



ROYAL LIFE SAVING
AUSTRALIA



Excellence in Facility Management

RLSSA – Excellence in Facility Management



Please provide a short description of the nominees' background / history

Glen Eira Leisure (GEL) comprises of three sites: Glen Eira Sports and Aquatic Centre (GESAC), Carnegie Swim Centre (CSC) and Caulfield Recreation Centre (CRC). GESAC was purpose built to provide the local community with an inclusive, accessible and state-of-the-art recreation facility. GESAC is one of Glen Eira City Council's major community hubs providing a range of services and options to encourage a healthy and active lifestyle supporting GESAC's vision: EveryBody Welcome.

GESAC's facilities comprise:

- Aquatic Pool Hall (including an aquatic wellness area, learn to swim pool and waterslides)
- Sports Stadium
- Vibrant Health Club
- Inspiring Group Fitness Studios.
- Transcend Day Spa
- Café
- Childcare



Please provide a short description about the nominee and their local community

The Active hub within the city of Glen Eira, GESAC was purpose built to meet the needs of our surrounding community. Our programs and services are tailored to ensure we have options for all ages from our seniors to our junior swimmers. The development of GEL's Attendant Support Program (ASP) is a program that showcases our commitment to breaking down the barriers for our community. Our Attendant Support Program team is made up staff members from all departments, providing support to members of our community who require support when they attend GEL facilities. With over 4000 visits per day, our users vary from our strong partnerships with MIND, SCOPE and My Physio through to Elite sports groups such as Monash University, Bayside Triathlon Club, and Academy Swimming Club also use the aquatic spaces for anything from research testing to squad swimming.



Attendance Support Program 2018

Please provide a short description of any future plans the nominee has?

GEL's outdoor seasonal facility, CSC, has been operating for almost 60 years. In the 2018/2019 season, the facility saw an attendance of 87,771, including over 14,500 school children attending over 30 swimming carnivals. Council is currently planning for the redevelopment of CSC and aim to keep the unique and nostalgic feel of the outdoor pools and activities in the design, while updating the facility to modern day standards. It's proposed to be an all-year-round leisure facility, with a range of services for a broader section of the community. Attendances at GEL have grown to over 1.6 million visits per year. A focus on growing all programs and new Member Retention activities have seen an increase of 381 Swim School enrolments, taking the total to 4,336 with a large increase in customer satisfaction.



Describe how the nominee has provided a valuable contribution to their aquatic facility (e.g. assisted with training programs, mentored other lifeguards and trainees, gained additional awards, assisted with public relations events etc.).

People are our greatest Asset at Glen Eira Leisure.

With 450 staff members, our people are the forefront of everything we do. Our investment is developing them professionally and personally. All departments have a strong focus on internal training, from industry partnerships with LSV to the comprehensive annual training schedule (six sessions) which is compulsory for all Lifeguards and Duty managers to attend. In 2018, GESAC was named LSV's licensee recognizing our commitment to appointing internal staff who are able to deliver the courses onsite at GESAC, and have the best understanding of the environment that we work in. In addition to our comprehensive training opportunities, Mentoring opportunities are also created with members of the GEL Leadership Team. For example GEL Manager, Paige Buse (ARV / Fitness Australia board) mentors team members from Supervisors, Team Leader levels and Coordinator level positions.

Information and education is another key focus for us, to ensure that we are informing our community. Free CPR workshops and training opportunities are created for parents on infants, to broaden their skills and knowledge. Adult swimming lessons are also available, as it is never too late to start! GESAC was also awarded the Facility Management Award at the Aquatic and Recreation Victoria Awards in 2018.

GESAC Training Calendar

January - December 2018

Updated May 2018

Glen Eira City Council is committed to providing learning and development opportunities for all staff across Council.

Our Values

Council has a core set of values that underpin everything Council does. These are:

- Collaboration
- Respect
- Service Excellence
- Integrity
- Innovation

January

DATE	COURSE	TIME & VENUE
Fri 12/01	Defib Full	1.30-4.30pm CC
Sun 21/01	PLG update	8.30-5.30pm CC/WN

February

DATE	COURSE	TIME & VENUE
Fri 9/02	Defib Update	2.00-4.00pm CC
Sat 10/02	CPR Update	8.30-10.30am CC
Sat 10/02	First Aid Update	8.30-5.30pm CC
Sat 17/02	PLG Update	8.30-5.30pm CC/WN
Fri 23/02	CPR Update	1.30-3.30pm CC

March

DATE	COURSE	TIME & VENUE
Sun 11/03	PLG Update	8.30-5.30pm CC/WN
Fri 16/03	CPR Update	1.30-3.30pm CC
Sat 17/03	First Aid Update	8.30-5.30pm CC

