WESTERN
LEISURE
SERVICES



POWERED BY
WYN | ACTIVE

YEAR IN REVIEW

2024

Progress towards achievement of our strategic goals to 2026

CONTENTS

1. Highlights 2023-2024 page 4

2. Key achievements 2023-2024 page 5

3. Strategic challenges and opportunities page 16

4. The exciting world of WLS page 22



WESTERN LEISURE SERVICES



DEFINITIONS

Acronym / Name	Meaning
ACF	Australian Childhood Foundation
ACSC	Australian Cyber Security Centre
AI	Artificial Intelligence
AMP	Asset Management Plan
AP	AquaPulse
ARV	Aquatics & Recreation Victoria
ASIC	Australian Securities and Investment Commission
CALD	Culturally and Linguistically Diverse
CCM	Centre Care Manager (Duty Manager)
CEO	Chief Executive Officer
CERM	Customer Experience Research Metrics
CO2	Carbon Dioxide
Connect26	Strategic Plan of WLS
CSPI	Customer Service Performance Indicators
DOTW	Daughters of the West
ES	Eagle Stadium
FARM	Finance, Audit and Risk Management Committee
HR	Human Resources
ICT	Information and Communications Technology
IDAHOBIT	International Day Against Homophobia, Biphobia, Interphobia, and Transphobia

Acronym / Name	Meaning
IT	Information Technology
LG	Lifeguard
LGBE	Local Government Business Enterprise
LGBTQIA+	Lesbian, Gay, Bi-sexual, Transgender, Queer, Intersex, Asexual, plus
LSV	Life Saving Victoria
LTS	Learn To Swim
NAIDOC	National Aborigines and Islanders Day Observance Committee
NIST	National Institute of Standards and Technology
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System
PV	Photovoltaic
RLSSA	Royal Life Saving Society Australia
SOTW	Sons of the West
VAGO	Victoria Auditor-General's Office
WAW	Watch Around Water
WLS	Western Leisure Services
WOP	Werribee Outdoor Pool
WWP	Warm Water Pool
WynActive	Public face of WLS

1.

HIGHLIGHTS 2023-2024

2.2M (^ 11%) visits to WynActive facilities

6,762 (^ 9%)
health club members

WynSwim
3,638 (^ 32%)
students

85% (^ 6%)
class occupancy

59% (^ 7%)
indoor court occupancy

80.3% CSPI AquaPulse
exceeded industry best practice benchmark (80%)

88.3% CSPI Eagle Stadium
exceeded industry best practice benchmark (80%)

$15m (^ 21%)
operational revenue

$16m (^ 7%)
operational expenditure

Watch Around Water Award – AquaPulse – 2024

Workforce retention
84%
permanent

78%
casual

18 swimming carnivals / WOP

56 school LTS programs

92% employees who live in Wyndham

38 schools utilising Eagle Stadium

25
diversity, access and inclusion events

30
partnerships with community organisations

113 reclink participants
aged between 17 and 77 years

23 H3 Alliance participants
aged between 2 and 57 years

288,208
visits to WynActive websites

7000+ group fitness classes delivered

2.

KEY ACHIEVEMENTS 2023-2024



2023/2024 Business Plan

WynActive continues to thrive. Several key indicators demonstrate our outstanding continued growth and achievement of the priorities articulated in the 2023/24 Business Plan. Those indicators are detailed and explained below.

Continuing to grow members

Membership numbers grew by 9% in 2023/24 generating revenue of $5.8m, a 22% increase on the previous year.

Growing and consolidating WynSwim

WynSwim saw student numbers grow by 32% with a 49% increase in revenue. WynSwim generated revenue of $3.4m over the financial year.

Strengthening workforce capability and culture

The refreshed People Strategy saw the implementation of several initiatives to strengthen workforce capability and culture including the development of a comprehensive training matrix. The HR business partnering model provides additional support, particularly to new and emerging leaders, in managing teams. Measures such as the Workplace Gender Equality report, employee surveys, workforce retention and absenteeism rate provide indicators of a strong culture and a workforce with increased capacity and capability.

