WESTERN
LEISURE
SERVICES

POWERED BY
WYN | ACTIVE



YEAR IN REVIEW

Progress towards achievement of our strategic goals

2025.

We are a company powered by committed and dedicated people who are aligned with a sound purpose, direction, and values.



WESTERN LEISURE SERVICES

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ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Bunurong and Wadawurrung Peoples as the Traditional Custodians of the lands on which WynActive operates, we recognise their continuing connection to land, water, and community, and pay respects to Elders past and present.



1.
HIGHLIGHTS 2024/2025



Visits

2,279,200

visits across all centres

Highest on record at all three centres and 3.3% increase on 2023/24

AQUAPULSE

1,148,661
visits to AquaPulse
– that's over 3,000 on average every day

EAGLE STADIUM

1,042,029
visits to Eagle Stadium
– that's over 2,800 on average every day

WERRIBEE OUTDOOR POOL

88,520
visits to Werribee Outdoor Pool
– that's over 400 on average every day

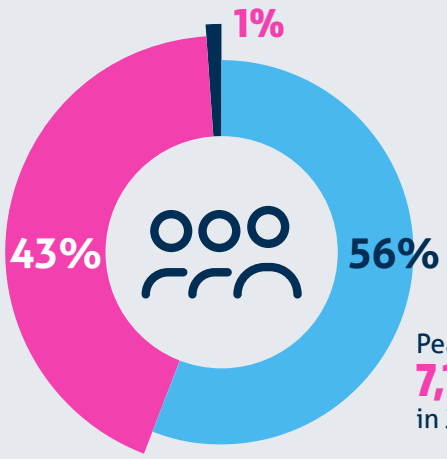
Platinum Pool accreditation

– AquaPulse and Werribee Outdoor Pool consecutive years

Daughters of the West – 97 graduates

Sons of the West – 46 graduates

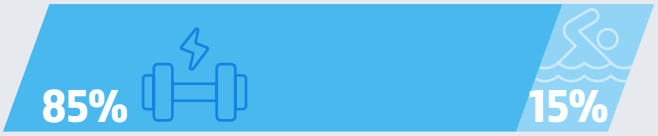
Memberships



Peaked at
7,155
in January 2025

Health Club membership

Aquatic memberships



WynSwim

Peaked at
3,718
May 2025

Occupancy average
80%

160
adult students

AQUAPULSE



Customer service

Average Customer Service Performance Indicator (CSPI) score (industry best practice benchmark = 80%):

AquaPulse: 84%

Eagle Stadium: 87%

Delivering in 2024/2025

15 swimming carnivals

57 school LTS programs

Eagle Stadium indoor court occupancy – average **59%**

7000+ group fitness classes delivered

Mums and bubs yoga classes – **25 participants**

40 schools utilising Eagle Stadium

92% employees live in Wyndham

Open hours

AquaPulse open almost **100 hours per week** across 7 days/363 days of the year

Eagle Stadium stadium and gym open **over 100 hours per week** across 7 days/363 days of the year

Werribee Outdoor Pool open 85 hours per week across 7 days during 7-month season

Combined, three facilities open almost 300 hours per week (inc Werribee Outdoor Pool season)

Over 100 Reclink participants aged between 17 and 78 years

9 participants aged between 6 and 58 years in our H3 Alliance homeless program

373,236 visits to WynActive websites

Workforce retention:

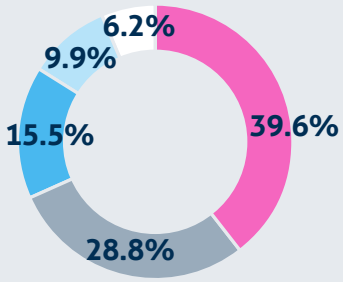
- Permanent **88%**
- Casual **74%**

Financial results

$84k favourable to budget despite closures during health and fitness upgrades

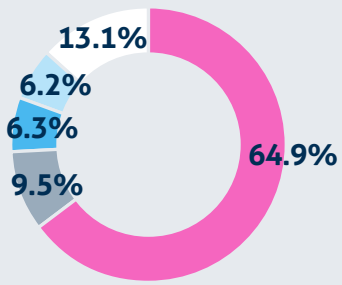
Income

- Memberships
- WynSwim
- Casual Entry
- Stadium
- Other



Expenditure

- Salaries, Wages, Oncosts
- Utilities
- Maintenance
- Cleaning
- Other



2. KEY ACHIEVEMENTS



Image: *Dance for Sick Kids*



Image: *Disability Sports Australia Abilities Unleashed*

Delivering against the WLS 2024/2025 Business Plan

WynActive continues to deliver a positive and lasting impact for the community, underpinned by strong financial stewardship. Membership and WynSwim participation remain robust despite ongoing economic pressures, with achievements closely aligned to the priorities set out in the 2024/25 Business Plan.

