



AQUATIC MANAGEMENT PLAN



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- The Royal Life Saving Society Australia.
- Aquatic & Recreation Institute.
- Statewide Mutual.

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1 INTRODUCTION

The aim of this Management Plan is to provide facilities which promote a healthy lifestyle and social interaction, for the residents and visitors of the Region. Our focus is to prevent the loss of life and to promote the safe participation in water related activities through education and promotion of public understanding.

1.1 COMMENCEMENT

This Management Plan will commence October 2017.

1.2 REVIEW PROCESS

This document will be reviewed on a regular basis to ensure validity. Schedules to this plan will be reviewed annually and any changes will be referred to Council for approval.

1.3 APPLICATION

This Management Plan applies to all swimming pools operated and maintained by Tamworth Regional Council (TRC). A copy of the Plan will be available from;

- TRC Aquatic Facilities during the open season
- TRC Customer Service Office
- Available for download from www.tamworth.nsw.gov.au/pools.

Patrons are encouraged to read and make written contribution to the plan.

This Management Plan does not affect the operation of any Act or Regulation relating to the appropriate management of public swimming pools.

NSW Department of Local Government Practice Note No. 15 - Water Safety, will provide guidance on standards not specifically discussed in this Plan.

Royal Life Saving's Guidelines for Safe Pool Operation (GSPO) is recognised as the industry standard and as such will be used in conjunction with TRC's Integrated Management System (IMS) in the provision of safe aquatic facilities.

1.4 DEFINITIONS

Council or TRC;	Tamworth Regional Council
Aquatic Venue Manager; Pool Supervisor;	The Aquatic Venue Manager/Pool Supervisor is responsible for the overall operation of the facility and managing emergency situations.
Duty Manager;	An employee who is responsible for the everyday operation of the lifeguard team and managing emergency situations on any given shift in the absence of the Aquatic Venue Manager/Pool Supervisor.
Pool Lifeguard;	The primary function of a pool lifeguard is incident prevention and pool supervision.
Venue Staff;	Any Council aquatic employee on duty at an aquatic facility, including Aquatic Customer Service Officers & approved volunteers.
Operations Manager;	The Council Officer in charge of overseeing of all TRC public aquatic facilities.
Business;	Any company, sole trader, incorporated group, sports group, swimming club, school, charity, event organiser or similar.
Professional Coach/ Instructor;	Any person who charges a fee or is otherwise paid, whether by an individual, individuals, club or association for the provision of swim training, learn to swim and or coaching.
User Group;	Any group or individual who intends to hire an aquatic facility, exclusively or part thereof, including but not limited to, schools, sports groups etc.
Aquatic Facility;	Any TRC public aquatic facility, surrounding buildings, grounds and fence line.

2 TRC AQUATIC FACILITIES

Council aims to provide the following services at their six aquatic facilities:

2.1 BARRABA WAR MEMORIAL SWIMMING POOL COMPLEX

- 33m swimming pool
- Toddler's pool
- 1m spring board
- Waterslide
- Indoor hydrotherapy pool
- BBQ facilities
- Kiosk facility
- Changeroom facilities
- Shade structures
- Club storage shed
- Thermal pool blankets

Access:

- Main pool – portable stairway
- Hydrotherapy Pool – full disability access and access door to street
- Changerooms – full access in hydrotherapy building
- Main pavilion – access via ramp.

2.2 KOOTINGAL- MOONBI & DISTRICT WAR MEMORIAL SWIMMING POOL

- 25m swimming pool
- Toddler's pool
- Shaded children's play area
- BBQ facilities
- Kiosk facility
- Changeroom facilities
- Club room
- Thermal pool blankets
- Shade structures

Access:

- No disabled facilities at this time.

2.3 MANILLA WAR MEMORIAL SWIMMING POOL

- 50m swimming pool
- Toddler's pool
- Children's play equipment
- BBQ facilities
- Kiosk facility
- Shade structures
- Changeroom facilities
- Club room

Access:

- Main pool – portable stairway and disabled chair lift.
- Changerooms – disabled toilet in male changerroom
- Main pavilion – level access.