Expanding engagement and collaboration with the Wyndham community

WLS either started or grew its existing community partnerships including:

- Cerge
- H3 Alliance
- Reclink
- Women Only Swimming
- Werribee Football Club
- Committee for Wyndham

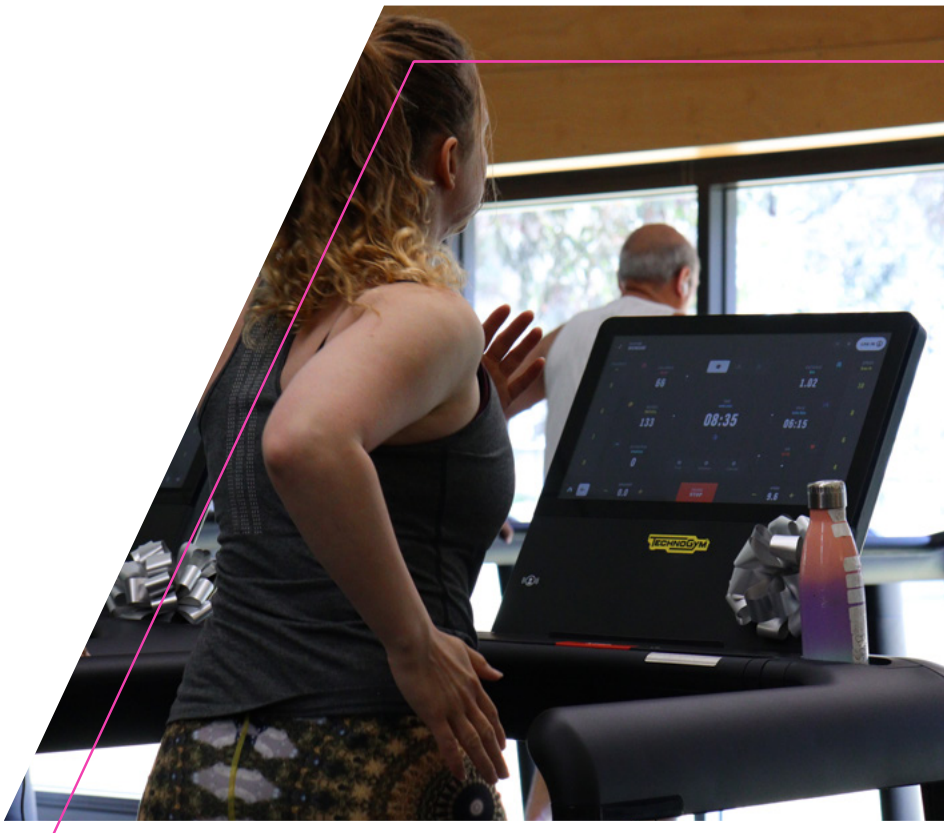
Managing the cost of growth

Revenue grew by 21% to $15m, while expenditure was kept to a 7% increase ($16m) over the same period.

WLS Governance Framework

Each year WLS operates within a framework to ensure the best governance and operating decisions are made. In 2023/2024 the following updates were made to the WLS Governance Framework:

- Connect26
- AUS Active reaccreditation 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
- Discussions with Wyndham City commenced on a new Management Services Agreement
- Review of the Internal Audit Program commenced
- AquaPulse won the Watch Around Water award for the 7th time in eight years at the ARV Awards



The Framework as seen below is a key reason for the ongoing achievements of WLS.

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



Connect26

During the 2023/2024 year the Board, FARM and Senior Management undertook a review of the Strategic Plan mid-way through its life.

It became apparent that all the goals and targets that had been set had been achieved. In response the team updated the Plan to develop Connect26.

The Pillars underpinning Connect 26 are:

- **Community Health and Wellbeing**
- **Community Engagement**
- **Community Partnerships**
- **Our People**
- **Operational Effectiveness**

The five pillars have focused the organisation, with many achievements already accomplished.