24/25 Priority:
Maximising membership capacity at AquaPulse and Eagle Gym.

Achievements

- Membership numbers grew during the year to a record 7,155 in January 2025. Despite the economic pressures facing the community, which saw numbers decline towards the end of the financial year, the average throughout the year was 6,800
- Health Club upgrades including equipment, environment, AV, ambiance, and digital technology enhancements
- Implementation of improved member journey, supported by the new TechnoGym App+ CRM to improve customer experience
- Membership awareness and acquisition campaigns throughout the year

24/25 Priority:
Consolidating WynSwim and increasing community awareness around water safety.

Achievements

- After peaking at 3,715 in May 2025, WynSwim student numbers remained strong throughout the year. The usual seasonal drop, saw this number reduce to 3,515 at the of June, exceeding the target of 3,400
- Launch of Care Around Water (CAW) - based on the Watch Around Water model, is a new WLS initiative to ensure appropriate supervision for people with disability at our pools. Early reports indicate improved supervision standards since its implementation
- Platinum Pool Accreditation – AquaPulse and WOP
- Watch Around Water Program
- In partnership with Aquatics & Recreation Victoria we ran the Vic Swim program at WOP
- Participating in Council's Life Saving Victoria (LSV) partnership at WOP and Werribee South beach program, through offering dry and wet water safety programs
- Four-week program, focussed on CALD communities delivered through a partnership with LSV in their Grey Medallion program



24/25 Priority:
Strengthening workforce capability and culture.

Achievements

- Development and alignment of the Senior Leadership Team with strong culture measure results
- Launch of the WynActive Leadership Program focussed on our Coordinators
- Strengthening the WynActive Training Matrix and Learning Pathways
- Review of the HR Management System
- Initiated the Strategic Workforce Plan
- Organisational-wide Culture Measure
- Rolled out phase I of the HR Analytics dashboard as part of the Measuring What Matters project
- Programs and processes in place to strengthen our alignment to the NIST CSF (Cyber Security Framework) including regular phishing exercises, training and awareness
- Commenced review of Strategic Workforce Plan to ensure this remains aligned with current and future business needs to deliver legislative, regulatory and service requirements and organisational objectives
- Succession plans in place for the leadership team
- Workforce Diversity, Equality and Inclusion (DEI) Plan incorporated into the Organisational Community Participation Strategy

24/25 Priority:
Strengthening collaboration and engagement with Council and the community.

Achievements

- Formed Participation Steering Committee (Council and WLS initiative)
- Development of the Community Participation Strategy
- Development of a Multi Class/Disability swimming program in partnership between WLS and Laverton Wyndham Aquatics.
- Increased level of Councillor, Board and Exec engagement through formal and informal opportunities including Council Forum, NAIDOC week, Recycle4Change launch; Ride with the Mayor, Barry Jones Oration; C4W Business Leaders Lunch; SOTW and DOTW Graduation; WynActive Girls Can Induction, Western United FC/C4W meet your MP event, ARV Awards, AP 10th birthday celebrations
- Provided contributions to Council's key aquatic and recreation strategies, and high level concept/ feasibility planning through presentations to and from the WLS Board and Management including the proposed Tarneit facility, budget presentations, AP Power project
- 10th Birthday celebrations enabled the community to attend AP free of charge

Image: *Disability Sports Australia Abilities Unleashed*



24/25 Priority:
Exploring options for maximising environmental sustainability at WLS facilities.

Achievements

- Significant progress on Measuring what Matters project including
  - Creation of dashboard using DOMO platform
  - Memberships
  - WynSwim
  - Implemented a reporting mechanism that tracks and compares utility consumption and costs against prior years and budget by month, location and utility type. The data has been graphed to assist with identifying trends and exceptions to the trends that can be further analysed to understand the reason for changes in consumption
  - Workforce Analytics
- Commenced the development of a Sustainability Plan, measuring our carbon footprint and utilising waste data to allow a better understanding of how best we can operate and become more sustainable
- Implemented Phase I of our Waste Strategy with back-of-house waste and CDS bins at all centres



Image: *Body Combat 100*

24/25 Priority:
Broadening our programs and services to improve accessibility and inclusion for the Wyndham community.

Achievements

- Development of the WLS Community Participation Strategy and supporting Community Partnership Operational Guide
- Launch of WynSwim pathways
- In partnership with Vic Government – WynActive Girls Can – 100 graduates
- Daughters of the West – 97 graduates
- Sons of the West – 46 graduates
- Placement opportunities provided to students and disadvantaged members of the Wyndham community through partnerships with multiple recruitment and job network agencies

24/25 Priority:
Exploring opportunities for, and managing the cost of, growth

Achievements

- Implementation of revised lane allocation framework increasing allocation for public access, WynSwim and swim clubs
- Review of Membership Freeze Terms and Conditions resulting in improved freeze rates
- Commenced work on Strategic Growth Principles
- Enhanced risk management framework including review of risks and risk appetite, risk registers and policy and migration to DoneSafe. Commenced implementation of ISO31000 guidelines

3.
DELIVERING CONNECT26



Image: *Disability Sports Australia Abilities Unleashed*



Image: *AquaPulse 10th Birthday*

How we deliver on our Strategic Plan (Connect26)

Connect26 is the WLS Strategic Plan developed in 2021/2022 and reviewed and updated in 2023/2024. Connect26 clearly sets out the direction for WLS until 2026. Below can be found the way that WLS addresses each of the Strategic Themes of the document.

