



Indooroopilly Golf Club | 2025 Member Survey Report

Prepared by Golf Business Advisory Services



Key Findings



Key Findings

- Overall satisfaction score of 7.8, up slightly from 7.7 in 2024 (within the margin for error)
- When restricting the survey sample to members who completed both the 2024 and 2025 surveys, the satisfaction score is 7.8 for both. (approx. 50% of 2025 respondents.)
- Overall satisfaction across different member cohorts ranges from 7.2 for younger (<55 years) members up to 8.2 for women
- Members reported that the golf course is of highest importance to their overall satisfaction with the club, with 77% (76% in 2024) rating it as being of very high importance.
- 62% of members said they would be very likely to recommend the Club to a friend or colleague, down slightly from 64% in 2024 and below the industry benchmark of 69%
- All operating departments other than golf courses recorded improved scores over 2024.
- The three highest-performing club areas are the Teaching (8.2, 8.1 in 2024), Administration (8.2, 8.0 in 2024), and Golf Operations (8.1, 7.8 in 2024)
- The three lowest-performing club areas are Clubhouse (7.4, 7.6 in 2024), the Park golf course (7.2, 7.3 in 2024), and the City course (7.2, 8.0 in 2024)
- Satisfaction with all aspects of the City course declined, particularly roughs (down from 6.7 in 2024 to 5.2) and greens (down from 8.2 in 2024 to 7.6)
- 37% of members believe their membership represents excellent/good value for money, down from 44% in 2024. Those members report satisfaction of 8.7.
- The level of 'detractors' is unchanged vs 2024 at 16%.
- There is a general strengthening evident in member's view towards club atmosphere and culture.

Survey Respondent Profile



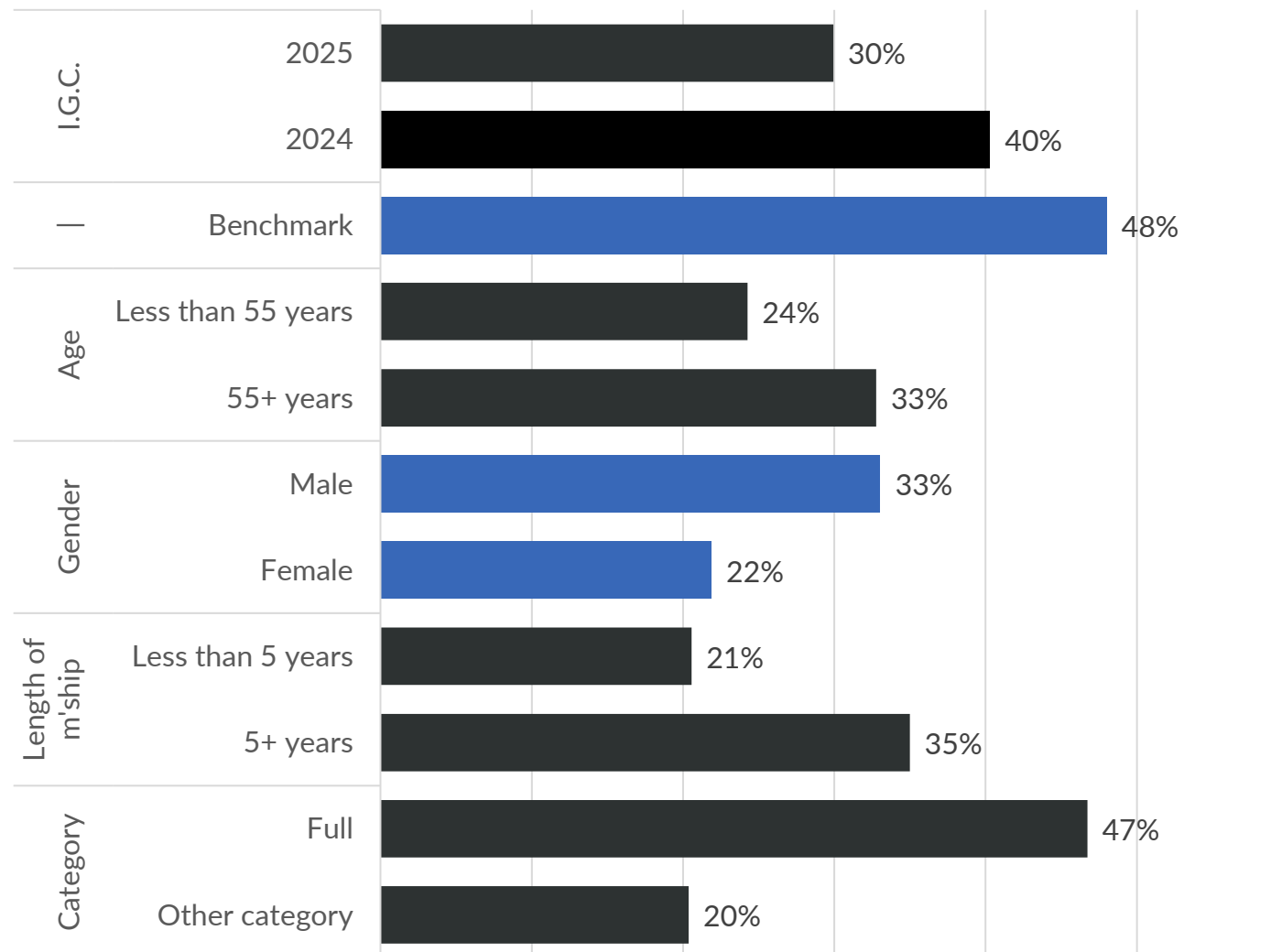
Survey Profile :: Response Rate

Survey distribution and eligibility

- The survey was distributed to all members over the age of 18. N = 2,442
- Available for completion from the 14th April through 31st April, 2025

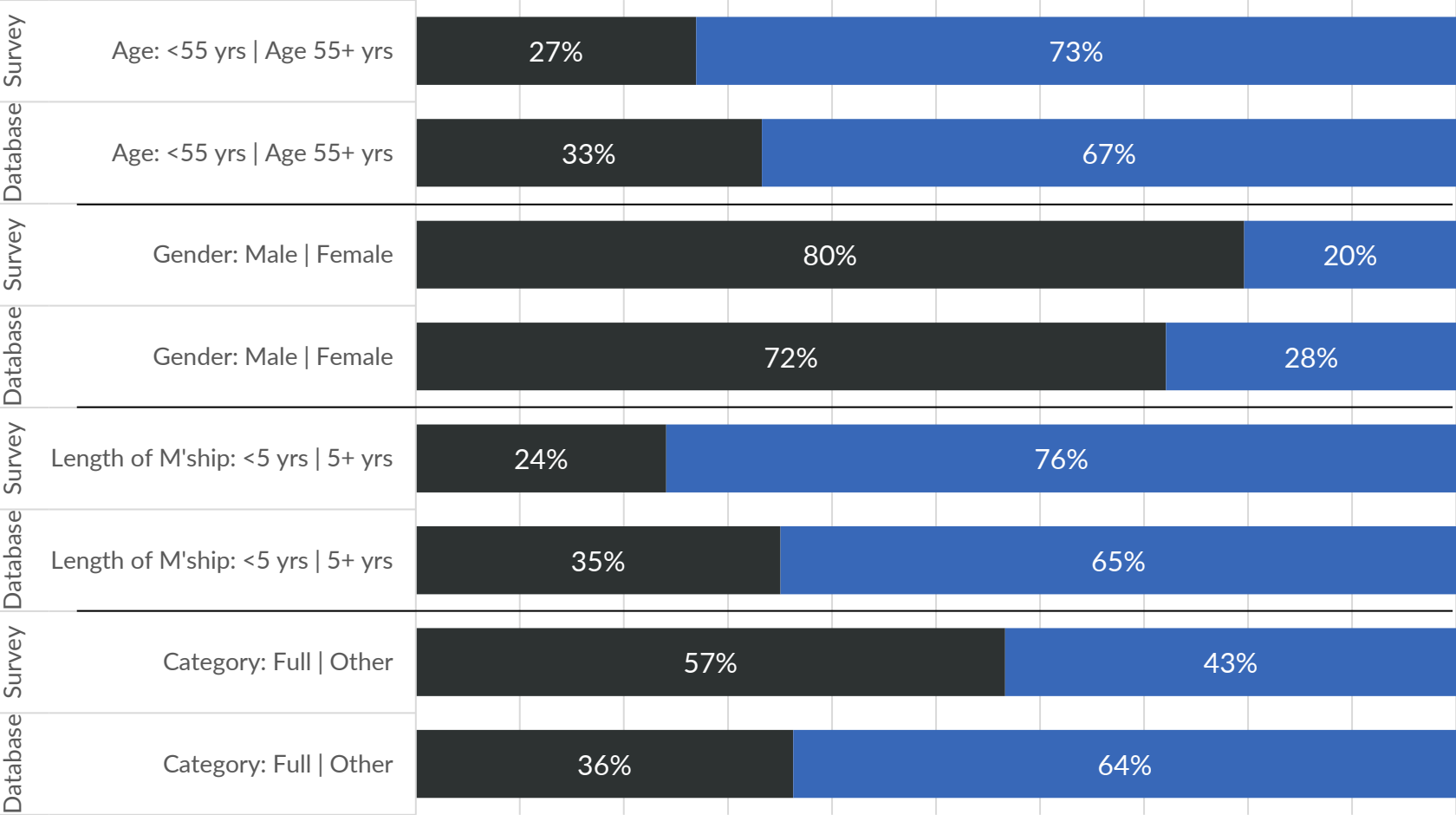
Response Profile

- n = 731 valid responses, representing a 30% response rate (lower for younger and newer members). It was 40% in 2024.
- We can be 95% confident that the views of the whole membership are within +/- 3% of the survey results (effective margin for error)
- The sample underrepresents younger members and newer members. For these cohorts, the margin for error increases to 5%



Survey Profile :: Survey Versus Database

For each member cohort, this chart shows the proportional split of the survey sample compared to the overall membership database to show which cohorts are under or over-represented in the survey sample.



Key Findings

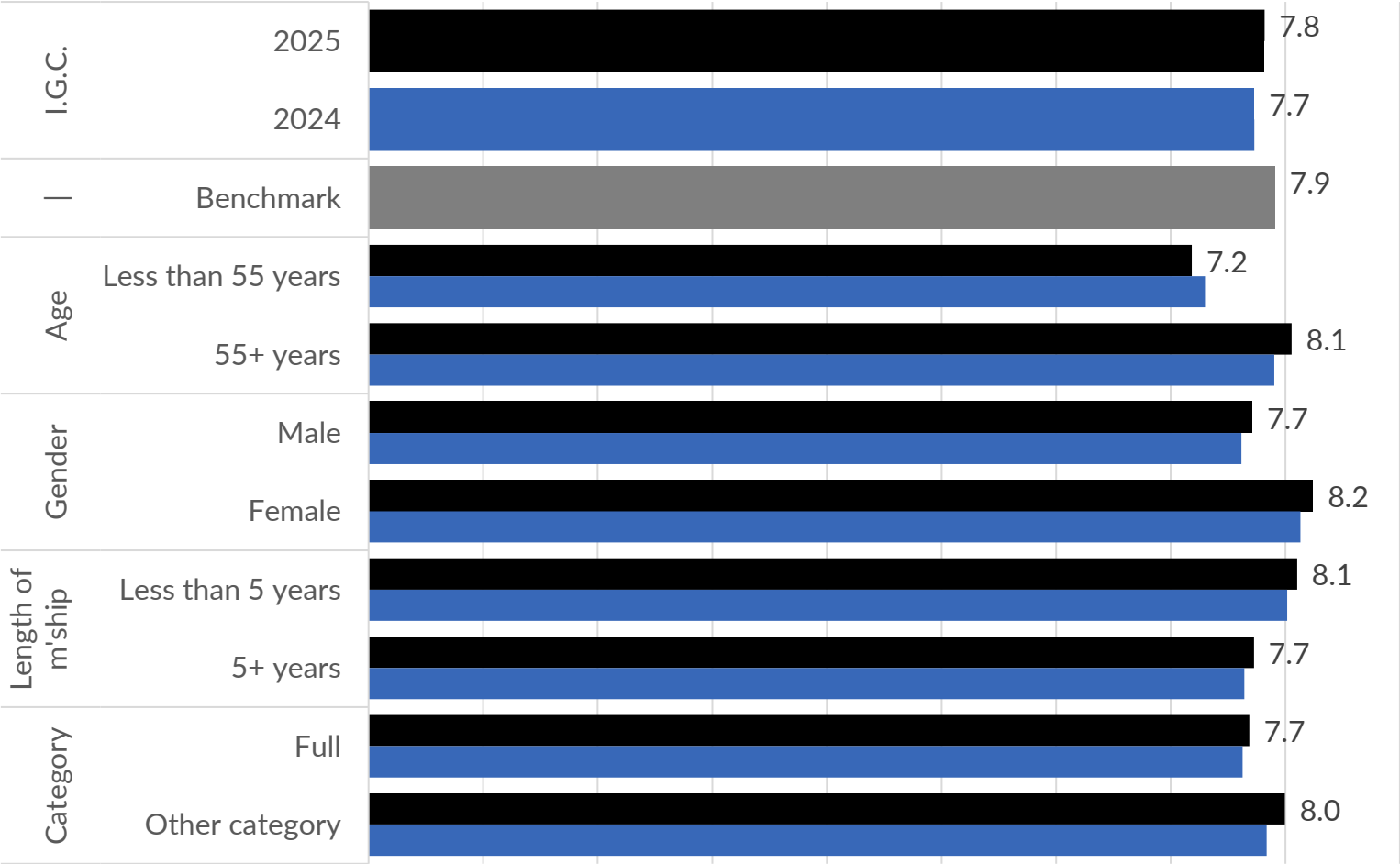
The survey sample underrepresents:

- Younger members (27% of sample, 33% of membership)
- Members in categories other than Full (43% of survey sample, 64% of membership)

Overall Satisfaction

Overall Club Satisfaction

On a scale of 1 to 10 where 1 is 'not satisfied at all' and 10 is 'completely satisfied', please indicate your overall satisfaction with your membership.



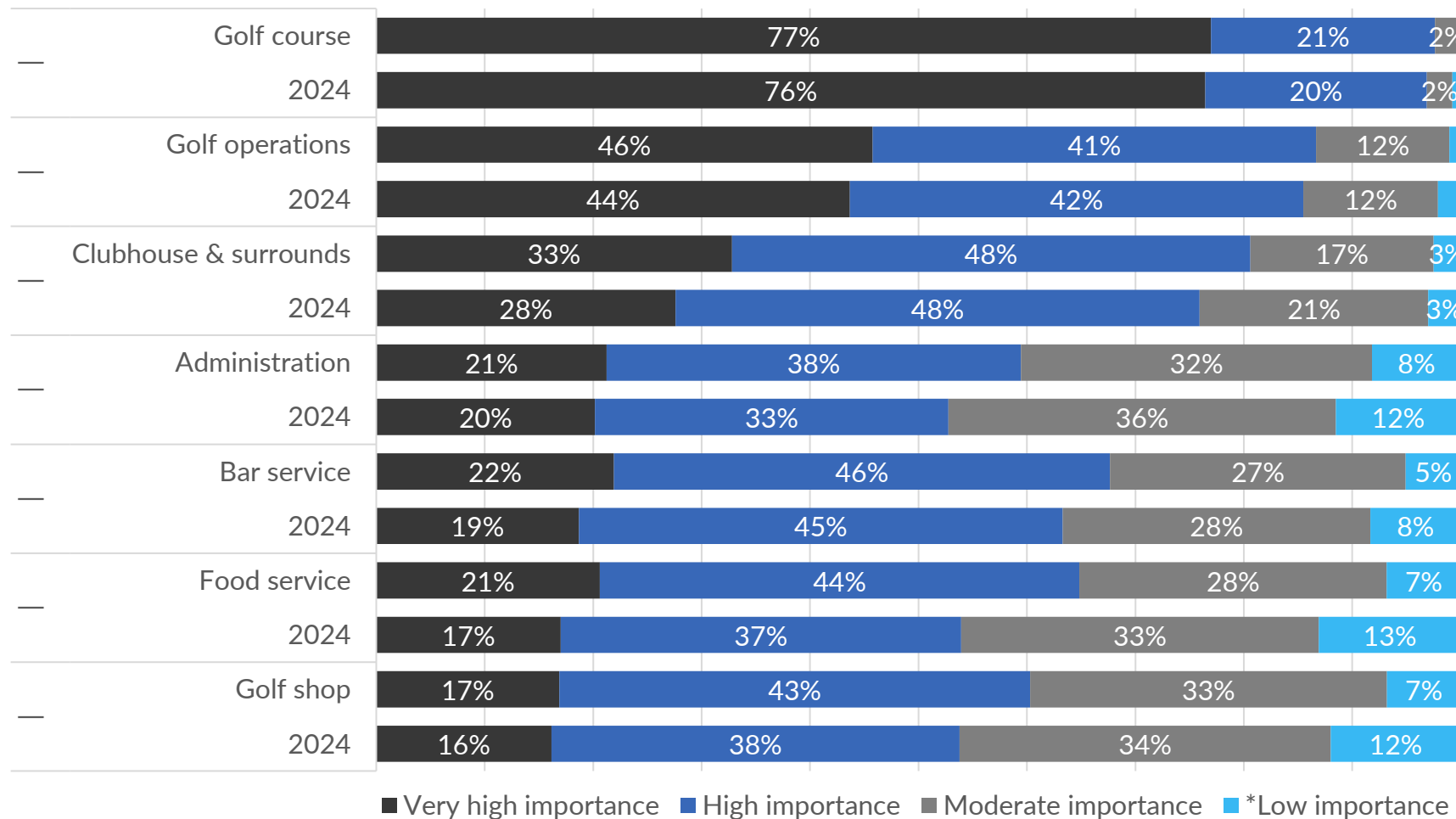
Key Findings

- Overall satisfaction of 7.8, slightly up from 7.7 in 2024
- When restricting the sample to members who completed both surveys, the satisfaction score is 7.8 for both 2024 and 2025



Importance for Overall Club Satisfaction

Now considering the score that you have provided to the previous question (i.e. Overall Satisfaction), how important is your satisfaction with each of the following departments to determining how satisfied you are with your membership overall?



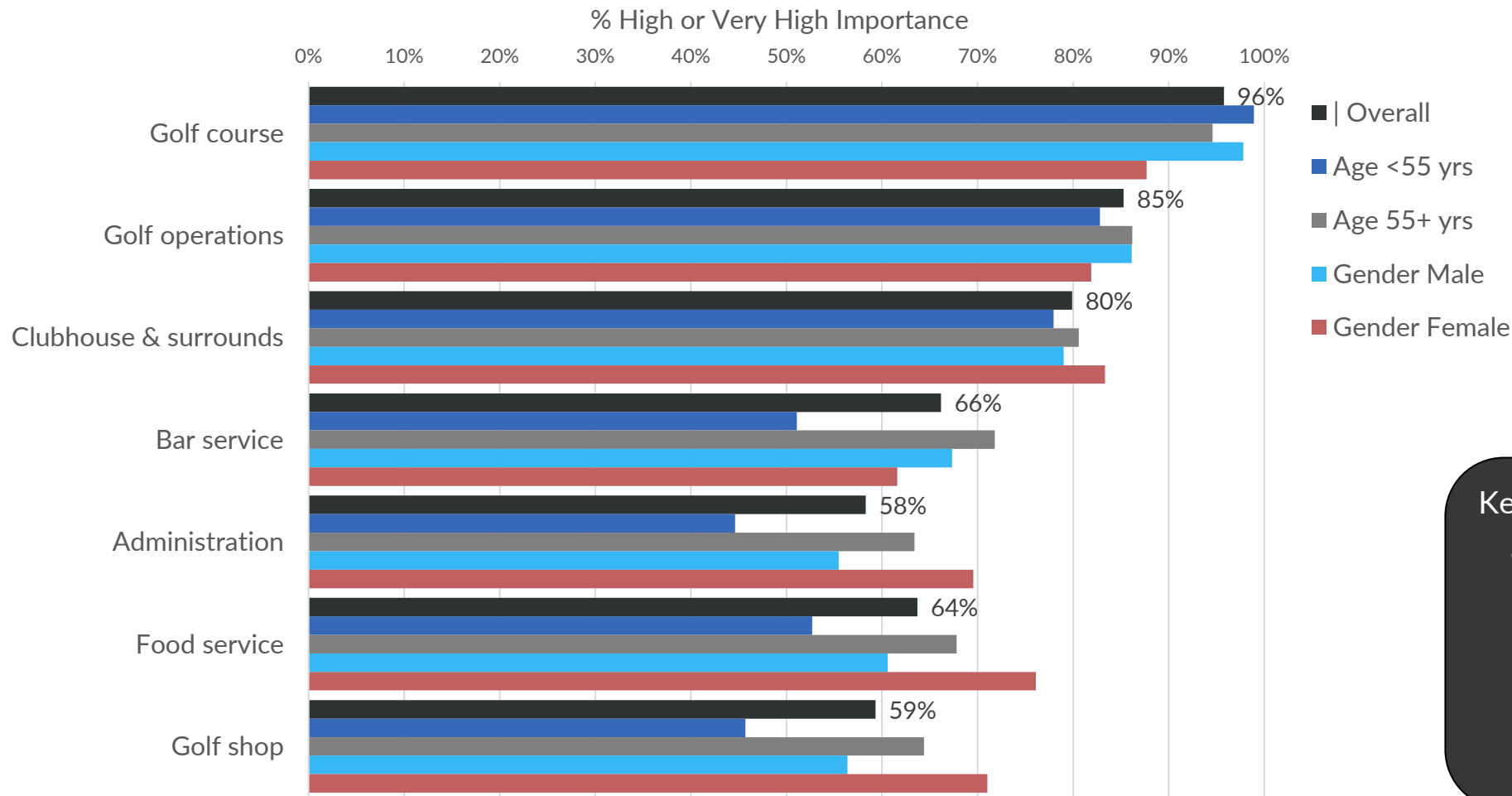
Key Findings

- The golf course is most important to member satisfaction, rated as being of high or very high importance by 98% of members

Importance for Overall Satisfaction :: % High+ by Cohort



Now considering the score that you have provided to the previous question (i.e. Overall Satisfaction), how important is your satisfaction with each of the following departments to determining how satisfied you are with your membership overall?

