

Recreation Facilities Concession Access Policy

Produced by

Leisure and Cultural Services

Endorsed by

Council December 2003



BOROONDARA
City of Harmony

RECREATION FACILITIES CONCESSION ACCESS POLICY

PURPOSE

Provide fair and equitable access to Council owned leisure facilities by people that are experiencing financial hardship.

OBJECTIVES

Ensure affordable access to leisure and recreation facilities and opportunities for holders of Commonwealth Concession Cards.

SCOPE

The policy is limited to City of Boroondara owned leisure and aquatic facilities.

DEFINITIONS

1. Off peak ~ Monday to Friday 8.00 am – 4.00 pm.
2. Commonwealth Concession Card ~ includes Health Care Card and Pension Concession Card issued by Centrelink and Pensioner Concession Card issued by Veterans' Affairs.
3. Council's leisure facilities ~ Ashburton Pool and Recreation Centre, Kew Recreation Centre, Hawthorn Aquatic and Leisure Centre, Northern Pool.
4. Carer ~ a person (unpaid or paid) assisting an individual to access the sporting/recreation pursuit.

POLICY

1. Council will provide a Concession Holders Access Card to people on limited incomes to enable access to Council's leisure facilities during off peak times.
2. The Concession Holders Access Card will be available to be utilised at Ashburton Pool and Recreation Centre, Kew Recreation Centre, Hawthorn Aquatic and Leisure Centre and Northern Pool.
3. The Concession Holders Access Card will entitle participants to off peak access to facilities including gymnasium, pool, spa and sauna as well as use of a locker for discounted rate off the normal fee. The discount shall be 70% off the normal rate applied for casual and membership rates.
4. Carers will be admitted free of charge when accompanying a person with a Concession Holders Access Card.

5. As with any facility membership type, a Concession Holders Access Card will not entitle the participant to free access to specialist services such as yoga and massage.
6. The term of the Concession Holders Access Card and any facility membership purchased using the card, will extend to the date of expiry on the recognised Commonwealth Concession Card.
7. Eligibility is subject to the following conditions:
 - a) An applicant must be a current holder of a Commonwealth Concession Card.
 - b) The Membership Holders Access Card must be produced on each visit and the applicable discounted entry fee will be charged.
 - c) Participants will be bound by the Code of Conduct displayed at the leisure facility.

PROCEDURES

1. An application can be made directly to the preferred leisure facility to determine eligibility.
2. The participants name will be noted in the log, and on their first visit to the leisure facility, will be issued with a Concession Holders Access Card complete with photo identification.
3. Participants wishing to utilise the gymnasium must complete a Personal Profile and Program Start prior to the first work out. A referral from a health professional may be required.
4. Participants wishing to utilise the pool must complete an Aqua Assessment form prior to first swim.
5. It is recommended that participants inform the supervising staff of any applicable medical information.

RESPONSIBILITY

The implementation of the Policy will be the responsibility of Council's Leisure & Cultural Services Department in partnership with the leisure facility management group.

REVIEW

The contracted operator of Council's leisure facilities will provide quarterly reports on the number of concession cards issued and the frequency of visits per card. The Recreation Facilities Concession Access Policy will be evaluated after 12 months and a progress report will be prepared.