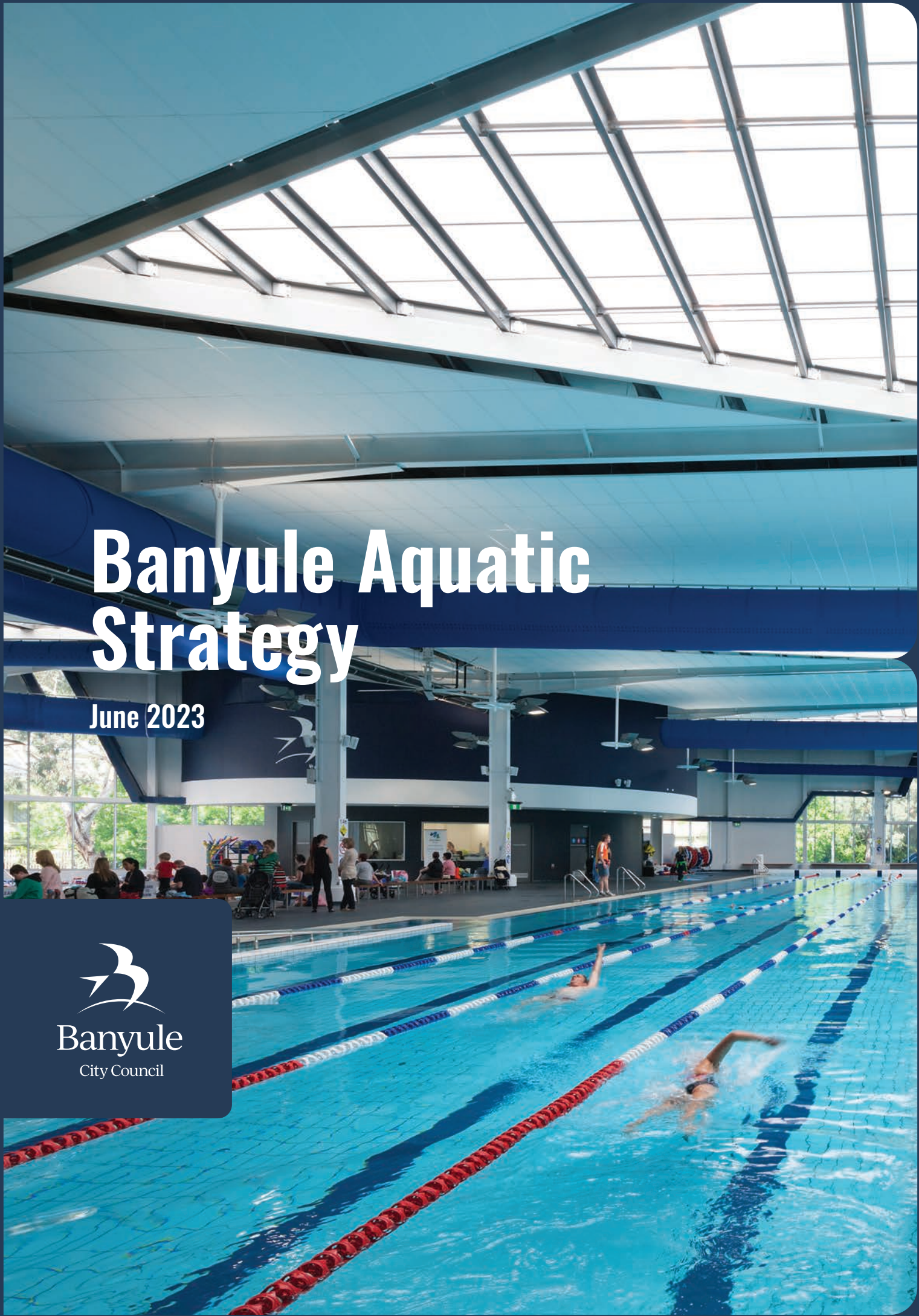


# Banyule Aquatic Strategy

June 2023



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# Message from the Mayor



## **Banyule City Council's Aquatics Strategy was developed to guide the future direction and decision-making around Banyule's four community owned aquatic facilities over the next three years.**

It is Council's aspiration to build a network of complementary, accessible, and contemporary aquatic facilities that offer a diverse range of programs and services to maximise participation and impact positively on Banyule's health and well-being outcomes.

We understand the value the community places on these vital assets and positive impact these facilities, programs and services have on the health and wellbeing of the community.

Councils continue to be the sole provider of recreational aquatic facilities. The dependence on local Councils to provide public access aquatic spaces is due in the most part to the significant resources required to design, build, maintain and operate these assets.

Council recognises the combined role Ivanhoe Aquatic, Olympic Leisure Centre, WaterMarc and Watsonia Pool play in improving the physical and mental health of the community, while also

encouraging residents to build social connections in safe and inclusive spaces.

We are mindful of the significant resources these facilities require and we're making ongoing improvements to existing assets, including installation of solar panels, upgrading of lighting, automation of plant equipment and proactive maintenance plans to reduce the impact to the environment and support our greenhouse emission targets.

As Council plans for the future, we're excited to work with the community so that we can better respond to the diverse and evolving needs of our community. Council remains deeply committed to supporting the ongoing investment into our aquatic facilities to ensure the amenities, programs and services offered continue to meet the evolving needs of the Banyule community.



# Strategic Context

Council's vision for its aquatic and leisure facilities is to create:

**A network of complementary, accessible, and contemporary aquatic facilities that are positively impacting on our community's health and well-being.**

This vision aligns with the Community vision and six priority themes.