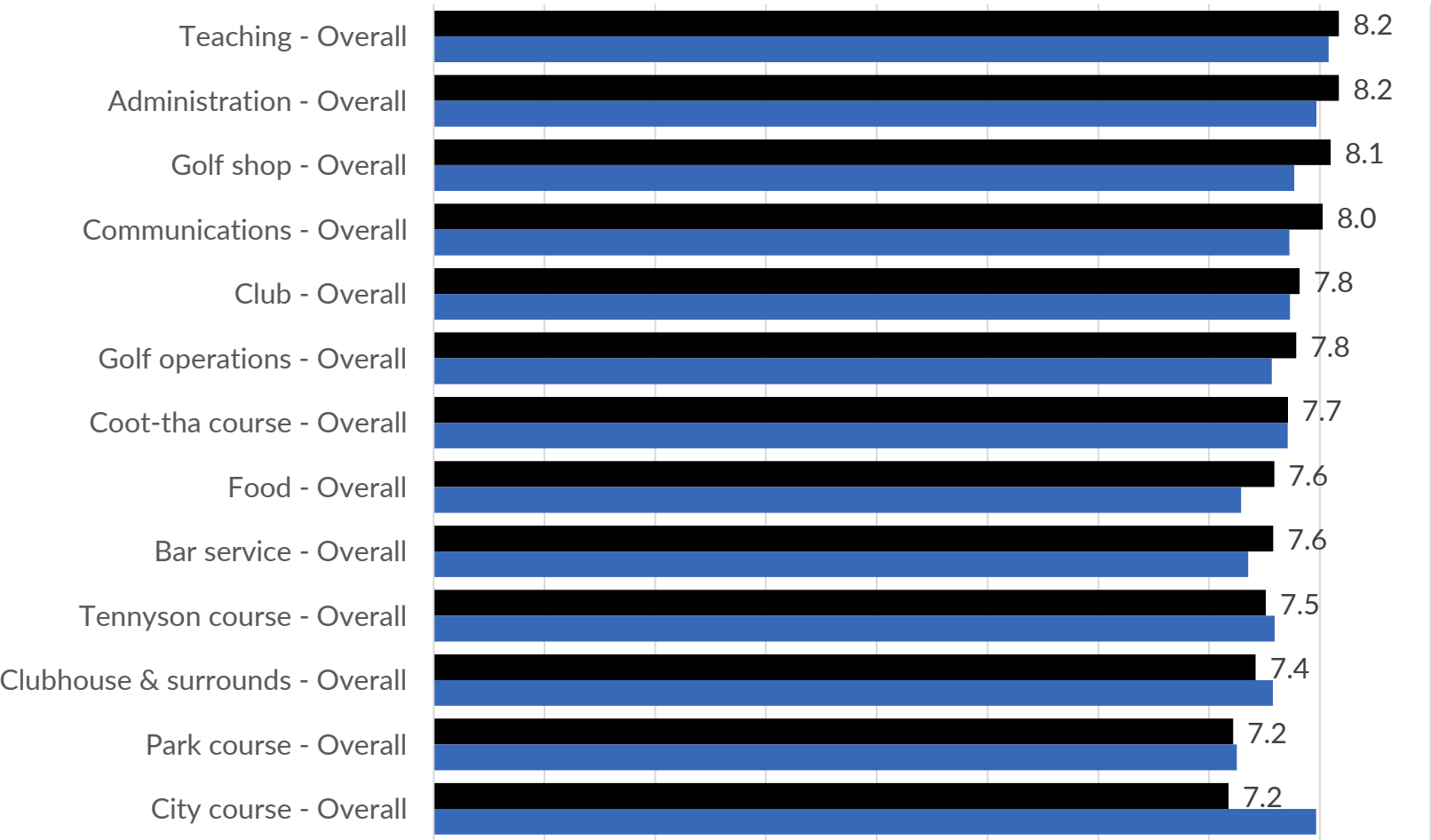


Key Findings

- Female members place relatively higher importance on administration, food service, and the golf shop

Departmental Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the _____?



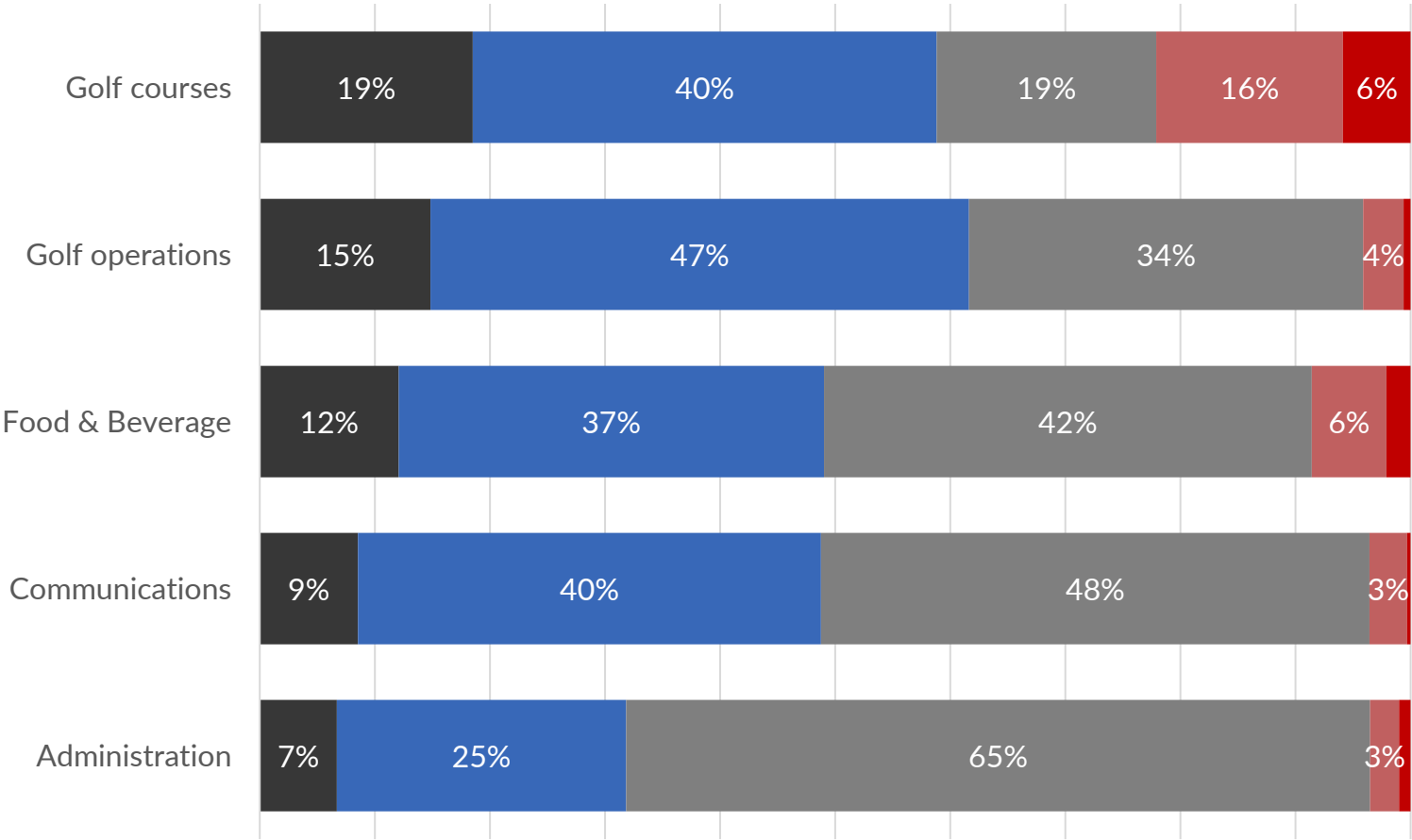
■ 2025
■ 2024

- Key Findings
- Satisfaction scores for Teaching, Administration, Communications, and Golf Shop are above overall satisfaction
 - Satisfaction scores are lowest for the Park and City courses

Performance in the Last 12 Months



In the last 12 months would you say the _____ has/have...?



Satisfaction scores		
2024	2025	Movement

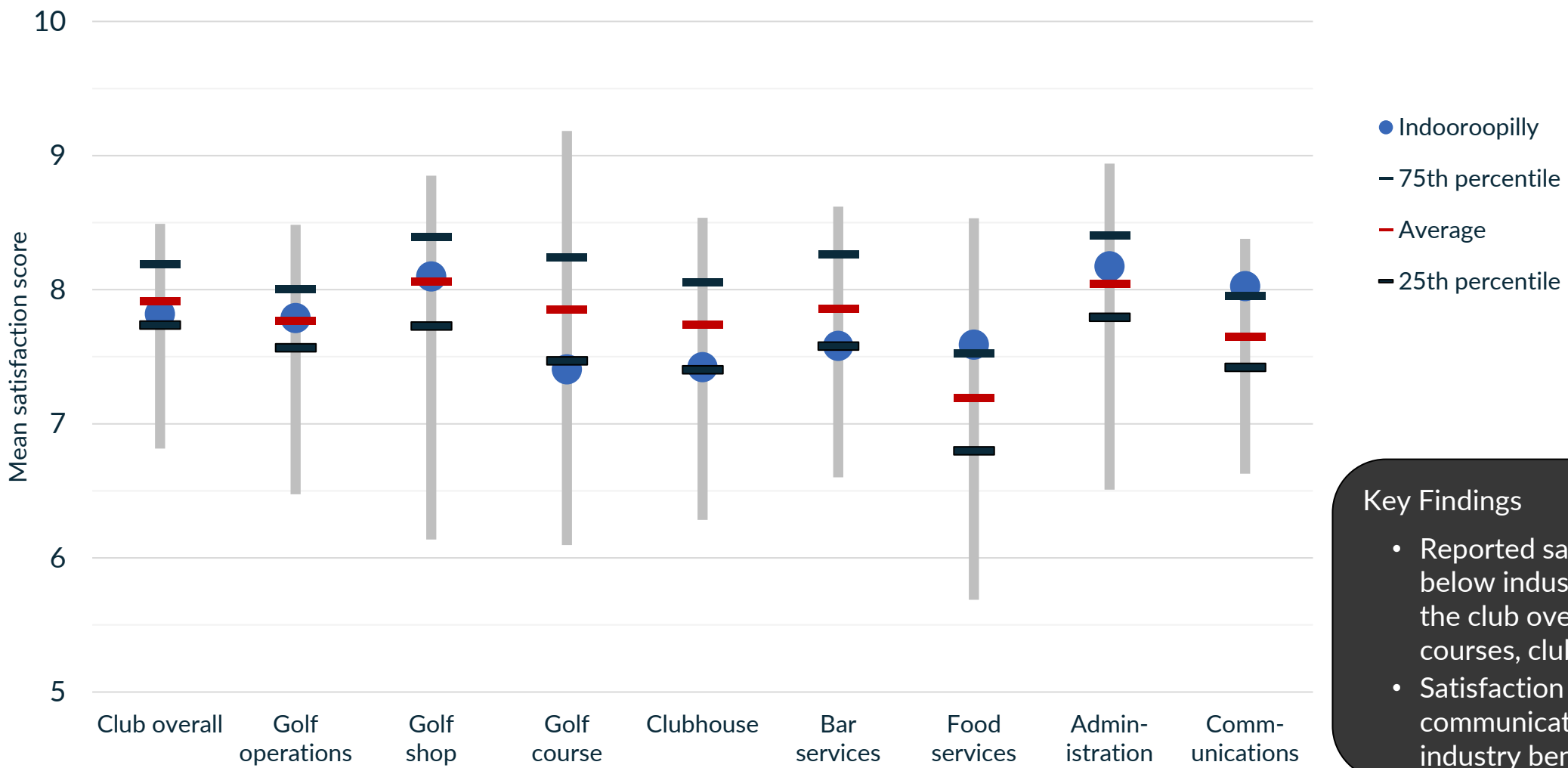
7.6	7.4	-0.2
7.6	7.8	+0.2
7.3	7.6	+0.3
7.7	8.0	+0.3
8.0	8.2	+0.2

■ Significantly improved ■ Slightly improved ■ Stayed the same ■ Slightly declined ■ Significantly declined



Overall & Department Satisfaction :: Benchmarks

Satisfaction scores are compared against industry benchmarks from prior surveys conducted by GBAS

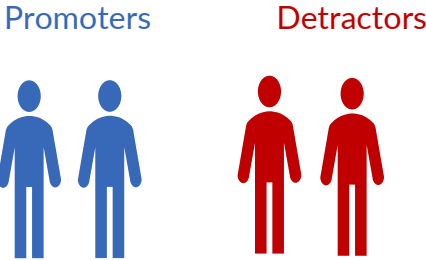


Key Findings

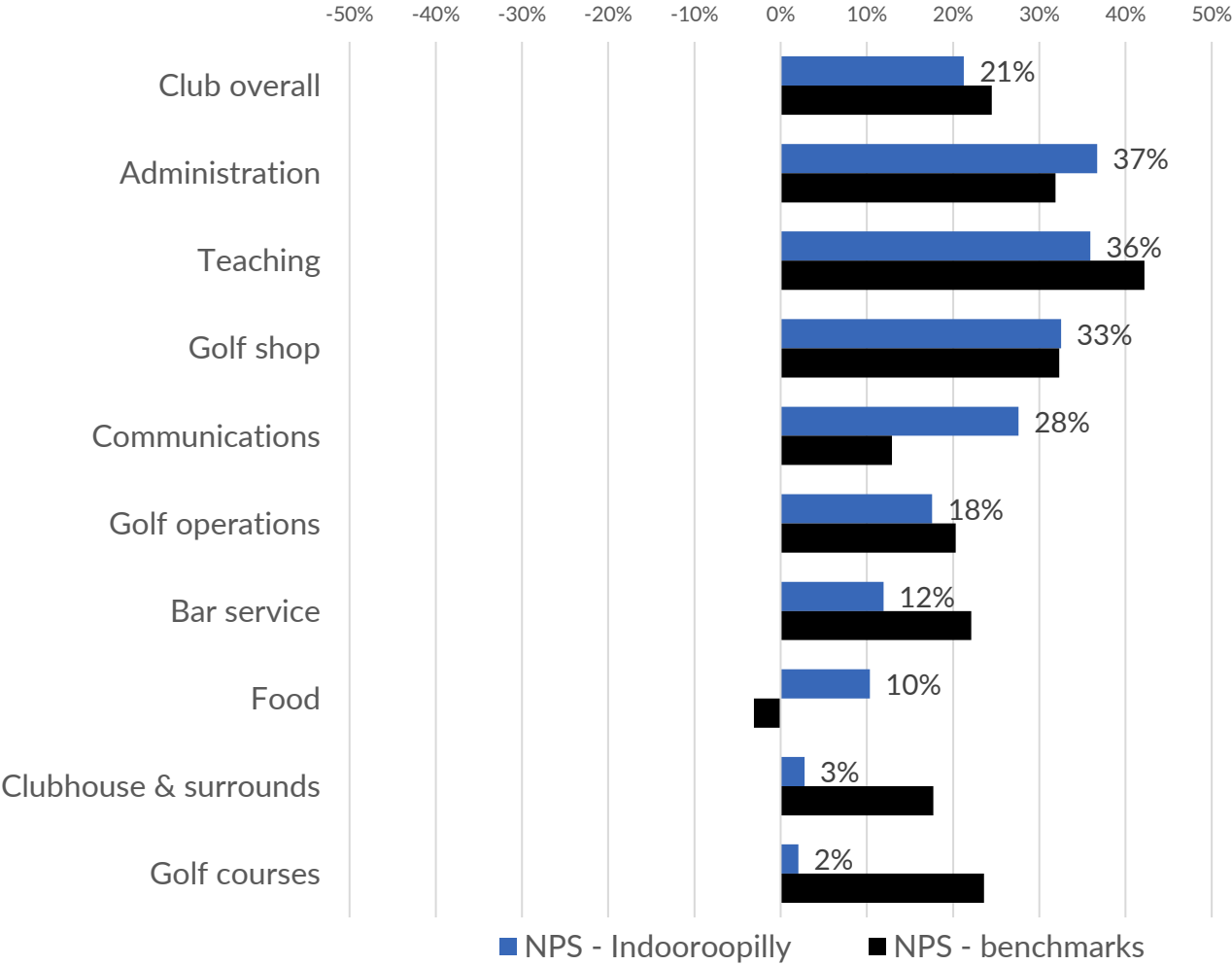
- Reported satisfaction scores are below industry benchmarks for the club overall and the golf courses, clubhouse & bar service
- Satisfaction score for communications is above the industry benchmark

Overall & Departmental Satisfaction :: NPS

Nett Promoter Score (NPS) is a customer satisfaction metric representing a customer satisfaction score which can be compared across time and clubs. The benchmark score represents the NPS from prior GBAS surveys.



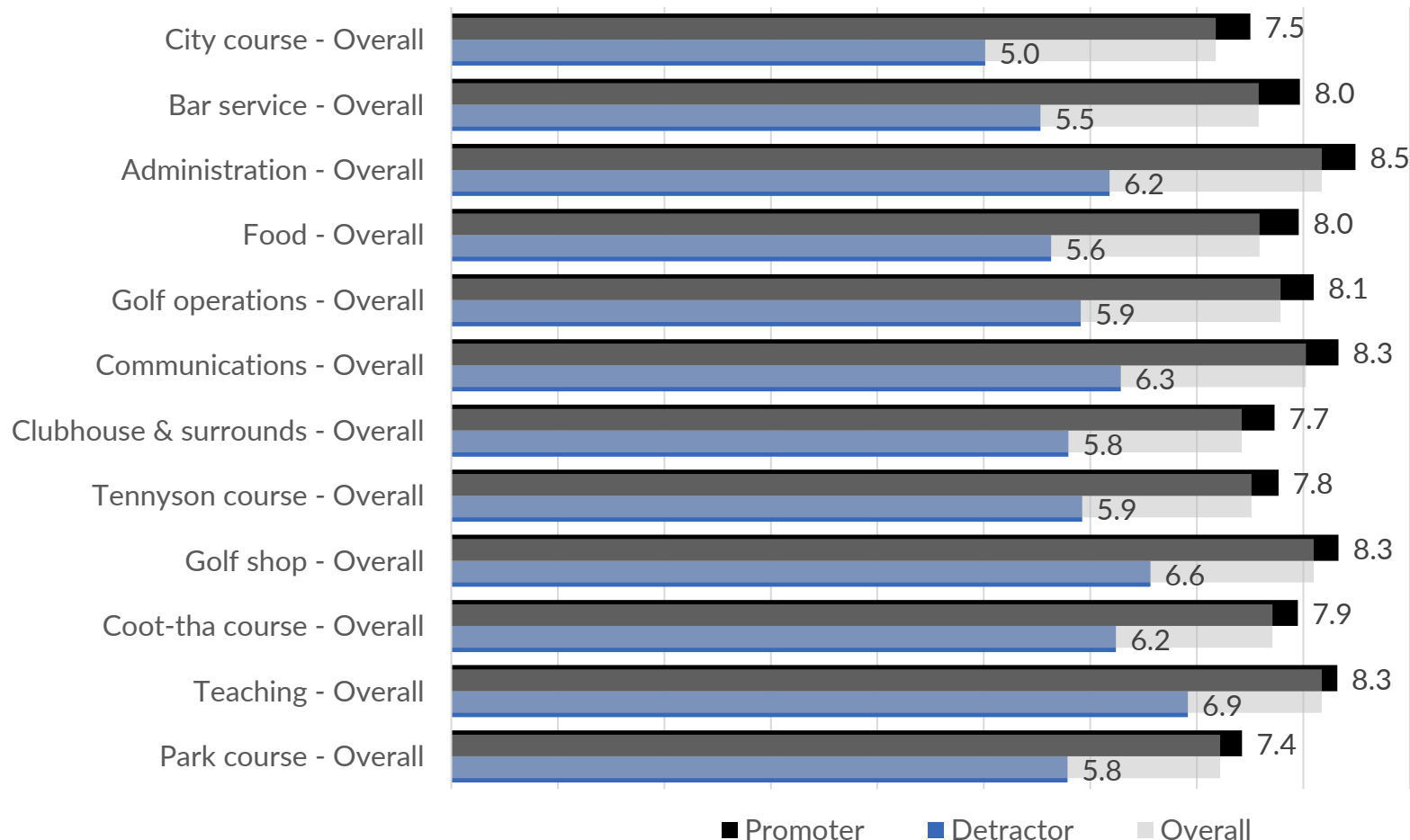
Overall satisfaction score ->			
	NPS %	% promoters	% detractors
I.G.C. 2025	21%	37%	16%
I.G.C. 2024	19%	35%	16%
Benchmark	25%	37%	13%





NPS :: Detractors Versus Promoters

This figure summarises departmental scores for Detractors (overall satisfaction <7) relative to departmental scores of Promoters (i.e. club satisfaction of 9 or 10). A larger gap suggests areas where Detractors are particularly dissatisfied relative to Promoters

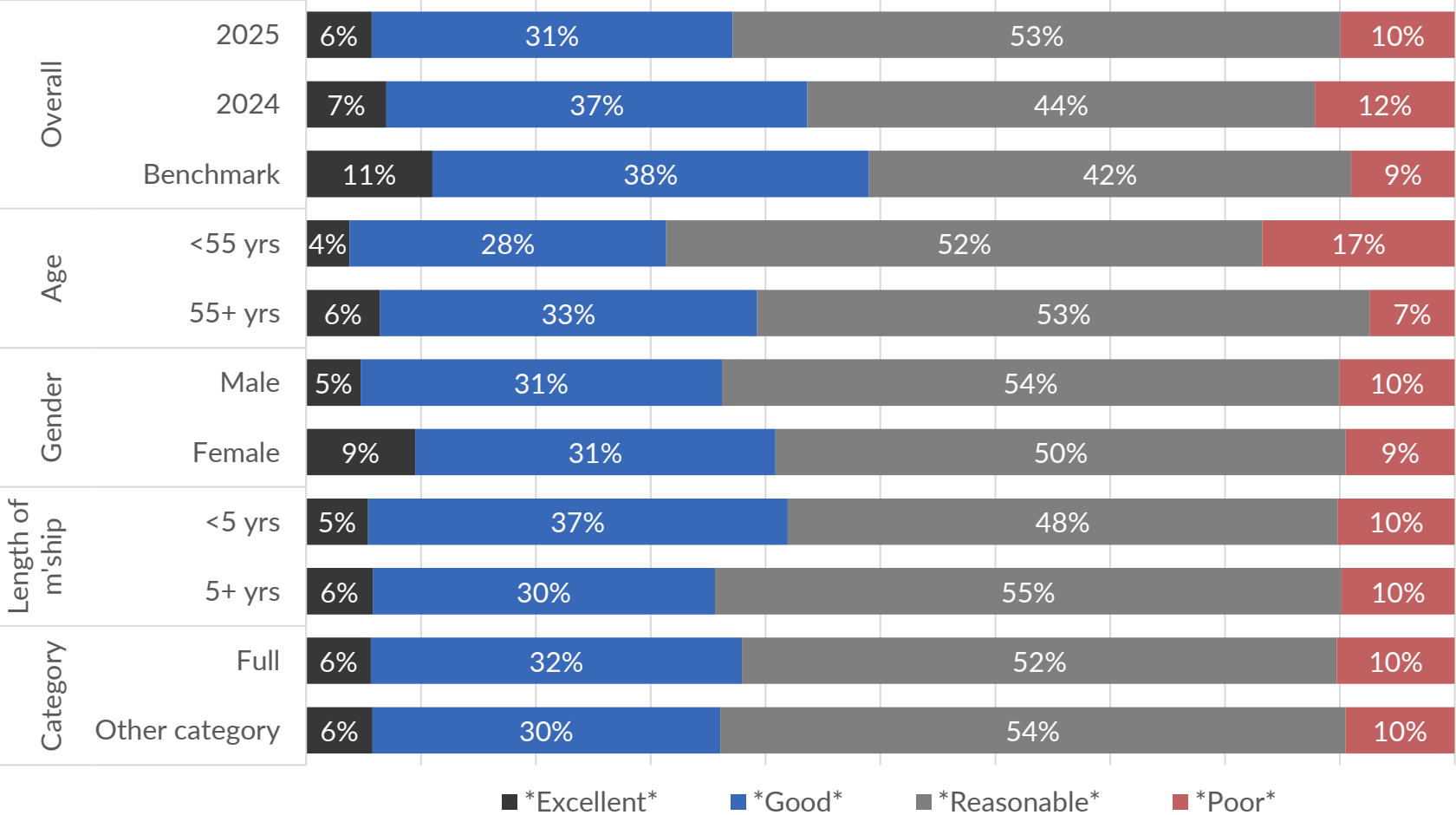


Key Findings

- The gap in satisfaction scores between Detractors and Promoters is most evident for the City course and bar service (2.5 difference)

Member Value :: Value of Membership

To what degree do you believe the annual subscription that you pay as a member of the club is commensurate with the value that you derive as a member?