April

DATE	COURSE	TIME & VENUE
Fri 6/04	CPR Update	1.30-3.30pm CC
Sat 7/04	PLG Update	8.30-5.30pm CC/WN
Wed 11/04	Defib Full	1.30-4.30pm CC
Sat 14/04	First Aid Update	8.30-5.30pm CC
Fri 27/04	CPR Update	1.30-3.30pm CC

May

DATE	COURSE	TIME & VENUE
Sun 6/05	PLG Update	8.30-5.30pm CC/WN
Wed 9/05	Defib Update	2.00-4.00pm CC
Sat 12/05	CPR Update	8.30-10.30am CC
Sat 12/05	First Aid Update	8.30-5.30pm CC
Fri 25/05	CPR Update	1.30-3.30pm CC
Sat 26/05	PLG Update	8.30-5.30pm CC/WN

June

DATE	COURSE	TIME & VENUE
Sat 9/06	First Aid Update	8.30-5.30pm CC
Wed 13/06	CPR Update	1.30-3.30pm CC
Sun 17/06	PLG Update	8.30-5.30pm CC/WN
Fri 22/06	Defib Update	2.00-4.00pm CC

July

DATE	COURSE	TIME & VENUE
Wed 4/07	CPR Update	1.30-3.30pm CC
Sat 7/07	PLG Update	8.30-5.30pm CC/WN
Sat 14/07	CPR Update	8.30-10.30am CC
Sat 14/07	First Aid Update	8.30-5.30pm CC
Fri 28/07	CPR Update	2.00-4.00pm

August

DATE	COURSE	TIME & VENUE
Sun 5/08	PLG Update	8.30-5.30pm CC/WN
Fri 10/08	CPR Update	1.30-3.30pm CC
Sat 18/08	CPR Update	8.30-10.30am CC
Sat 18/08	First Aid Update	8.30-5.30pm CC
Sat 25/08	PLG Update	8.30-5.30pm CC/WN

September

DATE	COURSE	TIME & VENUE
Wed 5/09	CPR Update	1.30-3.30pm CC
Sat 15/09	PLG Update	8.30-5.30pm CC/WN
Sat 22/09	CPR Update	8.30-10.30am CC
Sat 22/09	First Aid Update	8.30-5.30pm CC

October

DATE	COURSE	TIME & VENUE
Fri 5/10	CPR Update	1.30-3.30pm CC
Sat 13/10	PLG Update	8.30-5.30pm CC/WN
Sat 20/10	CPR Update	8.30-10.30am CC
Sat 20/10	First Aid Update	8.30-5.30pm CC

November

DATE	COURSE	TIME & VENUE
Sun 4/11	PLG Update	8.30-5.30pm CC/WN
Sat 10/11	CPR Update	8.30-10.30am CC
Sat 10/11	First Aid Update	8.30-5.30pm CC
Wed 21/11	CPR Update	1.30-3.30pm CC

December

DATE	COURSE	TIME & VENUE
Sat 1/12	PLG Update	8.30-5.30pm CC/WN
Sat 8/12	CPR Update	8.30-10.30am CC
Sat 8/12	First Aid Update	8.30-5.30pm CC
Fri 14/12	CPR Update	1.30-3.30pm CC

More Information

HLTAID001 CPR Update (CPR)
Provide cardiopulmonary resuscitation.
Duration: 2 hours

HLTAID003 Provide First Aid Update (PFA)
First Aid Level 2
Duration: 3.5 hours

PUA00910C Defibrillation Update (DEFIB)
Operate an automated external defibrillator in an emergency.
Duration: 3 hours

SLC000078 Pool Lifeguard Update (PLG)
Pool Lifeguard with CPR and operate an automated defibrillator in an emergency.
Duration: 8.5 hours

GESAC is an authorized LSV Third Party Licensee and have been so since 2016.
Winner of Licensee of the year 2018

For further information regarding any courses:
Contact Claudia Stewart on 9575 7150 or email training@gesac.com.au

NOTE: Please allow 5 working days for document processing & issuing of certificates

CC = Childcare Room | WN = Wellness Pool / 50m Pool

GESAC Training Calendar 2018



Describe (and provide evidence) of improvements and/or achievements made in Facility Management over the past 12-18 months

The last 18 months have been a really progressive time for GESAC, and some of these achievements include:

Rebranding to Glen Eira Leisure

Incorporating the Management of Caulfield Recreation Centre and Carnegie Swim Centre, and re-branding to Glen Eira Leisure. In this time, Transcend Spa and Wellness Centre has also opened, ensuring that GEL members now have access to 'holistic' lifestyle and wellness options.

Facility Upgrades

With the completion of the painting of all 5 pools by the end of June 2019 and the refurbishment of the steam room, gym floor and group fitness studio 1 to be completed by July 2019, GESAC will look to continue to lead the industry in all things health and fitness.

