

alfa

QUEENSLAND

Australian Leisure
Facilities Association

STATE OF THE INDUSTRY

Benchmarking Aquatic Facility Study

Edition 1, 2017

AIS Australian
Innovative
Systems™

Proud supporter of ALFAQ

FIRSTLY

THANK YOU

TO OUR **VALUED** SPONSORS

ALFAQ would like to expressly thank the valuable contribution of the following GOLD LEVEL sponsors. Without their support, this publication would not have been possible.



PLATINUM SPONSOR

Australian Innovative systems
aiswater.com.au
info@aiswater.com.au
1300 965 222



Cleaner energy. Lower cost.

GOLD SPONSOR

Planet Ark Power
planetarkpower.com
tom@planetarkpower.com
1300 323 221



GOLD SPONSOR

Focus Products
focusproducts.com.au
info@focusproducts.com.au
1300 136 287



CONTENTS

PLATINUM & GOLD SPONSORS	
.....	
PRESIDENT'S OVERVIEW OF STATE OF THE INDUSTRY	1
.....	
STUDY METHODOLOGY	2
.....	
CENTRE DETAILS & SYSTEMS	3
.....	
FACILITY SAFETY	5
.....	
SWIMMING LESSONS & PUBLIC PROGRAMS	7
.....	
MEMBER FACILITIES	9
.....	
WATER QUALITY	11
.....	
WATER CLARITY	13
.....	
WATER USAGE	15
.....	
USING ENERGY	17
.....	
OUR PEOPLE	19
.....	
GOVERNMENT SUPPORT	21
.....	
CONCLUSION & FUTURE DESIGN	23
.....	
SILVER SPONSORS	24



PRESIDENT'S OVERVIEW

STATE OF THE INDUSTRY

We are delighted to be able to publish the inaugural ALFAQ State of the Industry benchmarking study for 2017. Our ambition as an industry association is to assist Aquatic Facilities to understand and ultimately achieve best practice. But what is best practice?

This benchmarking study aims to assist Managers, Lessees and Government organisations understand where the industry stands on a raft of issues and perhaps more importantly where their own facilities sit relative to the rest of the industry. It's on this basis, that ALFAQ hopes to inspire Centres to make changes, to emulate others in the industry and to understand how they can improve. All of this, with the simple goal of making our facilities best of breed so we can all enjoy them for many years into the future.

For all of you reading this, I'd like to challenge you....

THE CHALLENGE: PICK 1

While you read the study, pick one area that you see your centre is behind in, and make a proactive change to improve.

As an initial publication, it will not be exhaustive, it will not be perfect and we very much welcome any feedback so that we can improve the publication into the future. Please send any comments or questions you have to info@alfaq.org.au.

Lastly, I'd like to take a quick moment to thank all those involved in the creation of the publication, the members of ALFAQ that took the time to complete the study, the sponsors, the board of ALFAQ for their unpaid assistance to create, vet and launch the study

We hope you enjoy,

Yours in Swimming

Dan Kwaczynski
ALFAQ President

The Voluntary ALFAQ Board

Ken Chandler

Jay Clark

Matt Howes

Stephen James

Dan Kwaczynski

Craig Tobin

Bryn Whales

STUDY METHODOLOGY

Questionnaire Design

The Benchmarking questionnaire was designed by the ALFAQ board. It comprised 95 questions listed in a number of different major categories.



Questionnaire Completion

The questionnaire was completed using the online program Survey Monkey. Respondents were provided a URL link to voluntarily complete the study or not. Once the survey was being undertaken, questions were predominantly voluntary, however the vast majority of people fully completed the study (aside from answering "n/a" or "unsure". The integrity of the data and report relies solely on this self assessment process.



Data Analysis

The graphs presented in the study are all direct charts taken from the Survey Monkey reporting tool, with the exception of Q86, which required the raw data be used to create a chart.



Selection of Data for presentation

The graphs presented in this study do not represent the complete set of results from the study, 38 of the 95 questions are shown. These charts were selected on the following basis:

- To show a picture of the respondents – what type of pools they, which councils are represented etc
- Where the chart shows a clear industry difference. For example, Q55, just over 10% of facilities create their own electricity using Solar PV. This naturally raises the question, why do these facilities have this infrastructure? Is that best practice? Should every centre have this infrastructure.

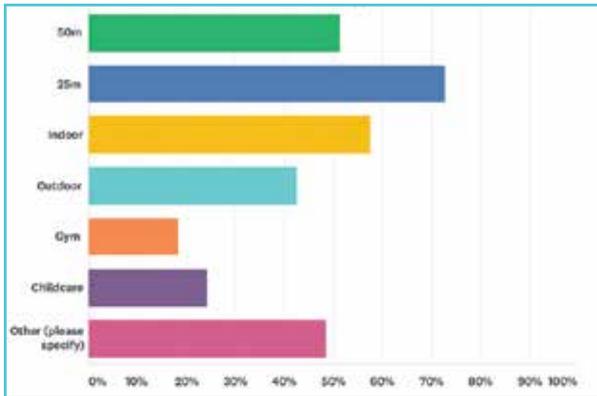


Interpretation of Data

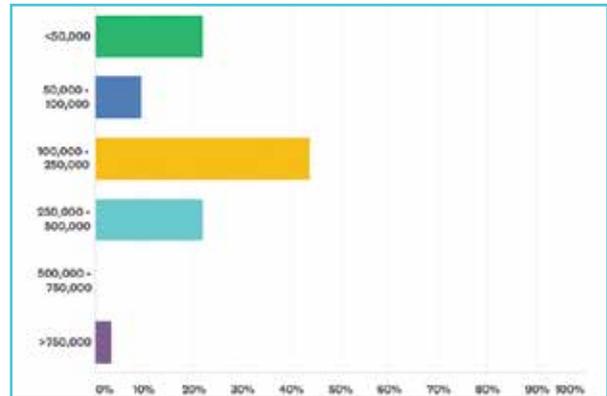
There is deliberately no interpretation in this study on the charts and results. Many are self explanatory and the Manager of the Centre will immediately understand that they are in front of or behind the industry. This decision was largely made because their currently does not exist a complete industry standard for aquatic facilities. It is noted that there are standards in some areas (for example GSPO and safety), but no comment is made as how the answers rank relative to these standards.

CENTRE DETAILS & SYSTEMS

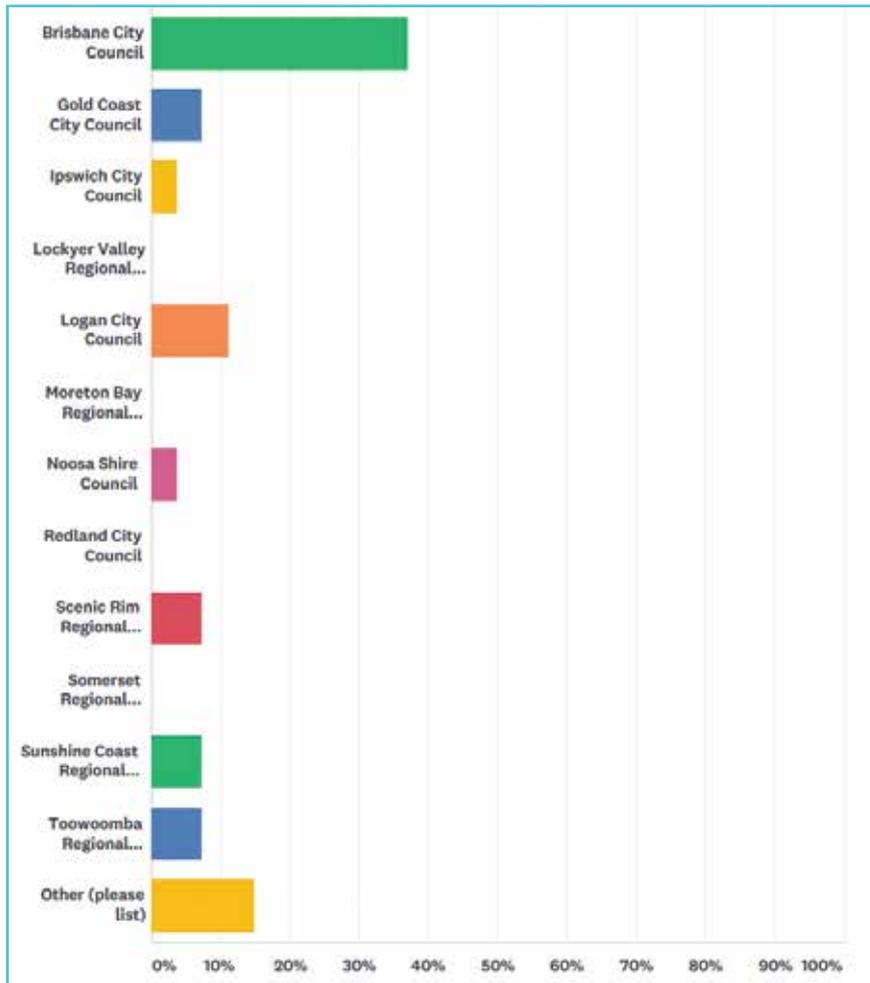
What type of pools do you have in your complex?



