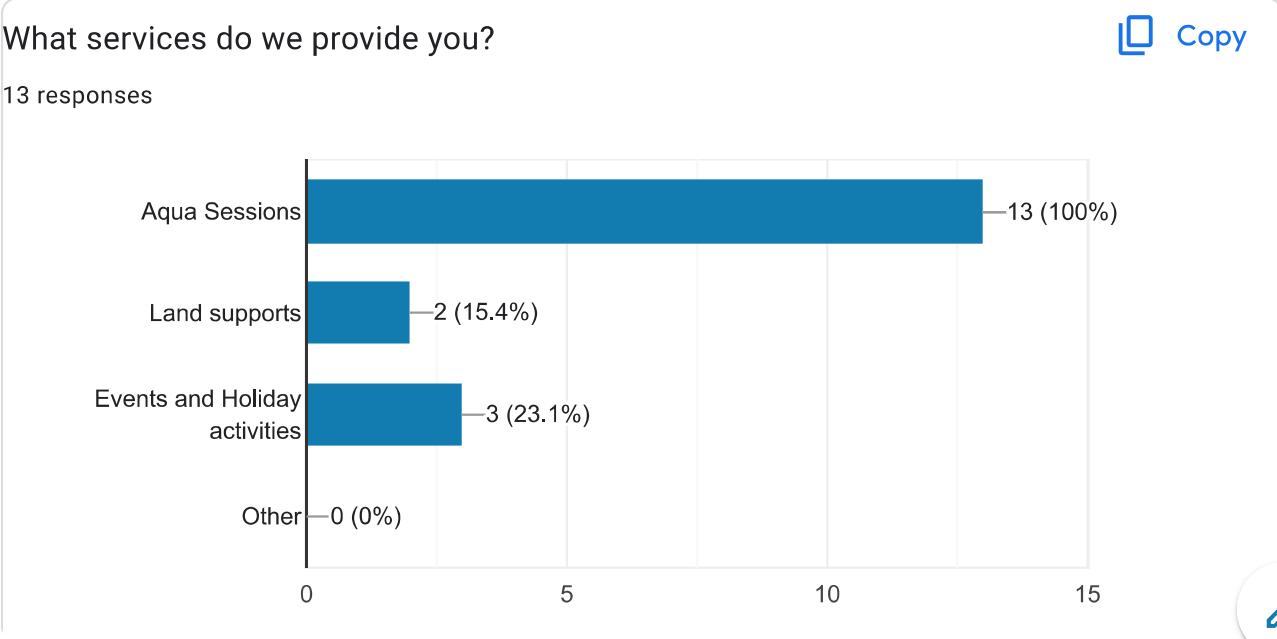
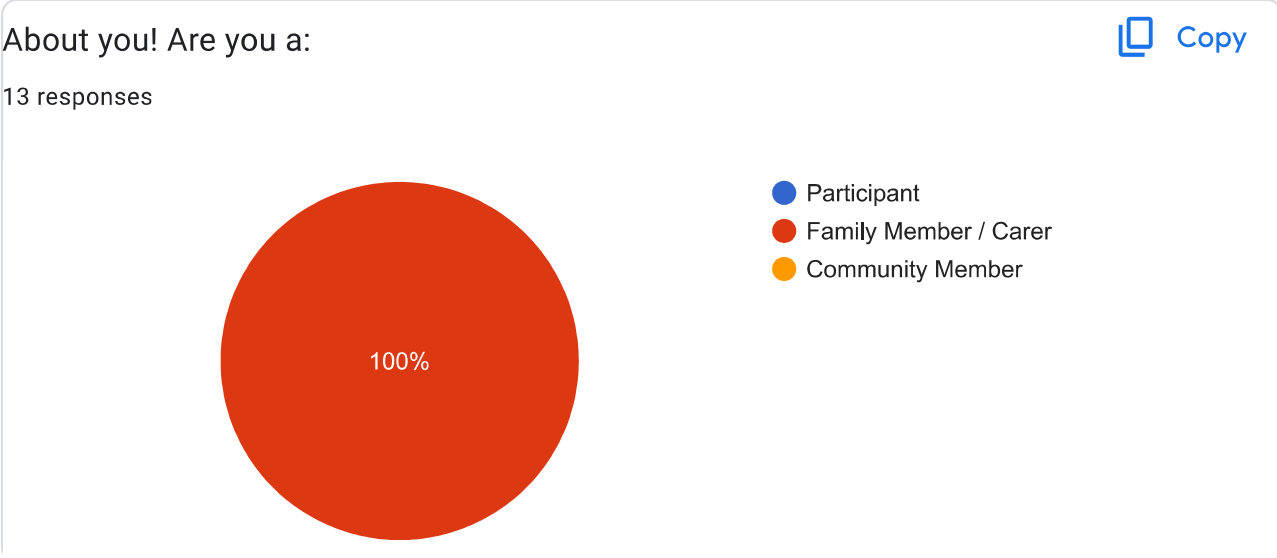


AquaAccess4All ANNUAL PARTICIPANT SURVEY 2024

13 responses

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What do we do well?