## **Banyule Community Vision 2041**

is Council's plan for achieving its aspiration of social inclusion, economic prosperity, and environmental sustainability.

Banyule's **six priority themes** describe what is important to the community.

This Strategy has been developed in line with Banyule Community Vision's and priority themes ensuring that Council's aquatic facilities can adapt amenities, programs, and services to respond to the evolving needs and aspirations of the community.



## PRIORITY THEME

### **Our Inclusive and Connected Community**

#### STRATEGIC OBJECTIVE

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.



## PRIORITY THEME

### **Our Sustainable Environment**

#### STRATEGIC OBJECTIVE

A progressive and innovative leader in protecting, enhancing, and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction.



## PRIORITY THEME

### **Our Well-Built City**

#### STRATEGIC OBJECTIVE

A well planned, sustainable and liveable place that caters for all our current and emerging communities; where our local character and environment is protected and enhanced.



## PRIORITY THEME

### **Our Valued Community Assets and Facilities**

#### STRATEGIC OBJECTIVE

As custodians of our community assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.



## PRIORITY THEME

### **Our Thriving Local Economy**

#### STRATEGIC OBJECTIVE

A thriving, resilient, socially responsible local and integrated economy that encourages, supports and advocates for a diverse range of businesses and entrepreneurship, providing local investment and employment opportunities.



## PRIORITY THEME

### **Our Trusted and Responsive Leadership**

#### STRATEGIC OBJECTIVE

A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is financially sustainable, and advocates on community priorities and aspirations.



## How Banyule's aquatic and leisure facilities support Council to achieve its strategic objectives



PRIORITY THEME

### **Our Inclusive and Connected Community**

STRATEGIC FOCUS

Accessible, affordable, and inclusive aquatic and leisure facilities that maximise opportunities to participate and support diverse range of programs and services.



PRIORITY THEME

### **Our Sustainable Environment**

STRATEGIC FOCUS

Investment and development in aquatic and leisure assets that support the achievement of Council's carbon emissions targets and leads the way in the use of green renewable energy sources.



PRIORITY THEME

### **Our Well-Built City**

STRATEGIC FOCUS

Understand the financial investment into aquatic assets and strategic objectives of aquatic assets to support facilities that cater to the current and future needs of the community.



PRIORITY THEME

### **Our Valued Community Assets and Facilities**

STRATEGIC FOCUS

High quality, universally designed and flexible aquatics facilities that are innovative and responsive to changing community needs.



PRIORITY THEME

### **Our Thriving Local Economy**

STRATEGIC FOCUS

Understand the role and contribution of aquatic and leisure facilities in the provision of local employment, including social enterprise opportunities.



PRIORITY THEME

### **Our Trusted and Responsive Leadership**

STRATEGIC FOCUS

Demonstrate best practice governance and financial sustainability to delivery safe and inclusive aquatic and leisure facilities that deliver positive experiences to customers and community.



# Aquatic Strategy's Purpose and Benefit

**The purpose of this Strategy is to guide decision-making around Council's four community owned aquatic facilities. Ensuring the amenities, programs and services offered reflect the current and emerging needs of the Banyule community.**

This Strategy takes into consideration current performance and utilisation of the facilities, Banyule's health and wellbeing needs, forecasted population growth, evolving demographic shifts, planned asset renewals and Council's challenging financial landscape.

Aquatic and leisure facilities provide a range of values and benefits for communities including:

- Health and fitness services allowing people to enjoy the benefits of physical activity.
- The provision of safe and welcoming spaces, supporting social inclusion and a sense of connection for all members of the community.
- Opportunities to participate for recreation, competition, or sport.
- Community development that contributes to the development of social capital, helping to create links in a community.
- Positive impacts on physical and mental wellbeing.
- Learn to swim and water safety programs that can reduce the incidence of drownings in the community.
- Fostering community pride.



# Community Expectations, Trends and Challenges

Expectations regarding community owned aquatic and recreational facilities are evolving. The trends and challenges these changes present for Banyule are outlined below.