How many people per year would come through your centre?

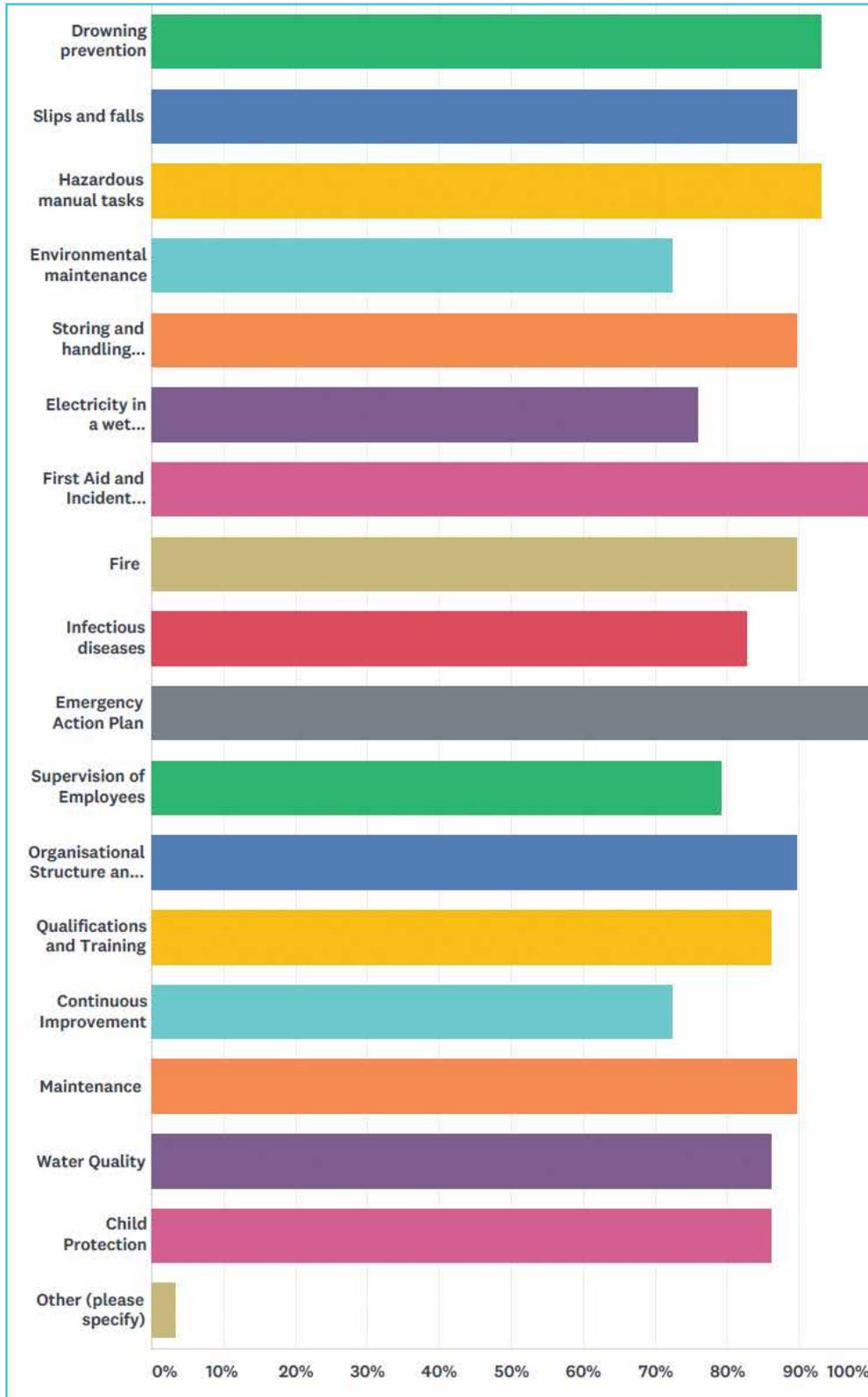


Councils that Member pools operate within:



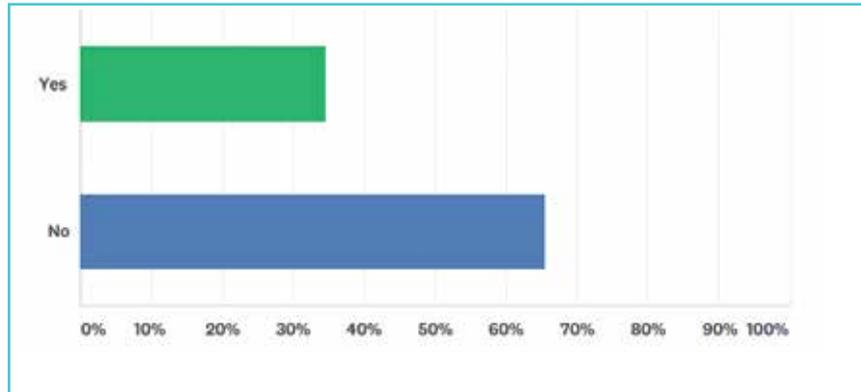
CENTRE DETAILS & SYSTEMS

Do you have Safety Systems (e.g. risk assessments/procedures/policies) in place for any/all of the following?

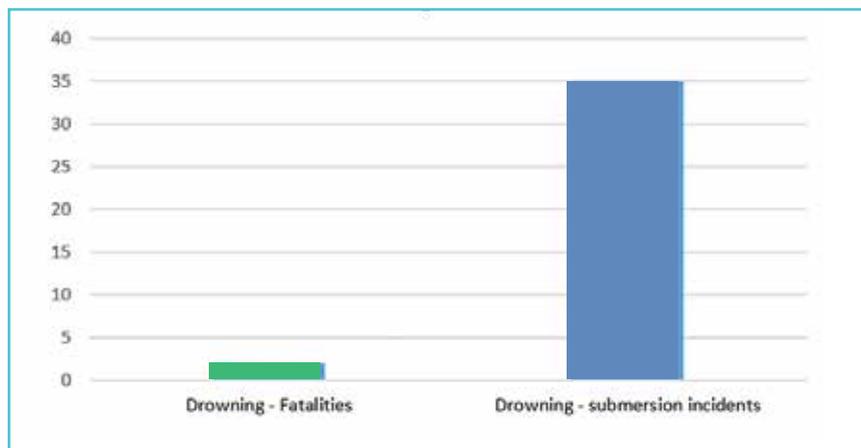


FACILITY SAFETY

In the last 5 years, have you ever had an investigation into your facility by WHS?