Response	Club satisfaction
Excellent	9.2
Good	8.5
Reasonable	7.7
Poor	5.5

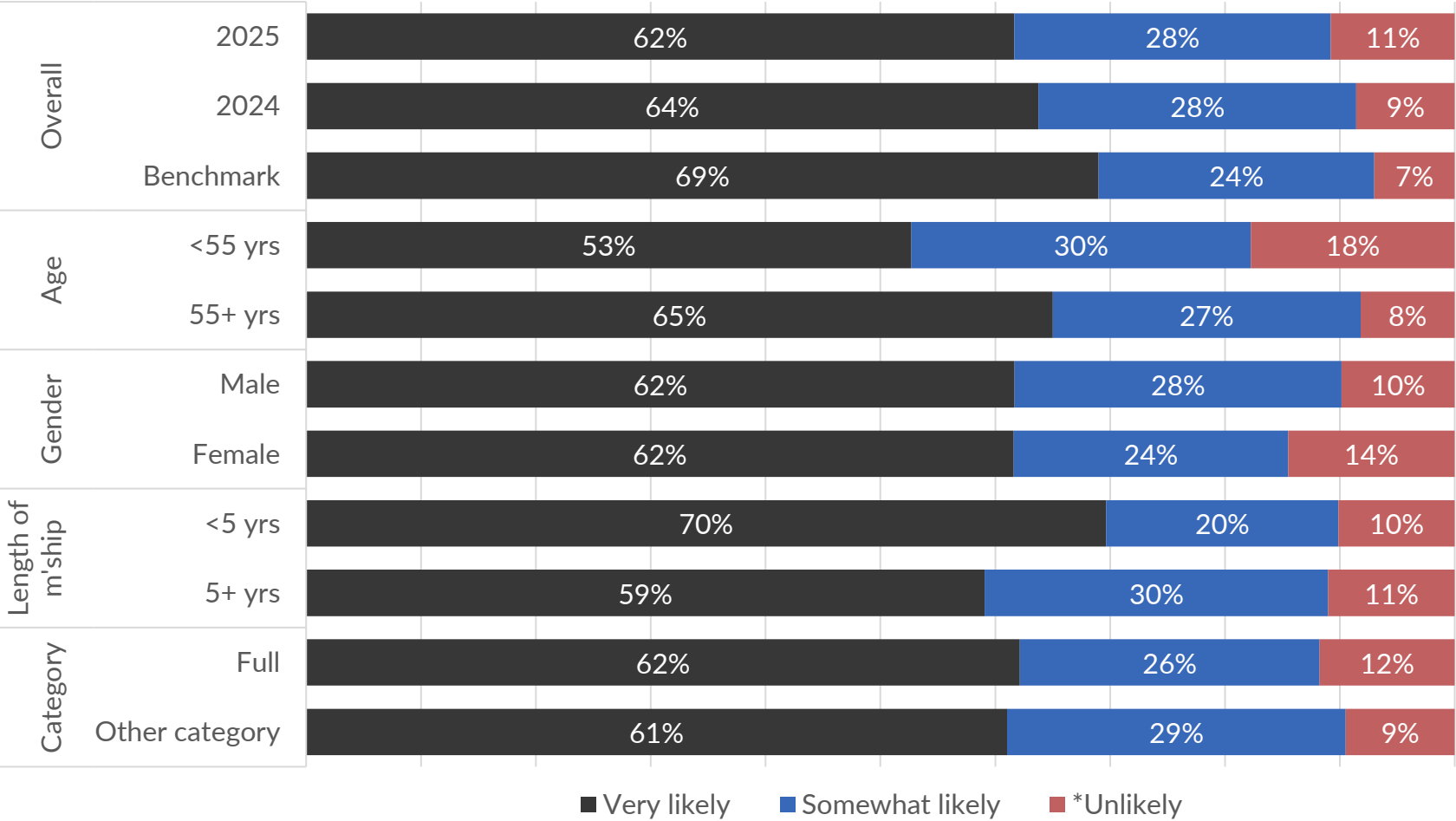
Key Findings

- 6% of members believe their membership represents excellent value for money. Those members report satisfaction of 9.2
- Correlation between perceived value and club satisfaction

Friend / Colleague Recommendation



If you had a friend/colleague interested in joining a top tier golf club, how likely would you be to recommend the Club?



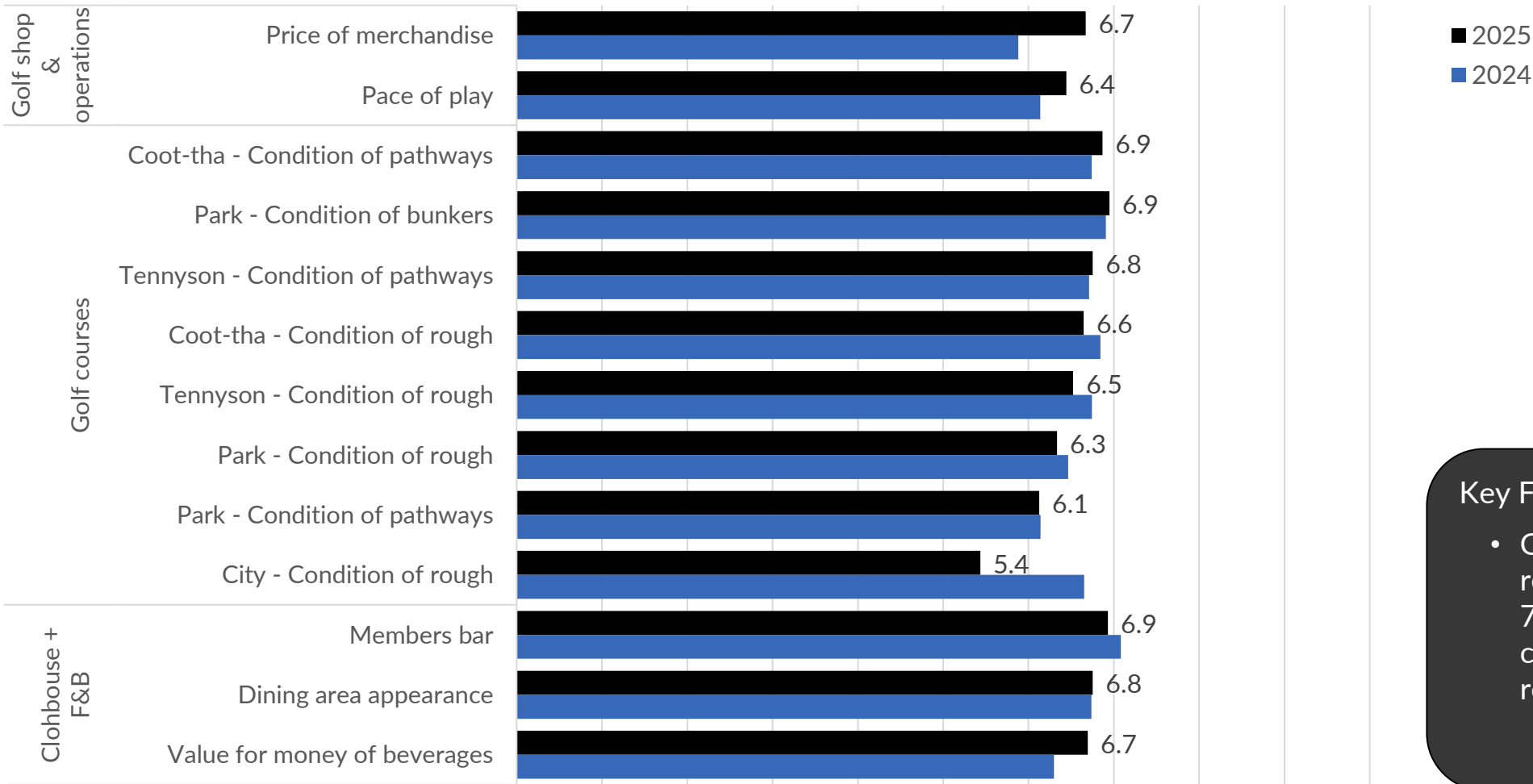
Response	Club satisfaction
Very likely	8.5
Somewhat likely	7.2
Unlikely	5.4

Key Findings

- 62% of members would recommend the club to a friend or colleague. Those members report overall satisfaction of 8.5
- Members who would be unlikely to recommend the club have low overall club satisfaction

Lowest Satisfaction Scores (Less than 7 out of 10)

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the _____ .

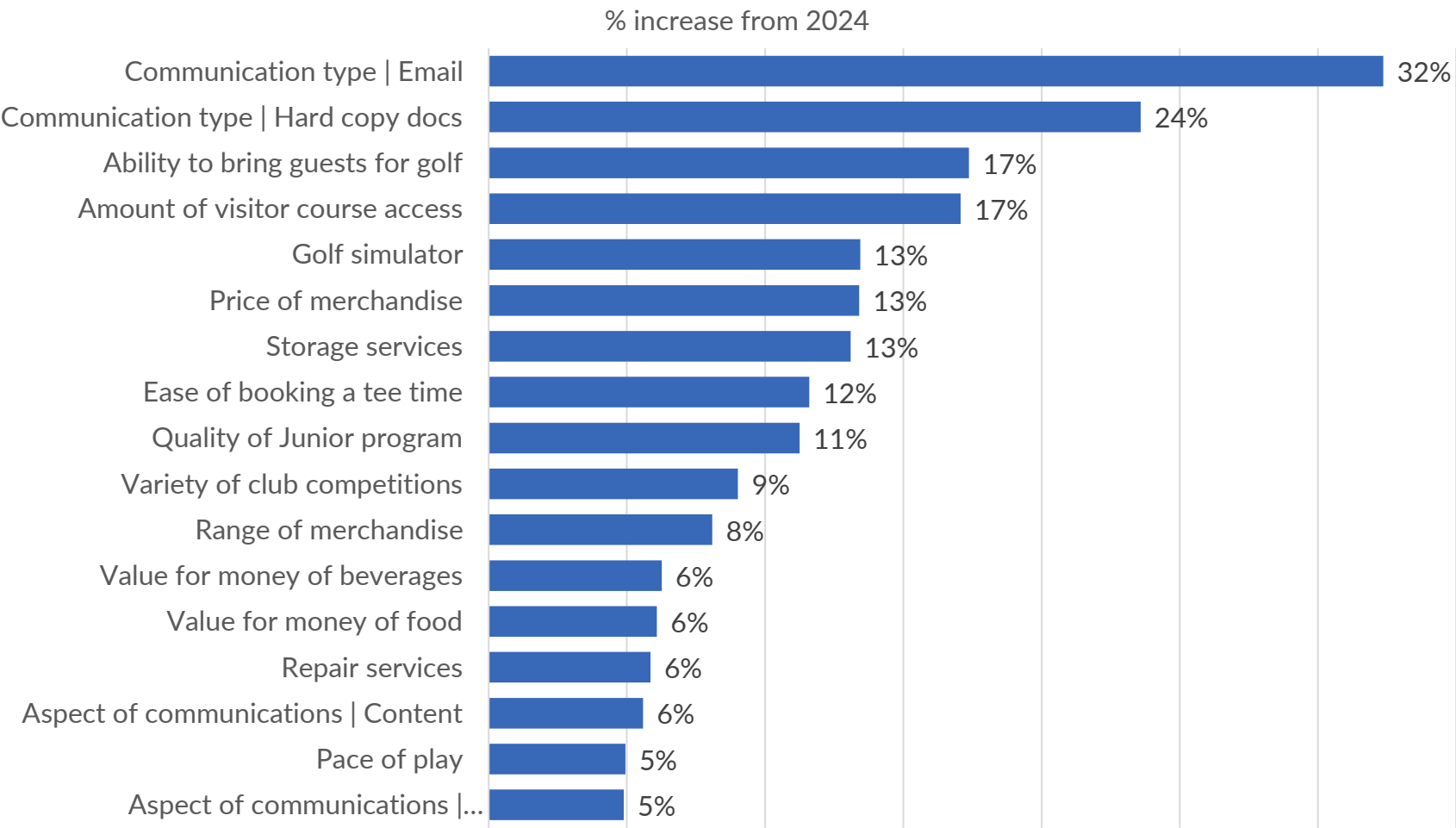


Key Findings

- Of the 13 individual items with reported satisfaction of less than 7 out of 10, 8 relate to the golf courses, mostly pathways and rough

Biggest Movers from 2024 (Increase by 5% or More)

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the _____.



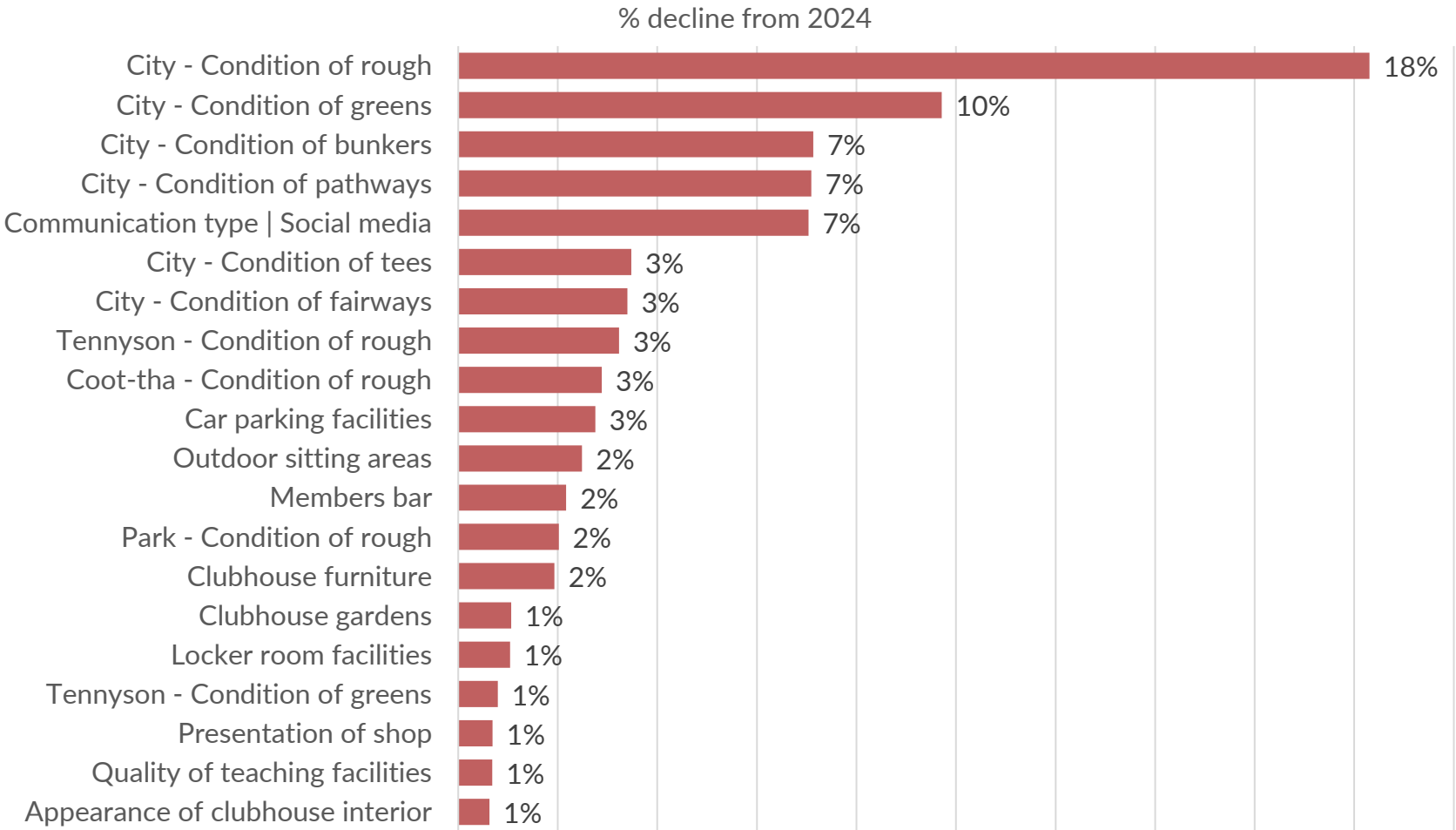
Key Findings

- Several golf-related items improved from 2024 including ability to bring guests, amount of visitor course access, and ease booking a tee time



Biggest Movers from 2024 (Overall Decrease)

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the _____.



Key Findings

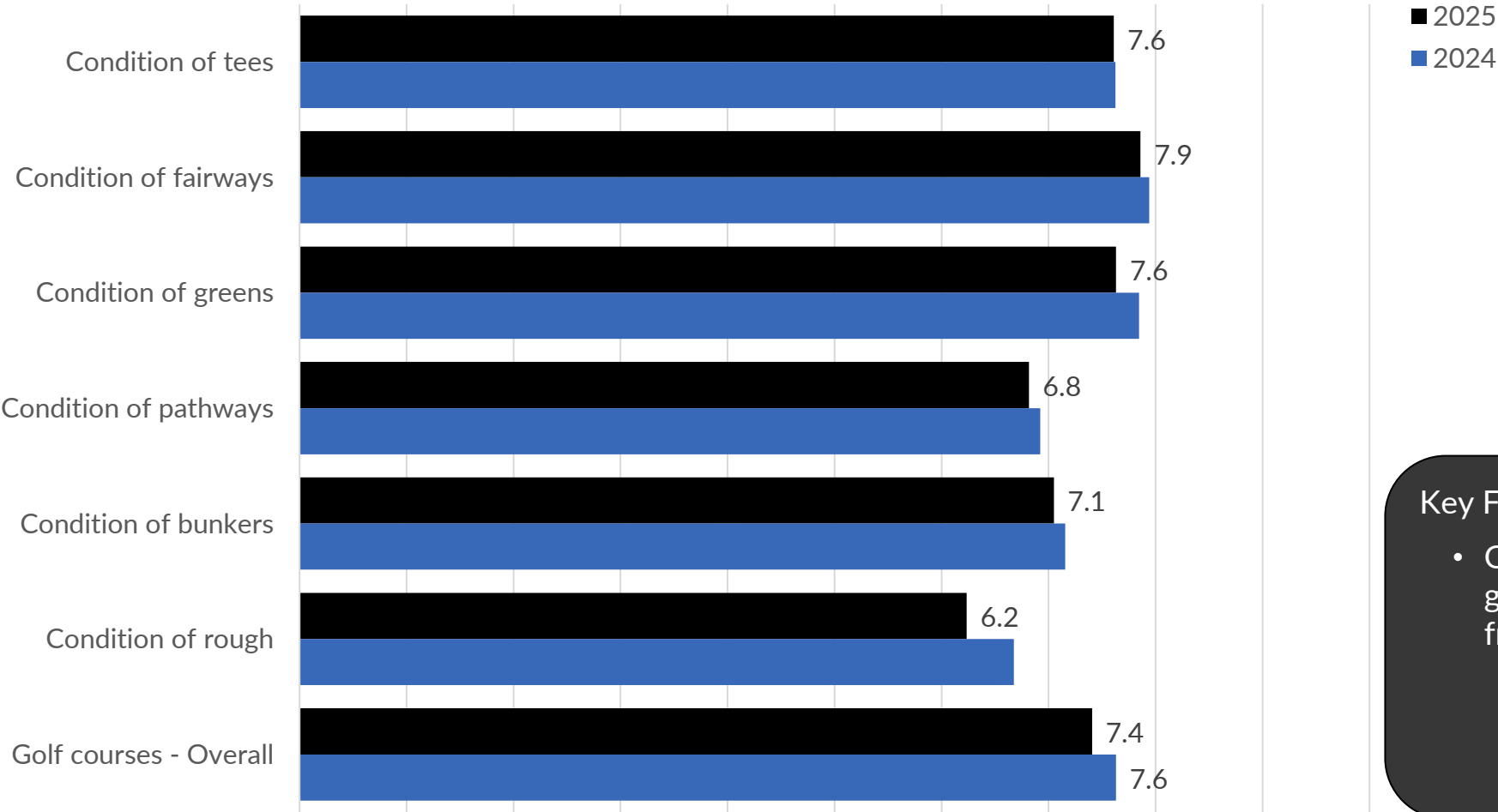
- 6 of the top 7 items decreasing from 2024 relate to the City course

Golf Courses

Golf Courses :: Satisfaction (Avg. Across 4 Courses)



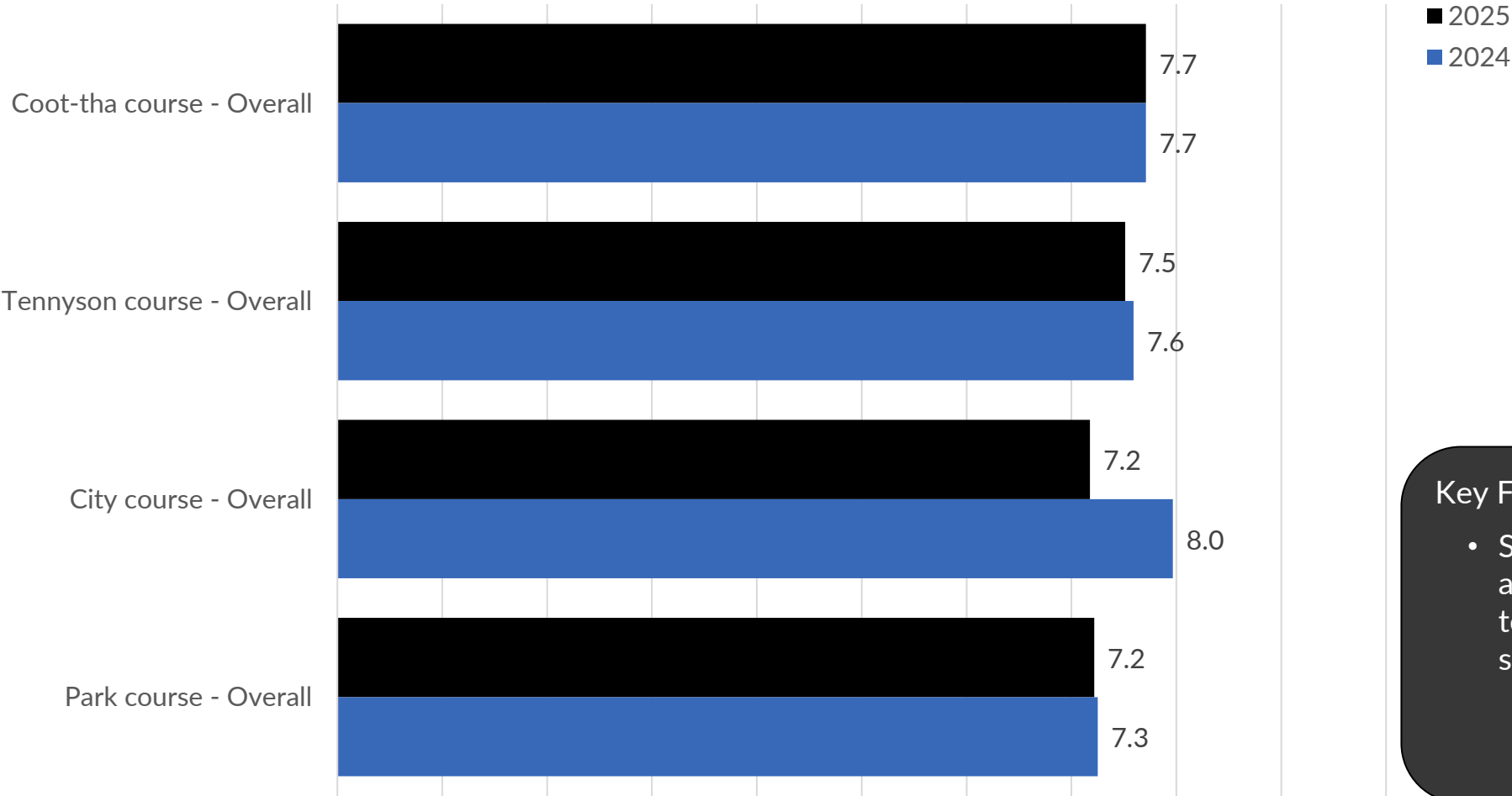
On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the _____.



