

## BALC Customer Service Charter

### PURPOSE

We strive to provide our members and patrons with outstanding customer service. We want our customers to have positive experiences and endeavour to exceed the needs and expectations of our members and patrons.

Whilst this charter outlines our promises to you, we also hold expectations of the behaviour of patrons whilst in our Centre, including the way fellow patrons and staff members are to be treated.

### UNDERLYING VALUES

Management styles and customer service at the BALC will at all times reflect the City of Ballarat's values of leadership, loyalty, excellence and outcomes.

### COMMUNICATION

The BALC's hours of operation outline the times in which our staff can be contacted by our members and patrons, in which a variety of communication methods are available. When placing an enquiry, you can expect to receive a friendly welcome from our courteous, professional staff members whom hold the knowledge and responsibility to deal with your query. In the event that a staff member is unable to help you, they will endeavour to find the relevant person whom will provide a solution. At all times we will ensure confidentiality and respect for your privacy.

#### TRADING HOURS

Monday to Friday	6am to 9pm
Saturday	6am to 6pm
Sunday	8am to 6pm
Public Holidays	8am to 4pm
Anzac Day	1pm to 9pm
Closed Christmas Day and Good Friday	

Any changes to the above trading hours or disruptions to normal operations will be communicated via our website, Facebook page and signage displayed in the Customer Service area.

#### METHODS OF COMMUNICATION

In person	Gillies Street North, Ballarat VIC 3350
In writing	PO Box 4042, Alfredton VIC 3350
By phone	(03) 5330 2499
By fax	(03) 5334 2516
By email	<a href="mailto:balc@ballarat.vic.gov.au">balc@ballarat.vic.gov.au</a>
Website	<a href="http://www.ballarataquaticcentre.com.au">www.ballarataquaticcentre.com.au</a>
Facebook	<a href="http://www.facebook.com/BallaratAquaticandLifestyleCentre">www.facebook.com/BallaratAquaticandLifestyleCentre</a>

When lodging an enquiry in person at the Centre we will acknowledge your arrival and assist as quickly as possible. In peak customer service times you may need to form a queue in which our Customer Service Team will through the queue in order of arrival. We seek your patience at this time. Where enquiries are received via any other communication method we will acknowledge and respond within two business days.

## **FEEDBACK**

In addition to the methods of communication previously outlined, we invite our members and patrons to provide feedback about your experience at BALC via the Ratelt iPad portal located at reception. When a response is required, a BALC staff member will make contact with you within five working days to discuss the matter at hand.

## **COMPLAINTS**

For further information on this process please refer to our Complaint Handling Procedure.

## **SAFETY**

All BALC staff members hold the relevant qualifications required to complete their role to the requirements of the relevant position description. This includes (but is not limited to) Police and Working with Children checks. All staff are required to comply with the City of Ballarat Occupational Health and Safety Policy.

Weekly testing on our emergency evacuation announcements/signals are performed, along with regular emergency evacuation procedure practices.

All patrons must abide by the Watch around Water policy, whereby all children under the age of 10 must be actively supervised by a parent or accompanying person aged 16 years and older. Active Supervision means being within arm's reach and able to respond immediately to your child in the event of an emergency.

## **PRIVACY**

Patron privacy is protected in accordance with the National Privacy Act. A copy of the BALC Privacy Policy is available at <http://www.ballarat.vic.gov.au/ac/privacy.aspx>

## **ACCESS**

As a Centre for the community, we will provide a variety of programs, services and facilities accessible to people of all ages, abilities and backgrounds. Our programs promote a happier, healthier lifestyle and delivered in a safe and developmentally appropriate manner.

## **FACILITIES**

A strict cleaning regime is followed to ensure that facilities are well maintained at all times. Any necessary repairs and/or maintenance will be organised as soon as possible to decrease downtime in usage for our members and patrons. If at any stage you have concerns regarding our facilities please contact our Customer Service team, or email [balc@ballarat.vic.gov.au](mailto:balc@ballarat.vic.gov.au).

## **HEALTH CLUB**

A qualified Health Club staff member will be present in the Health Club at all times during Centre operating hours. However, it's important to remember that at times the staff member may be conducting a private consultation and will be unavailable on the Health Club floor. Consultations can be booked with either Health Club or Customer Service staff, with the maximum wait for an available spot being a period of fourteen days.

## **GROUP FITNESS**

All classes are instructed by appropriately qualified staff as per the group fitness timetable, which can be found on our website and displayed outside both the Health Club and Studio 1. The aqua timetable is displayed at the entrance to pool deck next to the lifeguard station.

Please note that any changes to the group fitness timetable will be communicated via our website, Facebook and signage in the Customer Service area.

## **AQUATIC EDUCATION**

Our BALC Swim School programs are available for all abilities and ages from six months old onwards. Our programs are delivered in a safe, friendly environment where participants can relax, play and learn. For more information on our BALC Swim School refer to the communication boards located at the entrance to pool deck.

## **GYMNASTICS**

Our BALC Gymnastics programs are available for all abilities and ages from four months through to adults. The Gymnastics Hall is a welcoming, safe environment where participants can play, explore and develop their skills. Further information on our gymnastics programs can be obtained from our website or by speaking to our Customer Service team.

## AQUATIC FACILITIES

At all times our staff comply with the Guidelines for Safe Pool Operations.

Water quality tests are conducted independently by Central Highlands Water on a quarterly basis.

Pool availability is displayed in the 'Lap Lane Availability' section of our website and is updated in real time by our database management system.

### TEMPERATURES

50m Pool	27 – 29 degrees
25m Pool	27 – 29 degrees
Learn to Swim Pool	31 – 33 degrees
Multipurpose Pool (South)	34 – 36 degrees
Multipurpose Pool (North)	33 – 35 degrees
Spa	36.5 – 38.5 degrees

Every effort will be made to keep the pools within the allocated above temperature ranges, however at times factors such as outside weather will impact pool deck temperature and in turn affect pool temperatures. Please note that this is out of our control and we will endeavour to return the pools to appropriate temperatures as soon as possible.

## CHILDCARE

The BALC Children's Centre operates as per Department of Education and Early Childhood Development regulations.

## OUR EXPECTATIONS

Help us to help you! Although we understand that at times you may be frustrated with the situation, it's important that we work together to achieve a mutually satisfactory result. We request that at all times during this process that you:

- Treat BALC staff and patrons with courtesy and respect – we do not tolerate abusive and bullying behaviour.
- Show understanding when the Centre is busy whilst we attend to our customers (including you!)
- 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.
- Advise us if you do not understand any information provided to you.