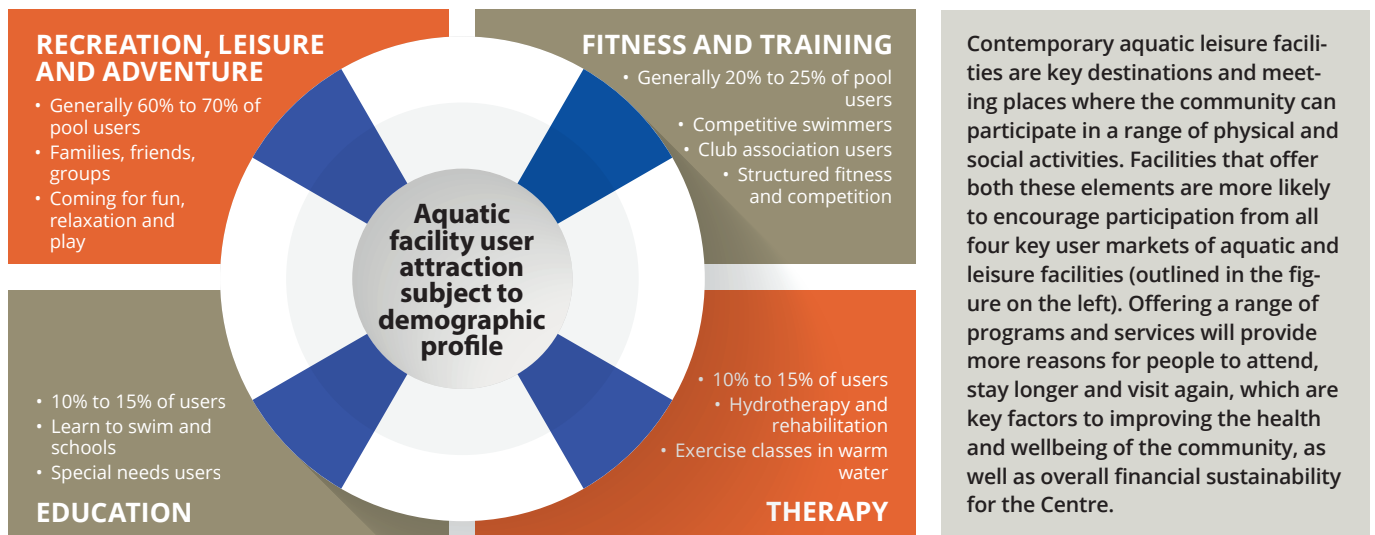
## Trends

- A gradual ageing of the population.
- Greater flexibility in the times when people recreate.
- Increase of recreation and leisure options.
- Constraints to leisure participation.
- Changing employment structures, trading, and work hours.
- Aquatic areas usually require financial subsidy whilst health and fitness usually profitable.
- Different people want different activities.
- Provision of high standards and quality of facilities and services.
- Desire for activities to be affordable.
- Recognition of strong links between physical activity and health.
- Expectations of equity and access.
- Technology developments and impacts.
- More sustainable and eco-friendly infrastructure.

## Challenges

- Changing customer expectations regarding how and where they engage in aquatic and leisure services.
- Changing population demographics.
- Increased competition within the recreation market.
- Increasing operating costs due to rising costs of goods and services.
- Need to operate commercial activities to help subsidise aquatic area costs.
- Maintaining and upgrading ageing and outdated facilities.
- Need for additional facilities to accommodate population growth.
- Need for well trained and experienced personnel to operate facilities.
- Keeping 'pace' with technology development.
- Environmental sustainability to reduce energy and water usage and costs.
- Rate capping impact and competing priorities on Council budgets.

Figure 1: Main aquatic and leisure facility user markets





## Changing Customer Behaviour

The Covid-19 global pandemic significantly impacted the way customers engage with aquatic and leisure facilities.

During the pandemic when the community was unable to attend aquatic and leisure facilities customers had to find alternative ways to engage in physical activity, many turned to outdoor activities and technological solutions.

A study by Deakin University in 2021 found 39% of Australians used digital platforms to exercise during lockdowns. During this time, home fitness equipment sales increased by 411%, and downloads of fitness-related apps increased by 47% across Asia Pacific. The study also found that people were increasingly likely to continue to invest in wearable fitness technology, at-home fitness equipment and fitness apps.

Whilst some of these behavioural trends were temporary, several have continued. These changes in demand need to be considered as Council continues to re-engage the community, with priority given to how and where programs and services are delivered, to increase opportunities, improve flexibility, and provide viable alternatives for the community to increase the amount of physical activity they do.

(Source: 2021/22 Victorian Public Pools State of the Sector Report).

Other key changes in customer behaviour impacting Banyule include:

- Increased engagement in aquatic programs and services, including increased demand for learn-to-swim enrolments, school and carnival bookings, and lap swimming.
- Depletion of the aquatic industry workforce.
- Accelerated adoption of a hybrid workout model, where customer want to be able to split their leisure time between online and in-person workouts.



# Consultation Feedback



The Banyule Aquatic Strategy has been informed by a range of identified stakeholders, including customers, Council officers, community and external management contractors.

## Key Focus Areas of Feedback

### Programming and Participation

- Need to proactively reduce known barriers to participation, with a focus on cultural diversity and inclusive services to support vulnerable residents.
- Importance of facilities, programs, and services reflecting the needs of their specific catchment areas.
- Need for programming to be responsive to changes in participation across the facilities.
- Support Banyule's ageing population, who place a high importance on maintaining healthy lifestyles.
- Focus on increasing participation from priority cohorts, including youths, older adults, as well as those living with chronic health conditions and disability.

- Support equitable access to indoor water spaces through diversity of programming and subsidy initiatives that can assist those in the community experiencing financial hardship to access facilities, programs, and services.
- Need for equity of access approach regarding fees and charges to reduce cost as a barrier to participation.
- Opportunity to activate indoor and outdoor community spaces through the delivery of targeted and appropriate programs and services.

### Assets and Performance

- Consideration of a lesser focus on financial performance measures and greater emphasis on health and wellbeing outcomes for these facilities to deliver.
- Need for implementation of long-term asset management planning to support ageing aquatic infrastructure.
- Opportunities to explore re-purposing of facilities to meet the changing needs of the community.
- Concerns with ageing facilities that are no longer fit-for-purpose, reaching the end of their serviceable lifespan and struggling to meet community demand and expectations.

# Planning for our Population

Banyule’s aquatic facilities are community meeting places - where they are located is just as important as the range of programs and services they offer, in attracting visits, in encouraging people to stay longer, and improving the health and wellbeing of the community.

Given this it is important that Council understands current and forecasted population trends to ensure facilities, programs and services are developed to address the needs of residents within the specific catchment area.

**\$\$** Overall, the population of Banyule City Council has lower levels of disadvantage and has a relatively high level of disposable income

The Banyule population is predicted to grow by **22%** between 2023 and 2041 between 2023 and 2041, with increased growth in the middle and older age groups.