2.4 NUNDE SWIMMING POOL

- 25m swimming pool
- Toddler's pool
- Change room facilities
- BBQ facilities
- Thermal pool blankets
- Shade structures

Access:

- Main pool – portable stairway
- Main entrance ramp

2.5 SOUTH & WEST TAMWORTH WAR MEMORIAL SWIMMING POOL

- 50m swimming pool
- Childrens Play pool
- Toddler's pool
- Water slide
- Children's play equipment
- BBQ facilities
- Kiosk facility
- Shade structures
- Thermal pool blankets
- Change room facilities
- Club room
- Heating capability

Access:

- Main pool – portable stairway and disabled chair lift
- Changerooms – handrails fitted to female showers
- Main pavilion – ramp

2.6 TAMWORTH OLYMPIC SWIMMING POOL

- 50m swimming pool
- Toddler's pool
- BBQ facilities
- Children's play equipment
- Kiosk facility
- Change room facilities
- Club room
- Thermal pool blankets

Access:

- Main pool – portable stairway

3 ADMINISTRATION

3.1 RECORDS

Staff will ensure all records for the operation of aquatic facilities are fully completed, legible and recorded in Council's electronic records system (TRIM).

3.2 RECORDS TO BE MAINTAINED BY EACH POOL

- a) Daily Pool Water Testing Sheet
- b) Daily Task Sheet
- c) Daily Changeroom Checklists
- d) Weekly Task Sheet
- e) Monthly Task Sheet
- f) Incident, Accident & Near Miss Reports
- g) Daily Financial Reports
- h) Daily Attendance Sheet
- i) Monthly Attendance Sheet
- j) Monthly Aquatic Venue Manager's/Pool Supervisors Report
- k) All other documentation required by Council's IMS System.

4 WORK HEALTH & SAFETY

1. Staff, contractors & volunteers will comply with Councils WHS policies and procedures at all times.
2. All incidents and near misses are to be reported, investigated and addressed in accordance with Council's IMS procedure.
3. Workplace Inspections will be carried out at least every two months during the pool season.

5 OPERATING HOURS

5.1 AQUATIC FACILITY SEASONAL DATES

1. Season opening and closing dates for all aquatic facilities will approximately align with the start of term 4 and ending of term 1 of the school year. Specific dates will be determined giving consideration to weather, water temperature, the requirements of key user groups and patrons, operational and resource constraints.
2. Discretion is given to the General Manager to make minor changes to season opening and closing dates. Significant changes to season dates such as delays or early closures greater than one month in duration will be considered by Council.
3. Season opening and closing dates will be appropriately advertised prior to season on Council's website & APP.

5.2 AQUATIC FACILITY HOURS OF OPERATION

1. The Operational hours of pools will vary between aquatic facilities depending on facility location, User Groups requirements and activities undertaken at each aquatic facility.

2. The standard hours of operation for each pool are:

BARRABA WAR MEMORIAL SWIMMING POOL COMPLEX

Term based Monday to Sunday – 12:00pm to 6:00pm

Pool Closed Tuesdays

January School Holidays Monday to Sundays – 12:00pm to 7:00pm

Pool Closed Tuesdays

BARRABA HYDROTHERAPY POOL

Term Based Monday to Sunday – Minimum of 12 hours per week in winter

Pool Closed Tuesdays

KOOTINGAL – MOONBI & DISTRICT WAR MEMORIAL SWIMMING POOL

Term based Monday to Sunday – 12:00pm to 6:00pm

January School Holidays Monday to Sunday – 12:00pm to 7:00pm

MANILLA WAR MEMORIAL SWIMMING POOL

Term based Tuesday to Sunday – 12:00pm to 6:00pm

Pool Closed Mondays

January School Holidays Monday to Sundays – 12:00pm to 7:00pm

Pool Closed Mondays

NUNDLE SWIMMING POOL

Term based Monday to Sunday – 12:00pm to 6:00pm

Pool Closed Tuesdays

January School Holidays Monday to Sundays – 12:00pm to 7:00pm

Pool Closed Tuesdays

SOUTH & WEST TAMWORTH WAR MEMORIAL SWIMMING POOL

Term based Monday to Friday – 5:30am to 6:00pm

Term Based Weekends – 5:30am to 6:00pm

January School Holidays Monday to Friday – 5:30am to 7:00pm

January School Holidays Weekends – 5:30am to 7:00pm

TAMWORTH OLYMPIC SWIMMING POOL

Term based Monday to Friday – 5:30am to 6:00pm

Term Based Weekends – 7:30am to 6:00pm

January School Holidays Monday to Friday – 5:30am to 7:00pm

January School Holidays Weekends – 7:30am to 7:00pm

3. Opening and closing times for all aquatic facilities will be appropriately advertised annually prior to season opening and available on Council's website & APP.