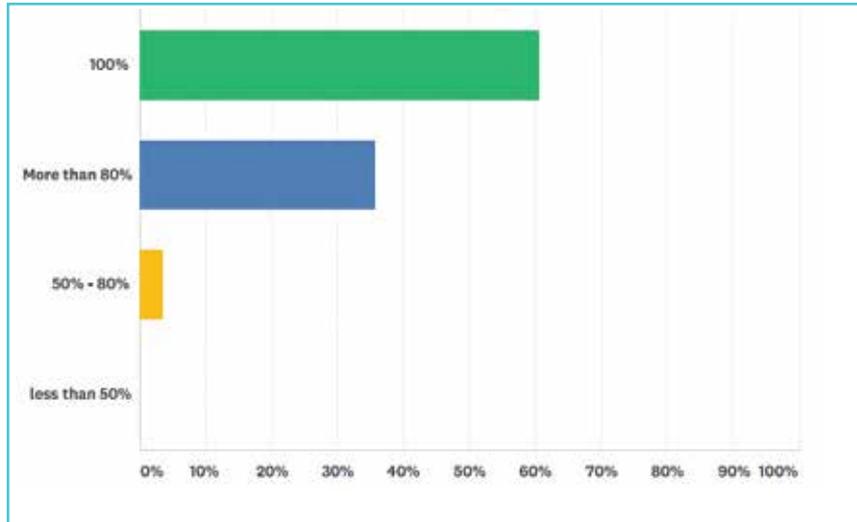


In 2016, how many of the following have you had? Please enter the number of incidents in the space provided.

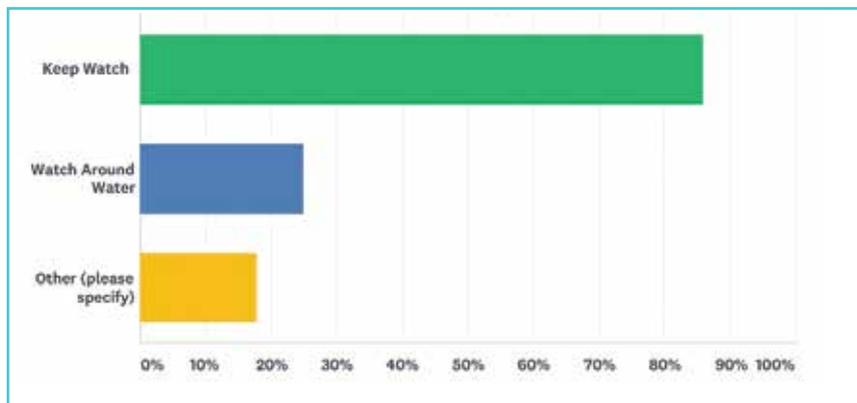


FACILITY SAFETY | 6

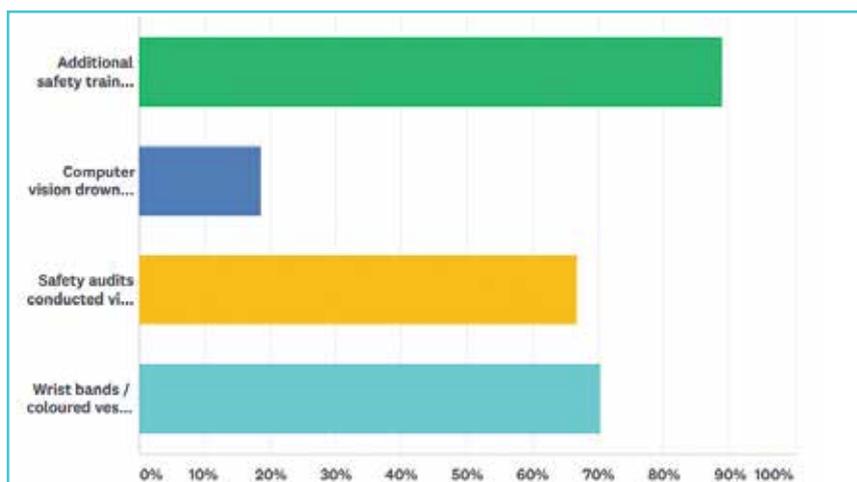
Do you follow the GSPO (note GSPO are guidelines not laws)?



If yes, what program is in place?

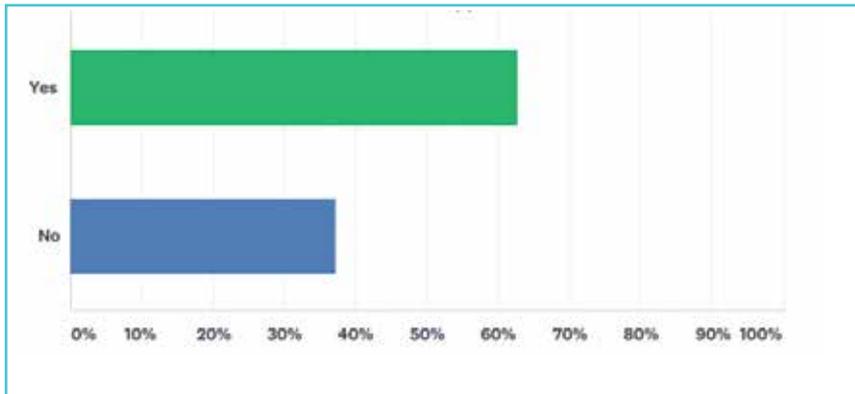


In the last year, have you ever considered?

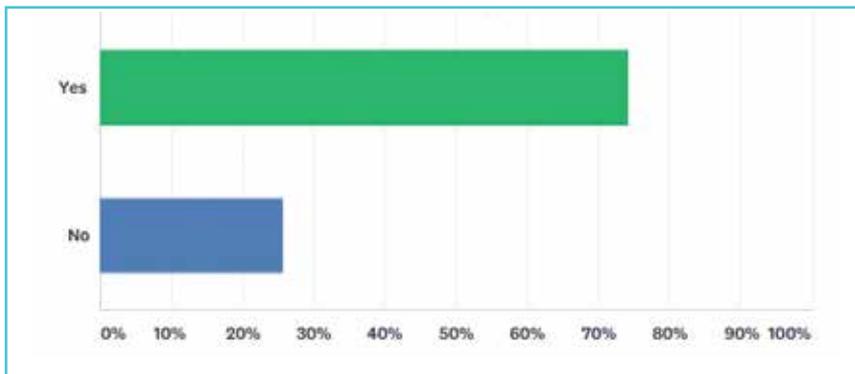


SWIMMING LESSONS & PUBLIC PROGRAMS

Do you include specific lessons for disabled patrons?

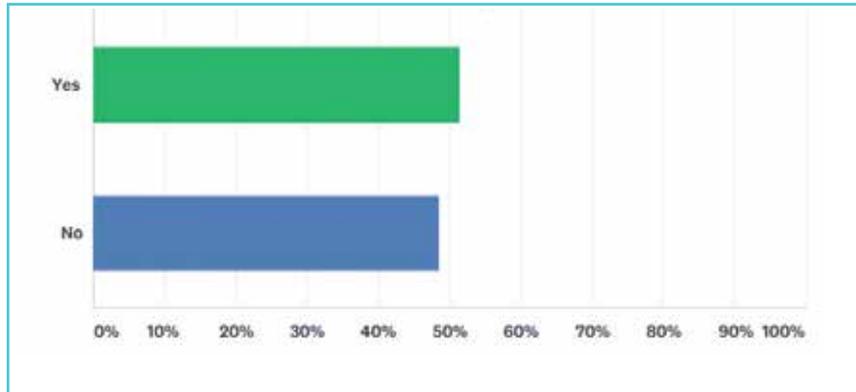


Do you have classes for babies under 6 months?