MIND Australia – Official partner of GEL

This time has also seen the commencement of GEL's partnership with Mind Australia. Now based at in GESAC's Health Club, complimentary mental health services are available to members and staff.

Health Club

- Virtual Fitness launched, providing members with an extra 60 classes per week. Members are provided with 150 classes per week at GESAC alone and an Upper Body Ergonomic cycle which was introduced into the Cycle Studio to ensure people of all abilities can participate in all cycle classes. 600 sessions delivered each month
- Development the GESAC Member's Lounge with the big screen projected TV and comfortable couches to encourage members to relax and build social connections after their workout.
- Increasing the Attendant Support Program by 400% and Unlimited Classes in 2018.
- Reformer Pilates launched February 2019 and has seen it expand from 18 classes a week to 32 classes a week with an average attendance of 97%.
- Implemented an official in-house training service licenced under Life Saving Victoria. As well as the Pool Lifeguard update and First Aid courses we provide to staff, GEL also offers families the chance to attend free infant and baby CPR workshops.

Celebrating with, and for our community (Events)

- International Day for People with a Disability – with over 400 people in attendance, this annual event involves 40 staff volunteer staff members running an array of activity's from wheelchair basketball to balloon volleyball, plus others! A day bringing our community together to celebrate inclusion.
- The "This Girl Can" event saw 70 participants (40 non-members) partake in the mega-fitness and cycle classes which left so many inspired, empowered and energised.

Industry Recognition

2018 was a year that really recognised GESAC's commitment to our community, along with all staff contributions, discipline and work ethic to ensure that we're capitalising on our opportunity to make a difference for our community. A summary of our 2018 achievements include:

- ARV Facility Management of the Year - GESAC, 2018
- ARV Most Valuable Employee – Rachel Engelhardt, 2018
- ARV Group Fitness Instructor of the Year – Libby Dewar, 2018
- Fitness Australia Quality Accredited, 2018
- 2019 Quality Accredited Fitness Business of the Year
- Glen Eira City Council "Thank you award", Awarded to 7 Lifeguards who responded to 2 different majors which involved a heart attack and an unconscious patron in the car park.
- LSV Everyday Life Saver of the year award



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LSV Award's 2018

Describe how the nominee has shown commitment to aquatic safety through Facility Management

Since obtaining and upholding LSV's platinum pool accreditation since 2012, we pride our facilities on our safety and service excellence. Going through internal and external audits annually ensures that our standards and expectations are maintained, and our staff are educated on around any reviews/updates made to the GSPO's.

The Lifeguard teams are strong advocates for the Watch around Water policy (WAW), as it is identified as a priority area in all training sessions. LG's and DM's are empowered to provide feedback on how we can improve the safety of all aquatic users. With the rapid growth of our Swim School (May 2019: 4336 members) it was the Lifeguard team identified that roster changes were required to assist with the wide range of users at certain times during swimming lessons which resulted. Their hourly tracking of ratios identified the increase in their headcount, and resulted in the deployment of an in-water guard.

To ensure that we are proactive in our approach to water safety, not reactive, our Customer Service Team and LG's are empowered to inform and educate all parents about WAW policy, from the point of entry. All staff is trained on developing skills to build a rapport with parents, to ensure that they're best positioned to enforce a strong and consistent message.



Describe what barriers have been encountered by the nominee in Facility Management and how have they been overcome

The team at GESAC have overcome has come across countless barriers from pool tile failure to GSPO changes and has responded quickly to rectify issues. A major issue that GEL faced was staffing levels when CSC and CRC were taken-over. During the 2017/2018 season, the casual staffing team were required to accomplish an unanticipated and excessive workload over the two sites. Learning from this experience, 80 highly skilled Lifeguards were recruited. A large recruitment drive, saw many new challenges but also opportunities created. Senior staff was upskilled and given more responsibility, procedures were reviewed and strictly adhered to and furthermore, the current team needed to have the same buy-in as management, to ensure staff morale and culture was maintained.



LSV Platinum Pool Lifeguard Challenge 2018



What would it mean for the nominee to win this award?

Since opening in 2012, GESAC has continued to thrive on the development of programs and services that cater for everyone in our community. Winning this award, would really recognise our 450 staff members and the effort they put in every single day, and say 'Thank you'. It would also show our community of 10,000+ members across GEL that GESAC is always growing and developing as the community does, always striving for improvement. GEL staff aim to influence the leisure industry that they are passionate about. With multiple staff across multiple advisory committees and boards, each expert opinion is constantly challenged and winning this award will recognise the years of hard work put in across all the departments.



Christmas in July Trivia Night 2018

Supporting resources

- GESAC "Take a Tour" <http://www.gesac.com.au/About-us/Take-a-tour>
- GESAC accessibility video: <https://vimeo.com/319386844>
- 2019 Quality Accredited Fitness Business of the Year: <https://www.youtube.com/watch?v=VjET7AEiHCA>