SHIRE OF IRWIN
DONGARA-PORT DENISON
A BRILLIANT BLEND

04 November 2026

Dear Valued Patron and Gym Member of the Irwin Rec Centre

RE: IRWIN REC CENTRE – ACCESS MANAGEMENT SYSTEM UPDATE

The Irwin Recreation Centre is introducing GymMaster, a new membership and access management system. GymMaster will go live at 12:00 noon on Thursday 12 November 2026, initially affecting gym membership records and 24-hour gym access.

Installation of the new access infrastructure is scheduled for 9–11 November. While we anticipate a smooth transition, we will notify members of any temporary access disruptions or changes to the go-live schedule.

BENEFITS OF GYMMASTER
The new system will provide:

- Convenient gym access through a mobile app or physical fob.
- Improved security through membership checks and tailgating detection.
- Better communication through member updates, reminders and notifications.
- Centralised membership records to support improved service planning.

WHAT THIS MEANS FOR YOUR MEMBERSHIP

Membership details
Your existing membership details will be transferred to GymMaster. Rec Centre staff may contact you to confirm information required to help establish your account. You do not need to purchase a new membership.

Billing
Any existing Direct Debit payment arrangements will continue until **30 November**.
Members currently paying by Direct Debit will need to update and renew their banking credentials. This can be done either through the **"Update Billing Option"** in the app or in person at the Rec Centre. We will contact all existing Direct Debit members separately with details on how to arrange this.

Please note: From 1 December, the Direct Debit transaction for your Irwin Rec Centre gym membership appearing on your bank statement will be listed as EziDebit.

SETTING UP YOUR GYMMASTER ACCOUNT
By **Friday, 6 November**, existing members who provided an email address when completing their Rec Centre Membership Form will receive a welcome email inviting them to download the **GymMaster Member App** and activate their account.

Please follow the instructions provided in the welcome email. When prompted, use the email address registered with the Irwin Rec Centre to confirm your account details.
For further assistance, please refer to the attached **Member App User Guide** attached.

Download the GymMaster member app
Apple iPhone — Download GymMaster Member from the App Store
Android — Download GymMaster Member Portal from Google Play

CHANGES TO 24-HOUR GYM ACCESS

You can continue using your existing Links membership card to access the 24-hour gym until 12:00 noon on Thursday 12 November 2026.

From that time, eligible members will need an activated GymMaster account to access the gym through the existing 24-hour entrance.

You can unlock the door using either of the following options:

- **Physical Fob:** Scan door reader installed at the 24-hour gym entrance.
- **Mobile App Bluetooth:** Enable Bluetooth on your phone and use the Tap Check-In feature in the app. (Bluetooth Access must be enabled on your member account)
- Use the **Scan** function from the App and scan the facility QR code that is on display

Physical Fobs
For those who require a physical fobs, these will be available from the Rec Centre after Monday 9 November.

SUPPORT AND ASSISTANCE

If you cannot use the mobile app or require assistance with access, please contact reception before the go-live date to discuss access arrangements.

Staff will be available to help members set up their accounts and test access during the Rec Centre's standard business / staffed hours.

If you require any further assistance, please contact the Irwin Rec Centre:

- **Phone:** 9955 9200
- **Email:** gym@irwin.wa.gov.au

WHAT'S COMING NEXT – STAGE TWO

Stage Two, planned for early 2027, will introduce additional Rec Centre benefits, including easier online bookings for classes and facilities, automated billing and reminders, and expanded after-hours access arrangements. These improvements will make services more convenient, reduce administration and support greater use of the Centre.

We will provide updates as these features become available.

Thank you for your patience and cooperation as we introduce this new system.

Yours sincerely,

Farah Boksmati
Manager Community Services

Irwin Rec Centre

GYMMASTER MEMBER APP GUIDE

1 DOWNLOAD THE APP

Search for "GymMaster Member' in the App Store or Google Play Store.

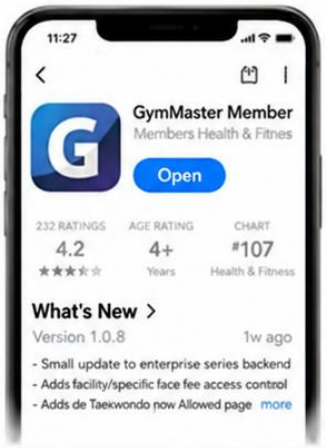
GymMaster Member

Download on the App Store

GET IT ON Google Play

2 OPEN THE APP

Tap Open to launch the GymMaster Member app.



