



Craigie Leisure Centre City of Joondalup Interim Report

Consultation Audit Report

Interim Report

The City of Joondalup has appointed Creating Communities Aust. Pty Ltd to undertake an audit of the consultation process that was utilised to arrive at the recommendation for the redevelopment of the Craigie Leisure Centre. The audit is still in progress.

However, the initial scan of the process utilised seems to indicate that the consultative process was fair and reasonable giving ample opportunity for input from all interested parties and from the public in general.

The methodology of the Needs Assessment for the Craigie leisure Centre undertaken by A Balanced View Leisure Consultancy Services (pp6-9 of Report dated October 2002) demonstrates the extent of the consultation undertaken.

The establishment of a Project Control Group and the processes undertaken again indicate a valid process.

This is reinforced through the process of community /user workshops and the *experts* workshops that were undertaken.

There also appears to have been a valid process that introduced the reality of budget constraints.

The audit has yet to examine the relationship between the different stages of the process nor interview the key personnel involved in the process.

Once these tasks have been completed a further report will be provided.

CRAIGIE LEISURE CENTRE

City of Joondalup

Consultation Review and Workshops

Creating Communities Australia

August 2003

Creating Communities Aust. Pty Ltd

100 Jersey St, Jolimont WA 6014

(PO Box 318 Claremont WA 6910)

61 08 92640910

1. Background

The City of Joondalup is in the process of redeveloping the Craigie Leisure Centre and has undertaken a lengthy process to plan and renovate the Centre based on user needs, modern best practice both in design and management practices and within budget constraints. At the last moment some users of the Centre challenged the recommended design. In essence those who challenged the design wanted a 50m pool.

In an endeavour to meet all its requirements the City of Joondalup wanted to ensure that the consultative process utilised in the first instance was appropriate and that the desires of all users was taken into consideration.

This document describes the process undertaken to ensure that all users' desires were taken into consideration in the planning phase.

2. Testing the Desires of Users

The method used to determine whether the desires of users had been taken into consideration in the planning phase was to hold two workshops, one with peak bodies who represent users of pools and the other of local users of the Craigie Leisure Centre.

An invitation was circulated to identified peak bodies and to known users of the facility.

The discussions at the two workshops took the same direction and were based around the same key questions:

- What facilities would you like to have at the Craigie Leisure Centre?
- Who should pay?
- The peak bodies were also asked what their contribution would be?

Notes of each of these workshops are appended to this report.

3. Workshop Feedback

In each workshop there was a strongly stated desire by a number of the peak bodies and users of the Craigie Leisure Centre for a 50 m pool to be at least added to the mix and in some people's view, to be the major feature of the Centre.

Those with an interest in competitive swimming wanted the 50m pool to be of a standard to cater for major events which would necessitate the provision of grandstand seating for spectators, Olympic standard depths and lane widths, apron areas and marshalling points for competitors and the like.

A number of lap swimmers, learn to swim, swimming clubs, Aussie Masters and the Education Department all wanted a 50m pool.

At the ‘peak bodies’ workshop, the providers of swimming facilities including other local government authorities, made it clear that the major of the users of pools were of a leisure nature that did not require a 50m pool. They all spoke of the large recurrent losses that all pools made and that the most income came from leisure swimmers and the dry areas of centres.

None of the peak bodies were able to make a commitment to either providing funds for the initial capital cost of the facility or the on-going deficit. They were of the view that it was the responsibility of local government to provide such facilities.

Some users of the pool stated they were willing to pay a little more for the use of the facility but most were of the view that as they paid rates it was the responsibility of the local government to fund the capital and on-going costs of the Centre.

In summary, people want a lot but are not willing to pay for it.

4. New Information

It was very evident that no new information arose from the workshops with peak bodies and Craigie Leisure Centre users.

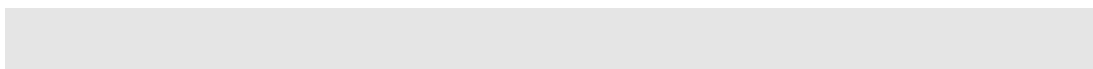
5. Information *Heard* in the Planning Phase

A review of the planning process also reveals that the *wants or desires* of all users was heard and considered in the planning phase. The *wants and desires* of peak bodies and users who are seeking at least a 50m pool were heard and taken into consideration in the planning phase.

A review of the options developed during the planning phase demonstrates that provision was made for a 50m pool in most options clearly indicating that those who desire a 50m pool were heard.

6. Conclusion

There is no doubt that the wants and desires of 50m pool advocates were heard in the planning phase.