- Key Findings
- Overall satisfaction across all the golf courses is slightly down from 7.6 in 2024 to 7.4 in 2025

Golf Courses :: Overall Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the _____ golf course overall.

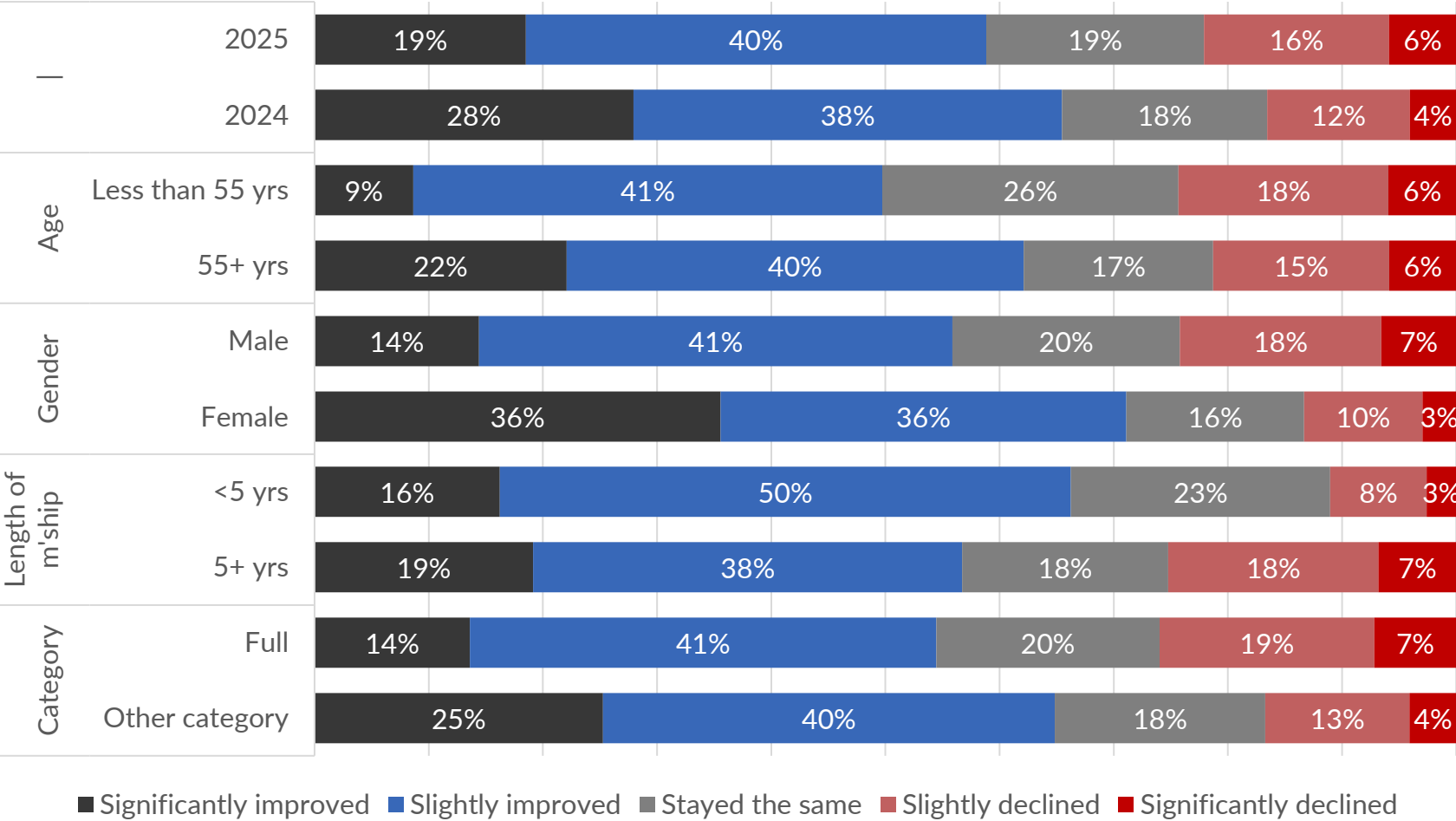


Key Findings

- Satisfaction is consistent across all but the City course from 2024 to 2025, with the City course score dropping from 8.0 to 7.2

Golf Courses :: Last 12 Months

In the last 12 months would you say the overall CONDITION of the golf courses at the Club have...?

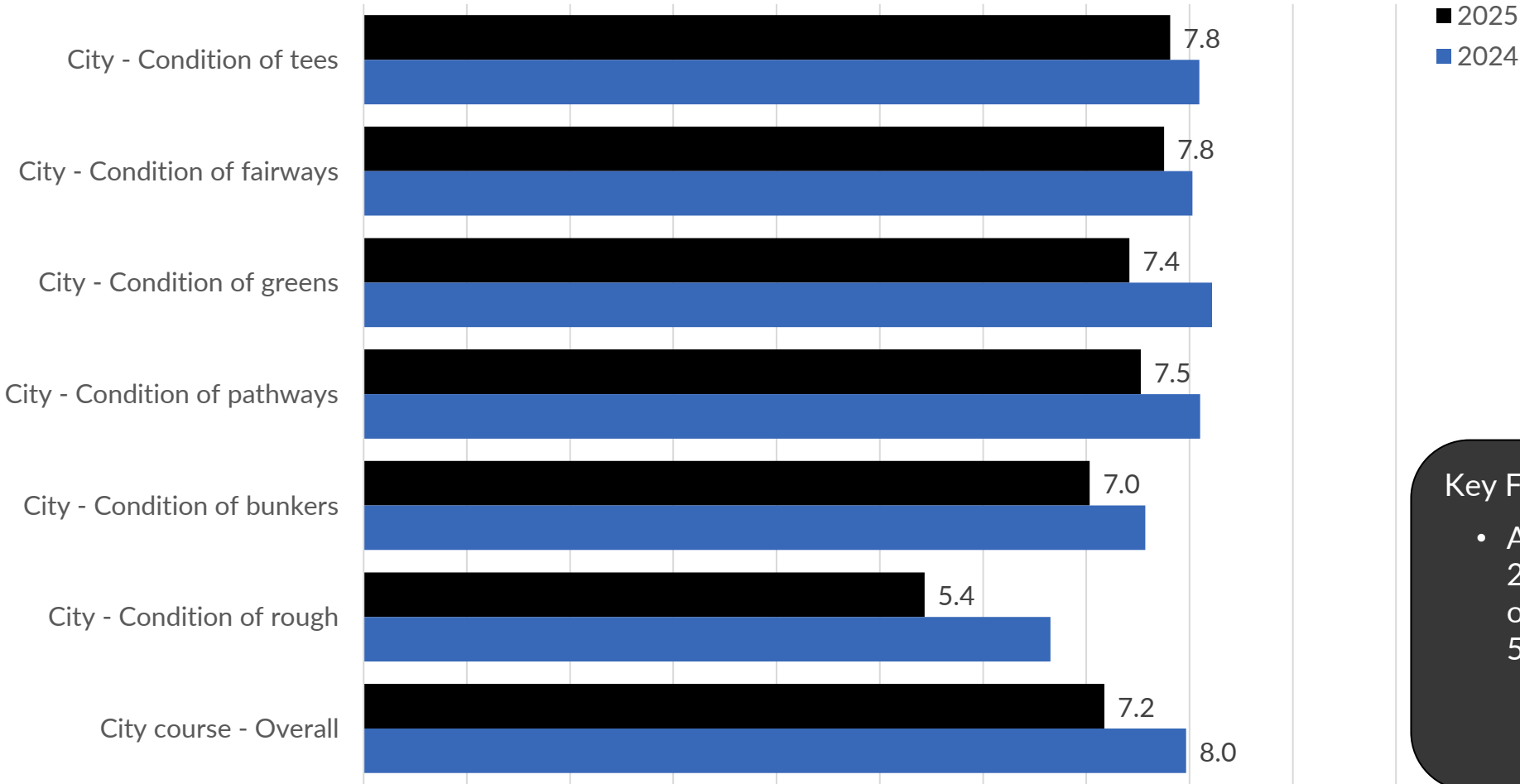


Key Findings

- Despite the overall average satisfaction scores across all courses dropping slightly from 2024 to 2025, 59% of members believe the condition of the course has improved in the past 12 months

City (Green) Golf Course :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the following aspects of the CITY (GREEN) golf course.



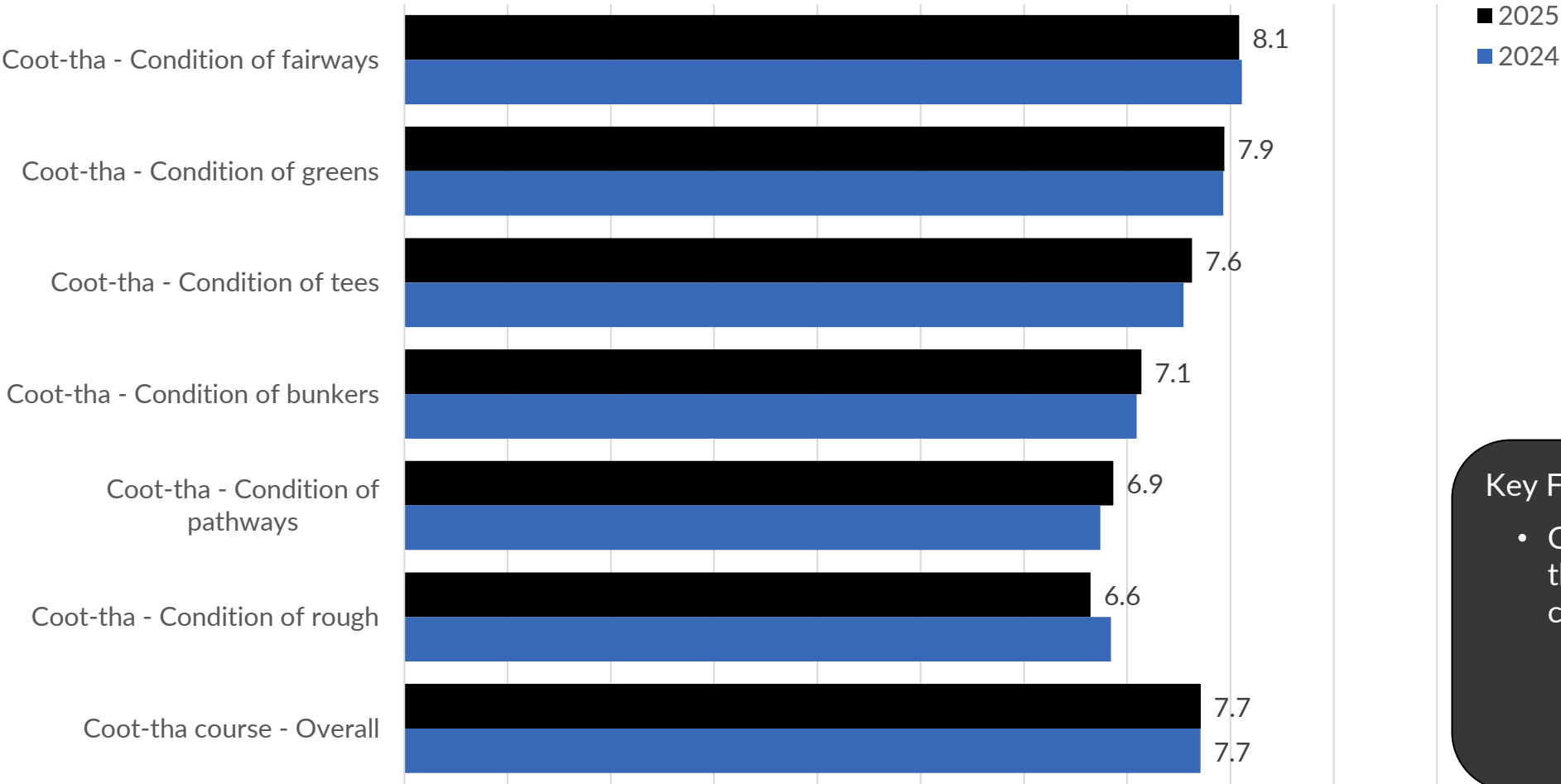
Key Findings

- All items dropped slightly from 2024, particularly the condition of the rough from 6.7 in 2024 to 5.4 in 2025



Coot-Tha (Red) Golf Course :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the following aspects of the COOT-THA (RED) golf course.

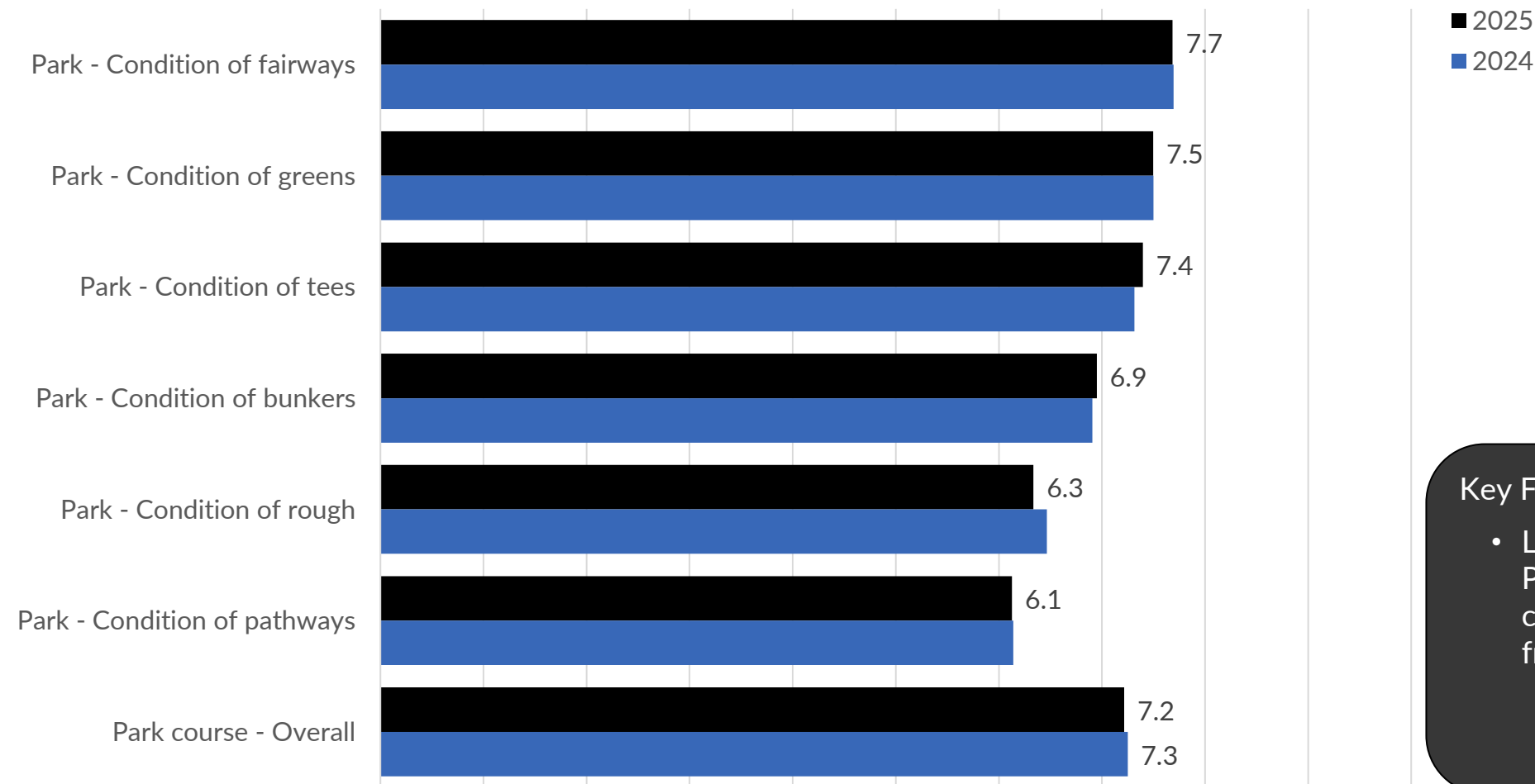


Key Findings

- Overall moderate satisfaction for the Coot-Tha course, with scores consistent from the 2024 survey

Park (Blue) Golf Course :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the following aspects of the PARK (BLUE) golf course.

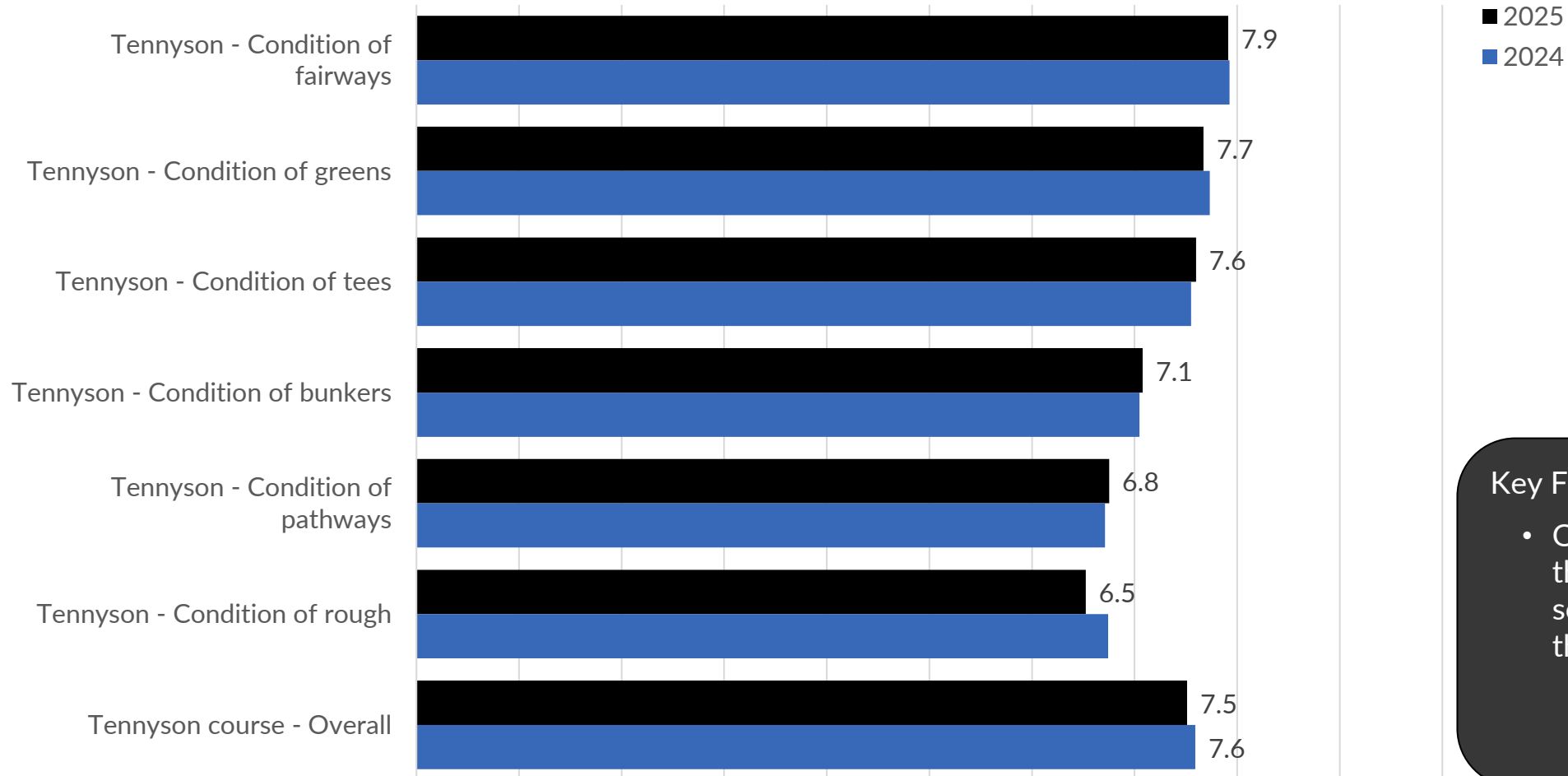


Key Findings

- Lower satisfaction (7.3) for the Park course compared to other courses, remaining consistent from the 2024 survey

Tennyson (Gold) Golf Course :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', please indicate your degree of satisfaction with the following aspects of the TENNYSON (GOLD) golf course.