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.

Achievements in 2023/2024

Memberships

- **6,762** health club members (^ **9%**)
- Plans for health club upgrades
- Highest number of members on record
- Membership revenue **$5.9m** (^ **22%**)
- Evidence based gym capacity report

Attendances

- Highest consolidate attendances on record **2.2m** visitations over the 12 months across our three centres (^ **11%**)

Group fitness occupancy

- **64%** AP
- **57%** ES

Indoor court occupancy

- **59%** indoor court occupancy (^ **7%**)

WynSwim

- **3,638** WynSwim students (^ **32%**)
- **85%** WynSwim class occupancy (^ **6%**)
- Highest number of WynSwim students on record
- WynSwim revenue **$3.4m** (^ **49%**)



Outreach activities and community events that focus on health and wellbeing

The WLS Outreach team was formed and were immediately out and about in the community.

- **3** outreach events attended
  - Werribee Children's Picnic
  - Seniors Expo
  - Werribee South Beach Activation (Council/WLS collaboration)

Social impact – industry measure

Initiated by WLS, the three Victorian Local Government Business Enterprise (LGBE) organisations, worked together to measure physical, mental and social health impacts. In the absence of existing industry benchmarks, three projects were identified to analyse the impact and benefit to the community:

Health Club results – after 3 months

- **16.5%** increase in satisfaction with physical health
- **14.5%** increase in satisfaction with mental health
- **10.6%** increase in satisfaction with connection to people
- **3.7%** increase in satisfaction with quality of sleep
- **14.8%** increase in satisfaction with energy levels
- **11.9%** overall increase in lifestyle satisfaction ratings

Warm Water Pool

- **8.7** overall importance of the WWP (out of 10)
- **4.3** overall physical health after using the WWP (out of 5)
- **4.4** average member visits per week
- **4.3** mental health after using the WWP (out of 5)
- **4.3** feeling of connection after using the WWP (out of 5)
- **4.3** level movement after using the WWP (out of 5)

Learn to Swim

For this project, we measured the achievement of the Fundamental (confident) and Acquisition (competent) benchmark stages of the National Benchmarks for Swimming and Water Safety developed by Royal Life Saving Society Australia (RLSSA), through the Australian Water Safety Council. By measuring the number of students who achieve these benchmark levels, and by analysing the percentage of students within programs who are progressing through to achieve these competency standards, we can better understand the impact of the learn to swim programs on the community.

Over the 12-month period that this project ran:

- **1049** number of students who successfully achieved competencies which align with them being **confident** in and around water
  - **20.8%** of students enrolled in that level.
- **186** number of students who successfully achieved competencies which align with them being **competent** in and around water
  - **24.5%** of students enrolled in that level.

> **"I feel much better after using the warm water pool. I would not function as well without it.**

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.

> **It enabled me to keep some level of fitness up. I've got a chronic back injury and it allows me to keep moving.**



Achievements in 2023/2024

Customer service performance indicators

The WynActive centres are engaged in Customer Satisfaction Performance Indicators, assessed independently and benchmarked against the industry. This reporting drives a culture of customer service and customer experience excellence. Clear and well understood expectations of standards enable and empower staff to remain motivated, focused and committed.

- **87%** at ES (average score over 12 months)
  - Above industry best practice benchmark of **80%**
- **81%** at AP (average score over 12 months)
  - Above industry best practice benchmark of **80%**

Community demographics reflected in our user base

- **56%** male health club members
- **43%** female health club members
- **1%** other gender health club members
- **9%** members 0 – 19 years
- **20%** members 20 – 29 years
- **25%** members 30 – 39 years
- **20%** members 40 – 49 years
- **12%** members 50 – 59 years
- **9%** members 60 – 69 years
- **4%** members 70+ years

Programs that support community members to be more active and create new social connections

- **47%** increase in school bookings at Eagle Stadium
- **18** swimming carnivals
- **38** number of schools using Eagle Stadium



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.