5.3 ALTERATIONS TO HOURS OF OPERATION

1. The following planned alternations to the hours of operation at aquatic facilities include:
 - Christmas Eve – Close early (all facilities) at 5:00pm
 - Christmas Day – Closed
 - Christmas to New Year - delayed opening at Tamworth Pools until 7:30am
 - New Years Day – delayed opening at Tamworth Pools until 12:00pm
 - Good Friday - Closed
2. Tamworth Regional Council reserves the right in its sole discretion to close aquatic facilities due to inclement weather, safety reasons or for any other reason Council determines is valid.
3. Prior to any such closure or alteration in hours of operation, the Aquatic Venue Manager, Pool Supervisor or Duty Manager will obtain agreement from the Operations Manager – Sports Dome & Aquatics or delegate.
4. In the event that an aquatic facility is closed, season ticket holders will be able to use their season ticket to access another Tamworth Regional Council aquatic facility for the duration of the closure.

6 OPERATING STANDARDS

6.1 WATER QUALITY

1. Water quality at TRC aquatic facilities will comply with the NSW Health *“Public Swimming Pool and Spa Pool Advisory Document”*.
2. All TRC aquatic facilities use chlorination as their disinfection technique. All pools are equipped with an automatic control which is considered essential best practice for all public swimming pools.
3. All TRC aquatic facilities are manually tested prior to opening and regularly during the opening period.
4. Microbiological testing of pool water will be undertaken monthly in all TRC aquatic facilities. Independent testing is conducted on these samples.
5. Records are kept for the mandatory six month period.
6. The NSW Health Department Authorised Officers and consultants are allowed access to any TRC aquatic facility, at any time, to measure Council’s compliance with the current health standards.

6.2 AQUATIC FACILITIES MAINTENANCE

1. Preventative maintenance checklists of varying levels for all aquatic facilities will be completed on a regular basis, as appropriate.
2. Major maintenance issues will be addressed in the winter season.
3. All aquatic facilities will comply with all aspects of the TRC Drought Management Plan with the exclusion of the Barraba Hydrotherapy Pool.

6.3 POOL SUPERVISION

1. TRC aquatic facilities are bound by the Royal Life Saving Society Australian (RLSSA), *Guidelines for Safe Pool Operations (GSPO)* in regards to minimum ratios of qualified people per number of users at aquatic facilities during operating hours.
2. Supervision of low patronage pools (fewer than 25 patrons in the water at any one time) will be consistent with current best practice guidelines (GSPO).
3. TRC aquatic facilities have adopted the RLSSA Keep Watch @ Public Pools integrated water safety program with the aim to eliminate all drowning incidents and near drowning incidents that occur at public aquatic facilities.

6.4 STAFF QUALIFICATIONS

1. All employees and volunteers are required to possess a current Working with Children Check for paid employment as this position is considered '*Child-Related Employment*'.

Essential minimum qualifications for TRC aquatic facility staff are as follows:

Aquatic Venue Manager/Pool Supervisor

- Certificate III in Aquatics or equivalent relevant experience
- RLSSA Pool Lifeguard License
- Senior First Aid Certificate

Duty Manager

- RLSSA Pool Lifeguard License
- Senior First Aid Certificate

Pool Lifeguards

- RLSSA Pool Lifeguard License
- Senior First Aid Certificate

Learn to Swim Instructors

- AUSTSWIM or Swim Australia Teacher of Swimming and Water Safety Certificate
- Cardio Pulmonary Resuscitation Certificate (CPR)

Aquatic Customer Service Officer

- Senior First Aid Certificate

All lifeguards working in the seasonal aquatic facilities will participate in training prior to the start of the season and one every three months thereafter until the close of the season.

7 FEES

7.1 SINGLE ENTRY FEES

1. All fees will be charged in accordance with applicable *Annual Operational Plan – Fees and Charges*.
2. A '**single**' entry is defined as only one entry to a single TRC aquatic facility. Once you have

left the facility for an extended period of time you will be required to pay to re-enter the facility.