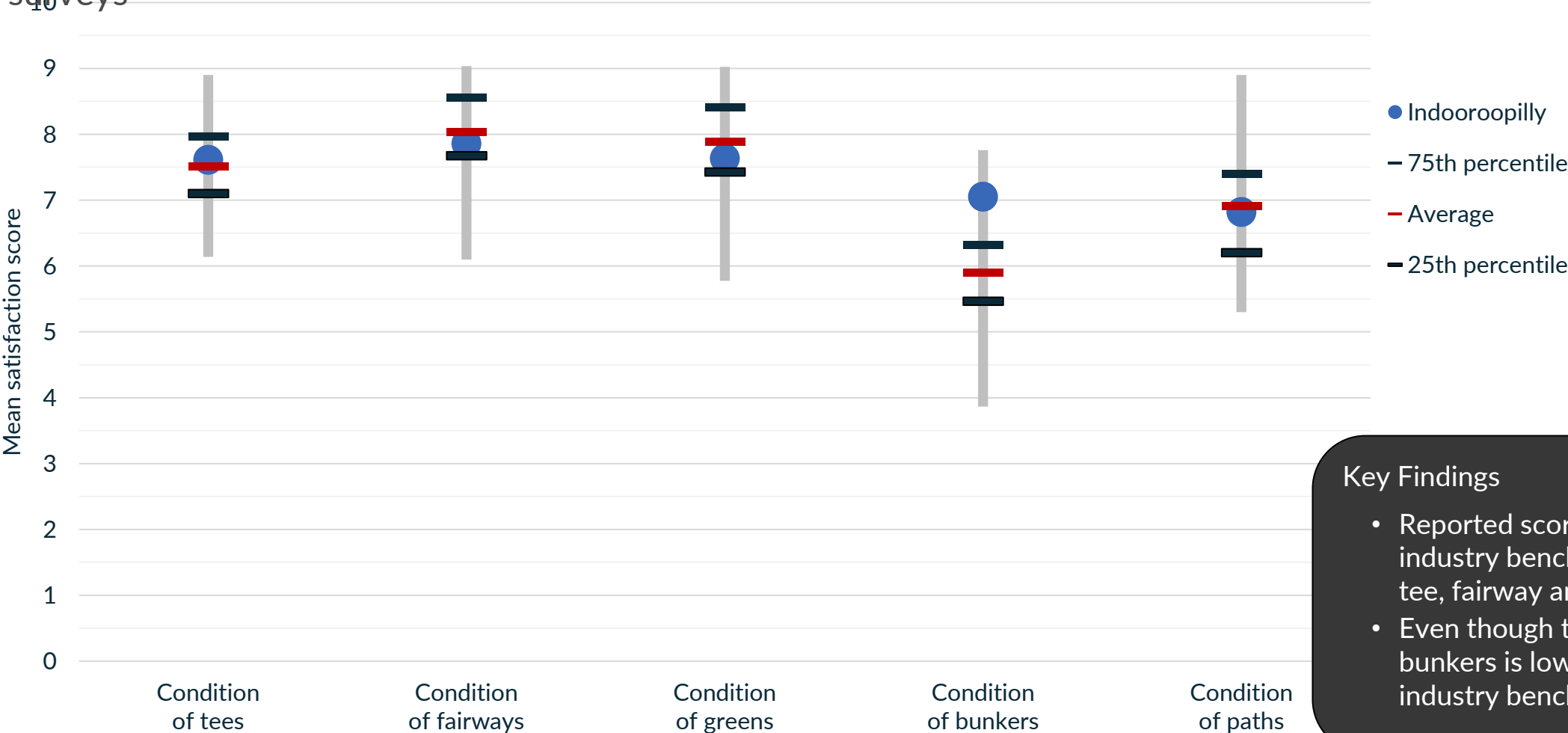
Key Findings

- Overall moderate satisfaction for the Tennyson course, with scores relatively consistent from the 2024 survey



Golf Course :: Satisfaction Benchmarks

Satisfaction scores (averaged across the 4 courses) are compared against industry benchmarks from prior GBAS surveys



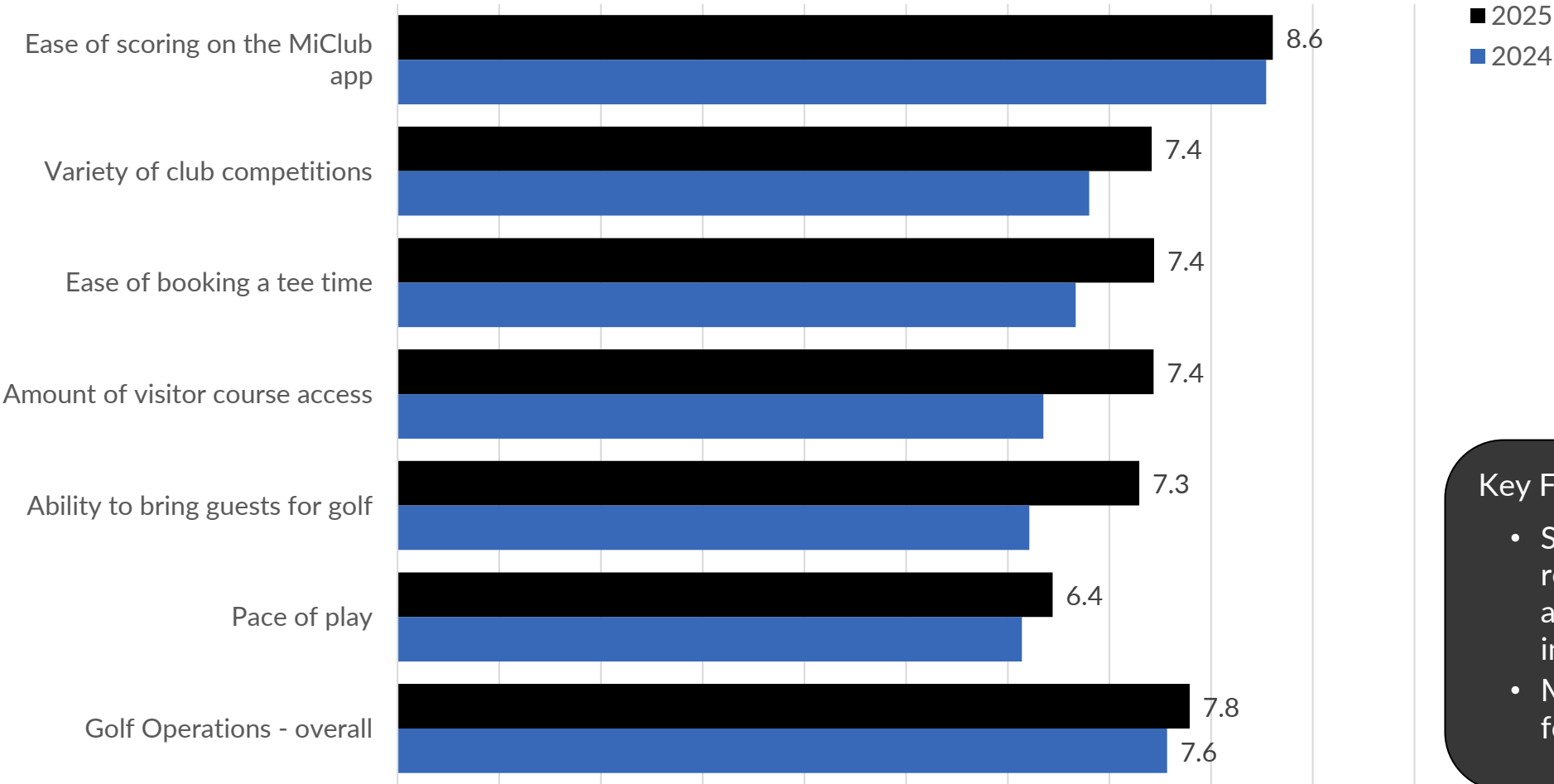
Key Findings

- Reported scores are close to the industry benchmark scores for tee, fairway and green condition
- Even though the raw score for bunkers is lower, it is above the industry benchmark scores

Golf Operations & Golf Shop

Golf Operations :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the golf operations?

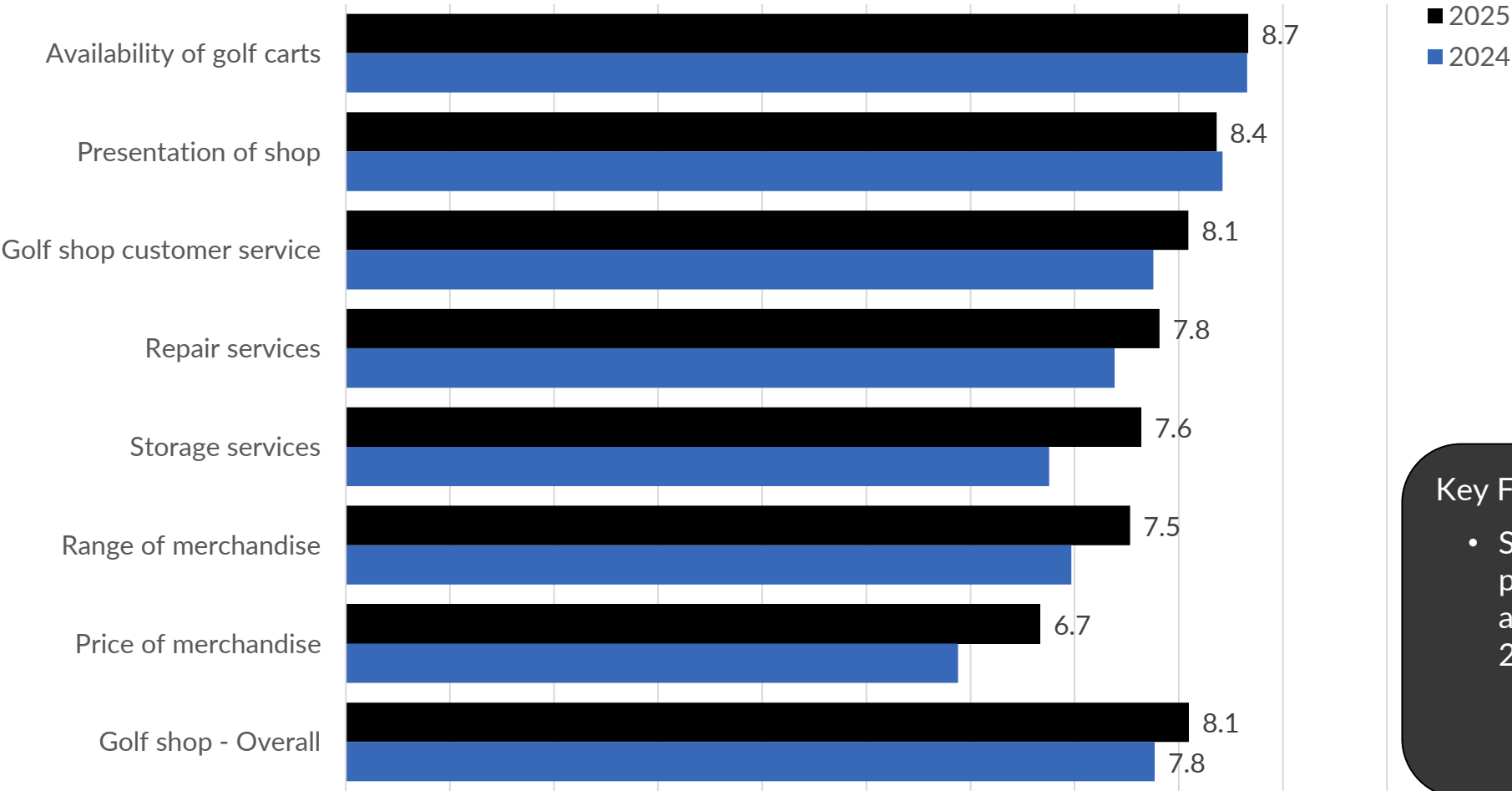


Key Findings

- Satisfaction with pace of play remains relatively low at 6.4, although it is slightly up from 6.1 in 2024
- Marked improvement from 2024 for other items

Golf Shop :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the golf shop?

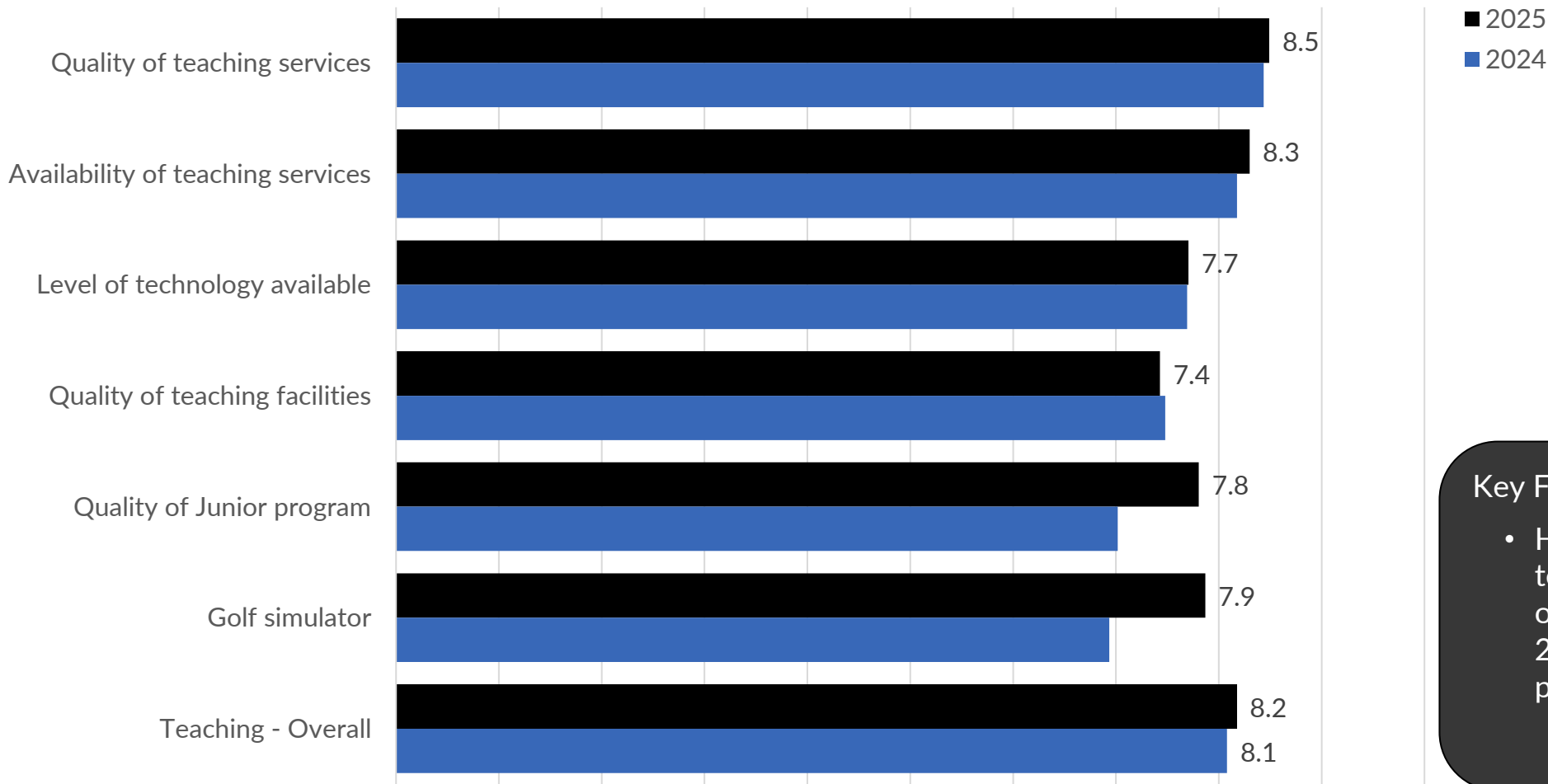


Key Findings

- Satisfaction is lowest for the price of merchandise at 6.7, although this is up from 5.9 in 2024

Golf Tuition :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the golf tuition at the club?

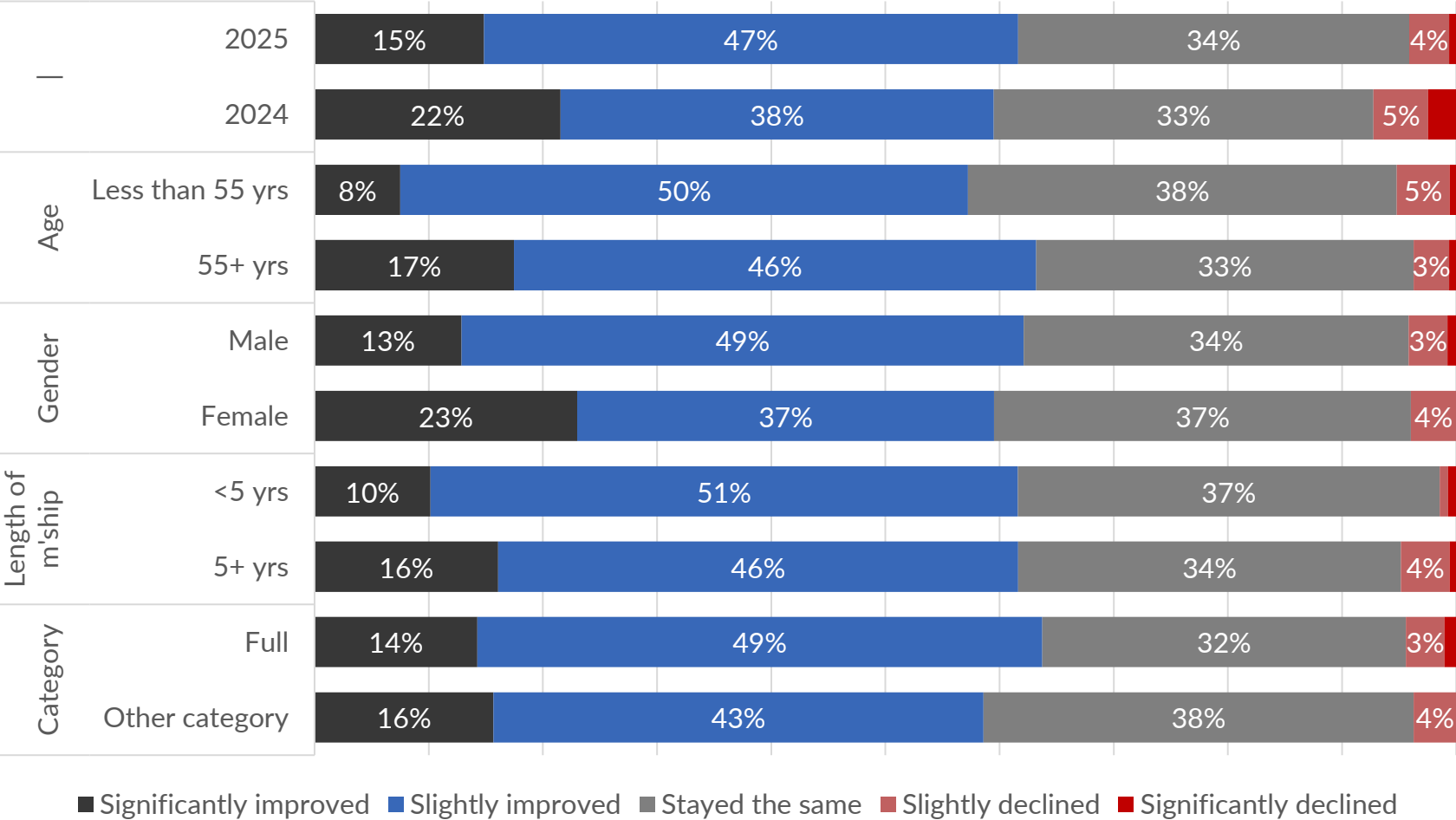


Key Findings

- High satisfaction for most teaching-related items, and overall, with improvements from 2024 for the quality of the junior program and the golf simulator

Golf Operations :: Last 12 Months

In the last 12 months would you say the golf operations services at the club has...?

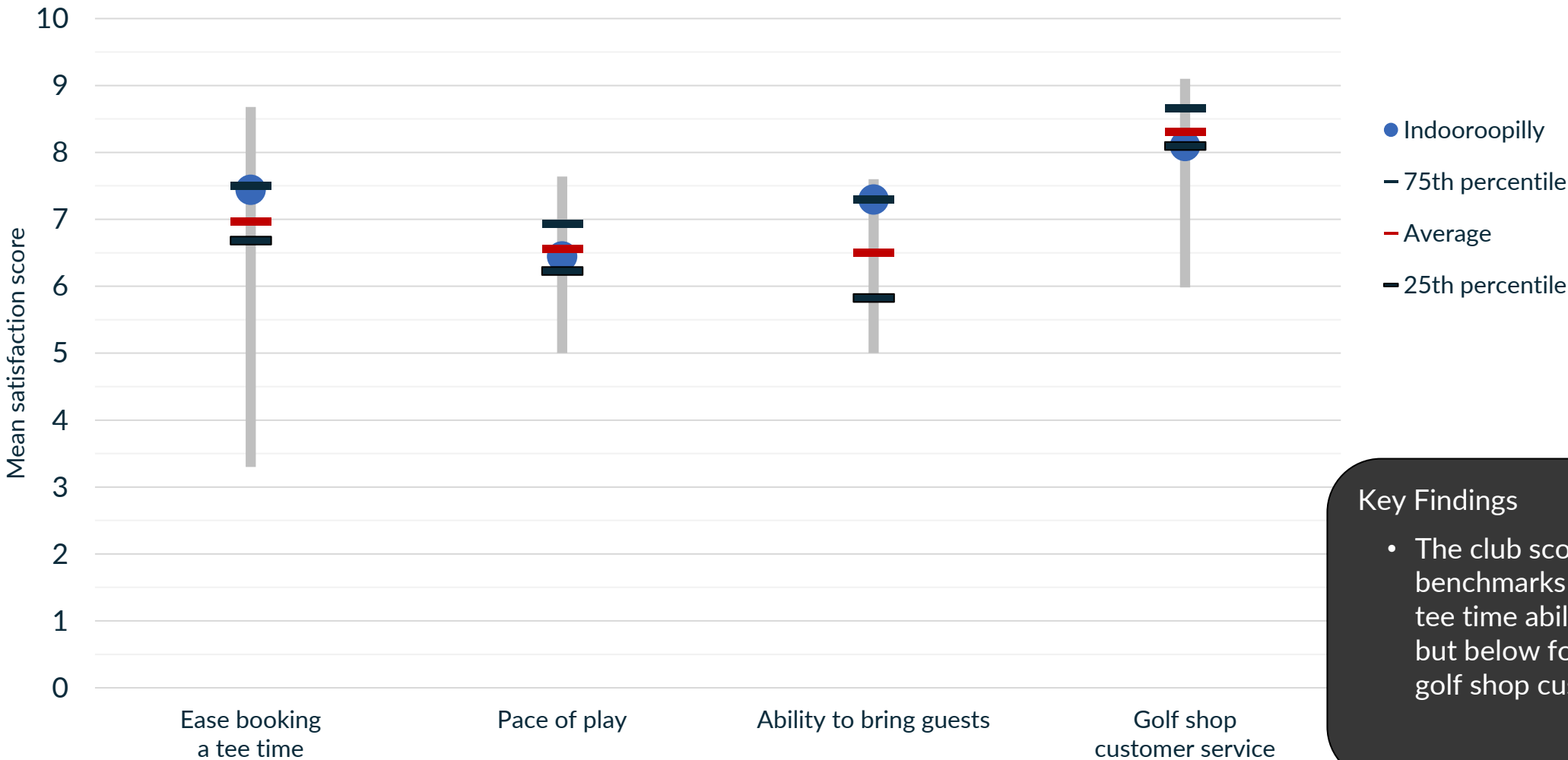


Key Findings

- 62% of members believe the golf operations has improved in the past 12 months, which drops to 58% for younger members

Golf Operations & Golf Shop :: Satisfaction Benchmarks

Satisfaction scores are compared against industry benchmarks from prior surveys conducted by GBAS



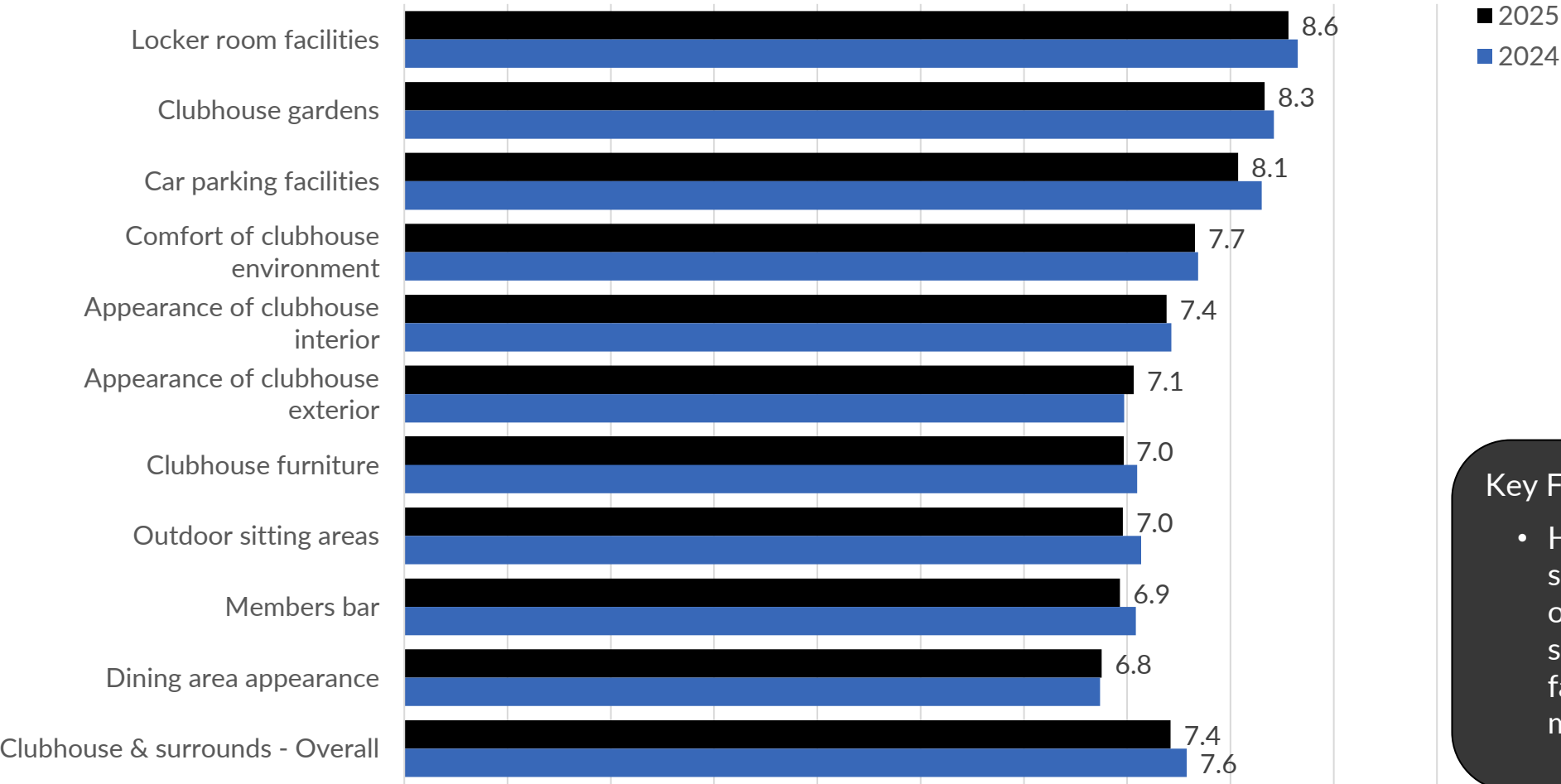
Key Findings

- The club scores above industry benchmarks for ease booking a tee time ability to bring guests, but below for pace of play and golf shop customer service

Clubhouse, Food & Beverages

Clubhouse & Surrounds :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the clubhouse & surrounds?