Achievements in 2023/2024

Partnerships

- **3** new major events/hirers at Eagle Stadium
  - Pickleball Victoria Open
  - Netball Victoria Association Championships
  - Volleyball Australia

Access and inclusion programs

- **25** new or expanded Diversity, Access and Inclusion Events including:
  - NAIDOC week
  - Welcoming Australia – free basketball for children and young people living with a disability
  - Princess on Skates
  - Nothin' but Net (Council/WLS collaboration)
  - Ganesh Chathurthi Utsav festival
  - Bathukamma Celebrations
  - Islamic Vigil
  - Pickleball Pride Cup
  - WLS/LSV CALD swimming program
  - Council Youth Services CALD swimming program for newly arrived young people (Somalian, Congolese, Burmese, Eritrean)
  - Western Bulldogs SOTW/DOTW
    - SOTW **60** graduates
    - DOTW **97** graduates
  - RecLink
  - H3 Alliance (Council/WLS. The Y collaboration) – swim and shower, hot drink, towel, bathers, goggles
  - Team Sport 4 All
  - Cerge
  - WynActive Girls Can

WLS involvement with industry and community groups

- WLS is well regarded in the industry. Active participation and strong relationships built with peak bodies and industry leaders including SLV, ARV, RLSAA, AUSTSWIM, AUSactive, LGBE, consultants and business networks.
- WLS led the formation of the LGBE CEO network and the LGBE Social Outcomes Network.
- WLS are active participants in industry and organisational benchmarking including CERM, CSPI, culture measure, adhoc via consultants, LGBE network, ARV
- Executive and Senior managers are regularly invited to present at and attend industry conferences and events
- WLS is actively involved in the Wyndham community via involvement or partnerships with Committee for Wyndham and Werribee Football Club

> **"It is important for me to use these facilities they are an important part of my life.**

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.

> **"It is a positive impact on my general health and well-being both physically and socially.**



Achievements in 2023/2024

ARV Awards 2024

- Duty Manager (CCM) Award – Alana Hinkley
- Most Valuable Employee Award – Alana Taylor
- Group Exercise Instructor Award – Wayne Abrahams

Workforce capability and capacity

- Development of training matrix
- HR business partnering to strengthen capability and capacity

Organisational culture indicators

- **100%** Performance Development Plans completed

Employee retention

- **84%** workforce retention (permanent team)
- **78%** workforce retention (casual team)

Community demographics

- **92%** employees live in Wyndham
- LSV – LTS for young CALD adults who want to become a LG or swim teacher
- **8** partnerships with employment agencies targeting marginalised members of the Wyndham community

Workplace gender equity

- performing better than Australian and industry averages

Operational Effectiveness

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



Achievements in 2023/2024

Financial performance

- **$15m** revenue (^ **21%**)
- **$16m** expenditure (^ **7%**)
- Stadium revenue growth of **7%** – total revenue **$1.428m** – highest on record
- Café and retail growth of **16%** – total revenue **$1.7m**
- Year on year improvement to financial result
- In collaboration with Council, we continue to assess the costs and benefits associated with operating the Werribee Outdoor Pool

OHS performance

- The annual assessment of the WLS Occupational Health and Safety Management System (OHSMS), demonstrated that the OHSMS continues to perform well and reflects the maturity of the system and strong OHS culture throughout the organisation.
  - **95%** score / performance rated against the OHSMS scorecard
- In the face of the tragic events which led to the death of a young man at AquaPulse, the WLS systems, processes, training and culture were tested and found to be robust. A strong culture was evident around:
  - Critical incidents and response
  - Care and compassion for staff and patrons
  - Robust emergency response and crisis management
  - Openness to investigations and learning support provided to staff

> **"It helps with the leg and feet issues, without this, walking is painful.**



ARV Watch Around Water Award 2024

- The LSV WAW Program educates the public about active supervision and encourages parents / guardians to take on the responsibility of this role while visiting aquatic facilities. The campaign aim is to reduce the number of fatal and non-fatal drowning incidents and associated injuries in public aquatic facilities in Victoria within the 0–14 year age group. The program assists aquatic staff to promote safe supervision practices and provide a safe venue for the community to participate in sport and recreation.
- AquaPulse was the 2024 recipient of the Aquatics and Recreation Victoria Watch Around Water Award. To have won the ARV Watch Around Water award in 7 of the past 8 years is an outstanding achievement. To be recognised as the gold standard in water safety within the industry takes a whole of organisation commitment of which we are very proud.