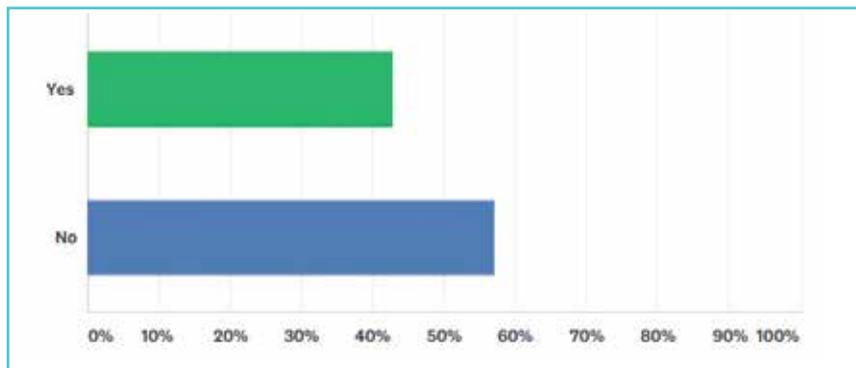


SWIMMING LESSONS & PUBLIC PROGRAMS

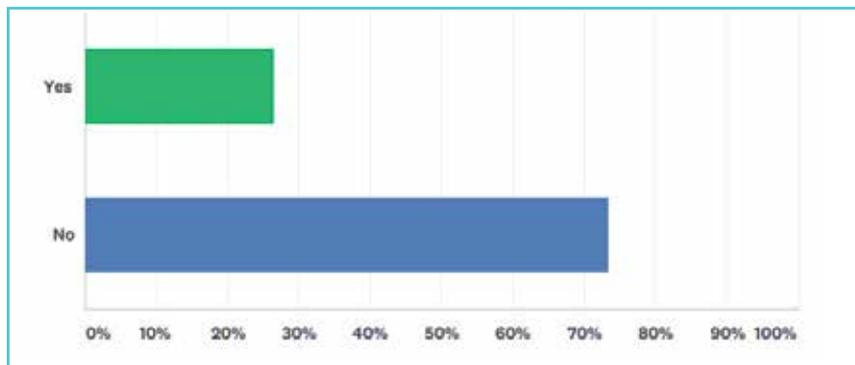
Do you run a program like the Swim 2 Survive or Optus Junior Dolphins for your school based programs?



Do you have a program specifically targeting elderly people?

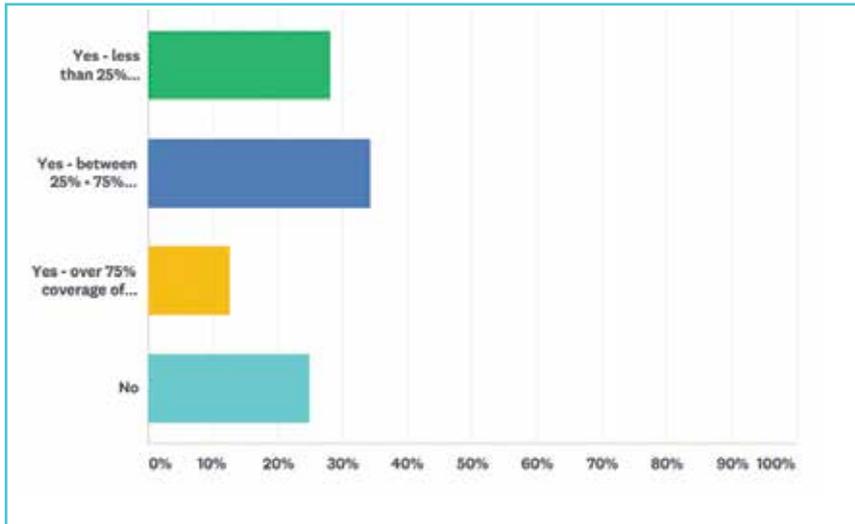


Do you offer public training for CPR, First Aid?

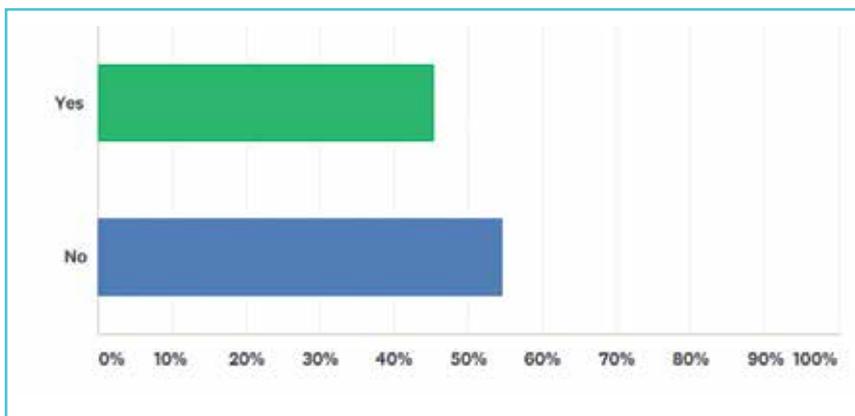


MEMBER FACILITIES

Does the facility have shade clothes over the pool?



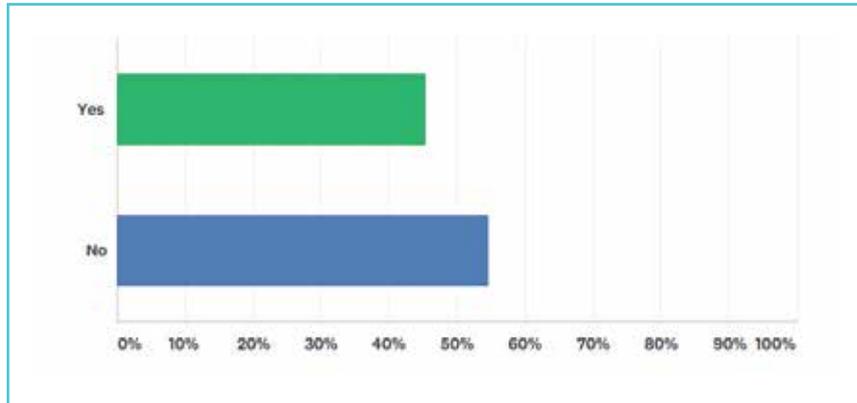
Does your facility provide Hydro-therapy facilities?



MEMBER FACILITIES

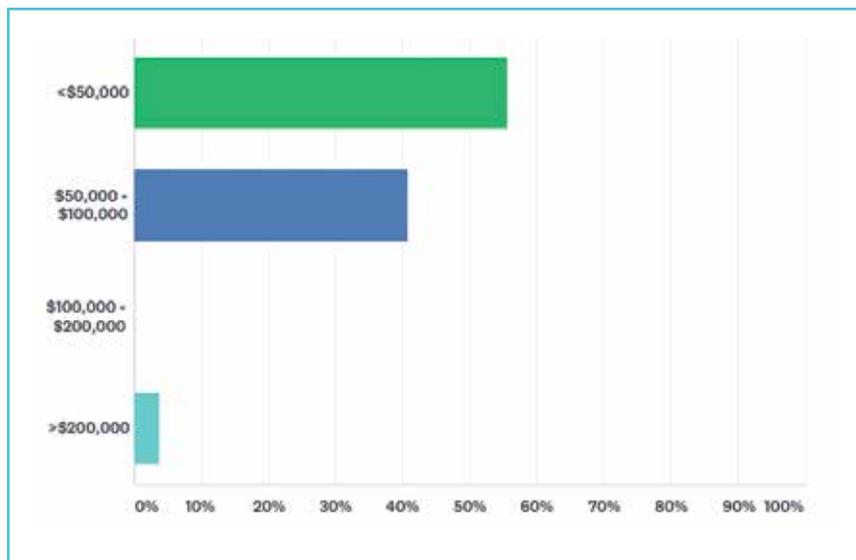
10

Does your facility have health club / gym facilities?