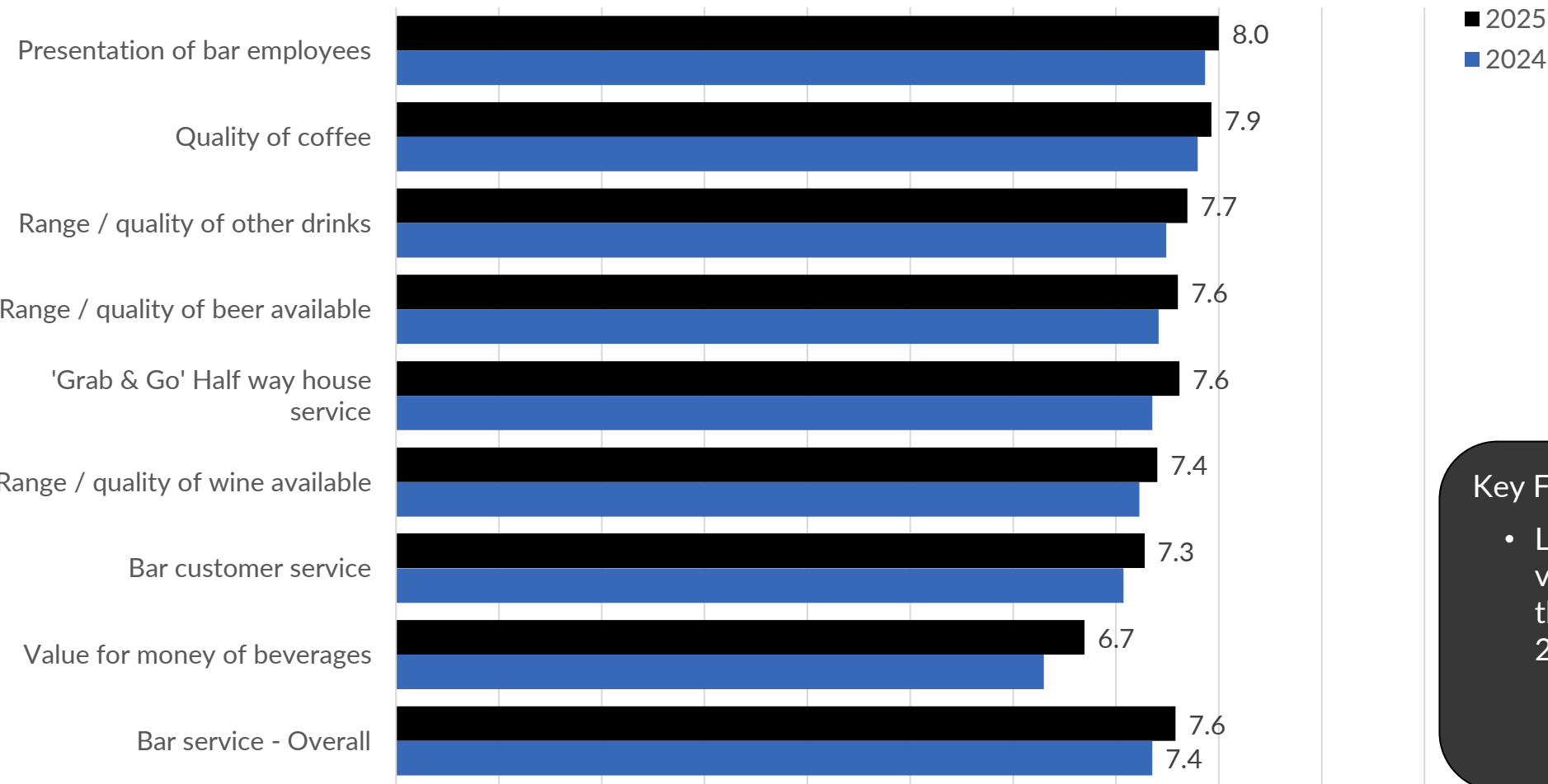


Key Findings

- High variation in satisfaction scores across different aspects of the clubhouse, with high satisfaction for the locker room facilities, but satisfaction for the members bar and dining room

Bar Services :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the bar services?

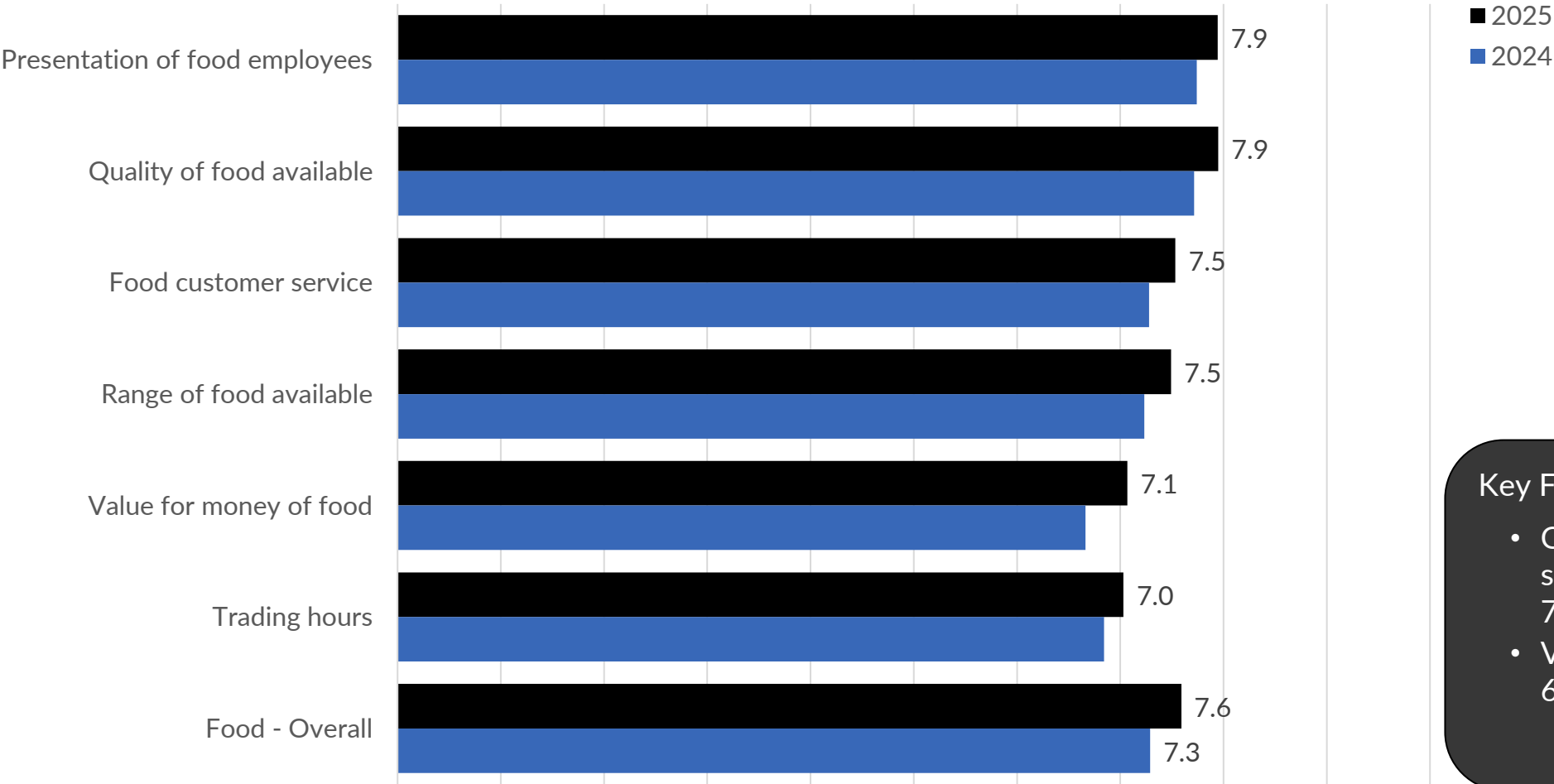


Key Findings

- Lower satisfaction with beverage value for money at 6.7, although this is slightly up from 6.3 In 2024

Food Services :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the food services?

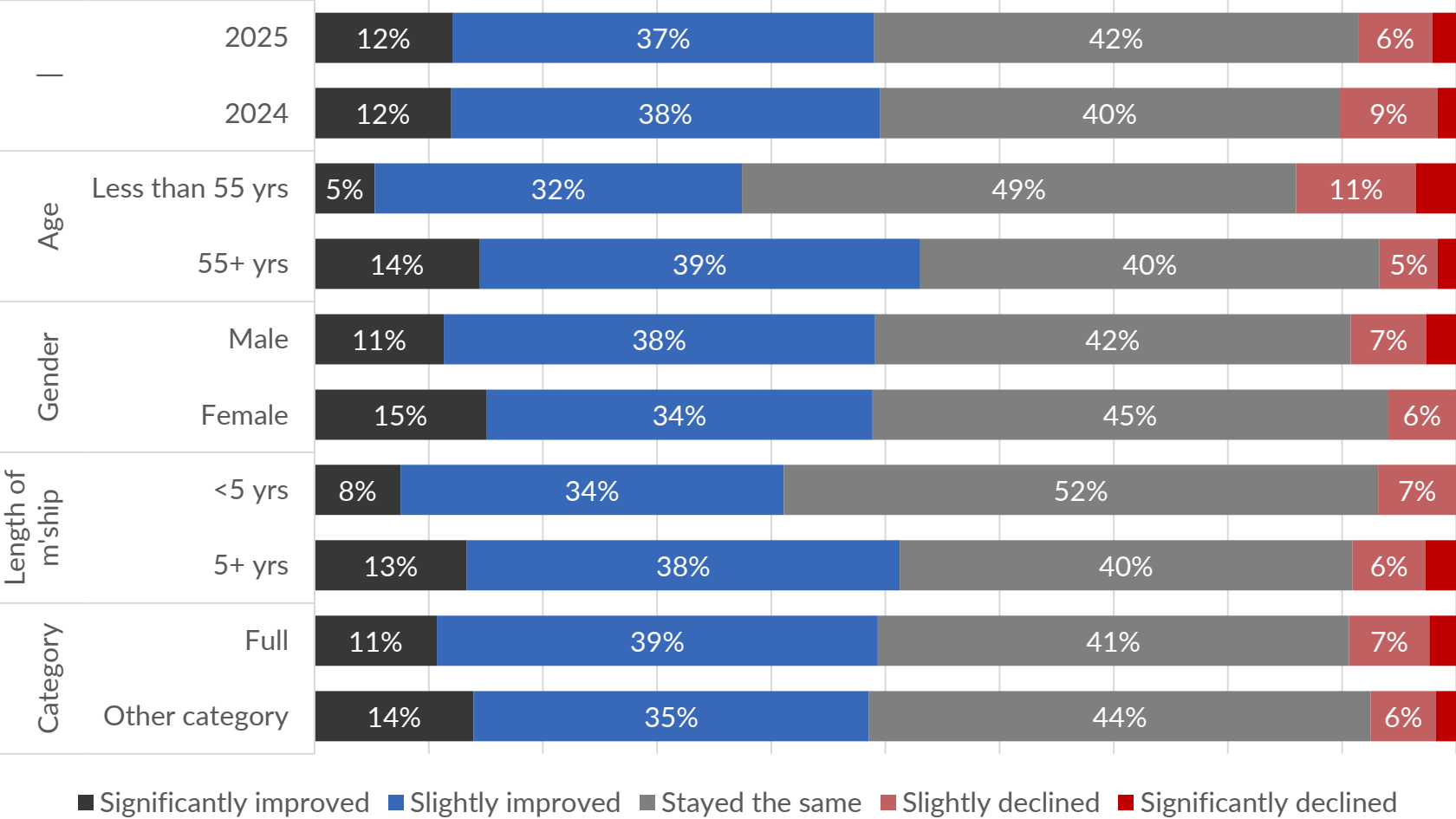


Key Findings

- Overall satisfaction with food services increased slightly from 7.3 in 2024 to 7.6
- Value for money increased from 6.3 in 2024 to 7.1 in 2025

Food & Beverage :: Last 12 Months

In the last 12 months would you say the food & beverage services at the club have...?

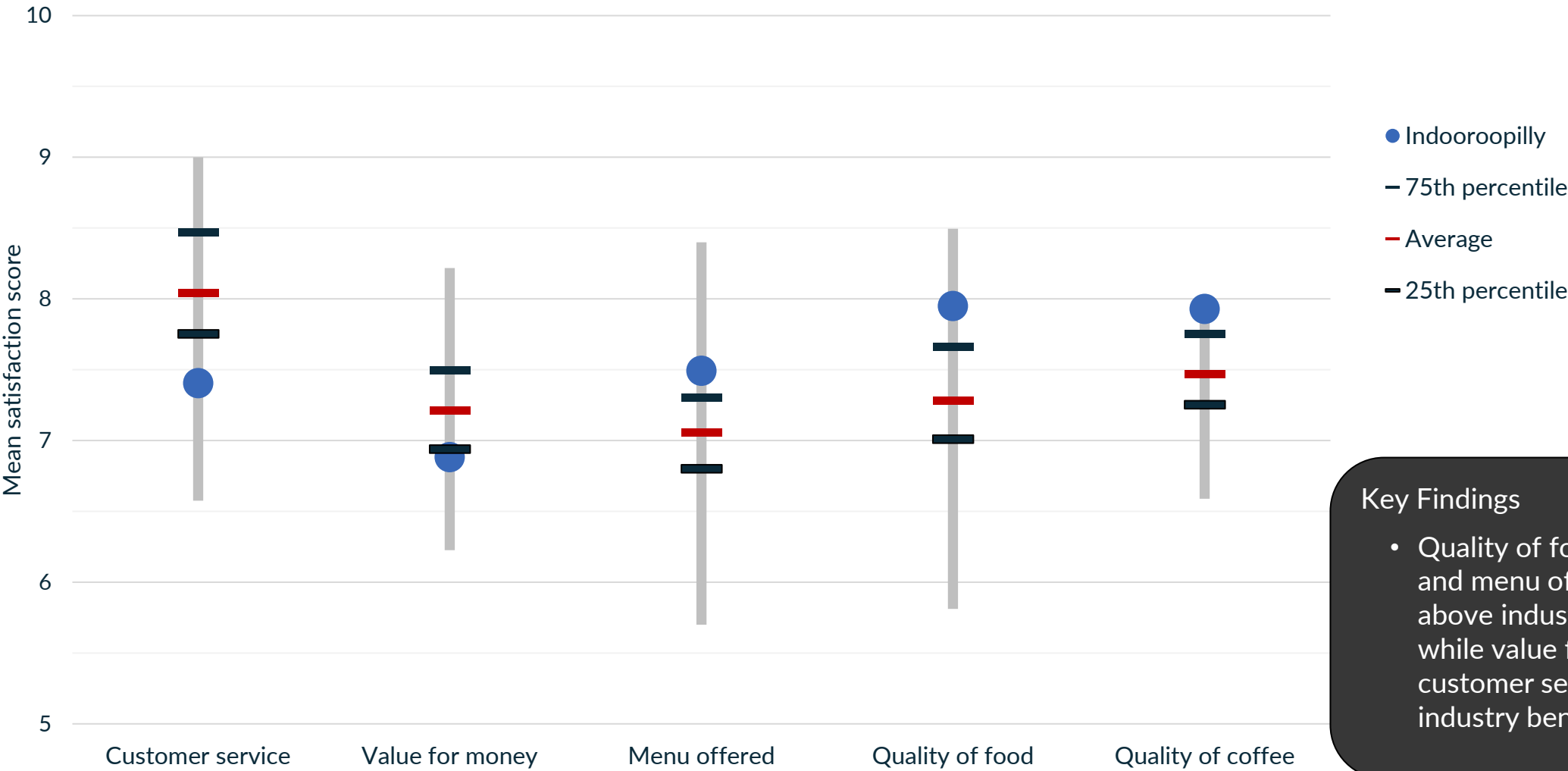


- Key Findings
- Just under half of all members believe the food & beverage offering has improved in the past 12 months



Food & Beverage :: Satisfaction Benchmarks

Satisfaction scores are compared against industry benchmarks from prior surveys conducted by GBAS



Key Findings

- Quality of food and coffee score, and menu offered all score above industry benchmarks, while value for money and customer service score below industry benchmarks

Administration & Communications

Administration :: Satisfaction

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of club administration?



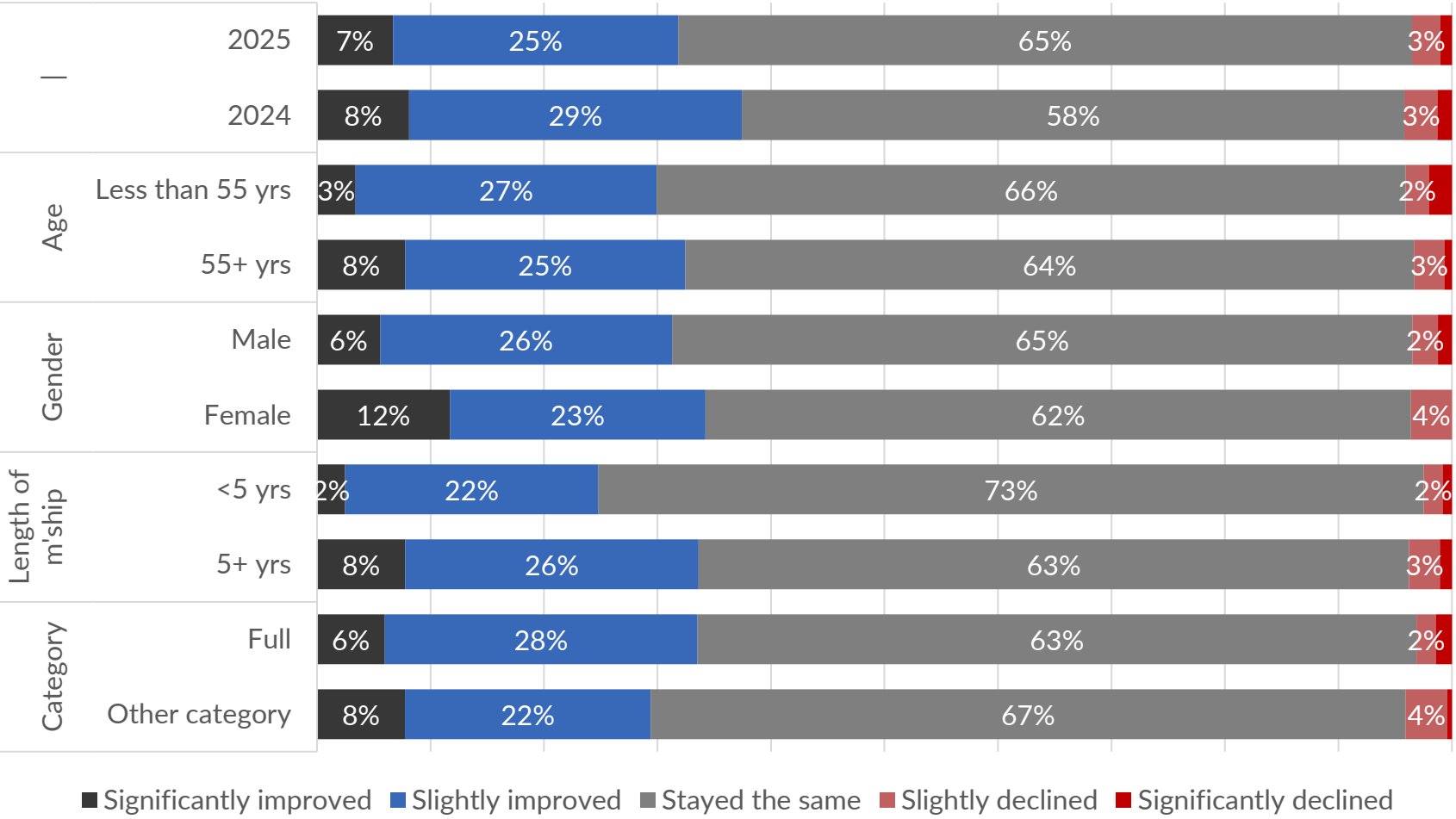
Key Findings

- Overall relatively high satisfaction reported for administration, slightly up from 2024



Administration :: Last 12 Months

In the last 12 months would you say the delivery of administration services has...?