13 responses

She enjoys her pool tie

Engaging well with Leon, he is always happy and relaxed in the pool

Every thing

Making swimming inclusive for everyone

I do love the idea of what your service offers

Communicate with my son in a way that gives him choice, he has made huge improvements in his confidence in the water & desire to swim. He still wants me in the pool for the lesson but is so much more confident with the relationship he has with Sam compared to previous experiences at mainstream swimming options where he refused to enter the pool.

All

Inclusion/understanding of my sons needs and interests. Positive attitude towards everyone including other pool users

Giving both kids confidence around water and giving mum and dad peace of mind

Lessons

Aqua sessions and the school holiday activities

Communication, motivating, invoicing, friendly, approachable, caring

Listen, understand, adapt and meet everyone where they are at. You go the extra mile to connect individually with each person. You make plans together and allow them to have control over their goals. You create an environment that promotes learning, fun and success.



What could we do better?

13 responses

Nothing

Challenge her and try to maximum the exercise effect

Nothing so far

Give yourselves a pat on the back :)

I do however feel like if the child does not present with "physical" disability they aren't treated the same.

More pool toys- boats, paw patrol stuff, more consistency with the toys.

Honestly nothing

Nothing I can think of

more session please

Communicating session times prior to the start of a term. Sometimes it can be confusing to know when sessions will resume.

Maybe app/calendar to see up coming bookings and times, holiday program times/activitys put out abit earlier

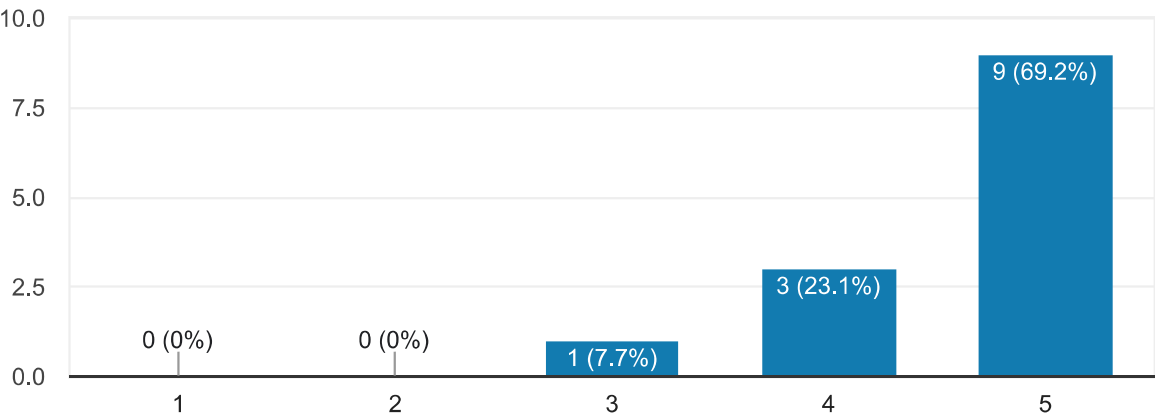
Nothing



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The support and services I receive are of high quality

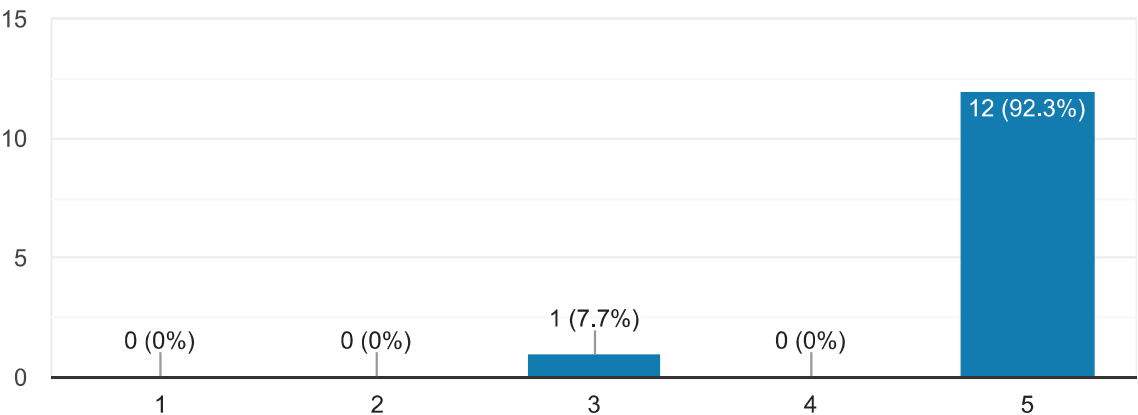
13 responses



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I am treated with dignity and respect