Strategic theme:
Community Health and Wellbeing

Strategic priority

We are committed to improving the health and wellbeing of the Wyndham community.

We will create environments that support the encouragement, education, and practices of healthy lifelong habits.

Outcome

Improved health and wellbeing outcomes as informed by our members and industry sources.

Achievement/Initiative/Product/Service

- Record attendances
- Record Heath and Wellbeing memberships
- WynSwim Program
- WynSenior Program
- WynKids Activities
- AquaFit Equipment
- Mums and and bubs swimming classes
- Accessible facilities and equipment
- WynSwim pathways for students with disability
- Walking football
- Walking basketball
- Women's only cycle classes
- Adult Swim Classes
- Aquarobics
- Group Fitness
- Rehabilitation
- Wellbeing classes
- Pain management
- Personal Training
- Body Scan and Wellness Age Analysis
- Women's only Swimming
- All Gender Change rooms
- Mums and bubs yoga classes
- CALD swimming lessons
- WynTensive (Learn to Swim)

> **"Exercise, identified by 65% of gym-goers as a key stress reliever, has become an essential activity.**

Strategic theme: Community Engagement

Strategic priority

We understand our community needs and are actively engaged with them.

We will engage with a curious mind to ensure our programs and services are responsive and supportive of community needs.

Outcome

Demonstrated effective community engagement through identification and delivery of programs and services that meet community needs.

Achievement/Initiative/Product/Service

- Employment Programs
- RecLink
- H3 Alliance homeless program
- Customer Service Performance Indicators Program
- Concession pricing
- Benchmarking
- WynActive App
- Multilingual Signage
- Cerge
- Abilities Unleashed
- Change the Game Program
- NAIDOC week
- Basketball
- Netball
- Badminton
- Ultimate Frisbee
- Table Tennis
- Social Pickleball
- Volleyball
- Multicultural Events
- CDS refund points located at both AP and ES
- Committee for Wyndham
- Model plane club
- Rhyme Time
- Cafes
- Childcare
- Fundraising events
- All age dance parties
- LGBTIQA+ themed events
- Attendance reporting and monitoring
- Subsidised childcare
- Sons of the West
- Daughters of the West
- WynActive Girls Can
- Tunes at the Pool
- Waterfest
- Drill Dance National Competition
- BigV
- Technogym check-up machine
- Wheelchair rugby

"The Community Participation and Inclusion team of WLS delivers programmes and initiatives that promotes inclusion, wellbeing, and belonging for the diverse Wyndham community.