7. Appendix 1. Peak Bodies Workshop Notes

Held at Clifton Coney Stevens (WA) Pty
7.30am Friday 25th July 2003

Present:

Peter Byrne	City of Stirling	
Brett Spencer	City of Stirling	
Bill Langfield	Whitford Aussie Masters	<i>Unsure of surname spelling</i>
Jim McAlinder	Whitford Aussie Masters	<i>Unsure of surname spelling</i>
Ron De Gruchy	Craigie Leisure Centre User	
Ian Scott	WA Swimming	
Samantha Shields	WA Swimming	
Simon Clarke	City of Gosnells	
Tony Head	R.L.S.S.W.A	
Gary Shaw	Dept. of Education	
Rob Didcoe	Dept. of Sport and Recreation	
Brett Treby	Dept. of Sport and Recreation	
Tully Telenta	Creating Communities	
Allan Tranter	Creating Communities	
Gavin Taylor	City of Joondalup	
Graeme Hall	City of Joondalup	
Chris Smith	City of Joondalup	
Peter Pikor	City of Joondalup	
Henry Stawarz	Clifton Coney Stevens	
Nick Elliott	Clifton Coney Stevens	

Brief Notes from the Meeting

WA Swim: (Ian Scott)

- Want to encourage recreational swimming / swimmers
- Challenge Stadium is the existing / current 'elite' centre
- Regional club venues are now required eg: Craigie
- These Regional venues normally have 25m pools
- Common understanding by WA Swim, that 50m pools should be strategically placed within 100 / 130km's of each other, in order to provide sufficient services.
- Councils need to understand that pools are very expensive to run, especially 50m pools, and all Councils need to be prepared for ongoing, rising, running costs.
- In general, WA Swim is always looking to increase lane space for recreational swimming.
- Whatever the CoJ deliver in the end, they need to deliver what they promise and not a half-hearted attempt as is so often the case.

Royal Life Saving WA (Tony Head)

- Indoor pools are ideal from a prevention, and ultimately a life saving, point of view.
- Water depths are important.
- Public are currently well served with the variety of depths that are currently in the area.

Whitfords Aussie Swim (Bill Langfield & Jim McAlinder)

- Obviously 'we' would welcome a 50m pool

- A 25m pool causes some coaching problems, especially with swimmers trying to do laps, hence a 50m pool would create a better training environment.
- Fees should be looked at to encourage continual use of pools, charging less at off peak times, and more at peak.
- A 50m pool should not be classed as something for the 'elite'
- Depths are important – a deeper pool does not have a substantial effect on the running costs.

City of Gosnells (Simon Clarke)

- At Gosnells, lap swimming is not a major part of aquatic life.
- Far more pool 'walkers' than swimmers.
- Leisure and Lifestyle is the key to success, not 50m pools.
- Business case need to be looked at – 50m pools are not viable, never have been.
- More hydrotherapy is required – there is never enough.
- A 50m pool will only lead to one thing – a rise in running costs, and ultimately user costs.
- Gosnells is multi-purpose. The outdoor water body is well used, and is not a 50m pool.
- People have the mistaken impression that a pool is not a pool unless it is 50m

City of Stirling (Peter Byrne)

- Inglewood Leisure Centre (pool) uses \$23k worth of gas per month.
- PB lives minutes away from Craigie Leisure Centre, and personally wants a 10 lane 25m pool
- 27% of City of Stirling's budget is spent on Sport and Recreation.
- Running the complex is an asset management issue

City of Stirling (Brett Spencer)

- Info: There are more pools in the Western Suburbs than in the whole of England
- The Terry Tyzack Aquatic Centre made a loss of \$164k last year, and that is seen as very good.
- 50m pools are over and above the 'standard'
- 10 lane 25m pool is over and above the 'standard'
- 8 lane 25m pool is 'standard'
- Must not be seen to consume the community's resources while funding elite sports.

Dept. of Education (Gary Shaw)

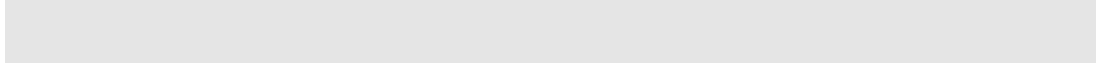
- More pool space is always a bonus, but it does not necessarily have to be 50m
- Out of all the previous options, Option 6 was preferable.
- However, an outdoor 50m pool would be useful
- Pool depths and configuration are critical
- Craigie is an established learn to swim centre
- Craigie Leisure centre is a 'package' including wet and dry areas.
- The wet areas generally make a loss – maybe the dry side (profit) can offset this loss??

Dept of Sport and Recreation (Rob Didcoe + Brett Treby)

- Leisure water space is critical
- The DSR agree with WA Swims ideas relating to strategic centres.
- In Craigie's case, 50m pool does not seem warranted.