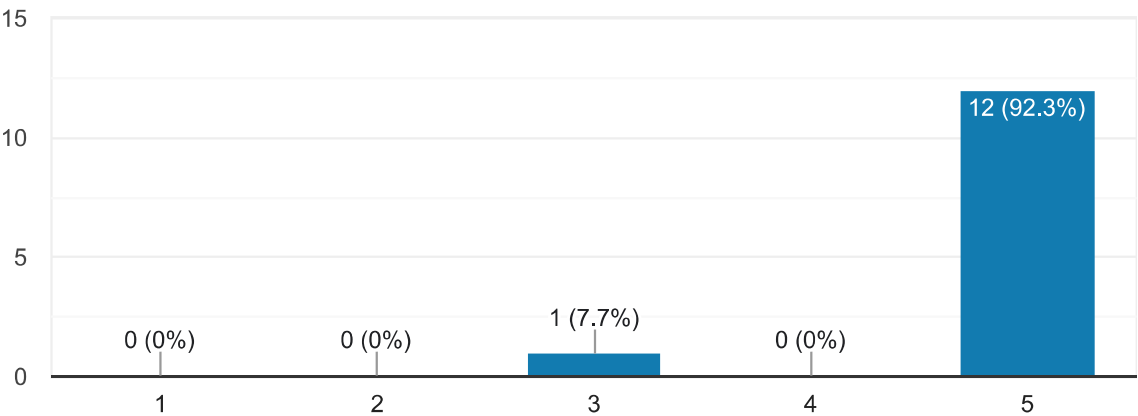
13 responses



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My identity, culture and diversity are valued and supported

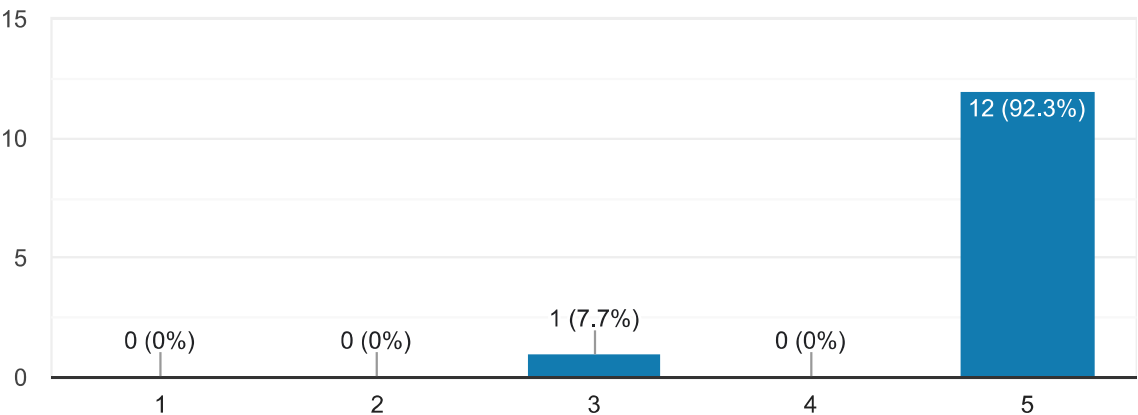
13 responses



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I am informed about my supports and services in a way I understand

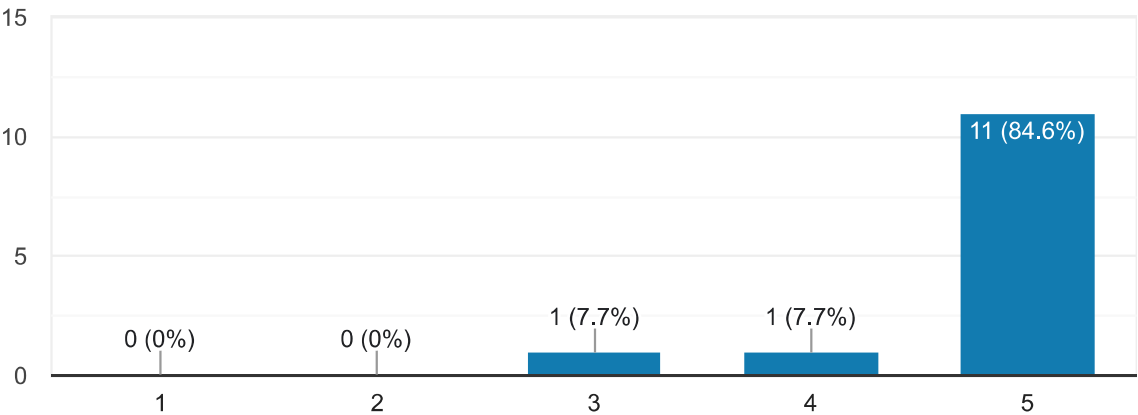
13 responses



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I have been provided enough information to be clear about my rights, care and services

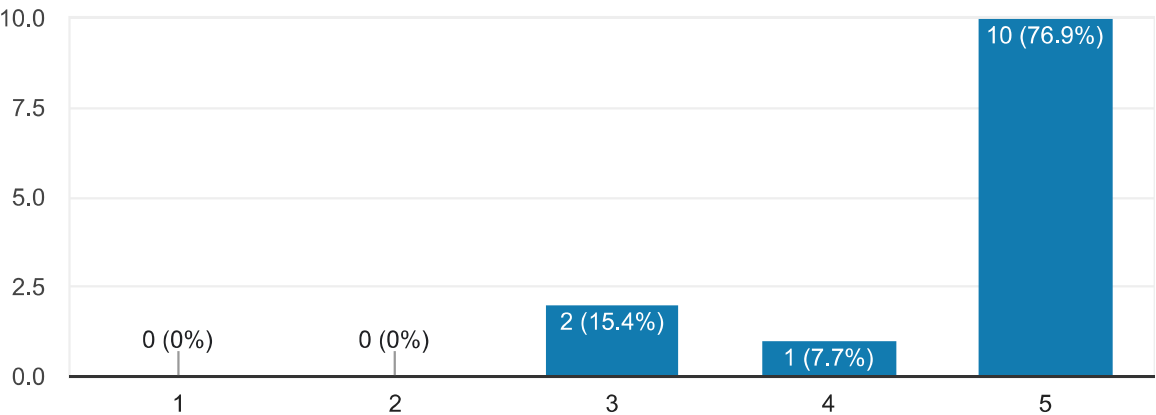
13 responses



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I make choices and have control over my supports and sessions with Aquaaccess4all