The population is expected to grow to **20,232** by 2041 which indicates a need to upgrade existing facilities to cater for future growth in demand for passive and unstructured recreation activities.



There is also a low level of diversity within the community when compared to the Greater Melbourne region, with more residents having been born in Australia and English being the predominant language in more households.

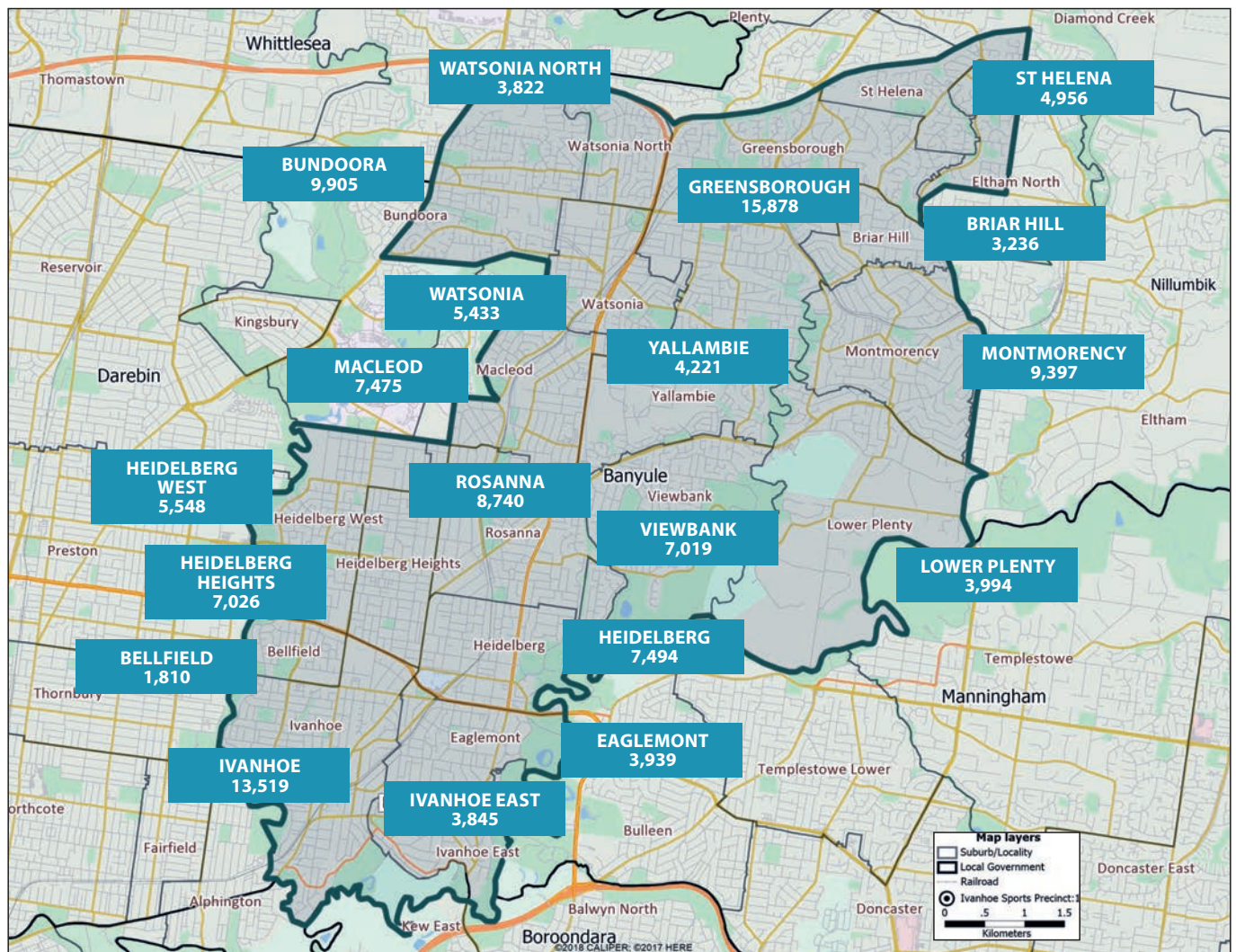
**AGES 0-4** The largest population growth between 2021 and 2031 is forecast to be in ages 0 to 4 years, which is expected to increase by 1,904 and account for 6.3% of the total persons (subject to change).

The age group that account for the largest proportion of the population is from **35-44**



