

# Yardstick User Group Meetings 2012



## DATES and LOCATIONS

Dates	Location	State
<b>PARKS</b>		
Mon 26 March 2012	Perth	WA
Thur 29 March 2012	Adelaide	SA
Mon 21 May 2012	Sydney	NSW
Tue 22 May 2012	Toowoomba	QLD
<b>POOLS and LEISURE CENTRES</b>		
Tue 27 March 2012	Perth	WA
Wed 28 March 2012	Moss Vale	NSW

## COST

\$55 per person (Inc GST)

## REGISTRATION

To register for the 1/2 day meeting please select one of the registration methods:

### 1. Online – Preferred method of registration

Register and pay for this event online using a credit card (Visa or Mastercard) or purchase order

Visit:

<http://www.ipwea.org.au/YardstickUserGroup2012>

### 2. Fax Registration Form

Please **complete registration form** and fax to IPWEA on (02) 9283 5255 or email [admin@ipwea.org.au](mailto:admin@ipwea.org.au)

Events that do not achieve the minimum number of registrations may be deferred or cancelled.

For further information visit

[www.ipwea.org.au/YardstickUserGroup2012](http://www.ipwea.org.au/YardstickUserGroup2012)



Proudly Supported by  
Institute of Public Works Engineering  
Australia

**Yardstick User Group meetings are open to anyone involved in the management and delivery of parks and leisure services.**

The meetings will provide valuable learning and networking opportunities to share the latest benchmarking research on the management and performance of parks and leisure facilities.

## Key Topics Explored in the Meeting

A summary of the key results and trends from 2011

- Key performance results
- Industry trends
- Provision, operating costs, level of service
- Asset management, service delivery
- Overall satisfaction, significant service gaps
- Application and use of the Yardstick information

## 2012 Question Development

Discussion and review of the 2012 management and visitor survey projects

- discussion on any enhancement or changes, additional topics
- questions members would like to see benchmarked

## Local site visit

A visit to a local host city park or facility of interest is incorporated into each event (excludes Adelaide)

## Who should attend

The meetings are primarily designed for members of the Yardstick project or those considering participating in the 2012 project - but are open to anyone interested in the outcomes and application of the latest benchmarking information on parks, swimming pools and leisure centres.

**Meeting Programme – see over page**

# Yardstick User Group Meetings 2012

## Meeting Programme



### Parks Programme - Perth

<b>Date</b>	<b>Monday, March 26th</b>
<b>Venue</b>	<b>Canning River Eco Education Centre, corner Queens Park Road and Kent Street, Wilson</b>
10.00 - 10.15 am	Coffee and welcome
10.15 - 11.00 am	Yardstick Management Measures key results and trends
11.00 - 11.30 am	Discussion on Management Measures questions for 2012
11.30 - 12.00 am	Visitor Measures results from 2011
12.00-12.30 am	Discussion on uses of Visitor Measures
12.30 - 1.00 pm	Lunch
1.00 - 3.00 pm	Site visit to local parks venues

### Parks Programme - Adelaide\*

<b>Date</b>	<b>Thursday, March 29th</b>
<b>Venue</b>	<b>Eyre Peninsula Room at the LGA, 148 Frome Street, Adelaide</b>
10.00 - 10.15 am	Coffee and welcome
10.15 - 11.00 am	Yardstick Management Measures key results and trends
11.00 - 11.30 am	Discussion on Management Measures questions for 2012
11.30 - 12.00 am	Visitor Measures results from 2011
12.00-12.30 am	Discussion on uses of Visitor Measures

\* Please note that there are no field trips planned for this user group meeting

### Parks Programme - Sydney

<b>Date</b>	<b>Monday, May 21st</b>
<b>Venue</b>	<b>Civic Centre, 260 Liverpool St, Ashfield, Sydney</b>
10.00 - 10.15 am	Coffee and welcome
10.15 - 11.00 am	Yardstick Management Measures key results and trends
11.00 - 11.30 am	Discussion on Management Measures questions for 2012
11.30 - 12.00 am	Visitor Measures results from 2011
12.00-12.30 am	Discussion on uses of Visitor Measures
12.30 - 1.00 pm	Lunch
1.00 - 3.00 pm	Site visit to local parks venues

**Parks Programme - Toowoomba**

<b>Date</b>	<b>Tuesday, May 22nd</b>
<b>Venue</b>	<b>John McDonald Function Room, Clive Berghofer Stadium, 47 Arthur St, Toowoomba</b>
10.00 - 10.15 am	Coffee and welcome
10.15 –11.00 am	Yardstick Management Measures key results and trends
11.00 – 11.30 am	Discussion on Management Measures questions for 2012
11.30 – 12.00 am	Visitor Measures results from 2011
12.00-12.30 am	Discussion on uses of Visitor Measures
12.30 – 1.00 pm	Lunch
1.00 – 3.00 pm	Site visit to local parks venues

**Pools and Leisure Centres Programme - Perth**

<b>Date</b>	<b>Tuesday, March 27th</b>
<b>Venue</b>	<b>Function Room, Altone Park Leisure Centre, 332 Benara Road, Beechboro, Perth</b>
10.00 - 10.15 am	Coffee and welcome
10.15 –11.00 am	Yardstick Management Measures Australian key results and trends
11.00 – 11.30 am	Discussion on Management Measures questions for 2013
11.30 – 12.00 am	Visitor Measures results from 2012
12.00 - 12.30 am	Lunch
12.30 – 1.00 pm	Discussion on Visitor Measures questions for 2013
1.00 – 3.00 pm	Site visit around Altone Park Leisure Centre

**Pools and Leisure Centres Programme – Moss Vale**

<b>Date</b>	<b>Wednesday, March 28th</b>
<b>Venue</b>	<b>Civic Centre Theatrette, Crn Elizabeth and Kirkham Streets, Moss Vale</b>
11.30 - 11.45 am	Coffee and welcome
11.45 –12.30 pm	Yardstick Management Measures Australian key results and trends
12.30 – 1.00 pm	Discussion on Management Measures questions for 2011
12.30 – 1.00 pm	Lunch
1.00 – 1.30 pm	Visitor Measures results from 2010/11
1.30 - 2.00 pm	Discussion on Customer Visitor questions for 2012
2.30 – 3.30 pm	Site visit around Moss Vale Swimming Centre