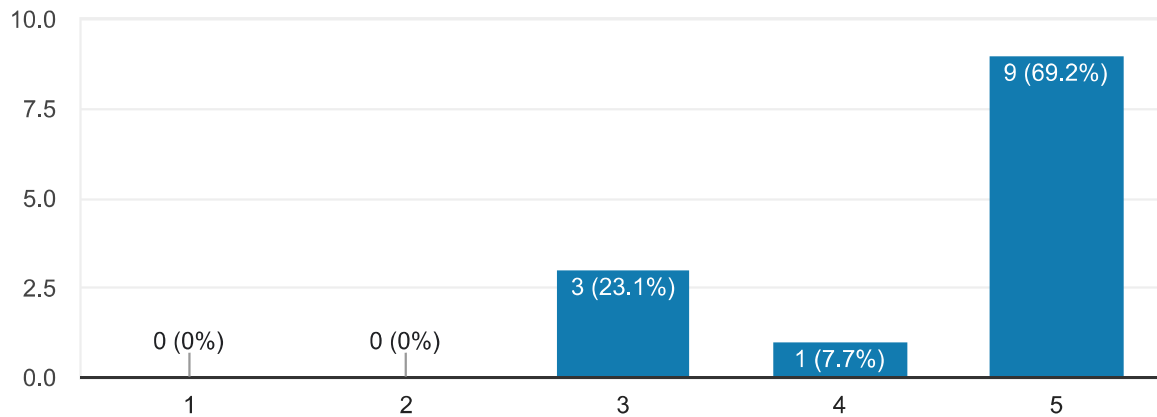
13 responses





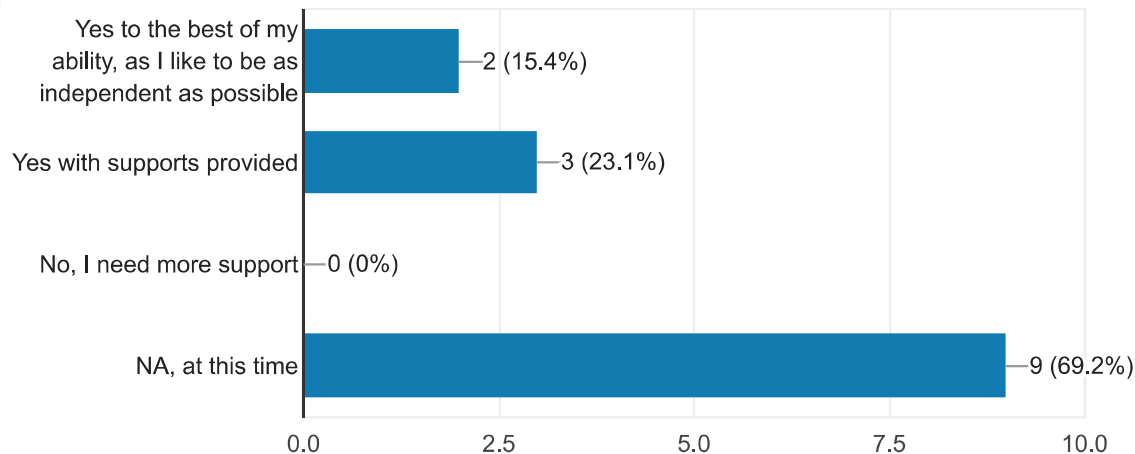
I am involved in day-to-day decision-making of my sessions , by myself or with the help of others

13 responses



I control the personal aspects of my daily life, e.g. financial affairs and possessions

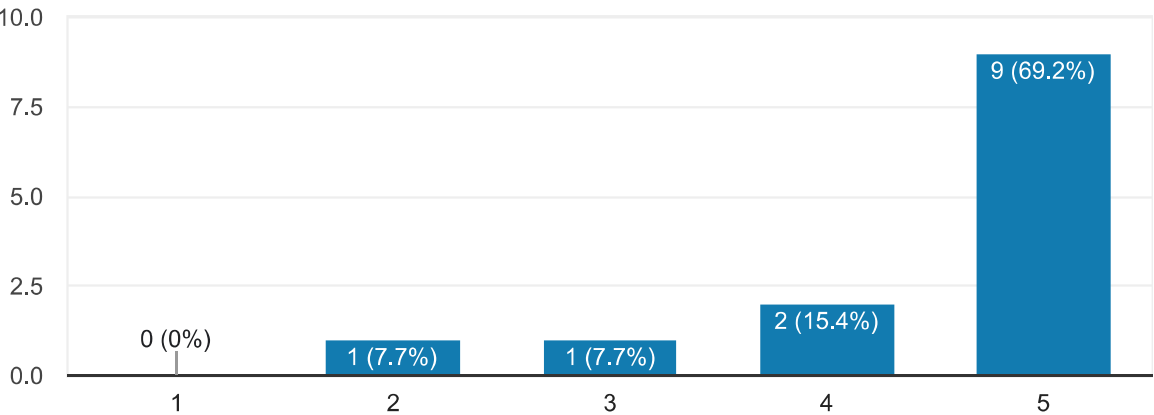
13 responses



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I feel I have independence or am working towards my goals in my sessions with AA4A