3 LOG IN

Use the email you signed up with and your password.



4 GET YOUR LOGIN (IF NEEDED)

If you don't know your login, tap "Get My Login" and enter your name. You will receive an email with your login information.



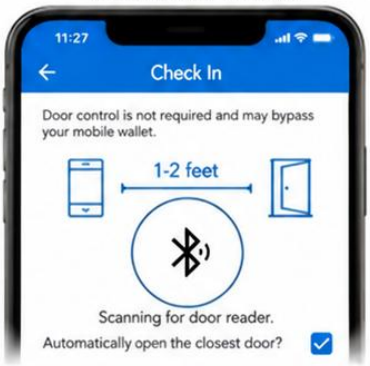
5 GO TO CHECK IN

After logging in, tap the "Check In" button on the home screen.



6 SCAN TO UNLOCK

Tap the Bluetooth button and hold your phone near the door reader (within 1-2 feet).



7 HOLD YOUR PHONE NEAR THE READER

Keep your phone near the door reader until it unlocks.





PAST DUE ACCOUNTS

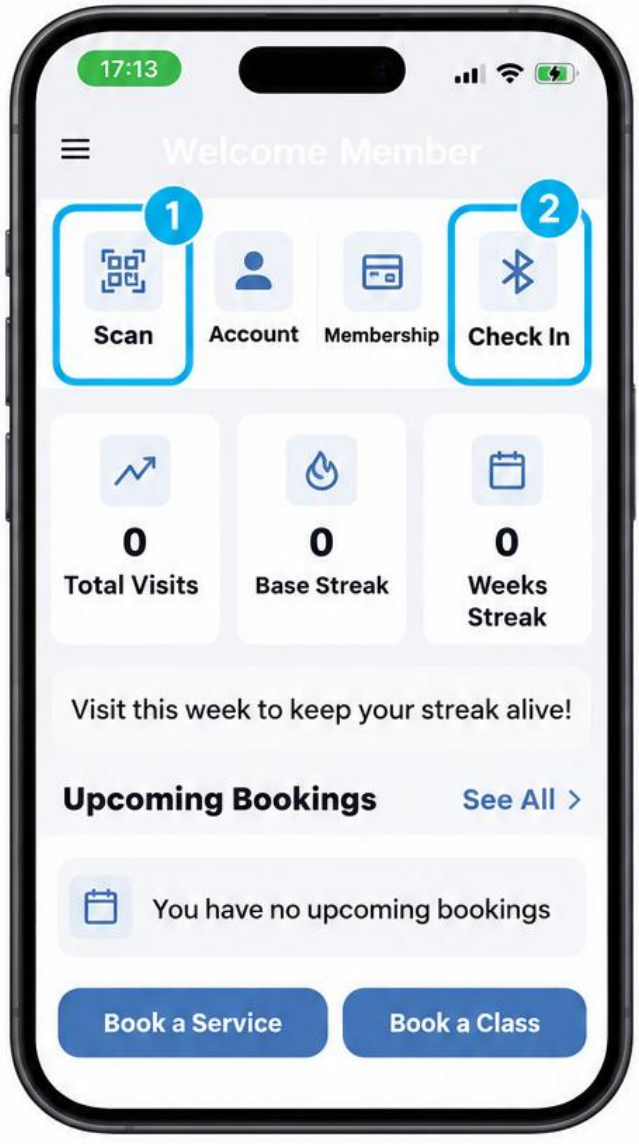
Members who are past due will not be able to unlock the door. Your app will show an "Access Denied" message.

To regain access, please update your payment method or bring your account current.

Irwin Rec Centre

ACCESSING OUR DOORS

With the GymMaster app



1 OPTION 1
TAP "SCAN"

Tap the Scan icon at the top left of your app screen, then scan the QR code on the door.

2 OPTION 2
TAP "CHECK IN"

Tap the Check In icon at the top right of your app screen. Stand within 2 metres of the door to enter via Bluetooth.

DON'T HAVE THE APP YET?

Download GymMaster Member from the App Store or Google Play.

Download on the App Store | GET IT ON Google Play

gymmaster.com/app-download