



Glen Eira Leisure Customer Service Charter

Purpose

Glen Eira Leisure (GEL) is committed to the highest level of customer service to help you achieve your health and fitness goals, learn to swim, have fun or relax. Our commitments and standards are outlined in this document.

Our values

Our management style and customer interactions demonstrate commitment to our values of; Collaboration, Respect, Service Excellence, Integrity and Innovation.

Service Standards

- Service will be prompt, friendly and professional.
- Service levels will be equal or greater than industry benchmarks.
- We will provide a wide variety of programs and services which promote a healthier, happier life-style where everybody is welcome.
- We will provide programs and services for people within Glen Eira of all ages, abilities, and backgrounds.
- The terms and conditions and information of our products and services will be written in clear language that is easily understood.
- Accurate information about products and services will be available on our website and in our brochures at each centre's reception.

Contact us

You can contact us:

1. by visiting our reception at GESAC or Caulfield Recreation Centre (CRC)
2. Each Centre's opening hours are available on our website <https://www.geleisure.com.au/about-us/opening-hours>
3. via the 'contact us' form on our website -www.geleisure.com.au
4. emailing -info@geleisure.com.au
5. via our corporate social media channels
6. by calling (03) 9575 7100
7. by writing to GEL Administration, PO Box 42, Caulfield South 3162

Response timeframes

- We will respond by phone or in writing within 48 hours.
- Written requests for credits and refunds will be processed within 3 weeks.

We respect your privacy

- Your privacy will be protected in accordance with privacy laws in the Privacy and Data Protection Act 2014
- We do not give or sell your personal information to other organisations except where required by law.
- For more information, please see the Glen Eira City Council Privacy Policy, available at <https://www.gleneira.vic.gov.au/about-council/our-organisation/council-legislation-and-policies/privacy>.

Safety

- Your safety and wellbeing are our priority.
- All services will be delivered by appropriately trained and qualified staff.

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- All staff and volunteers will undergo a police-check and hold a Working With Children Check during their employment.
- Regular emergency evacuation practices will be held. You may be asked to participate if you are at the centre.
- We are committed to the Watch around Water supervision program.
- We will maintain the Platinum Pool Safe accreditation with Lifesaving Victoria to ensure the safest possible pool environment.

Facilities

- We will provide facilities that work, are clean and well presented.
- We aim to minimise down time of any part of the centre.
- Necessary repairs and or maintenance will be organised quickly.
- We will communicate on all major maintenance issues and when they are expected to be resolved.

Health Club and Group Fitness

- A health and fitness consultant will be rostered in the health club during centre opening hours
- Health club members will be entitled to an initial consultation and a program update every 8 weeks.
- Current class and instructor information will be displayed on the website and Group Fitness Kiosk.
- A variety of classes will be available in the morning, evening and on weekends and run according to our advertised schedules
- In the event an instructor cannot attend a class on short notice, information regarding instructor or class replacement will be available at reception.

Aquatic Education

- Lessons will be provided for people aged from 6 months onwards, catering for all abilities.
- The major components of the program are swimming skills, water safety and personal development.

Aquatics

- We will comply with the Guidelines for Safe Pool Operations (Royal Life Saving Society)
- Independent water quality tests will be performed regularly
- Pool temperatures will be maintained at:
 - GESAC Indoor 25m pool: 30-31 C
 - GESAC Leisure Pool: 31-32 C
 - GESAC Learn to Swim Pool: 31-32 C
 - GESAC Hot Water Pool: 34-35 C
 - GESAC Spa: 36-37 C
 - GESAC Outdoor 50m Pool: 26-27 C
- Lap lane availability will be published on our website. We will make every effort to keep the pool & lane availability information up-to-date and correct however there maybe changes at short notice due to facility demands.

GESAC Childcare

- Operations will comply with Department of Education and Early Childhood Development
- All booking systems will be fair



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Help us to help you

We are committed to staff and customer well-being and safety. We therefore ask our customers to:

- Treat staff and other customers with courtesy and respect. We do not tolerate abusive or bullying behaviour.
- Let us know if there is a problem.
- Work with us to solve problems.
- Comply with staff directions, centre rules and policies.
- Be honest and accurate in your dealings with us.
- Read the terms and conditions of the services you are purchasing.
- Let us know if you do not understand any information we give you.

Feedback and Suggestions

Complaints, suggestions and compliments are welcome and can be made:

1. by email: info@geleisure.com.au
 2. In person at GESAC, CRC or CSC by completing a digital feedback form at the centre
 3. In writing to Administration at PO Box 42 Caulfield South 3162
 4. by telephone 9575 7100
 5. via the Feedback form on our website
- This information helps us to improve our services to you.
 - We aim to resolve most issues when they arise.
 - Please see our complaint management policy for further information

Evaluating and improving our performance

The standards in this charter will be measured and reviewed annually, using both customer and staff feedback.