Asset management – aligned to AMP

- 100% compliance with AMP

AUSactive Quality Business Accreditation

The AUSactive Quality Business Accreditation program is the first continuous quality improvement program designed for fitness and health facilities in Australia.

- AquaPulse and Eagle Stadium first received AUSactive Quality Business Accreditation in 2021 for the period 2021–2023. Both AquaPulse and Eagle Stadium Health Clubs were re-accredited in 2024 for the period 2024–2026.

Platinum Pool accreditation

- The LSV Platinum Pool Program was introduced to highlight aquatic facilities achieving the highest standards in aquatic safety and risk management, with accreditation recognised as a sign of excellence within the industry.
- AquaPulse and Werribee Outdoor Pool, both of which have received accreditation successively over multiple years, are in an exclusive club of Victorian aquatic facilities currently holding the accreditation.
- 2023/24 LSV Platinum Pool Accreditation – AquaPulse
- 2023/24 LSV Platinum Pool Accreditation – Werribee Outdoor Pool

> **"It's a therapy that's available to me and cost wise as a pensioner it's affordable.**

3.

STRATEGIC CHALLENGES AND OPPORTUNITIES

There are several strategic challenges and opportunities facing WLS which were progressed in 2023/24 including:

Economic Climate

In the current economic climate, WLS has experienced a triple threat in relation to memberships. The percentage of members who are cancelling or freezing their membership has increased, as have the number of fortnightly direct debit rejections, compared to previous years. These factors all impact revenue.

Despite these challenges, a net membership growth of 9% was achieved in 2023/24.

Our response – initiatives identified to address this challenge:

- Benchmarked membership pricing to ensure an appropriate and affordable price structure.
- Reviewing strategies that support and guide our member experience and the acquisition and retention of members long-term.



AquaPulse Gym Capacity

When developing the 2023/24 business plan it was identified that AquaPulse was nearing capacity in its current form. In response to this challenge it was recognised that several strategic initiatives were required to address these issues, create additional capacity, and to successfully cater for Wyndham's growth until further facilities come on-line.

Our response – initiatives implemented to address this challenge:

- An evidence-based methodology for evaluating membership capacity at AquaPulse was completed in 2023/24. Many of the recommendations within the report are being actioned.
- WLS and Council have worked together to develop a compelling business case for a Health Club refresh at both AquaPulse and Eagle Stadium. As a result, this work has progressed to the awarding of a tender and works will be implemented in late 2024 and will include:
  - Replacement of cardio equipment
  - Increase connectivity of the equipment with the WynActive App and Body Scanners Zoning
  - Upgrading Audio Visual equipment and functionality
  - Aesthetics



Water Space

Water space is at a premium. As the Wyndham population grows, the demand from multiple user groups is increasing. 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.

Our response – initiatives identified to address this challenge:

- Created a framework to use as a guide for the fair and equitable allocation of water space when competing requests need to be assessed.
- Continuously analysing water space allocation, incorporating configuration changes where possible, to maximise the use of available water space.
- Adding pool and lane availability onto our website so that patrons can plan their visit to our centres in advance
- Assessing the viability of options to extend the opening times of the Werribee Outdoor Pool and increasing trading hours at AquaPulse to ease the pressure on water space availability.

Occupational Violence and Inappropriate Behaviour

Our employees are faced with an increasing level of violence, aggression and inappropriate behaviour.

Our response – initiatives identified to address this challenge:

- A multi-pronged response, involving internal processes and external support is in place to prevent and reduce the instances of unacceptable behaviour.
- Robust Crisis Management Team processes which are periodically reviewed and tested.
- Ongoing assessment of the associated psychosocial hazards and continued work in consultation with our employees to minimise the associated risks.

