

ARV's Industry Performance Survey FY24 - Instructional Guide & FAQs

You can preview the entire survey by referring to our [Example Survey Questions – FY24.pdf](#) (attached)

Survey link: <https://www.surveymonkey.com/r/LPX79MQ>

Step 1 – Preparing your qualitative responses

Before starting the survey, you may wish to connect with your team to discuss the following questions:

- What were the notable achievements, success stories or 'big wins' for your facilities (and the local communities they serve) in FY24?
- What were the greatest challenges for your facilities in FY24?
- What are your LGA's priorities for the year ahead?
- Do your facilities have a system to assess the social impact / value of their programs and services? What information do your facilities collect to assess the social impact / value of their programs and services?
- Looking ahead, how can ARV best support the industry? What should we be prioritising / focusing on?

Step 2 – Collecting your quantitative data

Before starting the survey, you will need to collect the required yearly data for each facility.

If your facilities are managed under contract, you may need to request this data from your contract partner. All relevant management companies are aware of this important project and will be able to assist you if required.

All data collected by ARV will be stored securely in accordance with the *Privacy and Data Protection Act 2014*. Individual council data will not be shared publicly.

Please make every effort to provide whole and complete information. If facility-specific data does not exist, for whatever reason, you may leave the relevant survey text box blank.

Quantitative data requested in the survey includes:

- # of visits
 - Include all paying and non-paying visitors (i.e., members, casual entries, visit pass holders, spectators, etc.)
- # of members
 - Total # of members across your facility regardless of membership type (i.e., aquatic members, swim squad members, gym members, etc.)
 - Include active and suspended members
 - Exclude visit pass holders

- # of learn to swim (LTS) enrolments
- # of children who participated in a learn to swim (LTS) class for the first time
- LTS waitlist (if applicable)
- # of school/carnival attendees
- # of casual/permanent employees
- # of workers who left your organisation
- Total revenue (\$)
- Total expenditure (\$)
- Gas, electricity, and water usage/costs
- ESD initiatives

FAQs

Q. How long will the survey take to complete?

A. Ultimately, it depends on how many facilities you are providing data for, but we recommend allowing 30 minutes to complete the survey. This does not include the time taken to prepare your responses / collect the data.

Q. Is there a way I can preview the survey before I start it?

A. Yes — the survey questions are provided in a separate document which accompanies this guide. It outlines every question that you will be asked.

Q. Can I save, edit, or amend my responses after I submit the survey?

A. Yes — you will be able to reopen the survey and edit or add any missing information after you submit it.

You must advance through to the end of the survey and select 'submit,' (even if information is missing or questions are skipped), to save your responses.

Q. Should I include seasonally-operated pools/facilities in my survey responses?

A. Yes — please also include seasonally-operated pools/facilities.

Q. Who should I contact if I have a question?

A. If you have any questions how to complete the survey, please contact ARV's Manager, Strategic Operations, Jerome Parot, via email: jparot@aquaticsandrecreation.org.au