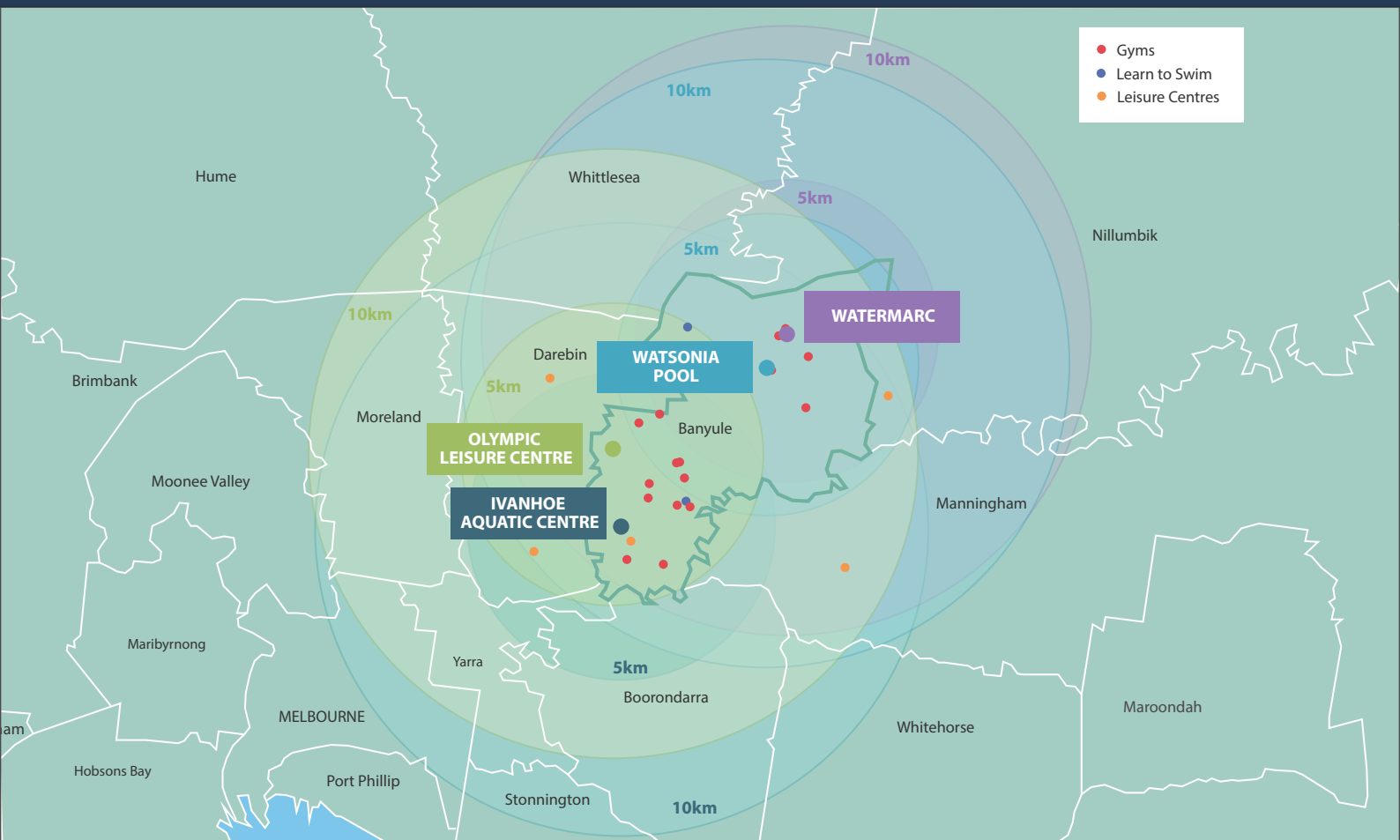


# Banyule City Council Estimated Population Distribution 2022





# Facility Catchment Areas



**Figure 2: Population Catchment Zones 5km and 10km**

Primary catchment area for Banyule’s aquatic facilities is 5km, which is shown in the figure above.

Data indicate that approximately 80% of participants live within a 5km catchment zone from a facility, with the remaining 20% residing within a 10km zone. The map below shows the location and 5km primary catchment areas for the four facilities.

A review of the facility catchments indicates that the primary (5km) catchment population for the Olympic Leisure Centre and the Ivanhoe Aquatic Centre have a significant overlap.

An analysis of the Learn to Swim enrolment postcodes for each facility illustrates the following catchment participation trends:

- Ivanhoe Aquatic and Olympic Leisure Centres draw participation from the same 5km -10km catchment zone.
- Ivanhoe Aquatic Centre attracts over 80% of program enrolments from within the primary 0 - 5km catchment which demonstrates its importance as a major/municipal facility. It has a

strong Learn to Swim program of 1700-1800 enrolments which is nearing capacity.

- Olympic Leisure Centre attracts over 90% of program enrolments from within the primary 0 - 5km catchment which demonstrates its local facility catchment. Noting Olympic has a very small Learn to Swim program with less than 200 students.
- WaterMarc attracts over 2200-2500 learn to swim enrolments and its postcode distribution is much broader, demonstrating its role as the regional facility within the catchment. It attracts 50% of program enrolments from within the primary 0 - 5km catchment but also draws up to 20% of enrolments from the 5 - 10km secondary catchment zone particularly the outer fringe suburbs of Doreen, South Morang, Diamond Creek and Mernda.

# Attendance and Visitation Trends

During the 2022/2023 year a total of approximately 1.23 million visitations were made to the four Banyule aquatic facilities.

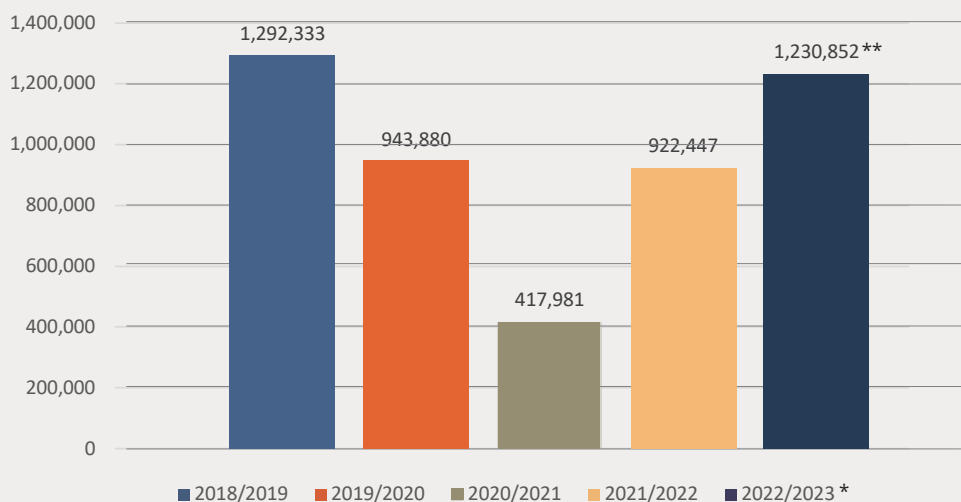
The following graphs show the facility attendances trends over the five-year period 2018/2019 to 2022/2023. It should be noted that visitations were significantly impacted in 2019/2020 due to facility closures as a result of Covid-19. The 2021/2022 attendances continued to be impacted, however there was a stronger return in the later half of the year with learn to swim programs driving the attendances more than health and fitness.

