



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Mr Taimus Werner-Gibbings MLA

Addressed to: Minister for Sport and Recreation

Reference: iCBR

Hearing: 18 November 2025

In relation to: Aquatic centres in Tuggeranong

Question received: 20 November 2025

Answer Due: 03 December 2025

- 1) The remaining key challenges around customer satisfaction with aquatic centres are identified as: cleanliness, management responsiveness, equipment maintenance, and class cancellations. Why do these challenges remain – particularly cleanliness and equipment maintenance, and how long will they remain for?
- 2) When will the 2025/2026 Strategic Plan's impact on these challenges be assessed?

Yvette Berry MLA: The answer to the Member's question is as follows:

- 1) Infrastructure Canberra (iCBR) and Belgravia Health and Leisure Pty Ltd (Belgravia) have been in discussions around overall service delivery for both the Erindale Leisure Centre and Lakeside Leisure Centre following feedback from the community.

Belgravia have implemented changes to the management team at Lakeside Leisure Centre following an internal review of their operations. Issues including cleanliness and maintenance of the facilities have been reviewed and actioned following these discussions and management changes.

New gym equipment was installed at the Lakeside Leisure Centre by Belgravia in July 2025 following works in the gym areas including painting and installation of LED lighting.

Belgravia are currently working to undertake their internal procurement process to deliver upgrades to gym equipment at the Erindale Leisure Centre and iCBR has invested in replacement fitness equipment since the asset was transferred from ACT Education.

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Belgravia are active in minimising class cancellations and provide communications to members in a timely manner when alternative instructors are unavailable.

- 2) As noted above, iCBR is actively working with its aquatic facility operators to ensure delivery of appropriate service to the community. The ACT Aquatic Strategy on which work will begin in 2026 will provide an opportunity to understand and support the needs of community and user groups into the future.

Approved for circulation to the Standing Committee on Economics, Industry and Recreation

Signature: 
By the Minister for Sport and Recreation, Yvette Berry

Date: 10/12/26