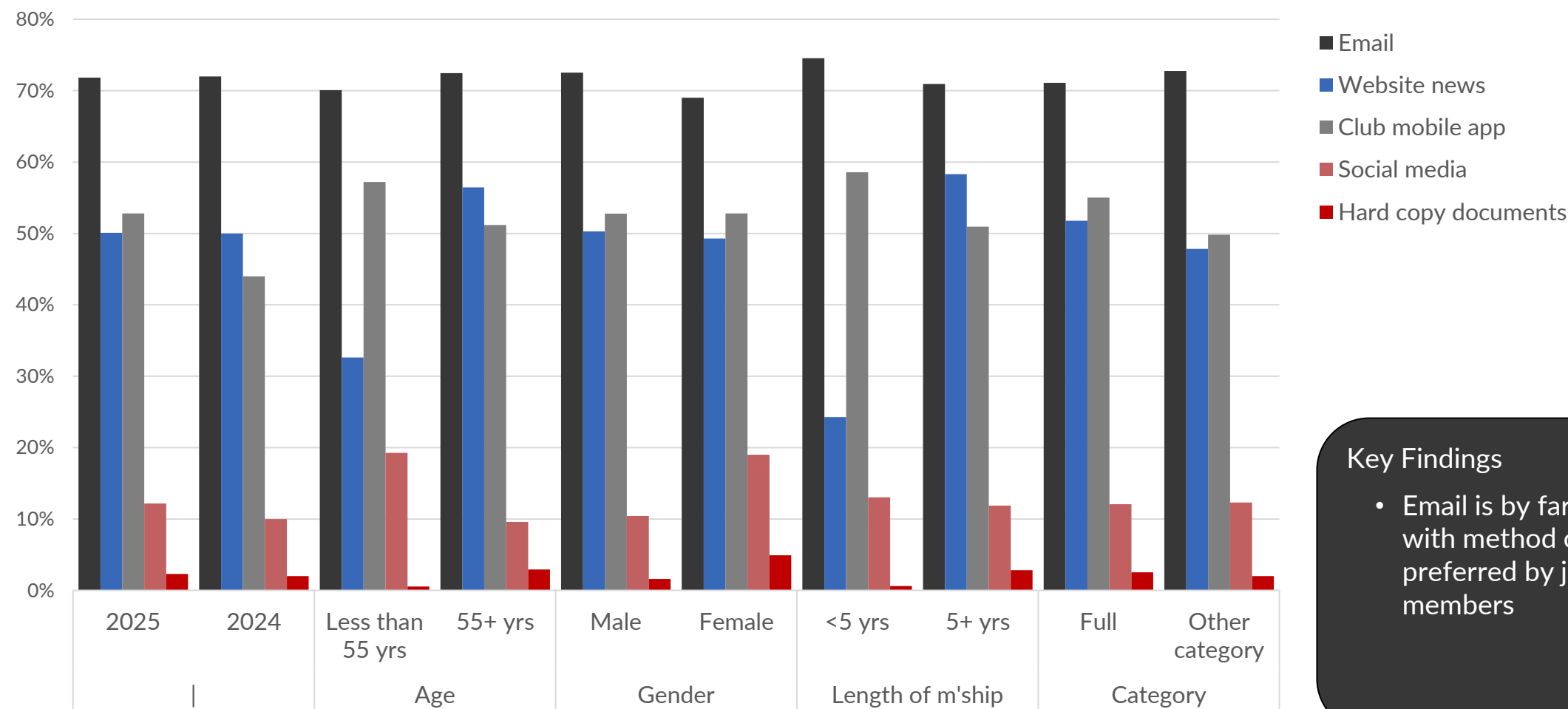


Key Findings

- Most members (65%) believe the club's administration has stayed the same in the past 12 months, compared to 32% who believe it has improved

Communications :: Engagement

What Club communication methods do you most engage with?

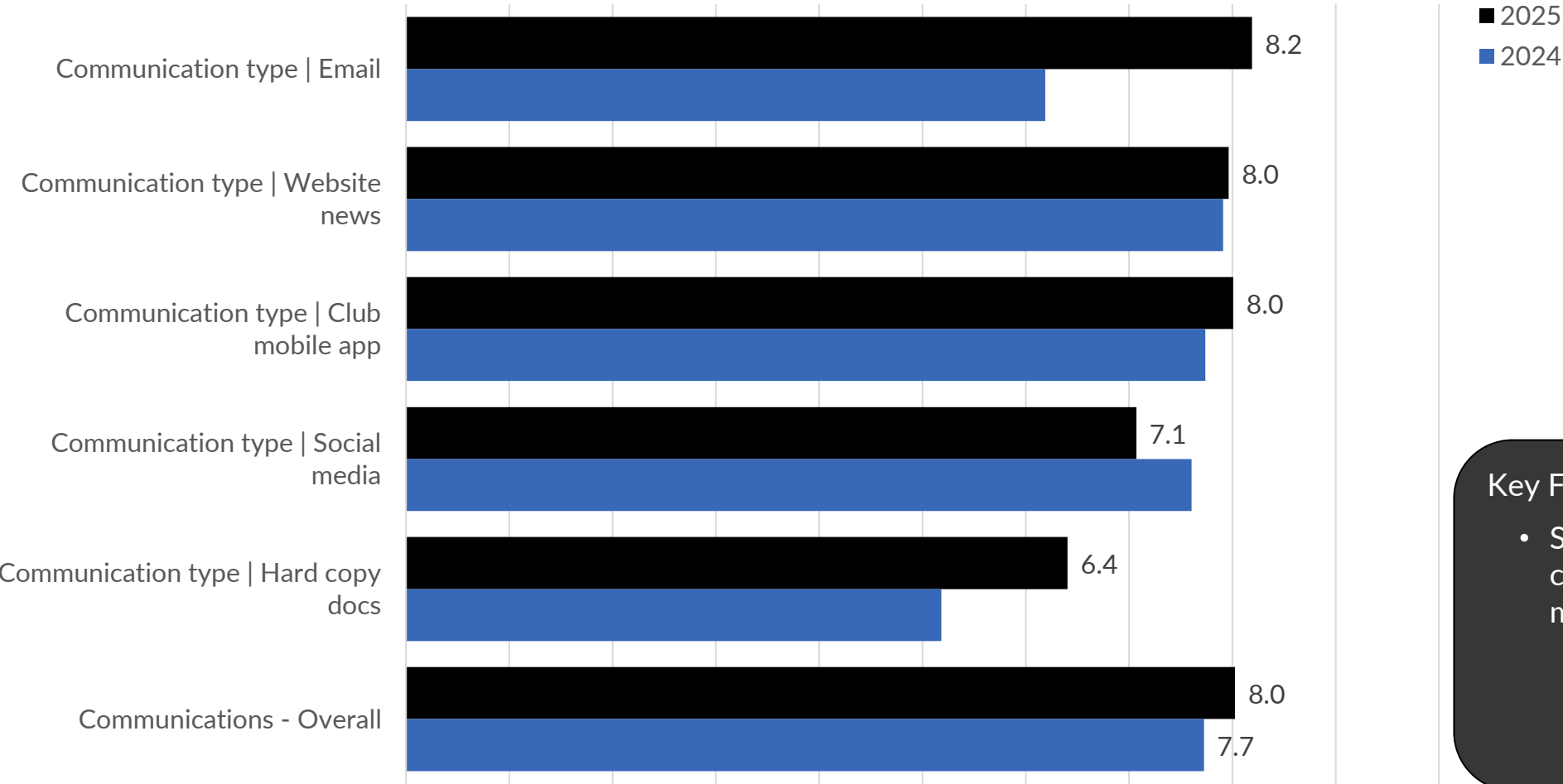


Key Findings

- Email is by far the most engaged with method of communication, preferred by just over 70% of members

Communications Types :: Satisfaction

On a scale of 1 to 10 where 1 is 'not satisfied at all' and 10 is 'extremely satisfied', please indicate your degree of satisfaction with the following types of club communications.

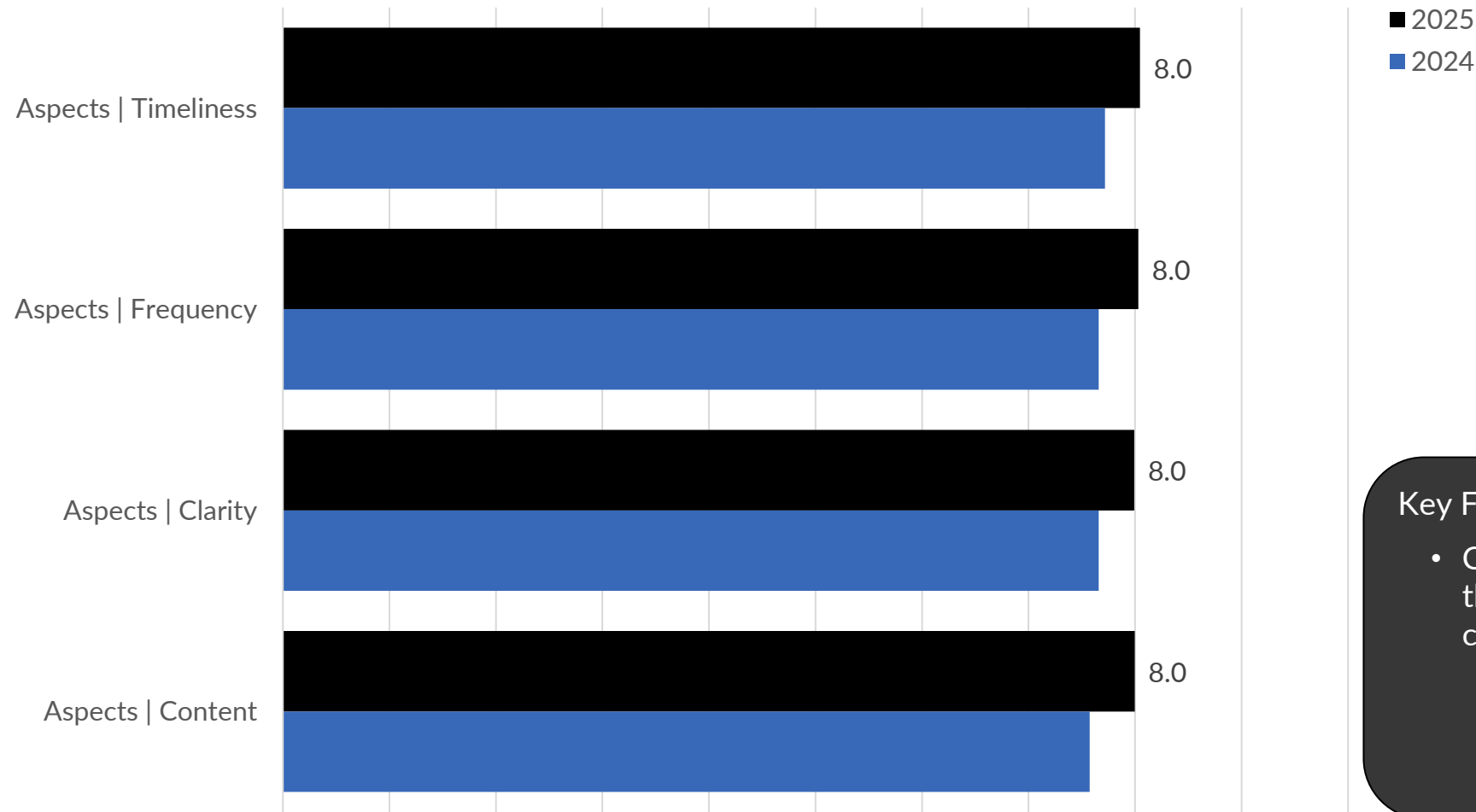


Key Findings

- Satisfaction with email communications increased markedly from 6.2 in 2024 to 8.2

Communications Aspects :: Satisfaction

On a scale of 1 to 10 where 1 is 'not satisfied at all' and 10 is 'extremely satisfied', please indicate your degree of satisfaction with the following aspects of club communications.

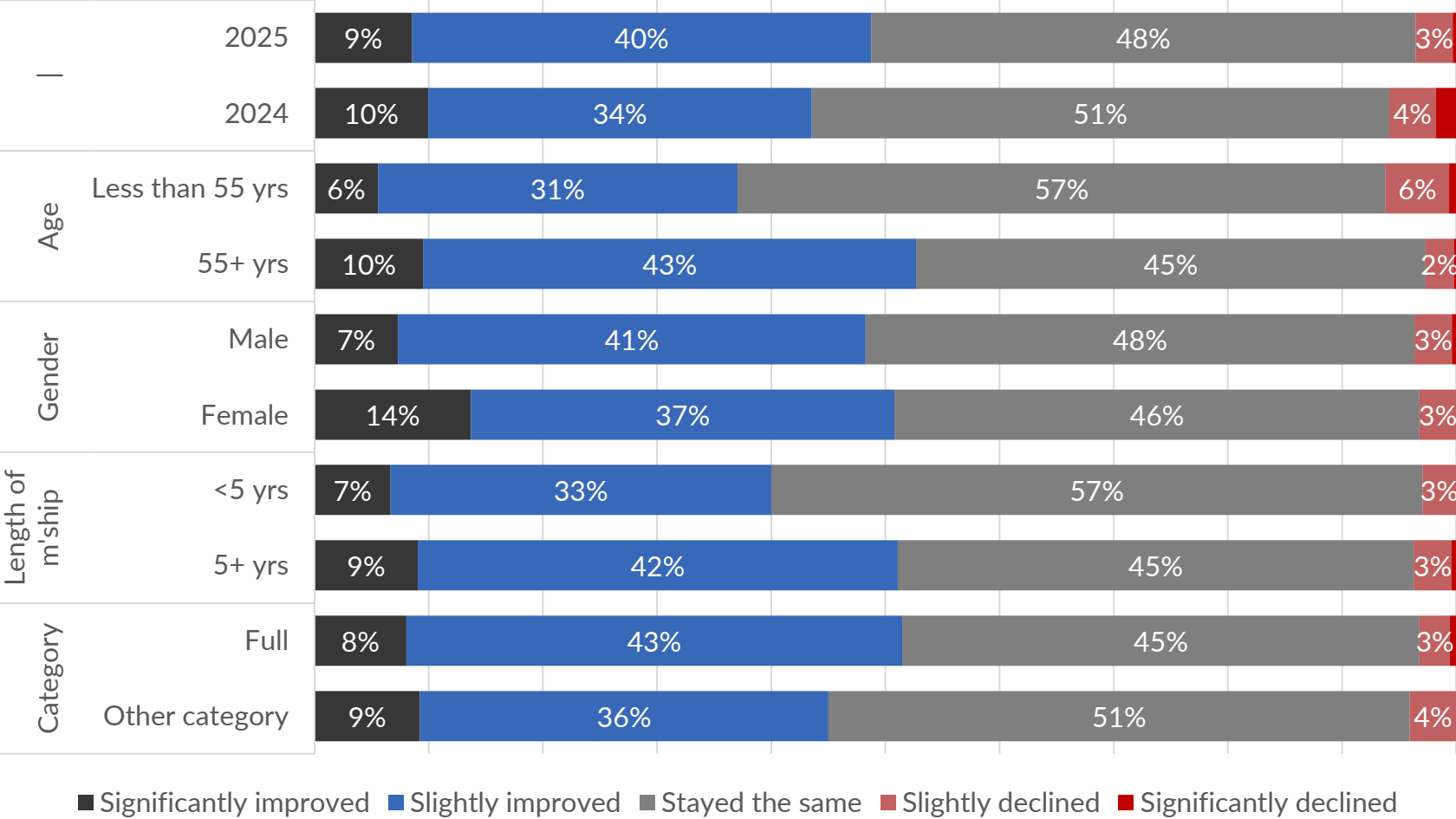


Key Findings

- Consistent satisfaction across the different aspects of club communication

Communications :: Last 12 Months

In the last 12 months would you say the Club's communication services have...?



Key Findings

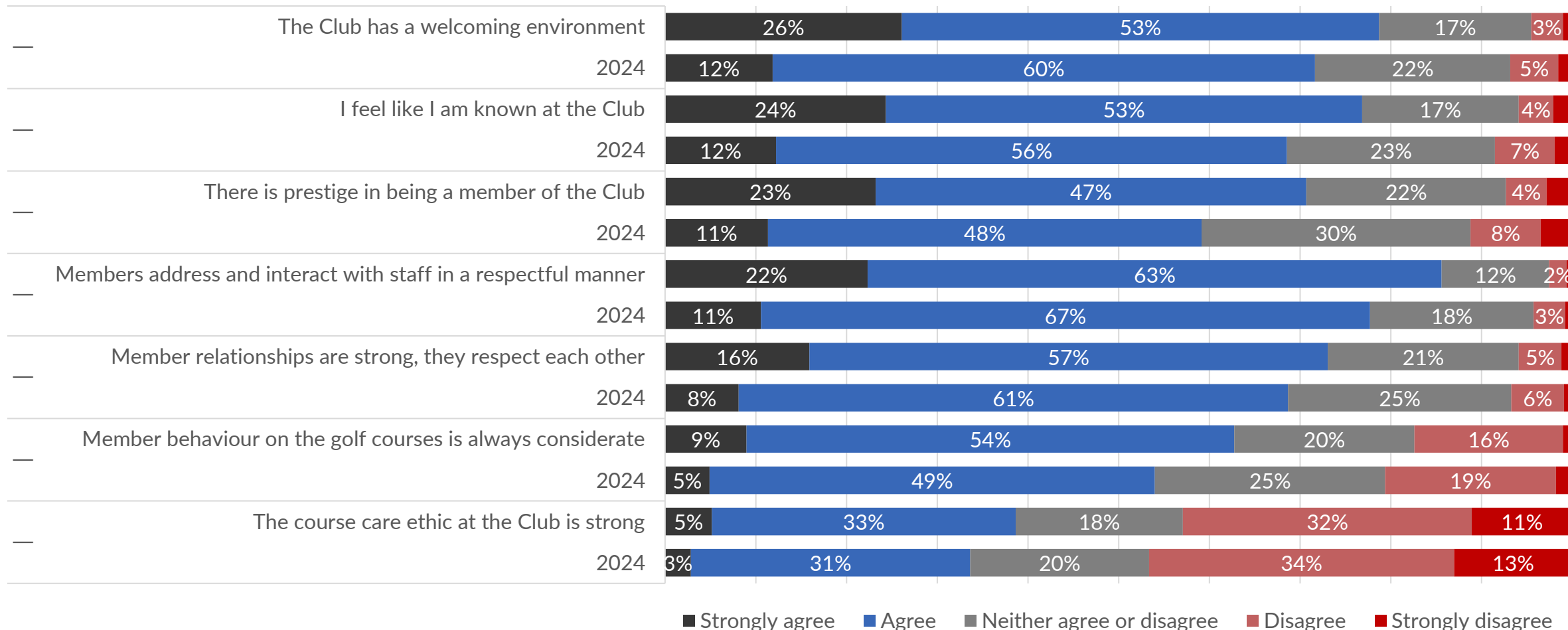
- Just under half members believe the club's communication services have improved in the past 12 months, with slightly less believing it has stayed the same

Club Culture & Board Performance



Club Atmosphere / Culture

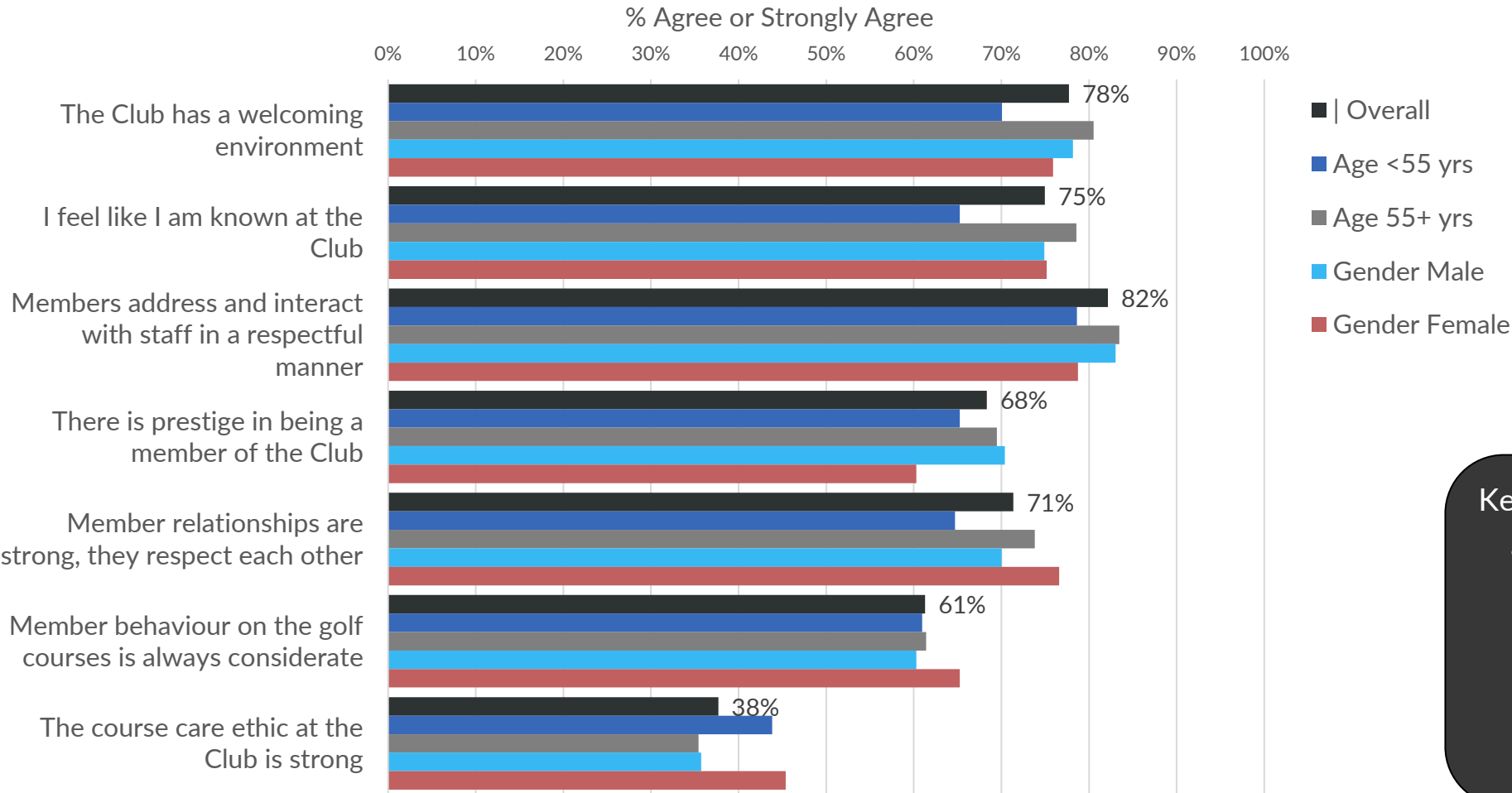
Below are some comments that might apply to the atmosphere or culture of the Club. Please indicate to what extent you agree or disagree with each of the statements in relation to the Club.





Club Atmosphere / Culture :: % Agree by Cohort

Below are some comments that might apply to the atmosphere or culture of the Club. Please indicate to what extent you agree or disagree with each of the statements in relation to the Club.