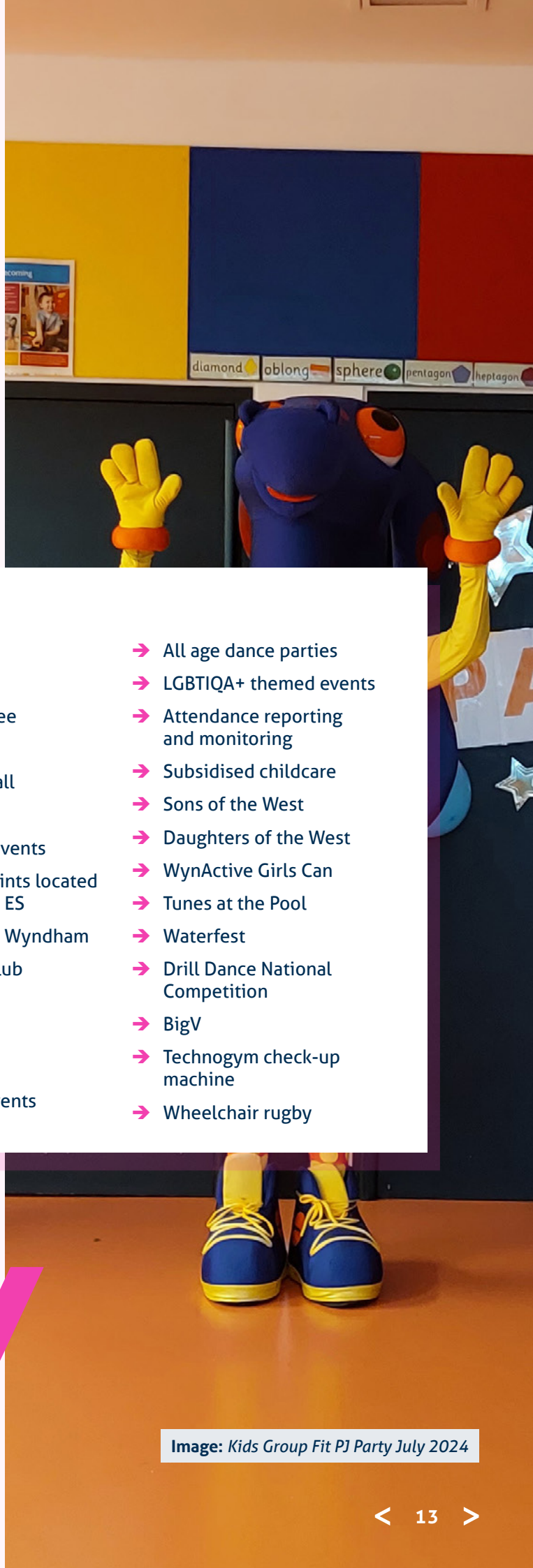


Image: *Kids Group Fit PJ Party July 2024*

Strategic theme:
Community Partnerships

Strategic priority

We lead and innovate, collaborating with our partners to improve community outcomes.

Our partnerships bring shared knowledge and experience resulting in enhanced community outcomes.

Outcome

The programs and services developed as a result of partnerships enable a wider and more diverse cross section of the community to access our facilities and services.

Achievement/Initiative/Product/Service

- RecLink
- H3Alliance
- Community Participation Strategy
- All abilities sports
- Wyndham Basketball Association
- Wyndham Netball Association
- Laverton Wyndham Aquatics
- Western Aquatic Academy
- Werribee Football Club
- Victorian Government
- Disability Sports Australia
- Welcoming Australia
- ARV
- VicSwim
- LSV CALD Swimming lessons
- Bendigo Bank CALD swimming lessons
- Wyndham City
- Committee for Wyndham
- Community employment agencies
- Western Bulldogs Foundation
- Peninsula Leisure
- South East Leisure
- Sport4All
- Helping Hoops
- Street Surfer Bus
- Wyndham Libraries
- Youth Resource Centre
- NRL
- Victoria Police