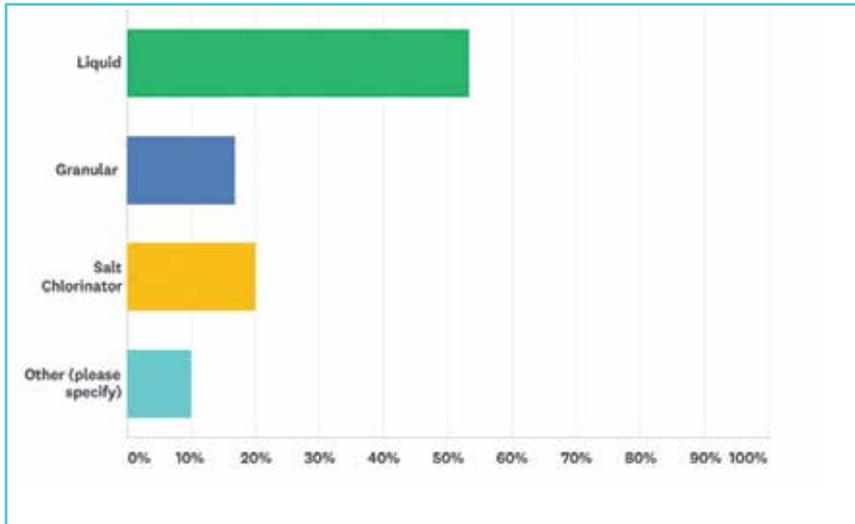


WATER QUALITY

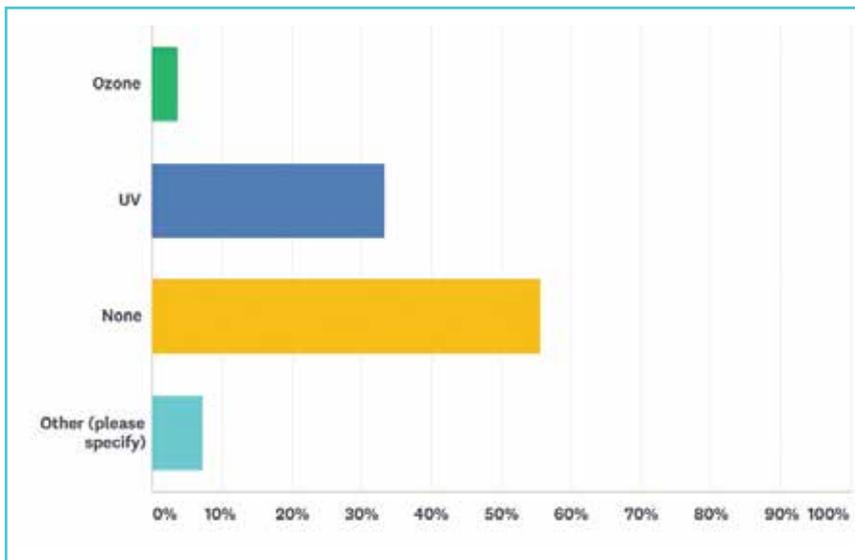
How much would you spend per year on chemicals?



What type of chlorination system do you have?

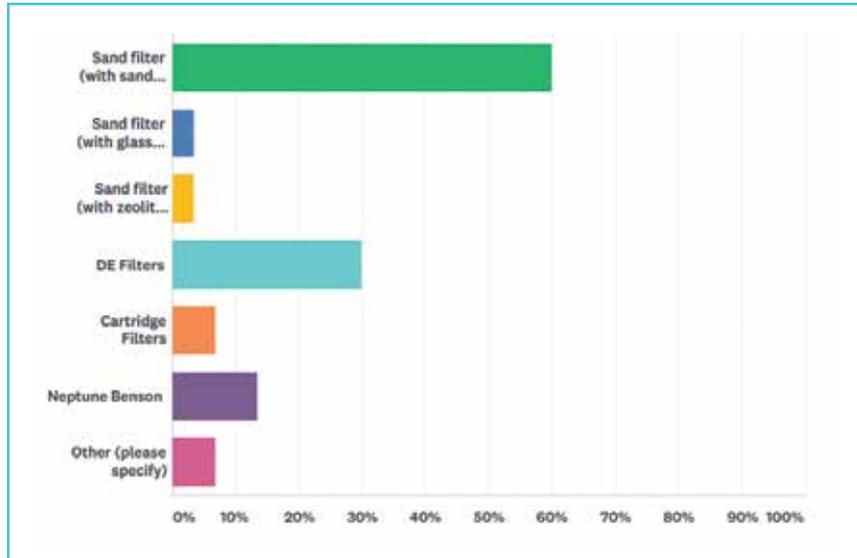


What type of secondary disinfection is used on site?

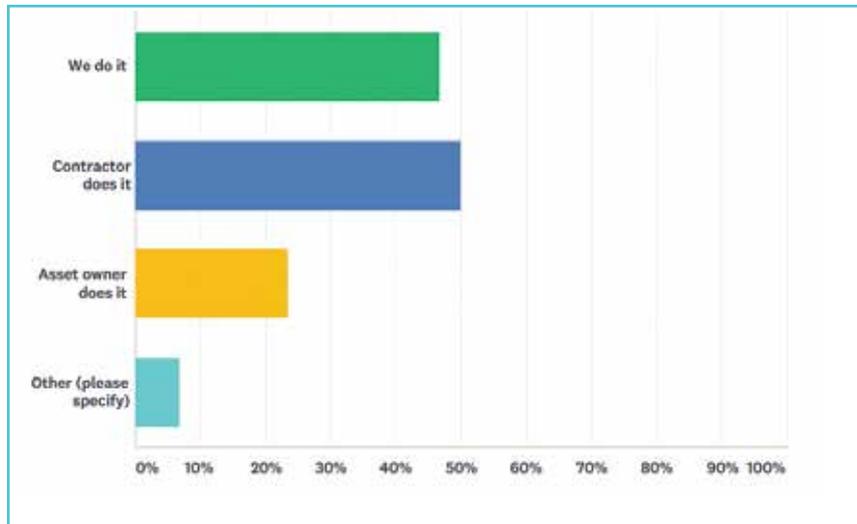


WATER CLARITY

What type of filtration is on site?



Who does preventative maintenance on your equipment?