> **"If I didn't come to the pool, my body would get worse and I would end up in a nursing home.**

Court Space

During peak times, court space is at a premium 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 this user cohort 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.

Our response – initiatives identified to address this challenge:

- Created a framework to use as a guide for the fair and equitable allocation of court space when competing requests need to be assessed.
- 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.
- Exploring opportunities to increase usage of available space during off-peak periods.

Ageing Infrastructure

AquaPulse is nearing 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 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 identified to address this challenge:

- The process completed in collaboration with Council in 2022 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.





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 identified to address this challenge/opportunity:

- 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.
- Reviewing AI developments to identify:
  - Potential risks to WLS' ICT assets
  - Opportunities to apply AI to our processes to enhance productivity and improve outcomes for our patrons.

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 identified to address this challenge:

- 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 – Electrification, involving solar PV panels, mini-grid and battery storage
  - AquaPulse – Electrification of hot water system, café fryers
  - AquaPulse – Investigation of energy upgrade.

Financial Resilience

While memberships have grown to levels never seen before, 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
- Utility, cleaning and security expenditure
- Maintenance and cleaning 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 identified to address this challenge:

In 2023/24 and 2024/25 there has been a strategy in place to increase fees and charges above wage increases, aligned with costs and charges while being cognisant of the pressures on the community, to begin to close the gap.

- Member attraction and retention strategies resulting in record memberships and WynSwim numbers.
- A planned review of the operational hours of the Werribee Outdoor Pool

> **"Allows to de-stress allowing life to generally be better.**



Growth Strategy

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

Our response – initiatives identified to address this challenge:

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	**Extend business to support medium-term growth.** • Merchandise and café sales • Personal Training • Ancillary projects • Partnerships
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



"Really helps with quality of life.

4.

THE EXCITING WORLD OF WLS



- Programs
- All abilities/ disability
- Workforce



- Health Club
- Health & wellbeing seminars



- all gender changerooms
- LGBTQIA+



Body scan analysis



- Wellbeing classes
- Group fitness



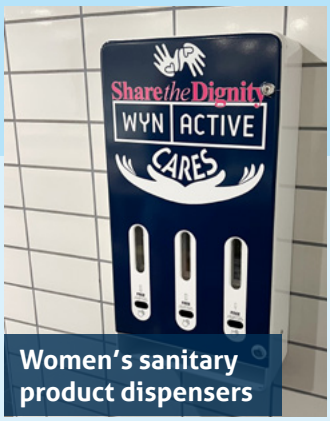
- Childcare
- Rhyme time



Café



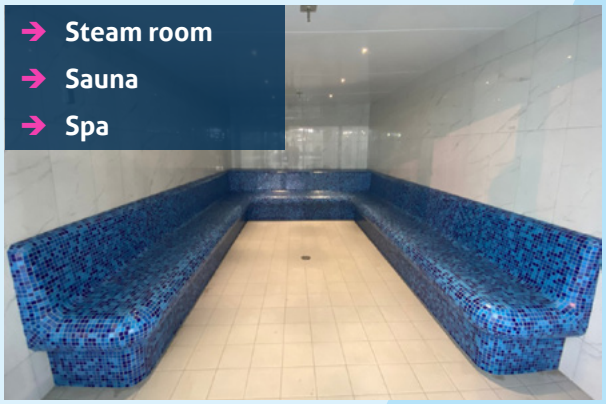
- Rehabilitation
- Pain management



Women's sanitary product dispensers



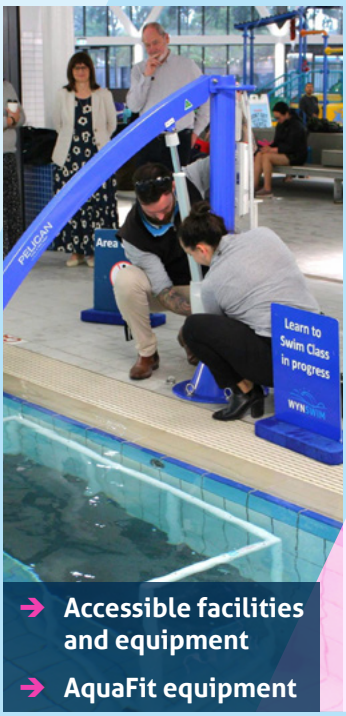
- Multicultural events
- Multilingual signage