Based on the current Banyule population of 127,268 (2022), the leisure centres in 2022/2023 attract 9.6 visits per head of population. This is higher than the industry benchmark averages of 6 to 9 visits per head of population.

Visitation trends indicate:

- Visitations at Ivanhoe Aquatic Centre have increase over the five years, except for the years impacted by Covid-19 closures. The year-on-year growth in visitations has resulted in key services lines such as learn to swim, group fitness classes, health club, as well as associated amenities, such as the car park, showers and change spaces operating at or above capacity.
- Visitations to Olympic Leisure Centre continue to be very low. This trend is partly due to the ageing infrastructure and the number of competing gyms and health and fitness clubs now within the catchment area, and the proximity and extensive range of aquatic and health and fitness facilities and programs at Ivanhoe Aquatic Centre.
- WaterMarc as a regional leisure facility attracts 4.5 visits per head of population which is slightly lower than the industry average for similar size venues.
- Visitation at Watermarc is steadily returning to pre-Covid levels overall, with learn to swim having made a full recovery.

Combined Facility Attendances 2018/2019 to 2022/2023\*



Notes on the figures:

\*Data for 2022/2023 reflects actual results until 31 March, forecasts used for April, May & June.

\*\*Olympic was closed in 2021/2022 and reopened on 10 October 2022 following emergency repair work



## Membership to Banyule Leisure Centres

The membership products differ greatly across the four sites. A breakdown of the visitations, membership, and Learn to Swim enrolments for each facility between 2018/2019 and 2022/2023 were as follows:

### Health and Fitness

Facility	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023*
Ivanhoe	2,479	2,925	2,310	2,454	2,802
Olympic**	186	203	N/A	N/A	190
WaterMarc	3,774	4,550	3,476	3,161	3,830
Watsonia	N/A	N/A	N/A	N/A	N/A
Total	6,439	7,678	5,786	5,615	6,822

### Learn to Swim

Facility	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023*
Ivanhoe	1,746	1,740	1,577	1,559	2,802
Olympic**	128	N/A	N/A	N/A	190
WaterMarc	2,205	2,192	2,149	2,148	3,300
Watsonia	915	737	768	787	925
Total	4,994	4,669	4,494	4,494	7,217

### Aquatic Visits (casual and multi-visit)

Facility	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023*
Ivanhoe	52,174	45,876	34,551	46,321	66,503
Olympic**	16,918	6,938	N/A	N/A	4,628
WaterMarc***	277,842	204,902	115,974	143,740	228,848
Watsonia	6,145	4,385	3,080	3,787	5,178
Total	353,079	262,101	153,605	193,848	305,157

Notes on the figures:

\*Data for 2022/2023 reflects actual results until 31 March, forecasts used for April, May & June.

\*\*Olympic reopened on 10 October 2022 following emergency repair works

\*\*\*WaterMarc experienced issues with entrance gates not working to count attendances at various times in 2022/2023 but this has been reviewed and an additional 53,752 visits added.



# Overview of Banyule's Aquatic Facilities

Banyule City Council has four aquatic facilities located across the municipality which provide a diverse range of indoor pools, community spaces and health and fitness facilities.

Council's four aquatic facilities are currently managed either directly through Council's own leisure team, Banyule Leisure, or under a multi-term contract, awarded through a procurement process.

- Ivanhoe Aquatic Centre – managed directly
- Olympic Leisure Centre – managed directly
- WaterMarc Leisure Centre – managed under contract
- Watsonia Pool – managed under contract

The facilities vary in size, functionality, and age of infrastructure, each offering a diverse range of programs and services that reflect of the unique needs their individual catchment area.

Following is an overview of the history of each site and the facilities offered to the community.

## IVANHOE AQUATIC CENTRE

Located at 170 Waterdale Road, Ivanhoe, this Municipal facility services a catchment population of approximately 70,000 to 100,000 people.

The facility was first established following a re-development of the outdoor 50-metre pool, which was used as the training facility for the 1956 Melbourne Olympic Games.

The first upgrades at the Centre occurred in the mid-1980s, which included the construction of indoor pools, health and fitness rooms, offices and change rooms.

A Master Plan for the site was completed in 2012, which recommended a staged approach to upgrading the facility. In 2016 the health and fitness areas were expanded, change rooms were added and parking provision expanded.

Stage 2 is focused on addressing the remaining capacity constraints and ageing infrastructure primarily associated with the aquatic hall and responding to the increased community and member need for aquatics space to support growth in learn to swim, demand for better opportunities for lap swimming and other water-based programs such as aqua classes. This stage will

also deliver on Council's commitment to net zero through an all-electric, 5 Star Green Star accredited facility outcome. Council endorsed the concept plan to proceed to schematic design for Stage 2 in September 2022. With an estimated cost of \$30 million construction is dependent on development of a future funding strategy for Stage 2.