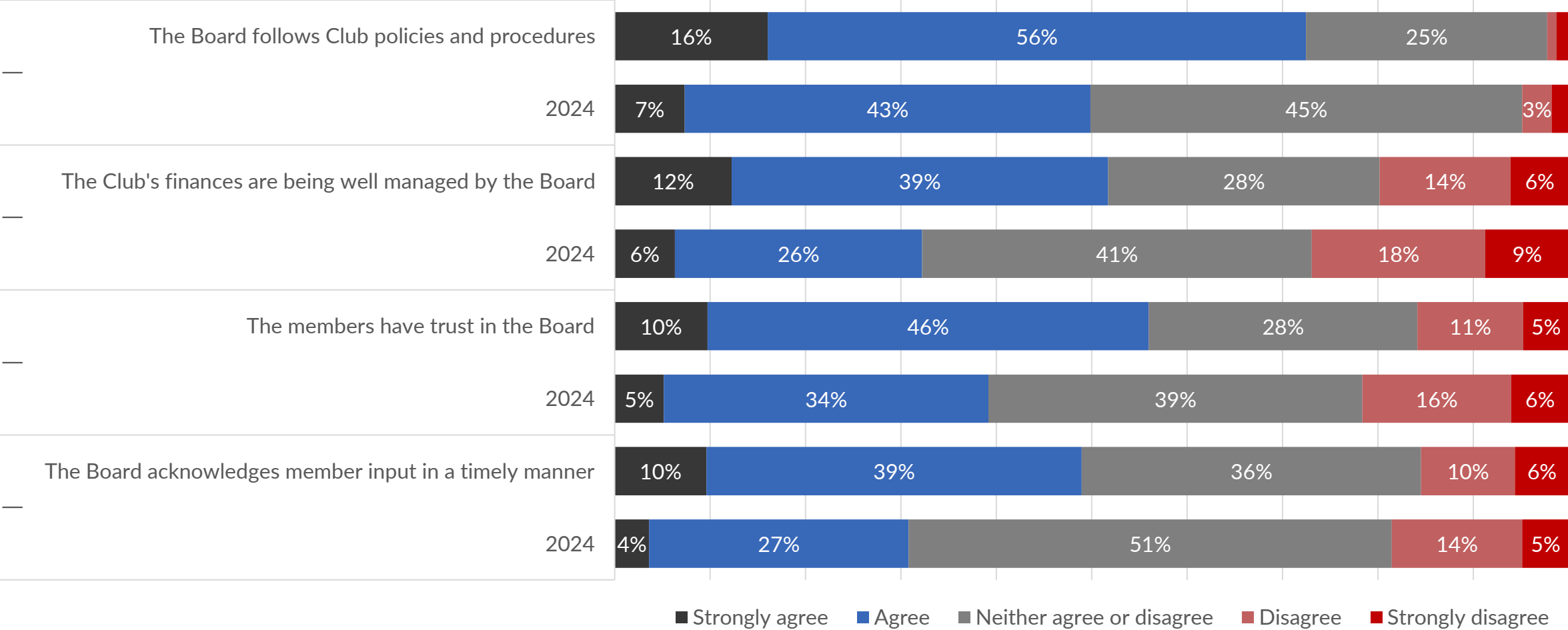


Key Findings

- Fairly consistent percentages across different member cohorts, with female members tending to agree more with the statements

Board Performance

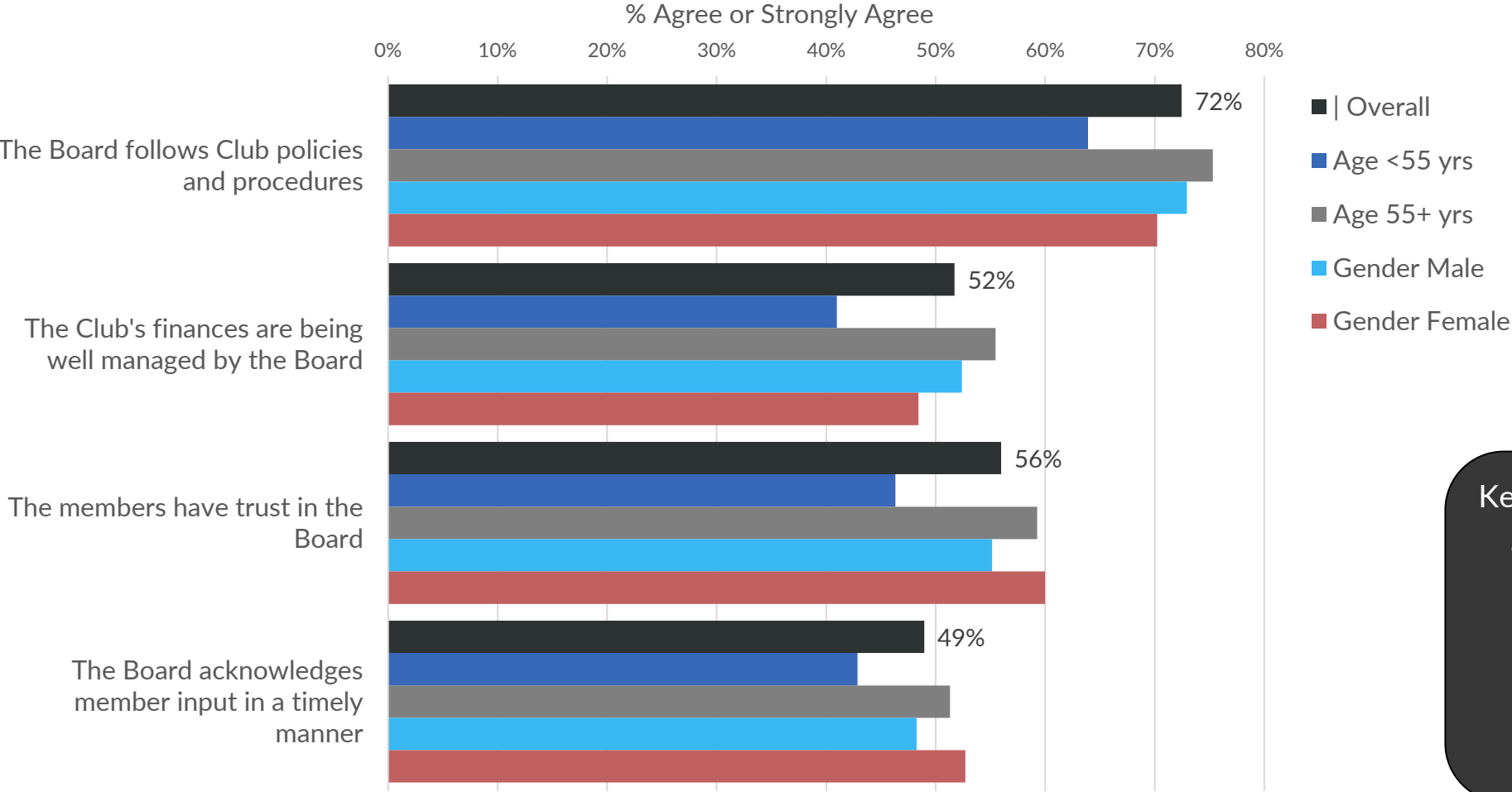
Below are some comments that might apply to the performance of the Board of the Club. Please indicate to what extent you agree or disagree with each of the statements in relation to the Club's Board.





Board Performance :: % Agree by Cohort

Below are some comments that might apply to the performance of the Board of the Club. Please indicate to what extent you agree or disagree with each of the statements in relation to the Club's Board.



Key Findings

- Little variation in the percentage of members agreeing with the provided statements across different member cohorts

Final Comments

The five key themes emanating from the final comments made by members were:

- 1. Course Maintenance and Presentation:** Members frequently express concerns about the condition of the course, including weeds in the rough, poor drainage, inconsistent bunkers, and unkempt pathways. Suggestions include improving rough maintenance, addressing drainage issues, and enhancing overall course aesthetics to match the club's aspirations.
- 2. Clubhouse and Facilities Upgrades:** Feedback highlights the need for refurbishing the clubhouse, bar, and dining areas, as well as improving practice facilities like the driving range. Members suggest adding amenities such as floodlights, tennis courts, and gyms to enhance the club's appeal and functionality.
- 3. Member Experience and Engagement:** Members emphasize the importance of fostering a sense of community, improving communication from the board, and addressing slow play. Suggestions include better integration for new members, more social events, and stricter enforcement of course etiquette.
- 4. Food and Beverage Services:** Concerns about food and beverage services include high prices, limited menu variety, and inconsistent service quality. Members recommend training staff, introducing more dietary options, and improving the dining experience to better align with the club's standards.
- 5. Strategic Direction and Governance:** Members express mixed opinions on the club's strategic direction, with some advocating for a focus on member satisfaction over prestige. Suggestions include better communication from the board, addressing governance issues, and prioritizing investments that directly benefit members.

Appendices :: Satisfaction Score Variation by Cohort

Departmental Satisfaction by Cohort

On a scale of 1 to 10 where 1 is 'not satisfied at all' and 10 is 'completely satisfied', please indicate your satisfaction with the club's _____.

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Teaching - Overall	8.2	8.1	35%	7.8	8.3	8.0	8.8	8.4	8.1	7.9	8.5
Administration - Overall	8.2	8.0	8%	7.9	8.3	8.1	8.6	8.5	8.1	8.0	8.4
Golf shop - Overall	8.1	7.8	2%	8.0	8.1	8.0	8.5	8.5	8.0	7.9	8.4
Communications - Overall	8.0	7.7	2%	7.6	8.2	7.9	8.4	8.0	8.0	7.9	8.2
Club - Overall	7.8	7.7	1%	7.2	8.1	7.7	8.2	8.1	7.7	7.7	8.0
Golf operations - Overall	7.8	7.6	3%	7.6	7.8	7.7	8.2	8.1	7.7	7.7	7.9
Coot-tha course - Overall	7.7	7.7	4%	7.8	7.7	7.6	8.0	8.2	7.6	7.6	7.9
Food - Overall	7.6	7.3	4%	7.2	7.7	7.5	7.9	7.8	7.5	7.5	7.7
Bar service - Overall	7.6	7.4	3%	7.2	7.7	7.5	8.1	8.0	7.4	7.4	7.8
Tennyson course - Overall	7.5	7.6	4%	7.4	7.5	7.5	7.8	8.0	7.4	7.4	7.7
Clubhouse & surrounds - Overall	7.4	7.6	1%	7.2	7.5	7.4	7.6	7.9	7.3	7.3	7.6
Park course - Overall	7.2	7.3	4%	7.1	7.3	7.1	7.8	7.7	7.1	7.0	7.6
City course - Overall	7.2	8.0	3%	7.1	7.2	7.1	7.4	7.9	7.0	7.0	7.4

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Golf Operations :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of golf operations?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Ease of scoring on the MiClub app	8.6	8.5	13%	8.7	8.6	8.6	8.5	8.8	8.6	8.8	8.3
Variety of club competitions	7.4	6.8	15%	7.2	7.5	7.3	7.8	7.9	7.3	7.3	7.6
Ease of booking a tee time	7.4	6.7	5%	7.1	7.6	7.3	7.9	7.8	7.3	7.4	7.5
Amount of visitor course access	7.4	6.4	24%	7.1	7.6	7.4	7.8	7.6	7.4	7.4	7.4
Ability to bring guests for golf	7.3	6.2	16%	7.1	7.4	7.2	8.0	7.7	7.2	7.3	7.3
Pace of play	6.4	6.1	3%	6.3	6.5	6.3	7.2	7.0	6.3	6.1	6.9
Golf Operations - overall	7.8	7.6	3%	7.6	7.8	7.7	8.2	8.1	7.7	7.7	7.9

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Golf Shop :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the golf shop?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Availability of golf carts	8.7	8.7	36%	8.7	8.6	8.6	8.9	8.9	8.6	8.6	8.8
Presentation of shop	8.4	8.4	2%	8.4	8.3	8.3	8.6	8.8	8.2	8.3	8.5
Golf shop customer service	8.1	7.8	4%	8.0	8.1	8.0	8.4	8.6	7.9	8.0	8.3
Repair services	7.8	7.4	52%	7.6	7.9	7.7	8.4	7.9	7.8	7.6	8.2
Storage services	7.6	6.8	65%	7.5	7.7	7.6	8.0	8.1	7.5	7.3	8.1
Range of merchandise	7.5	7.0	6%	7.6	7.5	7.4	7.9	8.0	7.4	7.4	7.8
Price of merchandise	6.7	5.9	8%	6.6	6.7	6.6	7.0	7.1	6.5	6.5	6.9
Golf shop - Overall	8.1	7.8	2%	8.0	8.1	8.0	8.5	8.5	8.0	7.9	8.4

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Tuition :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the golf tuition?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Quality of teaching services	8.5	8.4	38%	8.3	8.6	8.4	9.0	8.7	8.4	8.3	8.7
Availability of teaching services	8.3	8.2	36%	8.0	8.4	8.2	8.6	8.4	8.3	8.2	8.5
Level of technology available	7.7	7.7	40%	7.0	8.0	7.5	8.5	8.0	7.6	7.5	8.1
Quality of teaching facilities	7.4	7.5	35%	6.5	7.8	7.2	8.2	7.7	7.3	7.1	7.9
Quality of Junior program	7.8	7.0	82%	7.7	7.9	7.6	8.9	8.1	7.7	7.6	8.1
Golf simulator	7.9	6.9	61%	7.4	8.1	7.7	8.8	8.2	7.8	7.7	8.2
Teaching - Overall	8.2	8.1	35%	7.8	8.3	8.0	8.8	8.4	8.1	7.9	8.5

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Golf Courses :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the _____?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Coot-tha course - Overall	7.7	7.7	4%	7.8	7.7	7.6	8.0	8.2	7.6	7.6	7.9
Tennyson course - Overall	7.5	7.6	4%	7.4	7.5	7.5	7.8	8.0	7.4	7.4	7.7
City course - Overall	7.2	8.0	3%	7.1	7.2	7.1	7.4	7.9	7.0	7.0	7.4
Park course - Overall	7.2	7.3	4%	7.1	7.3	7.1	7.8	7.7	7.1	7.0	7.6
Average - Overall	7.4	7.6	4%	7.3	7.4	7.3	7.7	7.9	7.2	7.2	7.7

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)



Golf Courses :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the _____?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Condition of tees	7.6	7.6	4%	7.3	7.7	7.5	8.0	8.1	7.5	7.4	8.0
Condition of fairways	7.9	7.9	4%	7.8	7.9	7.8	7.9	8.2	7.8	7.8	8.0
Condition of greens	7.6	7.8	4%	7.5	7.7	7.6	7.9	8.1	7.5	7.5	7.9
Condition of pathways	6.8	6.9	5%	7.0	6.7	6.7	7.2	7.5	6.6	6.6	7.1
Condition of bunkers	7.1	7.2	5%	7.1	7.0	7.0	7.4	7.7	6.9	7.0	7.2
Condition of rough	6.2	6.7	4%	6.4	6.2	6.1	7.0	7.2	5.9	5.9	6.7
Golf courses - Overall	7.4	7.6	4%	7.3	7.4	7.3	7.7	7.9	7.2	7.2	7.7

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

City Golf Course :: Satisfaction by Cohort



On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the City (Green) golf course?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
City - Condition of tees	7.8	8.1	4%	7.6	7.9	7.7	8.1	8.4	7.6	7.7	8.0
City - Condition of fairways	7.8	8.0	4%	7.7	7.8	7.8	7.8	8.3	7.6	7.7	7.9
City - Condition of greens	7.4	8.2	4%	7.4	7.4	7.4	7.6	8.0	7.3	7.3	7.6
City - Condition of pathways	7.5	8.1	5%	7.7	7.5	7.5	7.5	8.2	7.3	7.5	7.6
City - Condition of bunkers	7.0	7.6	4%	7.1	7.0	7.0	7.2	7.6	6.8	7.0	7.1
City - Condition of rough	5.4	6.7	4%	5.7	5.3	5.2	6.5	6.7	5.0	4.9	6.1
City course - Overall	7.2	8.0	3%	7.1	7.2	7.1	7.4	7.9	7.0	7.0	7.4

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Coot-Tha Golf Course :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the Coot-Tha (Red) golf course?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Coot-tha - Condition of fairways	8.1	8.1	4%	8.0	8.1	8.1	8.1	8.4	8.0	8.0	8.2
Coot-tha - Condition of greens	7.9	7.9	4%	7.9	7.9	7.9	8.2	8.4	7.8	7.8	8.1
Coot-tha - Condition of tees	7.6	7.5	4%	7.3	7.7	7.5	8.0	8.1	7.5	7.4	8.0
Coot-tha - Condition of bunkers	7.1	7.1	5%	7.2	7.1	7.1	7.5	7.8	6.9	7.1	7.3
Coot-tha - Condition of pathways	6.9	6.7	5%	7.0	6.8	6.8	7.3	7.6	6.7	6.6	7.2
Coot-tha - Condition of rough	6.6	6.8	4%	6.8	6.6	6.5	7.3	7.5	6.4	6.3	7.1
Coot-tha course - Overall	7.7	7.7	4%	7.8	7.7	7.6	8.0	8.2	7.6	7.6	7.9

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)



Park Golf Course :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the Park (Blue) golf course?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Park - Condition of fairways	7.7	7.7	4%	7.5	7.7	7.6	7.9	8.0	7.6	7.6	7.9
Park - Condition of greens	7.5	7.5	4%	7.3	7.6	7.4	8.0	7.9	7.4	7.3	7.8
Park - Condition of tees	7.4	7.3	5%	7.1	7.5	7.2	8.0	7.9	7.2	7.1	7.9
Park - Condition of bunkers	6.9	6.9	5%	6.9	7.0	6.8	7.5	7.5	6.8	6.8	7.1
Park - Condition of rough	6.3	6.5	5%	6.5	6.3	6.1	7.2	7.3	6.1	6.0	6.8
Park - Condition of pathways	6.1	6.1	6%	6.4	6.0	6.0	6.7	6.9	5.9	5.8	6.5
Park course - Overall	7.2	7.3	4%	7.1	7.3	7.1	7.8	7.7	7.1	7.0	7.6

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Tennyson Golf Course :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the Tennyson (Gold) golf course?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Tennyson - Condition of fairways	7.9	7.9	4%	7.8	8.0	7.9	8.0	8.2	7.8	7.9	8.0
Tennyson - Condition of greens	7.7	7.7	4%	7.5	7.7	7.6	8.0	8.1	7.5	7.5	7.9
Tennyson - Condition of tees	7.6	7.6	4%	7.3	7.7	7.5	8.0	8.0	7.5	7.3	8.0
Tennyson - Condition of bunkers	7.1	7.0	5%	7.1	7.1	7.0	7.4	7.8	6.9	7.0	7.2
Tennyson - Condition of pathways	6.8	6.7	5%	7.0	6.7	6.7	7.1	7.4	6.5	6.5	7.1
Tennyson - Condition of rough	6.5	6.7	4%	6.7	6.5	6.4	7.1	7.4	6.3	6.3	6.9
Tennyson course - Overall	7.5	7.6	4%	7.4	7.5	7.5	7.8	8.0	7.4	7.4	7.7

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Clubhouse & Surrounds :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the clubhouse & surrounds?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Locker room facilities	8.6	8.7	5%	8.5	8.6	8.5	8.9	9.1	8.4	8.4	8.7
Clubhouse gardens	8.3	8.4	2%	8.1	8.4	8.2	8.8	8.7	8.2	8.1	8.6
Car parking facilities	8.1	8.3	0%	7.8	8.2	8.0	8.5	8.3	8.0	7.9	8.2
Comfort of clubhouse environment	7.7	7.7	1%	7.5	7.7	7.6	7.9	8.1	7.5	7.5	7.8
Appearance of clubhouse interior	7.4	7.4	1%	7.2	7.4	7.4	7.4	7.9	7.2	7.2	7.6
Appearance of clubhouse exterior	7.1	7.0	1%	6.7	7.2	7.0	7.3	7.6	6.9	6.8	7.4
Clubhouse furniture	7.0	7.1	1%	6.8	7.0	7.0	6.8	7.5	6.8	6.9	7.0
Outdoor sitting areas	7.0	7.1	0%	6.7	7.1	6.9	7.0	7.3	6.8	6.8	7.1
Members bar	6.9	7.1	5%	6.7	7.0	6.9	7.2	7.5	6.8	6.7	7.2
Dining area appearance	6.8	6.7	3%	6.3	6.9	6.8	6.6	7.0	6.7	6.6	6.9
Clubhouse & surrounds - Overall	7.4	7.6	1%	7.2	7.5	7.4	7.6	7.9	7.3	7.3	7.6

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)



Bar Services:: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the bar services?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Presentation of bar employees	8.0	7.9	2%	7.7	8.1	7.9	8.3	8.4	7.9	7.9	8.1
Quality of coffee	7.9	7.8	18%	7.5	8.1	7.8	8.2	8.1	7.9	7.8	8.1
Range / quality of other drinks	7.7	7.5	41%	7.5	7.8	7.6	8.1	7.7	7.7	7.7	7.7
Range / quality of beer available	7.6	7.4	28%	7.4	7.7	7.5	8.6	7.9	7.5	7.5	7.8
'Grab & Go' Half way house service	7.6	7.4	13%	7.5	7.7	7.5	8.2	8.4	7.4	7.4	7.9
Range / quality of wine available	7.4	7.2	33%	7.0	7.5	7.3	7.8	7.6	7.3	7.3	7.5
Bar customer service	7.3	7.1	2%	6.9	7.4	7.1	7.9	7.9	7.1	7.0	7.6
Value for money of beverages	6.7	6.3	5%	6.3	6.8	6.5	7.5	7.2	6.5	6.4	7.1
Bar service - Overall	7.6	7.4	3%	7.2	7.7	7.5	8.1	8.0	7.4	7.4	7.8

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)



Food Services :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the food services?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Presentation of food employees	7.9	7.7	4%	7.6	8.1	7.9	8.2	8.3	7.8	7.8	8.1
Quality of food available	7.9	7.7	4%	7.7	8.0	7.9	8.1	8.1	7.9	7.9	8.0
Food customer service	7.5	7.3	4%	7.1	7.7	7.4	7.9	7.9	7.4	7.3	7.8
Range of food available	7.5	7.2	4%	7.2	7.6	7.5	7.6	7.6	7.4	7.5	7.5
Value for money of food	7.1	6.7	4%	6.5	7.3	7.0	7.5	7.3	7.0	6.9	7.3
Trading hours	7.0	6.8	11%	6.4	7.3	6.9	7.4	6.8	7.1	7.0	7.1
Food - Overall	7.6	7.3	4%	7.2	7.7	7.5	7.9	7.8	7.5	7.5	7.7

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)

Administration :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of club administration?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Friendliness/personability of staff	8.7	8.5	6%	8.3	8.8	8.6	9.1	8.8	8.6	8.5	8.8
Quality of staff service	8.5	8.2	7%	8.2	8.6	8.4	8.9	8.7	8.4	8.4	8.7
Hours & days of operation	8.2	8.1	16%	7.8	8.4	8.2	8.6	8.1	8.3	8.1	8.5
Avenues available for providing feedback	7.4	7.2	34%	7.1	7.5	7.3	7.8	7.7	7.3	7.3	7.5
Timeliness of response to feedback	7.6	7.4	46%	7.4	7.6	7.5	8.1	7.8	7.5	7.5	7.7
Administration - Overall	8.2	8.0	8%	7.9	8.3	8.1	8.6	8.5	8.1	8.0	8.4

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)



Communications :: Satisfaction by Cohort

On a scale of 1-10 where 1 is 'not at all satisfied' and 10 is 'completely satisfied', how satisfied are you with the following aspects of the communications?

	Overall		Don't know or N/A %	Age		Gender		Length of m'ship		Category	
	2025	2024		<55 yrs	55+ yrs	Male	Female	<5 yrs	5+ yrs	Full	Other
Type Email	8.2	6.2	5%	7.8	8.3	8.1	8.6	8.1	8.2	8.1	8.3
Type Website news	8.0	7.9	22%	7.3	8.2	7.9	8.4	7.6	8.0	7.9	8.1
Type Club mobile app	8.0	7.7	19%	7.6	8.2	7.9	8.6	8.3	7.9	7.9	8.2
Type Social media	7.1	7.6	59%	6.4	7.4	6.8	7.8	7.0	7.1	6.8	7.5
Type Hard copy documents	6.4	5.2	81%	6.1	6.5	6.3	7.2	6.7	6.3	6.3	6.6
Communications - Overall	8.0	7.7	2%	7.6	8.2	7.9	8.4	8.0	8.0	7.9	8.2
Aspects Timeliness	8.0	7.7	6%	7.9	8.1	8.0	8.2	8.3	8.0	7.9	8.2
Aspects Frequency	8.0	7.7	6%	7.8	8.1	8.0	8.3	8.1	8.0	7.9	8.2
Aspects Clarity	8.0	7.7	5%	7.8	8.1	7.9	8.2	8.2	7.9	7.9	8.1
Aspects Content	8.0	7.6	5%	7.7	8.1	7.9	8.4	8.1	8.0	7.9	8.2

NB. Scores greater than or less than 5% from Overall are displayed in colour (<5% in red, >5% in green)