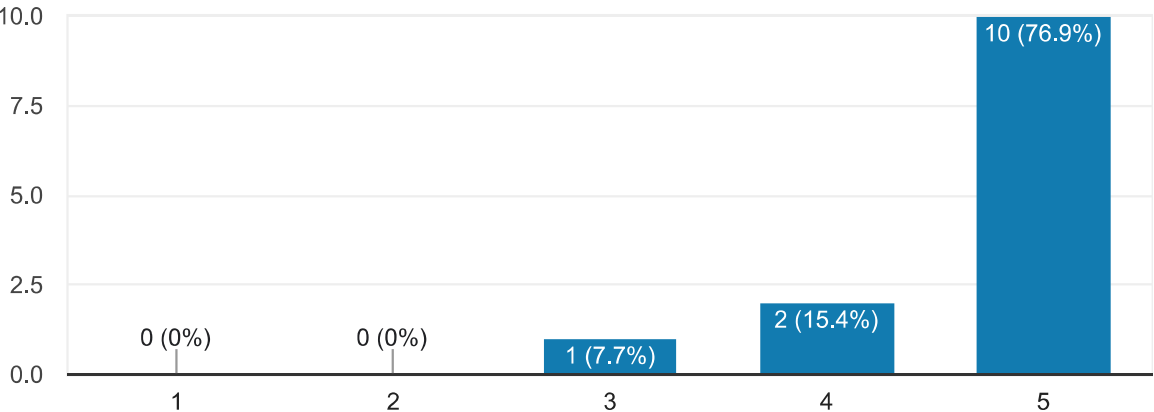
13 responses



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I am listened to by the AA4A team and feel understood

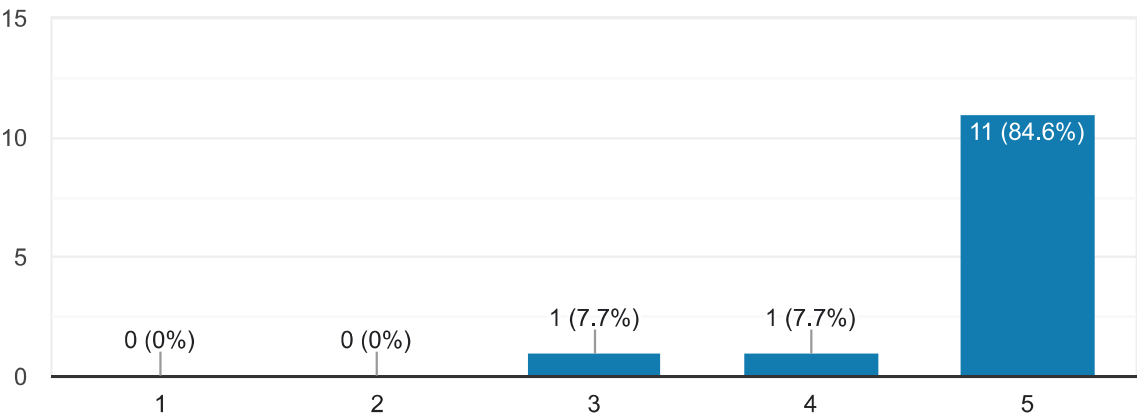
13 responses



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I am supported to have an advocate to speak on my behalf

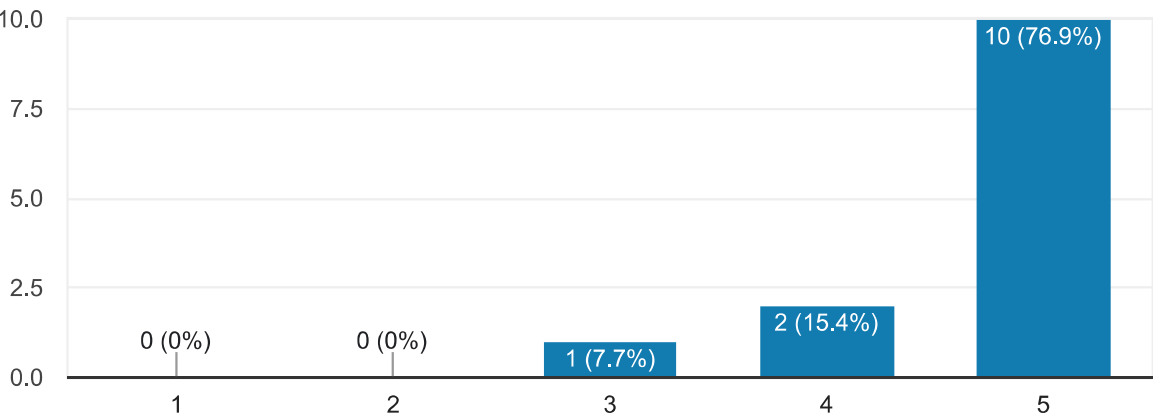
13 responses



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I know how to make a complaint/give feedback