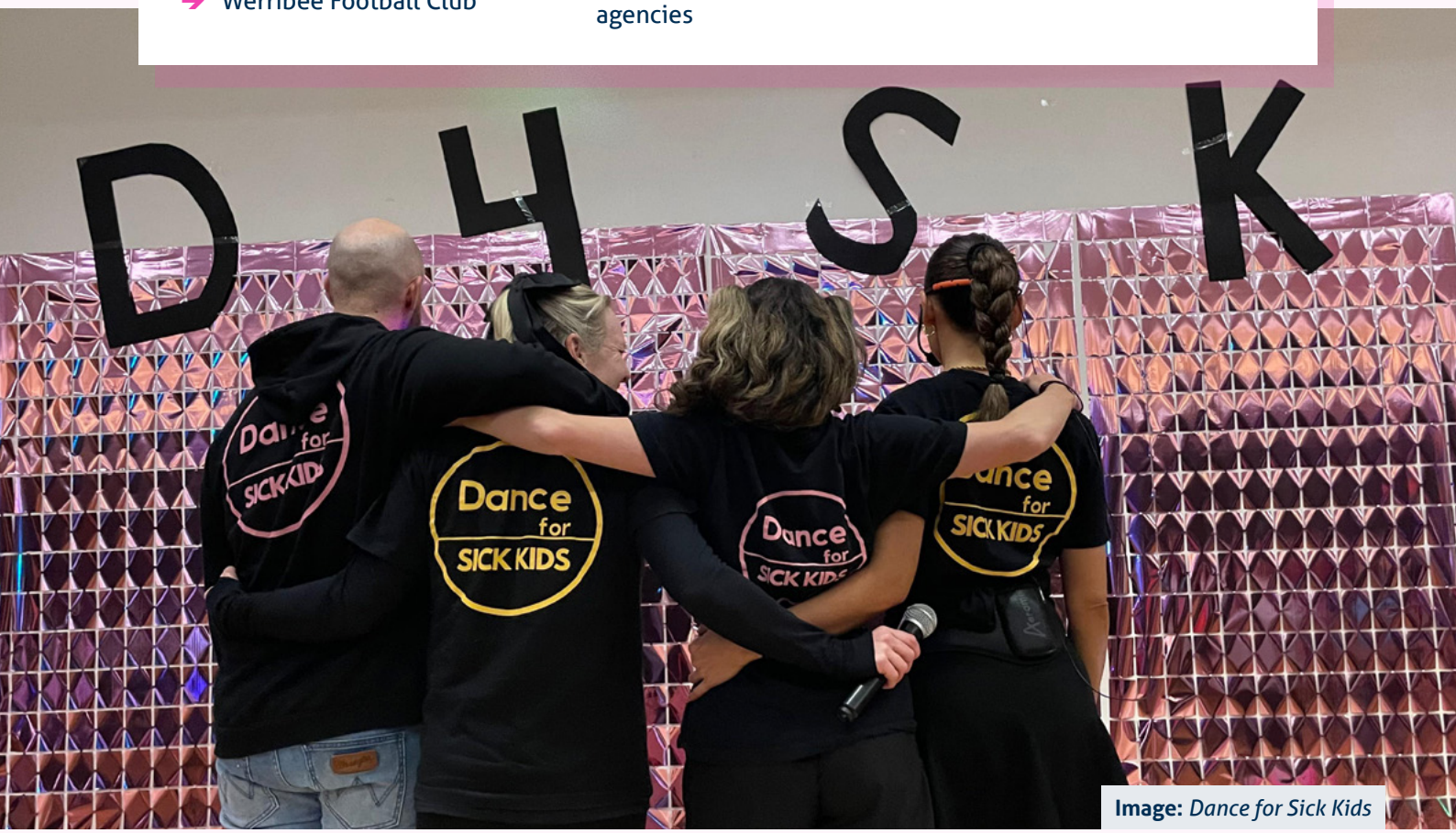


Image: *Dance for Sick Kids*

Strategic theme: Our People

Strategic priority

Our people are our greatest asset, we support them to be engaged, connected, capable, and empowered.

Outcome

We have a culture that attracts and retains talent with a workforce that is hardwired to deliver excellence.

Achievement/Initiative/Product/Service

- HR Management Framework
- Attraction and Recruitment
- Onboarding and Induction
- Employee Benefits
- Reward and Recognition
- Engagement, Support and Feedback
- Critical Incident Support
- EAP
- Learning and Development
- Training Matrix
- Employment Pathways
- Leadership Program
- Flexible working practices
- Performance Development Plans
- Governance
- Culture measures

Strategic theme: Effective Operations

Strategic priority

Our operating model is responsive and adaptive, balancing financial sustainability, customer experience and community outcomes.

We will implement flexible and agile systems and processes that inform, support, and guide decision making.

Outcome

WLS operated facilities, programs and services have grown to meet the needs of the community that we serve.

Achievement/Initiative/Product/Service

- Watch Around Water program
- Care Around Water program
- ARV Watch Around Water winner seven times
- Australian Childhood Foundation Safeguarding Certification
- Cyber Security Framework
- Measuring what Matters
- the WLS Integrated Strategic Planning and Reporting Framework
- Enterprise Risk Management Framework
- OHS Management System
- Emergency Management Plans
- In-house, internal and external audits
- LSV Platinum Pool Accreditation (AquaPulse and WOP)
- AUSactive Accreditation (AquaPulse and Eagle Gym)

Image: *WynSenior Luncheon July 2024*



4.

LOOKING AHEAD: CHALLENGES, OPPORTUNITIES & PRIORITIES



Image: *Body Combat 100*

There were a number of strategic challenges and opportunities that WLS faced and addressed in 2024/2025 including:

Economic Climate

Due to the economic climate experienced in 2024/25, the percentage of members who were cancelling or freezing their membership increased when compared to previous years.

Despite these challenges, memberships continued to grow until January 2025, however the numbers plateaued for the remainder of the year.

> **"WLS is committed to fostering an environment of trust, empowerment, and genuine belonging.**

Our Response - Initiatives implemented to address these challenges:

- Benchmarked membership pricing to ensure an appropriate and affordable price structure.
- Revised member freeze terms and conditions to balance commercial and member considerations which saw the number of frozen memberships drop from 20% at its highest to 9%.
- Development of a long-term financial plan (LTFP) to 2029/30 including a strategy to increase fees and charges in line with wage increases, informed by the Department of Treasury and Finance.
- Development of a cost-model which differentiates between "baseline" services and discretionary programs.



Image: *Pink Patrol*



Image: *Tarneit Senior Graduation*

Centre Capacity

As the Wyndham population grows the demand from multiple user groups for the use of the available space continues to increase. This includes gym capacity, particularly at AquaPulse, water space and court space.

Water space is at a premium and meeting the needs of each group, with the current available water space, is not possible. Those seeking increased water space include recreational swimmers, lap swimmers, swim clubs, physios and other hirers, women's only swimming, WynSwim and minority groups seeking access to safe and dedicated water space.

Court space is at a premium during peak times, with competing demands from licensees, permanent and casual hirers, event organisers, and hirers seeking to gain access to Eagle Stadium. The requirements and current expectations of these cohorts are not being fully satisfied due to court capacity limitations at the most sought-after times. Pressure and scrutiny is increasing each year as we carry out the annual court hire application and allocation process.