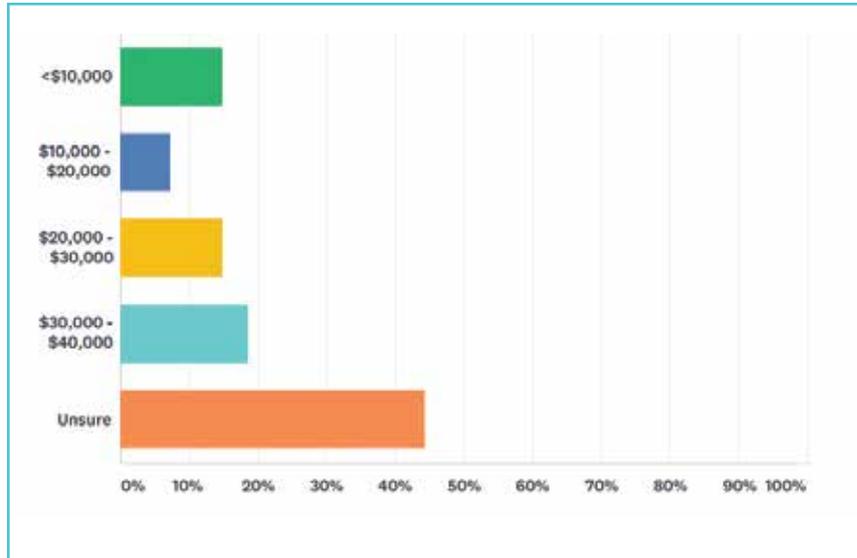
STATE OF THE INDUSTRY
MEMBERS OF THE ASSOCIATION
RECOGNISE
THEIR SERVICE TO US

State of the industry

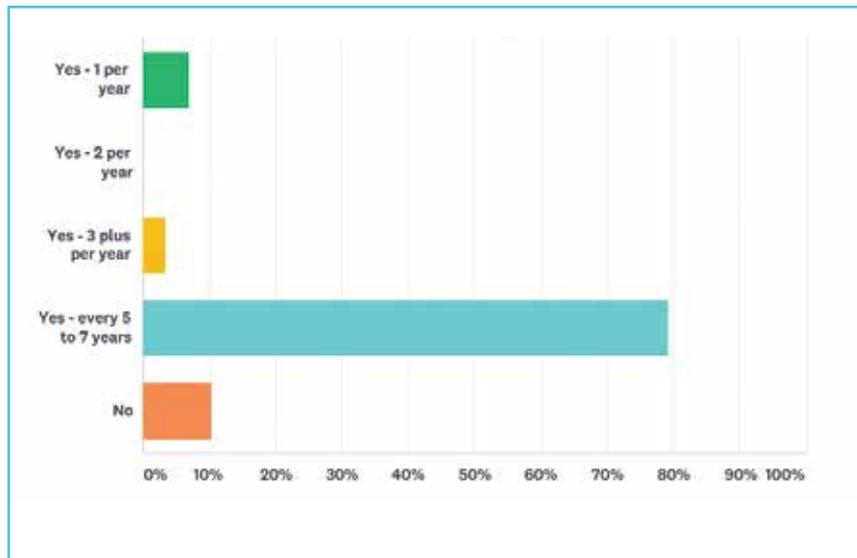


WATER USAGE

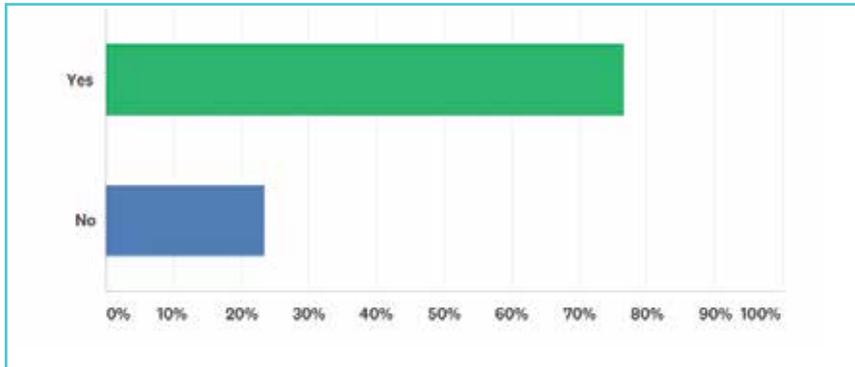
How much does the centre spend on water per year?



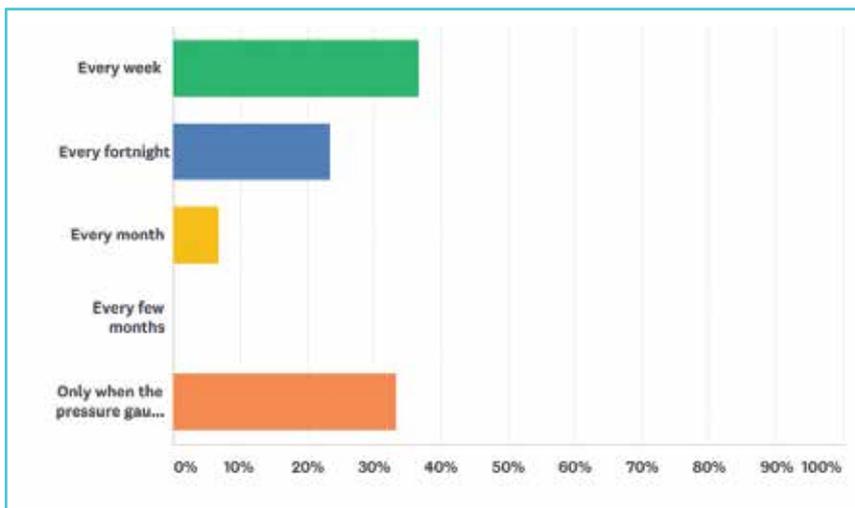
Do you ever full drain your pool? (Recommendation from most pool engineers will say every 5 to 7 years)



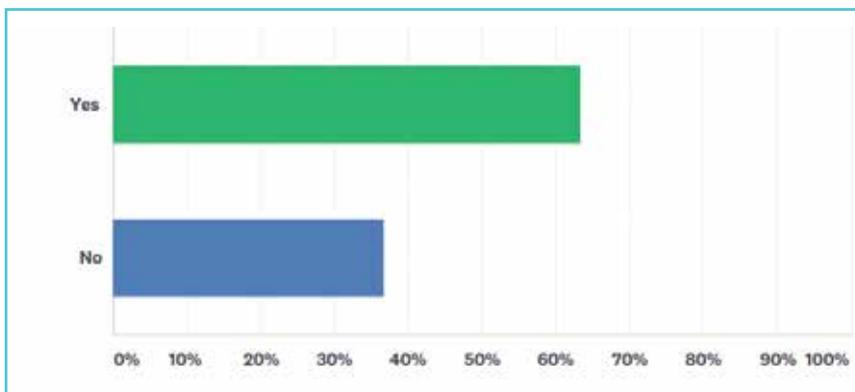
Is excess water stored?



How often do you backwash?

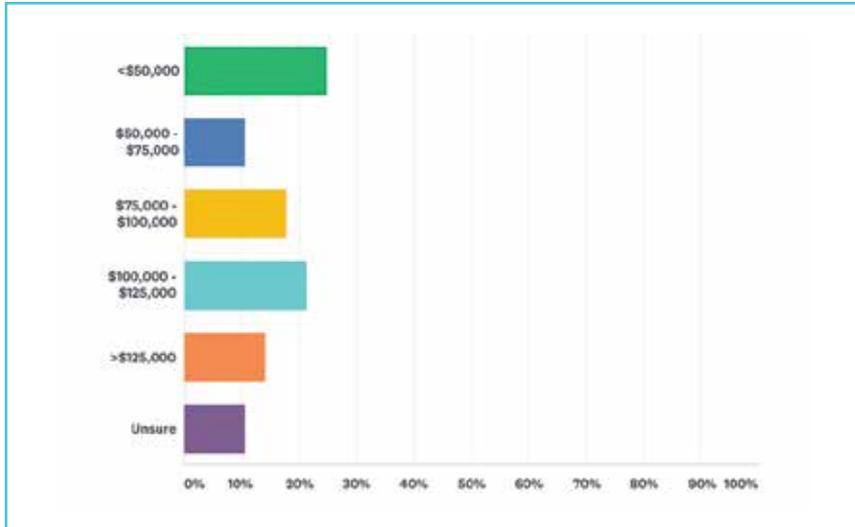


Does the centre have a recycle program?