3. A **'spectator'** is defined as a person entering the facility with the purpose of supervising, on looking or observing, without entering the water.
4. For short programmed events (less than one hour) where immediate family are entering the facility with the purpose of viewing, only one person will be charged the spectator fee, with the condition that they do not enter the water.
5. An **'adult'** is defined as any person aged 18 years or older, or aged 16 years and above who is not the holder of a valid Student Identification Card.
6. A **'child'** is defined as any person under the age of 18 and if aged 16 years and above is the holder of a current Student Identification Card.
7. Children aged two years and under will be admitted free of charge with a paying adult.
8. A **'concession'** must produce the relevant concession documentation at point of purchase.
 - Patrons holding one of the following cards are eligible for a concession rate:
 - Centrelink issued: Pensioner Concession Card (PCC)
 - Department of Veterans Affairs card or Department of Veteran's Affairs issued Pensioner Concession Card
 - NSW Seniors Card
9. Only cardholders (not their dependents listed on the card) are entitled to the concession price.
10. All Tamworth Regional Council employees are entitled to be admitted free of charge to TRC aquatic facilities as part of their employment benefits. TRC ID cards are required to be produced on entry. This benefit is non-transferrable and is only valid for the employee.
11. Disabled caregivers will be admitted free of charge with a paying patron.
12. Resident swimming coaches and school teachers will be admitted free of charge when supervising or coaching their respective groups of children.
13. Tamworth Regional Council reserves the right to refuse entry to any person, including members, and has the right to cancel your membership without warning or notice due to any breach in terms and conditions, or for any other reason management may decide such as facility damage or health and safety risks.
14. In the event of an aquatic facility closure due to inclement weather, safety reasons or for any other reason Council determines is valid, patrons are not entitled to any refunds to fees paid.
15. Tamworth Regional Council reserves the right to enter into commercial arrangements with external organisations.

7.2 SEASON PASS & MULTI VISIT PASS TERMS & CONDITIONS

Membership applications will be bound by and comply with all parts of the Tamworth Regional Council Aquatic Management Plan. The terms and conditions for memberships are as follows and can also be found on the back of the Membership Application Form when joining a TRC aquatic facility:

1. **Full Season Passes** – Full Season Passes are only valid for the swimming season in which they were purchased and are only valid for the aquatic facility printed on the front of the card. Full Season Passes are available as a Family, Adult, Child or Concession Pass. They are issued to a designated person nominated on the membership application form and are not transferable. Unauthorised use of a season pass by a person who is not the designated pass holder may result in cancellation of the pass.
2. **Half Season Passes** – Half Season Passes are available as a Family Pass, Adult, Child or Concession Pass. They are issued to a designated person nominated on the membership application form and are not transferable. Unauthorised use of a season pass by a person who is not the designated pass holder may result in cancellation of the pass.
3. **All Pools Full or Half Season Pass**– All Pools Passes can be purchased as a Full or Half Season Pass. An All Pools Pass is only valid for the swimming season in which they were purchased and provides access to all aquatic facilities in the Tamworth Regional Council. All Pools Passes are available as a Family, Adult, Child or Concession Pass.
4. **Passes** – All passes must be shown on entry at all times. Patrons who cannot produce their pass when requested will be required to pay the relevant single entry fee for that visit.
5. **Notice by Email** – Any changes to the Terms and Conditions will be advised in writing by email.
6. **Payment** – Payment must be made in full at the time of purchase.
7. **No Refunds** – All payments are non-refundable and non-transferrable.
8. **Cancelled Passes** – Tamworth Regional Council reserves the right to cancel a pass and request the return of the pass at its discretion. If a pass is cancelled for any reason, the pass holder will be required to pay the relevant single entry fee to enter the aquatic facility for future visits.
9. **Lane Space** – Lane space may be limited or unavailable at particular times due to prior booking, mechanical breakdown, fire, act of God, condemnation, catastrophe and any other reason not limited to these. Tamworth Regional Council is not responsible or liable under such circumstances.
10. **Hours of Operation** – Operational schedules may vary and are subject to change from time to time. During our School Carnival season in February and March, public swimming lanes will be limited or unavailable depending on operational requirements. Advanced notice and information regarding this will be available at the facility and sent to all members via email.
11. **Multi-Entry Passes** – Multi-entry passes are not restricted to the purchaser and can be used by multiple people to access any Tamworth Regional Council Aquatic Facility. Multi-entry passes are only valid for the swimming season in which they were purchased. Any remaining entries will be forfeited at the end of the season and no refund will be issued.
12. **Lost/Stolen Passes** – Passes are the full responsibility of the customer. All passes will not be refunded or a credit given due to being lost or stolen. An administration fee will be incurred for replacement cards.
13. **Use of the Facility** – Use of the facility is subject to the Terms and Conditions of Entry, Pool Rules and Hygiene Policy. Tamworth Regional Council reserves the right to refuse entry to any person, including members, and has the right to cancel your membership without warning or notice due to any breach of these terms and conditions, or for any other reason management may decide such as facility damage or health and safety risks.