Users (Ron de Gruchy)

- Everything makes a loss
- Craigie Community want a 50m pool
- Ratepayers want a 50m pool, and will pay a few cents extra to pay for it.



8. Appendix 2. Centre Users Workshop Notes

Held at City of Joondalup, Council Chambers, Conference Room 1
9.00am Saturday 26th July 2003

Present:

Trevor Brown	Whitford Aussie Masters
Jim McAlinder	Whitford Aussie Masters
Roy Colam	Carine Aussie Masters
Rhonda Sales	Westcoast Masters
Caryn Kiellor	Westcoast Masters
John Burns	Westcoast Masters
Mirelda Burgess	Westcoast Masters
John Burns	Westcoast Masters
Allison Walker	CoJ
Sue Hart	CoJ
Mike O'Brien	CoJ
Rick Corkill	Wanneroo Breakers
Jacque Van Buren	Gym User
Lisa Stowe	CLC User
Gerry Eeringa	Agua Aerobics
Catherine Eeringa	Aqua Aerobics
Wayne Hicks	
Colin Plant	Marmion Surf Lifesaving
Ailsa Hawkins	
Frank Hawkins	
Carol Bindel	
Diane Riley	
Kaye Skinner	
Betty Cusiak	
Dorothy Ellis	
Coral Masters	
Don Masters	
Allan Tranter	Creating Communities
Gavin Taylor	City of Joondalup
Graeme Hall	City of Joondalup
Chris Smith	City of Joondalup
Nick Elliott	Clifton Coney Stevens

Groups asked to provide a wish-list, in order of preference:

Group 1

50m, 8-lane pool.
Can be indoor or outdoor
Lane widths 2.5m
Family change room facilities
25m pool
Hydrotherapy pool
Bigger & better gym and aerobics
Improved canteen and entry foyer

Group 2

50m, Olympic Standard, pool

Can be indoors or out
Olympic standard lane widths and depths
Leisure pool
Hydrotherapy pool
Spectator area

Group 3

50m, 8-lane pool.
Can be indoor or outdoor
Lane widths 2.5m
Separate marshalling areas
Grandstand seating
25m pool
Bigger & better gym, aerobics, spa etc

Group 4

Do not want a 50m pool
25m pool is adequate
Just want a clean useable water body, where a minimum of 40 people can use at one time.
I.e. what was there was perfectly adequate.
Would prefer a pool depth of 1.6m minimum.

Group 5

Do not want a 50m pool
25m pool is adequate
Would prefer a pool depth of 1.6m minimum.
Would like better facilities for elderly ladies (changing rooms)
Beach entry to shallow and ramp to deep would be good.

Group 6

Olympic Standard, **indoor** 50m pool - essential
Olympic standard lane widths and depths, and
Multifunctional 25m pool
Upgrade of entire existing facility, not just Aquatics, including infrastructure.
Grandstand seating for minimum 500 people
Bigger & better gym, aerobics, spa etc
Better change room facilities

Isolated comments:

All this talk about a 50m pool – lets not forget about other areas – like the gym. The gym desperately needs attention.

Water polo / volleyball pool is higher priority than 25m pool

Operated by CoJ, not an outside party.

Alternative energy sources should be considered – eg: Geothermal heating etc to lower running costs

The rest of the leisure centre will require upgrading also.

Groups asked to provide comments on how much are they are willing to pay, and who should pay??

Group 1

The user should pay, via entry fees

However, local ratepayers should have to pay less

Group 2

Council should pay, whatever the cost, to meet the requirements and wishes of the community.

The community would support full loan funding if required.

Aware of possible rise in interest rates, but that is not community's problem.

Group 3

The cost of building a new facility is irrelevant.

The size and period of loan required is also irrelevant

Users should only subsidise the running costs, not the capital cost!!

Swimmers should not have to pay any more than other users of the facility – i.e. flat entry rate of \$3.50

Swimmers should be not be treated any different to other leisure centre users.

Group 4

Good time to borrow before interest rates go up.

Whatever the outcome, Council to promise that fees will not go up more than, for example, 25%

Group 5

The user should only ever pay the current market rate for entry fees.

The users should not have to pay, (or subsidise) the construction costs or running costs

Everyone is taxed elsewhere – i.e. we have already paid for the development.

Group 6

Swimmers should not have to pay any more than other users of the facility

We, as ratepayers, already pay for services that we do not use.

We cannot, and will not, support a rise in entry rates.

Isolated comments:

Government should pay.

CoJ should charge the education department / schools for using the facility

Memberships have been renewed on the promise of upgraded facilities.