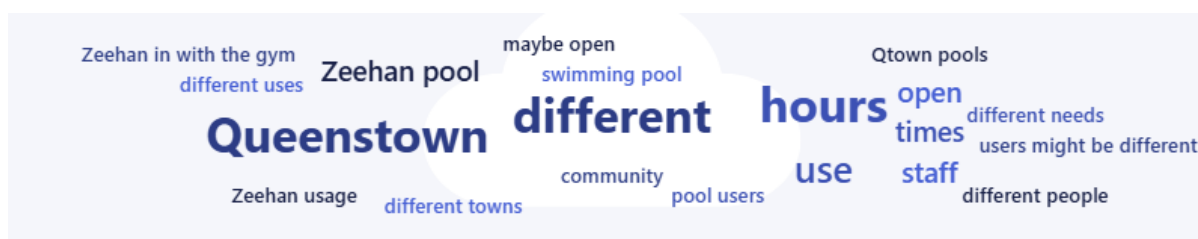
14. Should the Queenstown and Zeehan Swimming Pools have the same opening hours, or be open at different times?



15. If Different, tell us why

When selecting that the Zeehan and Queenstown Swimming Pools should have different opening hours, the primary reasons provided were around Queenstown and Zeehan communities having different needs, and different hours would provide options for pool patrons and staffing:

- If one is not open, there is the option to go to the other pool/people travelling between the pools might increase overall patronage
- Staff may be able to work across both pools
- Have shorter public hours and open for group bookings
- A chance to support both facilities
- Queenstown and Zeehan pool users might be different, different opening hours would accommodate demands of each community.
- Consider options tying in the Zeehan pool with the gym



16. Do you have any other feedback regarding opening hours?

43 responses were received to this question, primarily confirming feedback provided to earlier questions, with some feedback in relation to overall pool operations, facility infrastructure and interest in pool programs. A summary of responses is provided:

OPENING HOURS RELATED

- Multiple responses - a preference for early morning lap swimming (reasons aligning in with responses provided to previous questions)
- Longer hours would also help spread patronage out so people have the choice to swim before/after swim lessons are on, before school is out, without their kids. It's hard for parents to enjoy a swim themselves when they have their kids with them
- Clearer communication around pool opening hours, especially opening on public holidays would be good, especially with tourists using the pool more.
- Don't decrease the hours please – and open public holidays
- It would be easier to remember if hours are the same at both pools.

SUN SAFETY

- Multiple response referred to concerns around UV and current opening hours being the hottest part of the day, as detailed in responses to previous questions

COLD WEATHER POLICY

- Several respondents noted that the policy of closing due to cold weather should be reassessed – given how warm the water is, pool should be open regardless of weather temperatures.

FACILITY/SERVICE RELATED

- The pools are kept so well, big pat on the back to Matt Denne. He works so hard ensuring everything is spot on, including the grounds.
- Having a vending machine or small kiosk nice & would keep people at the pool longer.
- Several requests for more shade around the Queenstown pool, shade cloth over pools either whole or part, that can be removed during closed months
- Requests to turn the temperature of the water down as the pool is too hot for lap swimming.
- One lap lane isn't enough for all the lap swimmers.

LENGTH OF SEASON

- Keep pools open as long as possible, it is a benefit to the community.
- Several suggestions to open in November, or into April as the weather is changing and April is still nicer weather
- Can there be flexibility around when the season ends would be good, if staff are available and the weather is good staying open for a few more days/weeks

SWIMMING & WATER SAFETY/PROGRAMS

- Several respondents commented about the need for children's swimming lessons (including birth-5) to be offered locally,

OTHER

- Appreciative that Zeehan will be open this year
- Please remember you have closed the Rosebery pool, you expect families from other towns to travel so make the opening hours more convenient.
- Make signing a waiver an option to access the pool without lifeguard on duty for competent adult swimmers who want to swim for exercise