- Steam room
- Sauna
- Spa



Concession pricing



- Accessible facilities and equipment
- AquaFit equipment



WynOutdoors



Womens only cycle class



Womens only swimming



Adult swimming classes



WynSwim



WynSenior



WynKids



Social Pickleball



Reclink



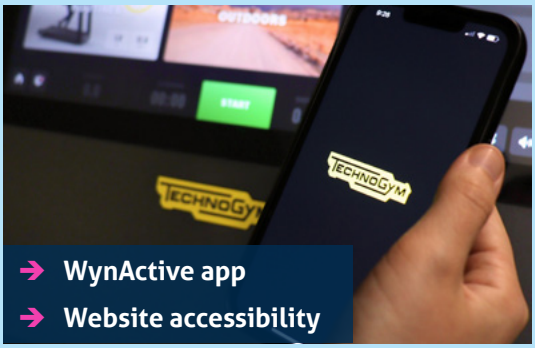
- All abilities basketball
- Nothing but net



Employment programs



LSV CALD swimming lessons



- WynActive app
- Website accessibility

Wyndham H3 Health, Homelessness & Housing

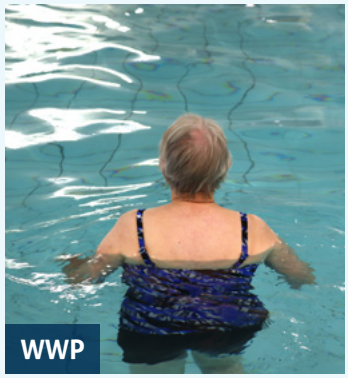
H3 alliance



Mum and bub swim classes



WAW



WWP



DOTW



SOTW



NAIDOC week



Cerge



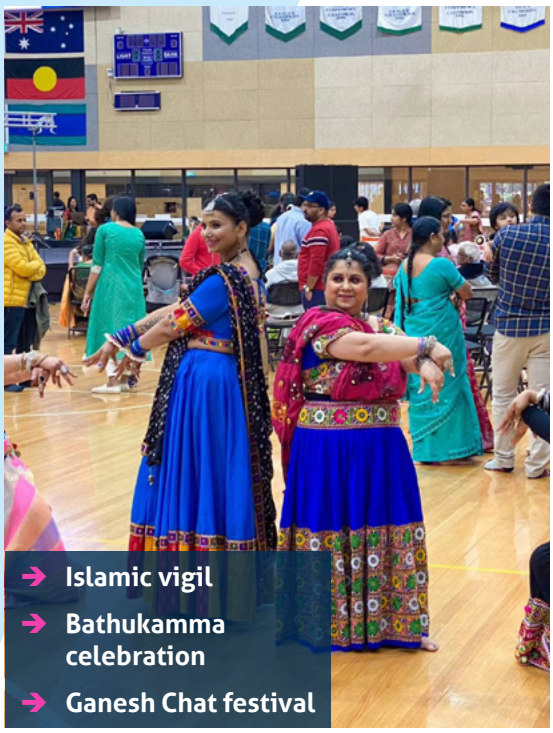
- Dance parties
- Theme nights



- Pride cup
- IDAHOBIT

- Outreach programs: Children's picnic, seniors expo, Werribee South Beach Activation
- Princes on skates
- Welcoming Australia





- Islamic vigil
- Bathukamma celebration
- Ganesh Chat festival

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

2-20 Chirnside Park,
Werribee

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

WESTERN
LEISURE
SERVICES