> **"WLS is committed to fostering an environment of trust, empowerment, and genuine belonging.**

Our Response - Initiatives implemented to address this challenge:

- In collaboration with Council, implemented the Health Club refresh at both AquaPulse and Eagle Stadium. As a result, this work was completed in 2024/25 and included:
  - Replacement of cardio equipment
  - Increased connectivity of the equipment
  - Improved Technogym App - Enhanced connectivity and increased member engagement
  - Body Scanner and Technogym Checkup Machine - Capable of measuring Wellness Age based on body composition, mobility, balance and more
  - Zoning
  - Upgrading Audio Visual equipment and functionality
  - Aesthetics
- Implemented a Water Allocation Framework to use as a guide for the fair and equitable allocation of water space when competing requests need to be assessed. This resulted in increased space for recreational swimmers, WynSwim and swim clubs.
- Increased use and activation of the outdoor netball courts where specific programs or activities can be successfully and safely facilitated outside. Maximised the available usage of court space through tactical court allocation to minimise changeover periods and time gaps between use.

Occupational Violence and Inappropriate Behaviour

Our employees continue to be faced with an increased level of violence, aggression and inappropriate behaviour.

Our Response - Initiatives identified to address this challenge:

- A multi-pronged response, involving internal processes, ongoing support and communication and external support is in place to prevent and reduce the instances of unacceptable behaviour.
- Ongoing review and testing of our robust Crisis Management processes.
- Completed risk assessment and review of contract security scheduling based on incident data, resulting in more effective scheduling of security guards within budgeted resources, and enhanced safety for staff and patrons.
- Supporting the trial use of Body Cameras, worn by Wyndham Basketball Association. An initiative supported by Council and Basketball Victoria.

Ageing infrastructure

AquaPulse now has 10 years of operations following its renovation in 2014/2015. Eagle Stadium is now 9 years old. Both facilities are past the defects and liabilities period (with the exception of the gym upgrades) and are aging quicker than expected due to the high levels of patronage.

The number of maintenance requests is increasing every year and the cost per request is also increasing, putting a strain on the organisation's resources.

Our Response - Initiatives implemented to address these challenges:

- The process completed in collaboration with Council in 2022/23 to undertake a comprehensive review of all assets in WLS facilities, has enabled a complete update of the Asset Management Plans for each facility. Council is now using these Plans in developing their annual Facility Management and Capital Works budgets.
- WLS has increased internal resources to ensure all reactive maintenance continues to be addressed in a timely manner. We will also continue to work closely with Council to ensure all identified assets coming to end of life are addressed in a timely manner.

Image: *Halloween Group Fit Party*





Image: *Dance for Sick Kids*

Participation and Inclusion

Western Leisure Services (WLS) operates within one of Victoria's most culturally and linguistically diverse (CALD) communities. Nearly half of all residents speak a language other than English at home and almost half are born overseas. Wyndham's population also includes a growing number of Aboriginal and Torres Strait Islander peoples, reflecting an important connection to Country, culture, and heritage. A significant proportion of residents also live with a disability.

Approximately 1% of the community identifies as Aboriginal or Torres Strait Islander, and around 5% require assistance with daily activities due to disability. These diverse demographics highlight the importance of WLS creating inclusive, accessible, and culturally sensitive programs.

By providing equitable access to tailored physical activity options, WLS aims to promote higher participation rates across all demographic groups. Ultimately, this can lead to improved community-wide health outcomes, including enhanced mobility, reduced risk of chronic disease, increased social connectivity, and stronger mental wellbeing.

As a leading provider of health and leisure facilities in the western suburbs, WLS is committed to fostering an environment of trust, empowerment, and genuine belonging.

We aim to ensure that all members of the community have the opportunity to achieve their own health and fitness goals.

Our Response - Initiatives implemented to address these challenges:

- Formed the Participation Steering Committee (Council and WLS initiative).
- Development of our Community Participation Strategy.
- WLS has developed a suite of inclusive and accessible initiatives and services incorporating into the following three themes:
  - Helping Hands – working with the community and community partners to assist those that are disadvantaged
  - Community Support – working with Wyndham City, the Wyndham community and Wyndham based organisations to provide Community Programs and Access
  - An Affordable Experience – Working to continually keep our Fees & Charges as affordable as possible.

Cyber Security and Emerging Technology

WLS recognises the significant risks to privacy, continuity of operations and financial security posed by unauthorised access to our information and communication assets, coupled with the opportunities to enhance customer experience through the use of Artificial Intelligence (AI).

Our Response - Initiatives implemented to address these challenges:

- Implemented standards, guidelines and best practices to align WLS with the National Institute of Standards and Technology (NIST) Cybersecurity Framework and Australian Cyber Security Centre (ACSC) Essential Eight.
- Reviewed AI options for WLS and assessed them for security.