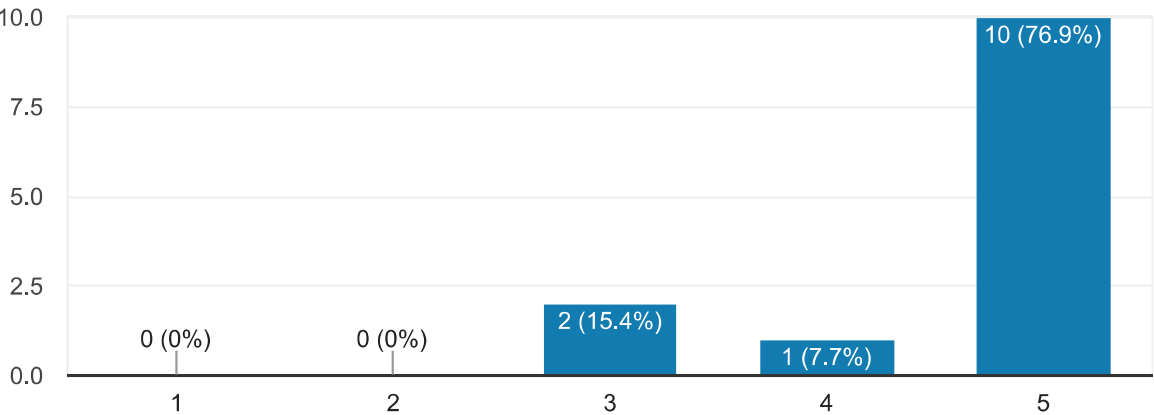
13 responses



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I would be comfortable with making a complaint without any concerns about reprisal

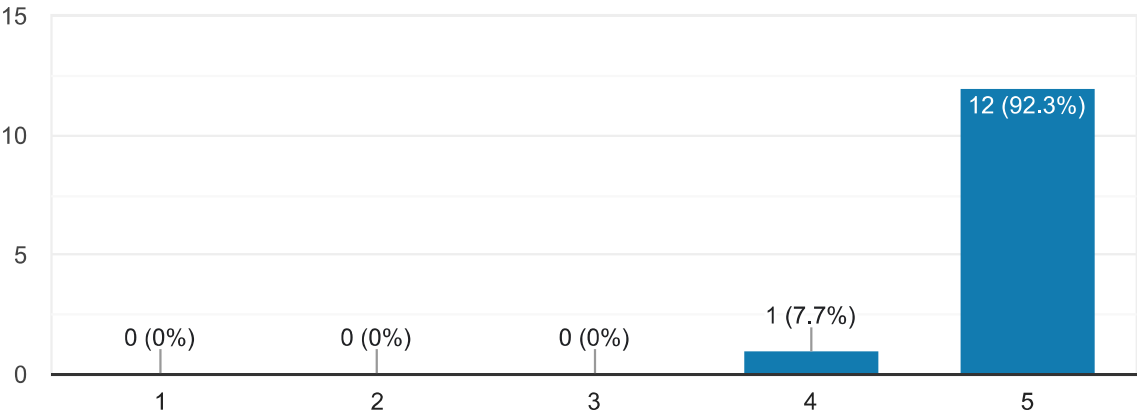
13 responses



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My personal privacy is respected

