

Relevant Information for Council

FILE: S100639.011 **DATE:** 25 October 2019

TO: Lord Mayor and Councillors

FROM: David Riordan, Director City Services

THROUGH: Monica Barone, Chief Executive Officer

SUBJECT: Information Relevant To Item 6.10 – Exemption from Tender - Management of Gunyama Park Aquatic and Recreation Centre

For Noting

This memo is for the information of the Lord Mayor and Councillors.

Purpose

To provide Council with an update on the progress of the refurbishment of Cook and Phillip Park Aquatic Centre, service provision at the Ian Thorpe Aquatic Centre and clarification around the Gunyama Park Aquatic and Recreational Centre synthetic field.

Background

At the meeting of the Corporate, Finance, Properties and Tenders Committee on 21 October 2019, further information was sought and the following comments were raised:

Cook and Philip Park change rooms

As at 22 October 2019, the main pool deck change rooms have been re-opened to the public.

These are the largest change rooms, and their re-opening should relieve the main source of community concern.

Please note the works undertaken included replacement of the out-dated and under-performing change room ventilation systems. In addition a new lift and reception desk, as well as new turnstiles have also been installed.

The delay in reopening was due to the discovery and rectification of non-structural corrosion of the steel frames under the tiled walls. This could not have been anticipated prior to the commencement of works and required extra time to rectify.

The City is particularly cognisant of the importance of these facilities to our community and visitors. At all times, the focus has been on keeping this facility operational.

Belgravia Leisure personal training.

Staff have investigated the matter and it appears there has been a miscommunication, with both Belgravia and the customer waiting for contact by the other party.

Personal training (PT) is an add-on package offered to standard membership, payable either by fortnightly direct debit or by purchasing a multi-visit session pass. Recently a customer changed personal trainers and purchased a multi-visit pass and was charged the approved fee. The customer completed an initial consultation where he was shown his program and first personal training session with his new trainer. Two sessions were used from his 10-visit pass. The initial consultation is standard to ensure the sessions are tailored to the customers' needs and that customers are familiar with the equipment and exercises.

The customer then subsequently discontinued his personal training. There was discussion with Belgravia about offsetting the remaining eight pre-purchased personal training vouchers against his fortnightly membership fees. No formal agreement was arrived at.

Belgravia has apologised unreservedly to the customer and have arranged for a refund for the remaining eight vouchers and the initial consultation.

Ian Thorpe Aquatic Centre evening aqua aerobics class

Ian Thorpe Aquatic Centre offers a contemporary range of group fitness classes that both meet the needs of the local community and are financially viable.

The timetable is reviewed regularly and classes with low attendance levels are discontinued. This is consistent across the fitness industry. The deep water aqua classes have a capacity of 40 people. Attendance on Monday and Tuesday night classes was consistently low over the last quarter, with an average of five people in each group session. Smaller groups are preferred by some for individualised instruction, however, declining attendances see many feeling like the class is less engaging.

While acknowledging the consolidation of the two classes would inconvenience some customers, the decision was made on the basis of other evening aqua classes being available at nearby Cook and Phillip Park. Belgravia advise that a months' notice was given verbally by the aqua class instructor but acknowledge that some customers, who may not have attended for several weeks, may have been missed. Belgravia are reviewing their processes to ensure changes to classes are communicated more widely through a variety of channels.

The aqua classes offered at Ian Thorpe Aquatic Centre are open to any person and are not geared toward people with disability.

Gunyama Park synthetic field –“community level club use”

Community level club use for Gunyama Park means local clubs or associations whose members play together, unpaid and are watched mostly by family and friends. Their focus is on grass roots sport. These clubs are the lifeblood of sport and recreation. They help people maintain healthy, active lifestyles and are often the launch pad for future elite success. Not only that, they serve as invaluable social hubs within their communities, bringing people together and providing opportunities to participate and volunteer in sport and recreation.

Prepared by: Collette Holland, City Leisure Services Manager

Approved

A handwritten signature in black ink, appearing to read 'P.M. Barone', with a long horizontal flourish extending to the right.

MONICA BARONE

Chief Executive Officer