### Challenges and Opportunities

- Ageing population catchment and membership profile.
- Need for flexible water space, including larger spa, steam, and sauna facilities.
- Learn to Swim program at capacity. Opportunities to review the pool configuration and lane space allocation.
- Impact of new facility developments in the surrounding catchment must be considered when planning and designing future facility expansion, noting the new Northcote Aquatic Centre will open at the end of 2023.
- Car parking capacity at peak times is a barrier for growing participation.
- Lack of fit for purpose group and family change areas.
- Opportunity to develop allied health partnerships.

### Ivanhoe Aquatic Centre Facilities and Services

- Indoor 25 metre x 7 lane pool (16.8m wide)
- Indoor Learn to Swim pool
- Indoor toddlers pool
- Spa and sauna
- Amenities and change rooms
- Gymnasium
- Group fitness room
- Fitness studio
- Creche (multipurpose room)
- Offices and staff rooms



## OLYMPIC LEISURE CENTRE

Located at 15 Alamein Road, Heidelberg West, this Local level facility services a catchment population of approximately 10,000 to 20,000 people.

The Olympic Leisure Centre (OLC) was part of the 1956 Olympic Games village precinct.

This 64-year-old facility is a small, multi-purpose aquatic facility that was originally built to support the athletes and officials for the 1956 Melbourne Olympic Games.

Repair and maintenance issues associated with this ageing asset in the aquatics area and the significant expenditure required to repair and provide these components has been an ongoing issue, with the 12-metre pool decommissioned in January 2021.

OLC experienced an 18-month closure from July 2021 to November 2022 for extensive emergency rectification works, where approximately \$1.5 million was expended on upgrading the pool course and stadium which. This has resulted in a considerable uplift and improvements to the aquatics, gym, and basketball courts.

Council undertook a co-design process with community and key partners to re-imagine the role and function of the OLC, the result of which is presented in a Community Vision Report (OLC Concept Design Report May 2022). The report responds to local needs and strongly emphasised the retention and possible expansion of aquatics in a re-imagined role.

In May 2023 Council endorsed the inclusion of OLC as a local level

facility and to retain a level of aquatics. Council also resolved that a further report be presented to Council by late 2024 to report on investigations, feasibility and analysis of the Vision, as well as the OLC operations, engagement and programming since OLC was reopened in 2022 and outline the proposed next steps.

### Challenges and Opportunities

- The venue is an important community hub for cultural programs and activities from the immediate 5km local catchment.
- Low current participation levels across programs and services.
- Reduced operating hours are limiting access for some residents. This needs to be balanced with operating costs.
- Ageing facility which is no longer fit for purpose or compliant with current industry standards and universal design principles.
- Concerns with access to and affordability of programs for residents.
- The reopening of the Centre in October 2022 following 18 months of extensive emergency rectification works presents an opportunity to trial and test new program options identified by the community as part of the co-design process and gauge the level of renewed community interest and participation at the leisure centre going forward.
- Opportunity and options of re-instating the decommissioned 12m program pool.
- Opportunity to develop community partnerships

### Olympic Leisure Centre Facilities and Services

- Indoor 25 metre x 4 lane pool (6.3m wide)
- Small program pool (currently decommissioned)
- Spa and sauna
- Gymnasium
- Indoor sports court (not to standard)
- Multi-purpose room
- Amenities and change rooms
- Offices and staff rooms



## WATERMARC LEISURE CENTRE

Located at 1 Flintoff Street, Greensborough, this Regional level facility services a catchment population of appropriately 100,000 to 150,000 people.

The facility was built in 2012, funded by the Banyule City Council with contributions from Federal and State Government. The \$42 million project demonstrated significant innovation at the time in the provision of aquatic, recreation and wellness services.

It is considered one of the Victoria's premier leisure facilities, and a destination venue attracting participation from across the northern suburbs due to its expansive and innovative waterplay and slide amenities, as well as high quality aquatic space.

### Challenges and Opportunities

- Price for entry and memberships may be a barrier for some members of the community.
- The facility is now 10 years old and infrastructure is starting to show signs of ageing.
- Access to car parking is challenging at peak times and may be impacting participation growth.
- Opportunities for facility improvements and innovation to support growth including - 24/7 Gym, allied health partnerships and community partnerships.

#### WaterMarc Banyule Facilities and Services

- Indoor 50 metre x 8 lane pool with moveable boom and access ramp
- Learn to Swim pool
- Warm Water Pool with access ramp
- Leisure and toddler pools
- Spa, steam, and sauna
- Waterslides – Tantrum Alley & The Pipeline
- Waterplay zone – zero depth
- Gymnasium – 850 sqm
- Three group fitness studios
- Creche and occasional care
- Café
- Community space
- Offices and staff rooms





## WATSONIA POOL

Located on Liat Way in Greensborough, this Local level facility services a catchment population of 10,000 to 15,000 people.

In 1984 Council entered a new lease for the continuation of a swim school at the centre that was then located on the Watsonia High School site.

In 1985 the Balwyn-Yarra Swim School officially started trading with 30 students, and in 1987 the swim school changed its name to Yarra Swim School.

Watsonia High School closed in 1992 and the swim school negotiated a direct lease and expanded its operation. The facility underwent a \$250,000 renovation in partnership with Council.

More recently a multi-purpose room has been added, and upgrades have been completed to the change room spaces.

Participation has grown from 30 learn to swim students to over 2,500 students per week during school terms.