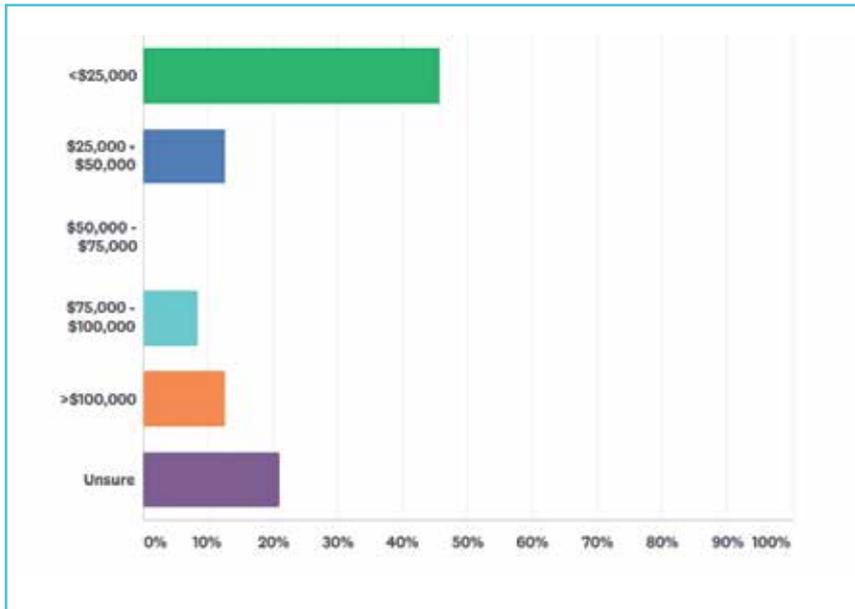


USING ENERGY

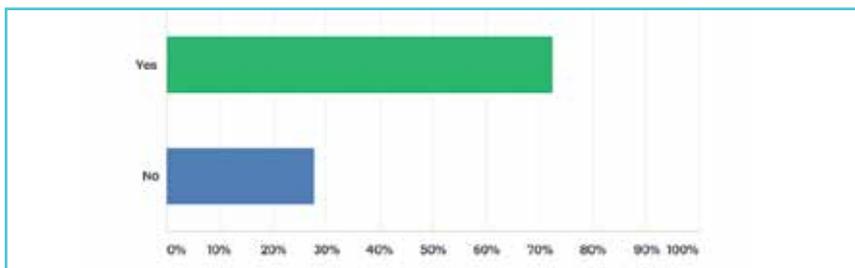
How much would the centre spend per year on electricity?



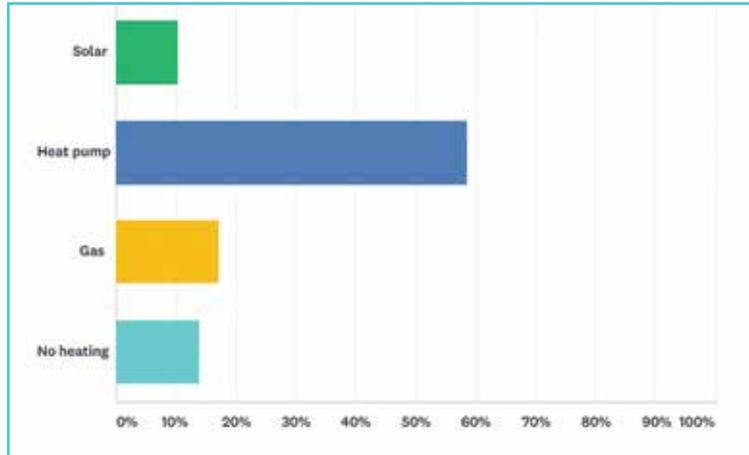
How much would the centre spend per year on gas?



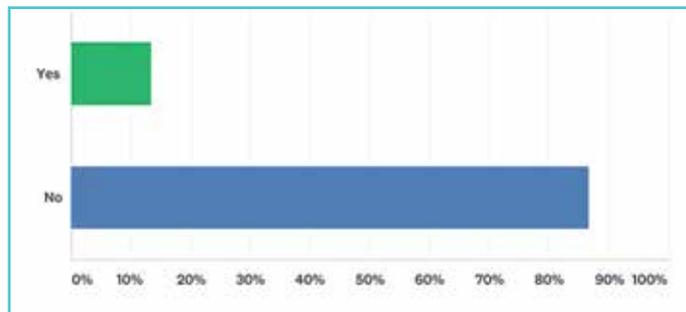
Have you or the asset owner ever had an energy audit /energy balance conducted?



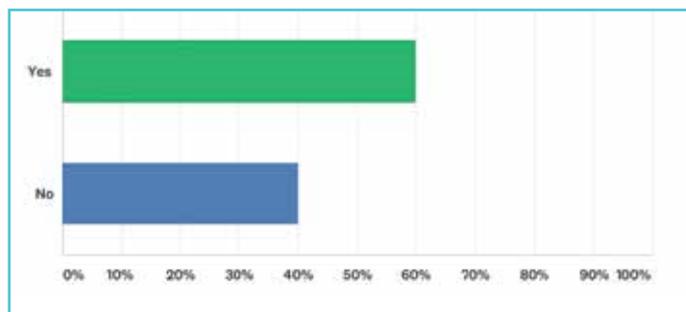
What type of pool heating is on site?



Does the centre have solar power for electricity generation (ie. Not for pool heating)?

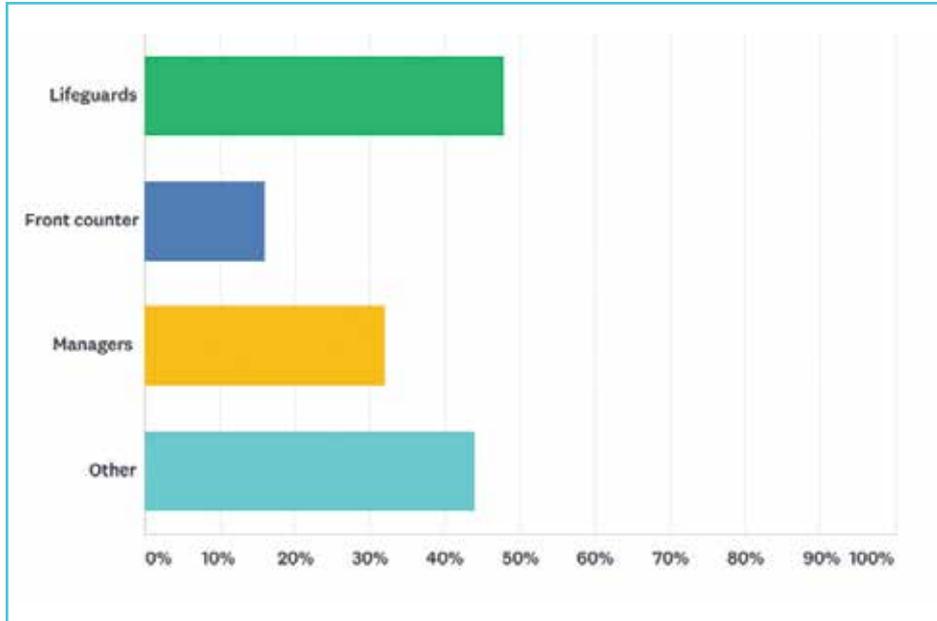


Is energy efficient lighting used?

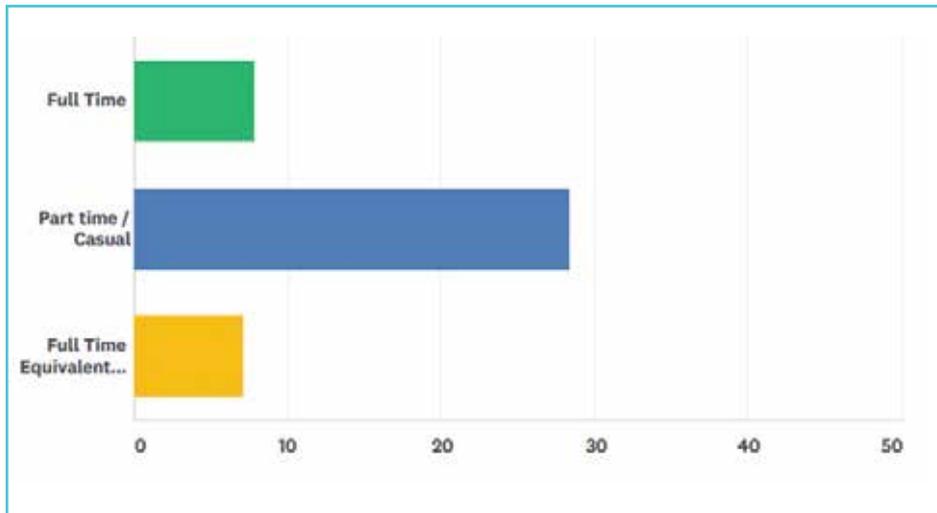


OUR PEOPLE

What is your monthly payroll amount?