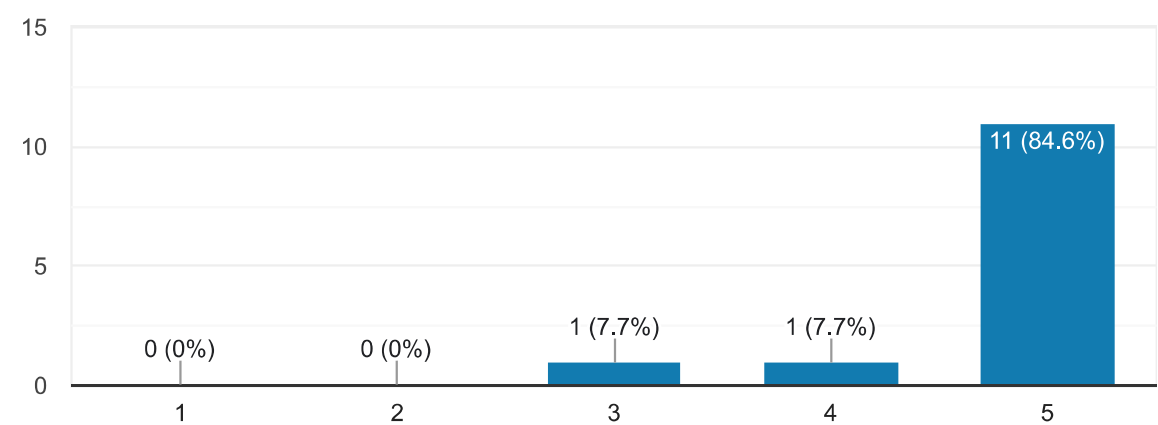
13 responses



The team are kind and caring

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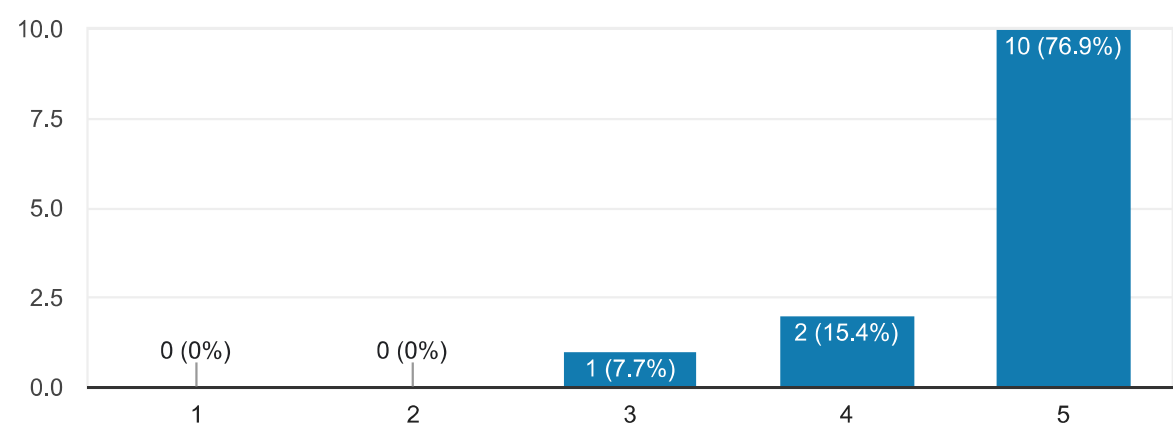
13 responses



Any changes to my arrangements are communicated well

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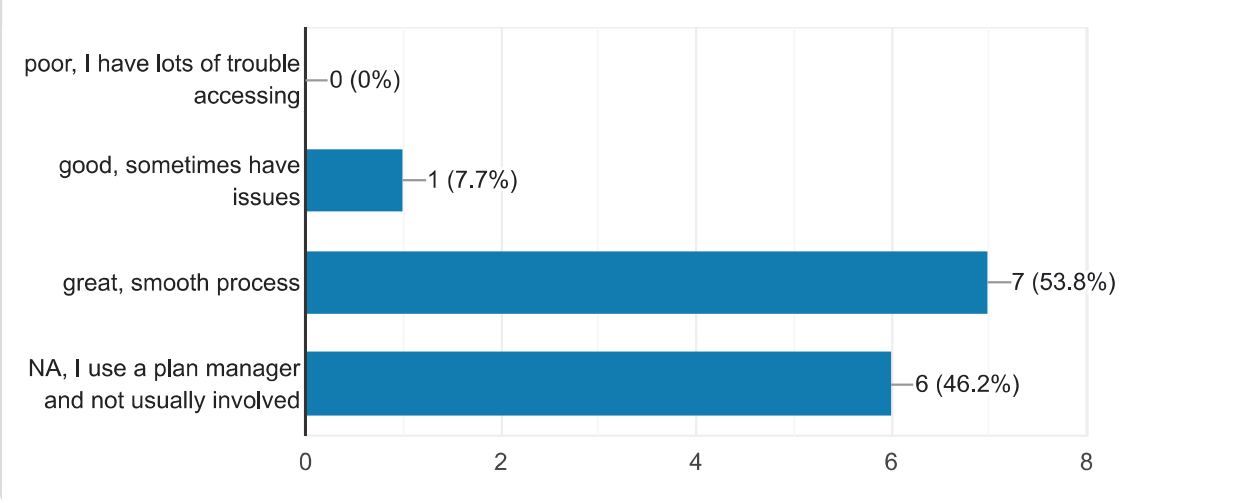
13 responses



How would you rate our invoices and statement processes overall?

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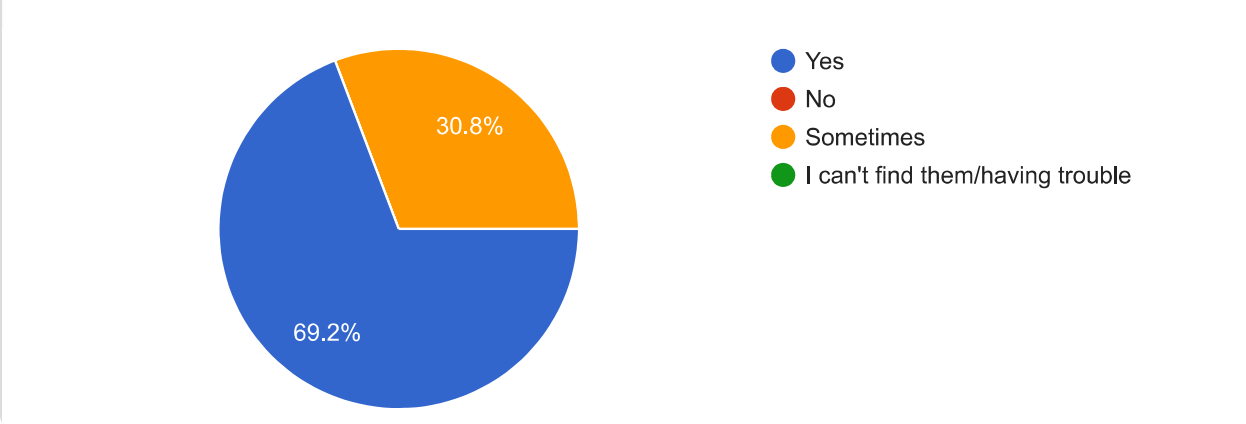
13 responses



Do you receive our newsletters and read them?