Environmental Sustainability

Almost all WLS' CO2 emissions arise from natural gas consumption. AquaPulse accounts for almost 80% of the total emissions from gas usage generated by all Wyndham City facilities. Council's carbon neutrality strategy will eventually depend on addressing WLS' significant carbon footprint.

Our Response - Initiatives implemented to address these challenges:

- Implementation of Phase I of the WLS Waste Strategy including the installation of back-of-house waste bins and CDS refund points at all centres.
- Following an Energy Audit and several reviews, WLS and Council are exploring electrification options. As part of this process, the following projects are planned or being investigated
  - WOP – Replacement of gas burners with heat pumps
  - Eagle Stadium – Installation of solar PV panels
  - AquaPulse – Electrification of hot water system, café fryers
  - AquaPulse – Investigation of energy upgrade.



Image: *WynSenior Luncheon July 2024*



Image: *Kids Group Fit PJ Party July 2024*

Financial Resilience

Membership revenue accounts for approx. 40% of total income. Memberships grew to levels never seen before during 2024/25, however they plateaued towards the end of the financial year. Fees and charges increases since 2020, including one year with no increase, have not matched Industry Award salary increases, largely due to the impacts of the pandemic. Key factors which continue to contribute to increased operating costs include:

- Salary (award) increases
- Utilities expenditure
- Maintenance and cleaning expenditure
- Security expenditure
- The capacity to pass these increases onto the community, schools, swimming clubs and other users without impacting memberships and patronage
- Growth opportunities
- Based on a 7-month season, and all-day opening hours, Werribee Outdoor Pool will continue to require a community subsidy of approx. $800k per year, consistent with seasonal outdoor pools in Victoria. The quantum of the subsidy will depend on several factors including length of season, hours of operation, utilities and weather.

Our Response - Initiatives implemented to address these challenges:

- From 2023/24 there has been a strategy in place to increase fees and charges at a higher rate than CPI to begin to close the gap. From 2025/26, the long-term financial plan assumes that fees and charges increases will be at least equal to assumed wage increases given salaries equate to almost 70% of total expenditure.
- Member attraction and retention strategies resulting in record memberships and WynSwim numbers.



Image: *Pink Patrol*

Growth Strategy

To achieve sustained growth, WLS must formulate its strategy and balance its future investment across three identified business streams: core; emerging/extending; and exploratory.

Our Response - Initiatives implemented to address these challenges :

Development of Strategic Growth Principles which identify three sources of growth:

CORE	**Expanding and defending our current core revenue streams.** • Gym and aquatic memberships including group fitness • WynSwim programs • Casual entry • Stadium and facility hire
EMERGING AND EXTENDING	**Build emerging business to support medium-term growth.** • Merchandise and café sales • Personal Training • Ancillary projects
EXPLORATORY	**Exploring opportunities for new business streams to ensure our long-term growth.** • Other Wyndham Council-owned facilities • Running programs from non-Council owned facilities (e.g., school swimming pools) • Council-owned facilities beyond Wyndham

5. WLS GOVERNANCE FRAMEWORK



Each year WLS operates within a framework to ensure the best governance and operating decisions are made. In 2024/2025 the following contributed to the WLS Governance Framework:

- Connect26
- AUS Active accreditation for both AquaPulse and Eagle Stadium
- Platinum Pool reaccreditation for both AquaPulse and Werribee Outdoor Pool
- NIST framework being built into the Cyber Security plans
- Ongoing discussions with Wyndham City on a new Management Services Agreement
- Review of the Internal Audit Program implemented, and planning for the next three years undertaken
- AquaPulse won 3 categories at the 2025 ARV Awards.

Image: *AquaPulse 10th Birthday*

MANAGEMENT FRAMEWORK

Policies, procedures and guiding documents

- Board of Directors Charter & Code of Conduct
- Finance, Audit & Risk Management Committee Charter
- WLS Constitution
- Instrument of Delegations
- Management Services Agreement
- Connect26
- Asset Management Plans
- Corporate Policies & Procedures
- Strategic Internal Audit Program
- Directors and Officers Register of Interests

RISK MANAGEMENT FRAMEWORK

- Risk Management Framework
- Critical & Operational Risk Registers
- NIST Cybersecurity Framework
- ACF Safeguarding Certification
- OHS Management System (ISO 45001 Accreditation ready)
- Business Resilience Framework
- Emergency Management Plans
- Crisis Management Plans
- Business Continuity Plan
- IT Disaster Recovery
- Cyber Security Awareness Program
- Cyber Response Plan
- Evacuation & Critical Incident Drills