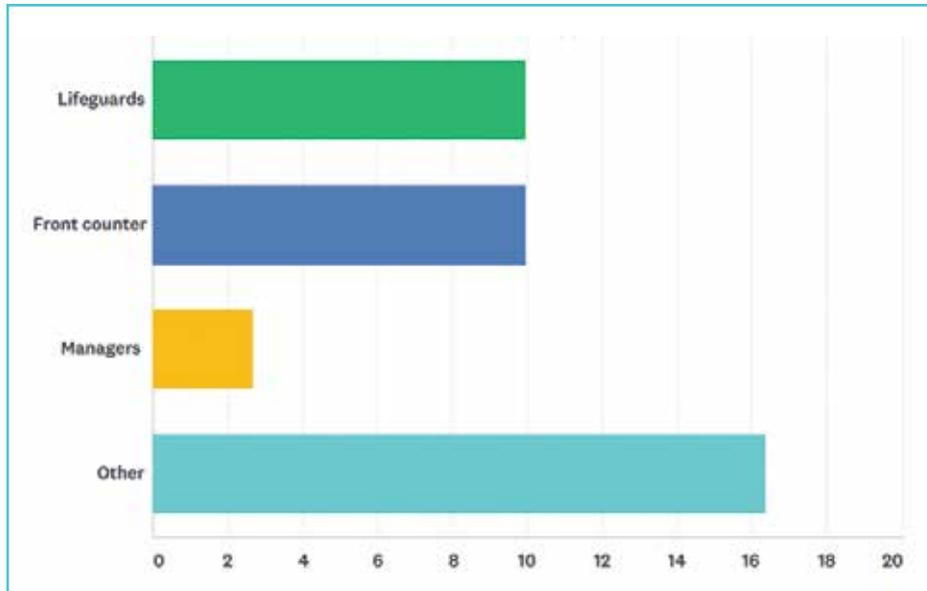


How many staff are employed on site?

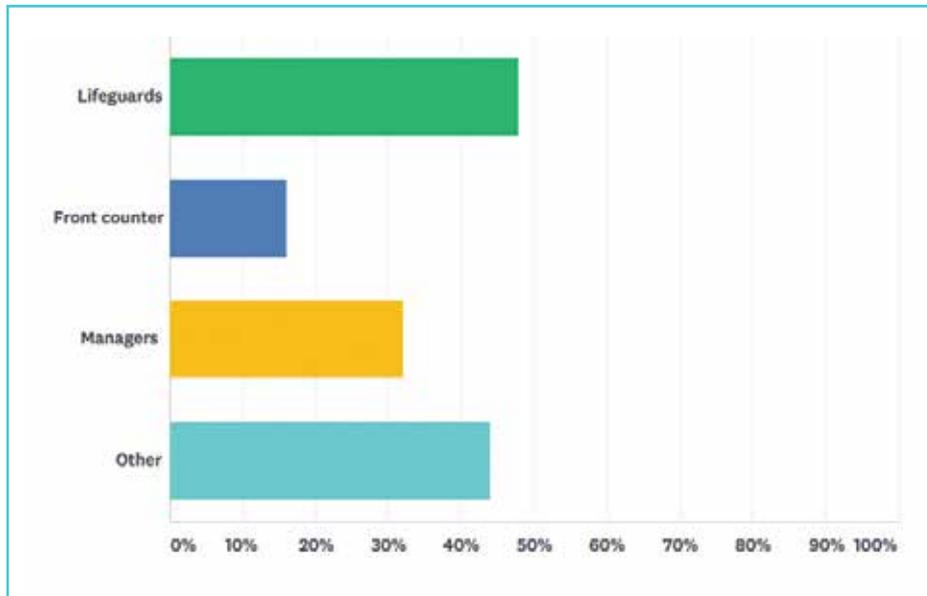


OUR PEOPLE | 20

How many staff do you employ as:

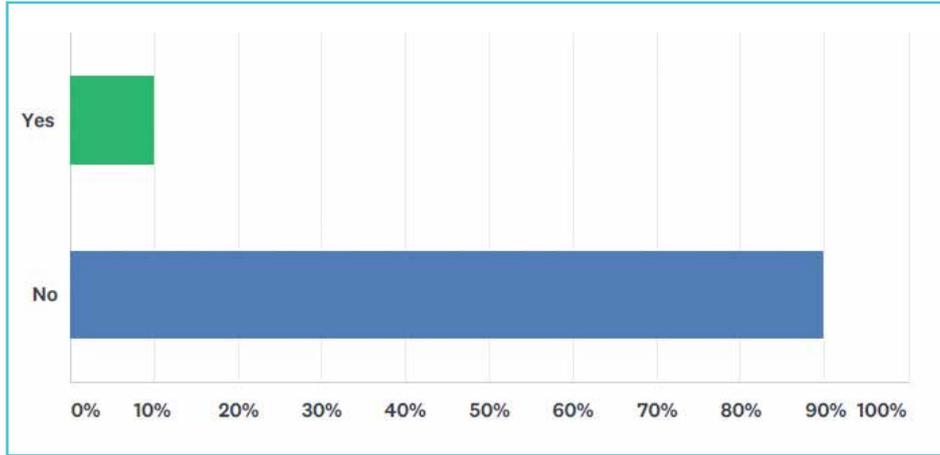


Which role do you find hardest to recruit for:



GOVERNMENT SUPPORT

Have you ever received any grants / funding for equipment?





ALFAQ MEMBER TESTIMONIAL

Unfortunately I had to depart the ALFAQ workshop early today. I am finding the workshops really relevant and the way you have set them up is fantastic. The networking before and during lunch, the tours and short sharp presentations. I am really glad I joined, am learning heaps and meeting lots of great people.

ALFAQ CORPORATE MEMBER TESTIMONIAL

It was a pleasure to meet and speak with ALFAQ Members at last month's forum. It was a very informative meeting and we certainly learnt a lot about requirements in the aquatic industry from a safety perspective. We are keen to continue to be updated with information and attend other forums.

CONCLUSION & FUTURE DESIGNS

We hope you have enjoyed the 1st edition of the ALFAQ State of the Industry benchmarking study.

It is clear from the results that there is a wide variety of different pools, facilities and operational methods. Whilst all provide a public service, we must strive to improve, to be more efficient, to provide more value to the community year on year. For this goal to be achieved we need to embrace the changes necessary, at all levels – industry, manager, government and association.

Please take just a few minutes to consider how your centre operates or your government department, what you do, and more importantly what **you could do** to become the best.

“You must be the change you wish to see in the world.”
~Gandhi

Swimming is a central part of the Queensland character. We’ve created an abundance of champions over the years. We hope you join us on the path to creating champion facilities, to be the best we can be.

LASTLY

THANK YOU

TO ALL OUR **VALUED** SPONSORS

ALFAQ would like to expressly thank the valuable contribution of all our highly valued sponsors...



aiswater.com.au

PLANET ARK

Power
Cleaner energy. Lower cost.

planetarkpower.com

 **focus**
PRODUCTS PTY LTD
www.focusproducts.com.au

focusproducts.com.au

 **print**
DESIGN > PRINT > DELIVER

tbsprint.com.au

STATE OF THE INDUSTRY

BENCHMARKING AQUATIC FACILITY SURVEY

ALFAQ

Australian Leisure Facilities Association Queensland is the peak representative body for the community recreation and aquatics industry. Our mission is “to deliver quality advocacy, leadership on industry policies and standards, support professional development opportunities, understand latest industry trends and share knowledge through a strong membership network”.