### Challenges and Opportunities

- Currently caters well for Learn to Swim market needs within the surrounding 5km catchment.
- Infrastructure and asset maintenance must continue to be invested in for the facility to remain fit for purpose, safe and relevant in a competitive market.
- Well managed and strong participation base given the small facility footprint.

#### Watsonia Pool - Yarra Swim School

- Indoor 25 metre x 6 lane program pool
- Multi-purpose room
- Amenities and change rooms

# Recommendations

## Recommendation One

Adopt and implement Banyule's Aquatic Facility Hierarchy, shown below.

Service Hierarchy	Banyule Facility	Service Level Objective
Local Facility	Olympic Leisure Centre Watsonia Pool	Ability to provide limited program water combined with leisure water Limited dry/gym facilities
Major/Municipal	Ivanhoe Aquatic	More extensive program and leisure water Indoor 25m pool and complementary warm water pool Increased gym and program space Additional complementary amenities, food, and beverage
Regional	WaterMarc	Extensive and varied program leisure water and attractions Inclusion of an indoor 50m pool and separate warm water pools Wellness/health club and extensive program room inclusions Complementary services and amenities, crèche, food, and beverage

## Recommendation Two

Continues to monitor the usage of the Olympic Leisure Centre and work in collaboration with the local community and West Heidelberg partners to increase participation and use of the Centre.

Work in collaboration with the Heidelberg West community and Key Partners Collaborative Working Group to analyse viability, opportunities, funding strategies, partnerships required to support achieving the community aspirations reflected in the OLC Vision.

## Recommendation Three

Develop a funding and advocacy strategy to deliver Stage 2 of Ivanhoe Aquatic's Master Plan which will see an upgrade and expansion of the centre's aquatic area. The project will add more programmable water spaces, increase the capacity of the spa and sauna area and improve the accessibility of changing spaces.

## Recommendation Four

Develop and implement universal key performance metrics to measure current and identify future opportunities to increase participation and achievement of identified health and wellbeing outcomes.

## Recommendation Five

Develop a fees and charges policy for use across Council's aquatic facilities to encourage participation and ensure equity of access across the municipality.

## Recommendation Six

Develop and implement a 10-year aquatic asset management plan including universal design considerations. To ensure there is a robust plan in place to support the renewal and upgrading of ageing aquatic infrastructure to meet the evolving needs and demands of the community.

## Recommendation Seven

Develop and implement environmental sustainability plan to ensure Council's aquatic and leisure facilities are supporting Council in achieving its goal of achieving carbon neutrality by 2028.

# Strategy Review

**The network of Banyule aquatic and leisure facilities requires regular review to assess usage and performance against the Strategy vision, progress against Strategy objectives, and the ongoing alignment of actions to Council's objectives.**

This Plan outlines the strategic health and wellbeing outcomes that Council will work towards over the next three years. Monitoring, reporting and evaluation are required to understand effectiveness, identify areas for improvement and learning and enhancing the evidence-base for current and future work in this space.

A review of the Strategy will occur every three years and a review of the implementation plan will occur annually. This approach will ensure the strategic direction for aquatic services remains relevant to the needs of the community.





## How to contact your Council

For all enquiries or information about any Council services:

Telephone **9490 4222**

Email [enquiries@banyule.vic.gov.au](mailto:enquiries@banyule.vic.gov.au)

Website [www.banyule.vic.gov.au](http://www.banyule.vic.gov.au)

Fax: **9499 9475**

If your hearing or speech is impaired, you can call us through the National Relay Service on 133 677 (TTY) or 1300 555 727 (ordinary handset) and ask for 9490 4222.

### Postal Address:

PO Box 94, Greensborough 3088

### Council Service Centre:

Greensborough: Level 3, 1 Flintoff Street

### Ivanhoe Library and Cultural Hub

Ivanhoe: 275 Upper Heidelberg Road

### Office Hours of Opening:

Monday – Friday 8.30am – 5pm

### Interpreter service:

If you need an interpreter, please contact TIS National on 131 450 and ask to be connected to Banyule Council on 9490 4222.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بالخط القومي لخدمة الترجمة الهاتفية TIS على الرقم 131 450. واطلبوا إصصالكم ببلدية بانيل على الرقم 9490 4222.

若你需要口譯員，請致電131 450聯絡TIS National，要求他們為你致電9490 4222接通Banyule市政廳。

Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj 131 450 i zatražite da vas se spoji sa Vijećem općine Banyule na broj 9490 4222.

Αν χρειάζεστε διερμηνέα τηλεφωνήστε στην Εθνική Υπηρεσία Διερμηνέων Μεταφραστών στον αριθμό 131 450 και ζητήστε να σας συνδέσουν με τη Δημαρχία Banyule στο 9490 4222.

Se hai bisogno di un interprete chiama TIS National al numero 131 450 e chiedi di essere messo in comunicazione con il Comune di Banyule al numero 9490 4222.

Ако ви треба преведувач ве молиме јавете се на TIS National на 131 450 и замовете да ве поврзат со Banyule Council на 9490 4222.

如果你需要一名翻译，请打电话到国家电话翻译服务处 (TIS National) 131 450，再转接到Banyule市政府9490 4222

Haddii aad u baahan tahay mutarjum wac khadka qaranka oo ah TIS 131 450 weydiina in lagugu xiro Degmada Banyule tel: 9490 4222.

Nếu cần thông dịch, xin gọi cho TIS Toàn Quốc qua số 131 450 rồi nhờ họ gọi cho Hội Đồng Thành Phố Banyule theo số 9490 4222 giúp quý vị.