

The ARC Campbelltown Policy

Policy Reference Number	3096696
Responsible Department	Community Connections
Related Policies	Physical Activity & Sports Policy
Related Procedures	Nil
Date of Initial Adoption	5 July 2016
Last Reviewed by Council	15 August 2023

1. Purpose

The purpose of this Policy is to provide guidance to the Community and Employees on the operation, membership and use of The ARC Campbelltown.

The aims of The ARC Campbelltown include:

- establishing it as Adelaide's premium community leisure facility, focussing on community health and fitness, aquatic recreational play, and community sport
- providing customers with a safe, welcoming, friendly, efficient and personalised service
- operating with high standards of customer service, venue presentation and product offering
- supporting the community to participate in sport, leisure and recreational activities that maintain and enhance community and individual wellbeing
- providing a key regional facility which will cater for a wide range of local, regional, state and national sporting events
- delivering a variety of community programs and services for people of all ages and abilities.

2. Introduction

The ARC Campbelltown, formerly known as the Campbelltown Leisure Centre, was renamed following redevelopment of the Leisure Centre in 2016. The ARC Campbelltown is Council's premier swimming, fitness and sport facility.

The facility boasts an impressive range of contemporary sport, fitness, relaxation, function and event facilities, welcoming over 800,000 visitors and Community members into the centre each year. It offers an exciting variety of affordable amenities to motivate fitness goals and promote social connections. The ARC, as it's affectionately known, offers a thoughtfully designed water play area, swimming pools, 5 glass backed squash courts and a multi-purpose five court stadium. There is also a function space overlooking the courts, an open cafe, family facilities including accessible change rooms and family change areas, with

a crèche available to patrons and visitors. Formal recreational programs include a popular Learn to Swim program, a fully equipped gym and group fitness studio, and tailored services including ARC Fit for Life fitness programs, yoga, and group fitness classes catering for all ages.

3. Power to Make the Policy

Council is empowered to make this Policy in accordance with Section 132A of the Local Government Act 1999.

4. Strategic Plan Link

This Policy has the following link to Council's Strategic Plan 2024:

- Supporting our Community (Goal 1)

5. Principles

Council is committed to:

- providing a range of welcoming, attractive and safe facilities that encourage social interaction and an active community
- providing leisure services that deliver a wide range of sport, leisure and recreational opportunities
- sustaining and increasing local participation levels in sport and recreation activities that improve community health and wellbeing
- playing a leading role in supporting residents to be active through recreation and sports activities
- providing services, facilities and programs that are appropriate to the market and accessible to people of all ages and abilities
- providing the community with quality healthy food and drink options.

6. Definitions

Definitions for the purpose of this Policy are:

Customer	A Centre user including members and users, sports team members, swim school participants, spectators, visitors
Employee	Any person employed by Campbelltown City Council
Manager	The person appointed Manager Recreation & Leisure Services
The ARC Campbelltown Employees	A person employed for duties in The ARC Campbelltown (including Agency Staff and fitness contractors)
The ARC Campbelltown	The ARC Campbelltown including all elements of the business

User Group	Any club, association, school, commercial tenant, lease/licence holder accessing The ARC Campbelltown
Member	A person who has agreed to the membership Terms and Conditions of The ARC Campbelltown and has paid for this membership and access to the venue

7. Policy

7.1 Venue Access

Any person may visit The ARC (The ARC Campbelltown) as a member or casual visitor. This may include use of the health club, cafe, swimming pools or courts, or watching activities as a spectator. By accessing The ARC Campbelltown, all patrons agree to The ARC Campbelltown Centre Rules and the Conditions of Entry. Both can be viewed on The ARC Campbelltown website and at the front entrance of The ARC.

7.2 Registration of Members

To register as a member and receive the various benefits of membership, the applicant is to submit satisfactory evidence to prove their identity, and give other information deemed necessary by Employees (The ARC Employees) including their name, contact details and bank details if required for Direct Debit. Satisfactory evidence needs to include both a signature and current address either on a driver's licence or other official documentation. For additional security measures for the member and The ARC, a passport style photo will be taken of the member for linking to their secure electronic file. This provides instant identification for Employees when the non-transferable membership card scans for venue entry.

Any personal details obtained by Employees in the course of conducting business will be subject to the provisions of Council's Privacy Policy regarding the collection and use of personal information.

If an applicant fails to agree to abide by the conditions of membership (provided to the prospective member prior to joining) and complete the identification process, Employees may reject a person's application to become a member. Any grievances relating to such decisions may be lodged in accordance with Council's *Internal Review of Council Decisions Policy*.

Upon compliance with the conditions, Employees will register the applicant as an authorised member. The authorised member will then be issued with a membership card / RFID (Radio Frequency Identification) enabling access to the relevant areas of the venue.

Membership cards / RFID remain the property of The ARC and are not transferrable to another person for access to the venue.

7.3 Suspension and / or Cancellation of Membership

As part of the conditions of membership all Members acknowledge that they must comply with The Rules (The ARC Campbelltown Centre Rules), Membership

Terms and Conditions and Conditions of Entry to the venue at all times. Breaches of any of these rules or conditions may result in cancellation or suspension of membership.

If membership is suspended or cancelled, the member will be notified of the action and the reason(s) in writing.

7.4 The ARC Campbelltown – Terms and Conditions and Conditions of Entry

The Rules, Membership Terms and Conditions and Conditions of Entry to The ARC are displayed on the website, at the front entrance and throughout the venue. The ARC is a safe, inclusive, family friendly venue and to maintain this reputation, The Rules, Membership Terms and Conditions and the Conditions of Entry will be clearly and consistently enforced.

Patrons whose behaviour is not consistent with the The Rules, Membership Terms and Conditions and Conditions of Entry will be provided with a warning by Employees, and if despite this warning they continue with inappropriate behaviour that is in violation, the patron will be evicted and may be banned for a period of time deemed appropriate by the Manager.

If such action is taken by the Manager, the patron will be notified of the duration and reason(s) for the ban in writing.

7.5 Lost Property

Lost property will be dealt with as follows:

- if Employees can identify the owner of lost property, they will be contacted to collect their property
- if Employees cannot identify the owner of lost property, it will be held in storage for a four (4) week period
- all lost property unclaimed after four (4) weeks will be donated to a local charity if of value or disposed of if of not.

To the extent permitted by law, Council and its Employees will not be responsible for the loss, damage or theft of personal property at The ARC (including from vehicles in the car park).

8. Review & Evaluation

Within six months of each new Council term Council will review this policy. Following this initial review this policy will be reviewed annually by Employees with minor administrative adjustments being approved by the Chief Executive Officer.

9. Availability of the Policy

Copies of this Policy will be available at Council's principal office during ordinary business hours and at Council's website www.campbelltown.sa.gov.au.