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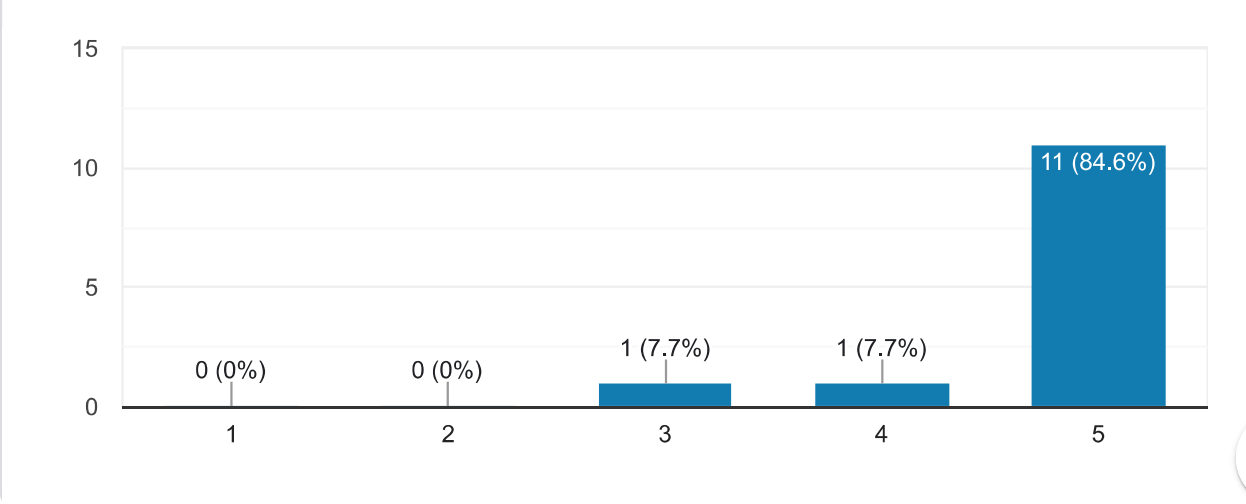
13 responses



The AA4A group and team is responsive to my needs

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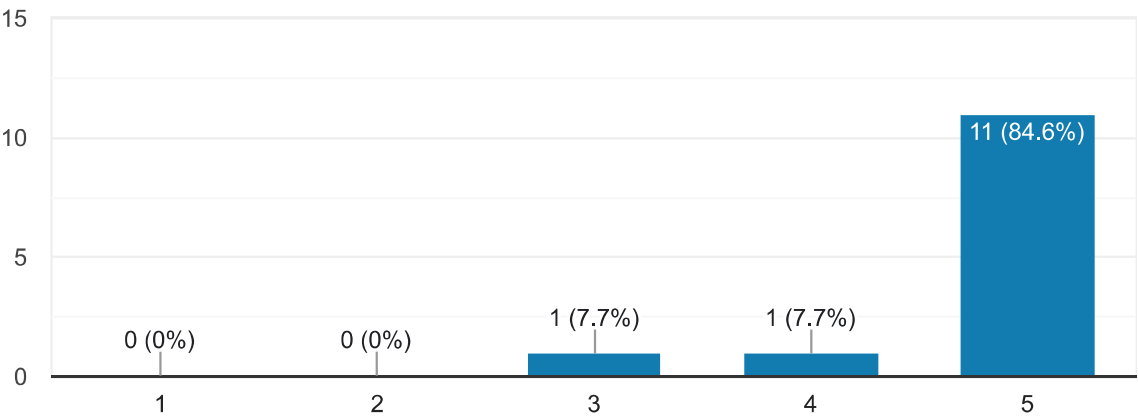
13 responses





I feel that my rights are upheld

13 responses



Do you have any ideas for how we can improve our services?

13 responses

No

Check in with family as to whether they want anything changed goals etc

I am very happy with the service offered, Leon is well supported and enjoys the sessions

You're doing an awesome job

I don't know about this but maybe some kids would like a group swim lesson. Still one on one but with a social aspect with group games maybe once a month.

No - you're great already

I believe the team could be more inclusive

Being cautious to read facial expressions & body language of children to avoid pushing them too far out of comfort zone.

Swimming lessons

Not that I can think of

A few more options for school holiday activities

Maybe app/calendar to see upcoming bookings and times, holiday program times/activities put out a bit earlier



Do you have any other feedback for us?

8 responses

No

Really thankful I have found Aqua access. My son really loves Sam. The photo on our fridge has been helpful to keep excited to swim as he feels bonded with his teacher.

Thank you for what you all do

Great work. Keep it up!

You guys are amazing at what you do!

Thank you for all doing amazing job and working so hard to create such great supports/service.

We are so glad that we found your service.

Thank you for taking the time to complete this questionnaire

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