INDUSTRY GUIDELINES, AWARDS & CERTIFICATION/ ACCREDITATION

- Guidelines for Safe Pool Operations (RLSSA)
- AquaPulse Platinum Pool Status (LSV)
- WOP Platinum Pool Status (LSV)
- AUSactive Quality Accreditation: AquaPulse
- AUSactive Quality Accreditation: Eagle Stadium
- Watch Around Water Program (Winner of 7 ARV Watch Around Water awards in 8 years)
- Duty Manager of the Year 2024 (ARV)
- Group Exercise Instructor of the Year 2024 (ARV)
- Australian Childhood Foundation – Safeguarding Children Certification

LEGAL & REGULATORY COMPLIANCE

- Corporations Act (ASIC)
- Statutory External Audit (VAGO)
- Legal Compliance Framework
- Commonwealth and Victorian Statutes covering
  - Governance
  - Privacy & cyber security
  - Employment
  - OH&S
  - Childcare
  - Food Safety
- Police Checks
- Working with Children Checks





Image: *AquaPulse 10th Birthday*

6.
ALIGNMENT WITH MANAGEMENT SERVICES AGREEMENT



Image: *AquaPulse 10th Birthday*



Image: *Disability Sports Australia Abilities Unleashed*

The Management Services Agreement is the document that guides both Wyndham City Council and Western Leisure Services in the management and delivery of services to the Wyndham community.

Listed below are the Guiding Principles found in this document.

Management Services Agreement – Guiding Principles

Community Outcomes

- Our extensive and varied programming supports Council's focus on improved health outcomes for the Wyndham Community.
- Our high participation rates at the centres is inclusive of all parts of the community and all demographic groups.

Effective Operations

- We optimise the effective management of the centres meeting all service requirements and safety standards.
- Our centres are managed in a financially sustainable way, with sound risk management practices.

Alignment to Wyndham City

- The services and management of the centres provides positive recognition for Wyndham City by users and the community.
- We hold ourselves accountable to Council for performance against targets.

Asset Management

- Our centres are managed to safeguard the major investment made by Council for the long-term.
- We manage the Council's assets to maximise their life cycle.

Definitions

Acronym / Name	Meaning
ACF	Australian Childhood Foundation
ACSC	Australian Cyber Security Centre
AI	Artificial Intelligence
AMP	Asset Management Plan
AP	AquaPulse
ARV	Aquatics and Recreation Victoria
ASIC	Australian Securities and Investment Commission
C4W	Committee for Wyndham (Peak Business body in Wyndham)
CALD	Culturally and Linguistically Diverse
CAW	Care Around Water
CDS	Container Deposit Scheme
CCM	Cente Care Manager (Duty Manager)
CEO	Chief Executive Officer
CERM	Customer Experience Research Metrics
CO2	Carbon Dioxide
Connect26	Strategic Plan of WLS
CRM	Customer Relationship Management
CSPI	Customer Service Performance Indicators
DOTW	Daughters of the West
EAP	Employee Assistance Program
ELT	Executive Leadership Team (CEO & GMs)
ES	Eagle Stadium
FARM	Finance, Audit, and Risk Management Committee
HR	Human Resources
ICT	Information and Communications Technology

Acronym / Name	Meaning
IT	Information Technology
LG	Lifeguard
LGBE	Local Government Business Enterprise
LGBTQIA+	Lesbian, Gay, Bi-sexual, Transgender, Queer, Intersex, Asexual, plus
LLG	Leading Lifeguard
LSV	Life Saving Victoria
LT	Leadership Team (CEO, GMs, Managers, & Coordinators)
LTFP	Long-Term Financial Plan
NAIDOC	National Aborigines and Islanders Day Observance Committee
NIST	National Institute of Standards and Technology
NRL	National Rugby League
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System
P&P	People & Performance (HR)
RLSSA	Royal Life Saving Society Australia
SLT	Senior Leadership Team (CEO, GMs, & Managers)
SOTW	Sons of the West
Technogym	Health & Wellness Equipment Supplier
VAGO	Victorian Auditor General's Office
WAW	Watch Around Water
WLS	Western Leisure Services Pty Ltd
WOP	Werribee Outdoor Pool
WWP	Warm Water Pool
WynActive	Public face of WLS

AQUAPULSE

80-82 Derrimut Road,
Hoppers Crossing

- 50m swimming pool
- 25m swimming pool
- SplashPark
- Waterslides
- Warm Water pool
- AquaFit equipment
- Spa, Sauna & Steam room
- Fully equipped gym
- Functional Training room
- Group Fitness studios
- Café
- Childcare

EAGLE STADIUM

35 Ballan Road, Werribee

- 12 indoor courts
- 4 outdoor courts
- Basketball
- Netball
- Volleyball
- Table Tennis
- Badminton
- Fully equipped gym
- Group Fitness studios
- Meeting rooms
- Café
- Childcare

WERRIBEE OUTDOOR POOL

220 Watton St, Werribee

- 50m swimming pool
- Leisure pool
- Shaded seating areas
- Outdoor BBQ area
- Kiosk

WESTERN LEISURE SERVICES