14. Weather – In the event of lightning, the pool will be evacuated for safety reasons. All swimming will cease until the Aquatic Venue Manager/Pool Supervisor/Duty Manager has deemed it safe to return to the pool as per the Guidelines For Safe Pool Operations Manual

15. Privacy – Tamworth Regional Council is bound by the Privacy Act. For details of TRC's Privacy Policy, please visit our website at www.tamworth.nsw.gov.au.

7.3 EVIDENCE OF AGE

1. Children (under 10 years) are not allowed entry unless under active supervision of a person 16 years or older.
2. Parents or guardians should actively supervise their children at all times. As such, they should be dressed ready to take action, including unexpected entry to a pool.
3. Tamworth Regional Council reserves the right to request evidence of age identification when entering any TRC aquatic facility. This evidence can be used by TRC to determine the following:
 - Fees and charges in accordance with the applicable *Annual Operational Plan – Fees and Charges*
 - Confirm a child is over the age of 10 years
 - Confirm the supervisor of a child (under 10 years) is 16 years or older.
4. Acceptable evidence of age identification is as follows:
 - Proof of Age card
 - Australian Driver's License
 - Australian Passport

7.4 OTHER FEES

1. People, private swimming teachers, user groups or hirers that maintain exclusive use of any part of the swimming pool will be charged a lane hire fee and entry fee. This does not include school groups participating in a sporting program under direct supervision of a school teacher with the correct qualifications.
2. School groups are still required to complete a booking application form to secure lane space and students are required to pay entry fees as stated in the applicable *Annual Operational Plan – Fees and Charges*.
3. An afterhours fee (per hour) will be applicable to hirers who have been granted written permission to hold events outside of normal operating hours. This fee is in addition to the relevant entry fees of all participants.
4. An additional fee will be applicable for the use or hire of recreational devices, such as but not limited to, springboards, water slides, inflatable play equipment. These fees will be charged in accordance with the applicable *Annual Operational Plan – Fees and Charges*.
5. At the discretion of the General Manager, TRC is able provide up to one free entry day each year at all aquatic facilities to celebrate a national day or community event (e.g. Australia Day or a significant pool anniversary).

8 BOOKINGS

8.1 GENERAL

1. Bookings of any TRC aquatic facilities can be made through the online booking request application located on the TRC website www.tamworth.nsw.gov.au
2. Tamworth Regional Council reserves the right to accept or deny any application prior to or after submission.
3. After receiving your application and documentation, Tamworth Regional Council will supply a confirmation of booking letter. Bookings do not take effect until the confirmation letter has been received.
4. Major sporting events are to be booked separately from regular season bookings e.g. school swimming carnivals, local, regional and state carnivals.
5. All training (including swim club, water polo, private swimming lessons etc.) is to be booked in the same manner as other event bookings.
6. Prior to the commencement of the event, the nominated person in charge must attend and complete a site induction with the Aquatic Venue Manager/Pool Supervisor.
7. Hire fees will be charged in accordance with the applicable *Annual Operational Plan – Fees and Charges* and payment is required for the times or entries set out in the booking confirmation letter.
8. Full terms and conditions of TRC aquatic facility bookings can be found on the '*Application for Use of Council Aquatic Facilities*'.

8.2 PRIORITIES FOR BOOKINGS

1. Bookings will be prioritized with consideration to broader community benefits before being made.

8.3 CANCELLATION OF BOOKINGS

1. Tamworth Regional Council reserves the right to cancel your booking immediately by verbal or written notice for any breach of the Terms and Conditions of Hire.
2. Tamworth Regional Council reserves the right to cancel a booking at a facility if it considers the environment likely to be unduly damaged by use.
3. If an aquatic facility is closed for any reason by TRC, any fees paid in advance will be refunded to the user group or hirer and no further amounts shall be payable by Council to the hirer or user group in relation to such a closure.
4. If a user group or hirer wishes to cancel a booking, they must give immediate notification to Council. The user group indemnifies Tamworth Regional Council in relation to loss of or damage to property and all actions, claims, demands, losses, damages, costs and expenses whatsoever and howsoever arising in respect of the user group not proceeding with the event or any competition forming part of the event or any breach of these terms and

conditions for events by the user group except to the extent that such liability is caused by the negligence of Tamworth Regional Council.

8.4 STANDING BOOKINGS

TRC Aquatic facilities will provide bookings to the following groups each season, subject to receiving an application and required documentation:

- Barraba Amateur Swimming Club Inc. - swim training, club nights, club championships and carnival
- Kootingal- Moonbi Amateur Swimming & Life Saving Club Inc. - swim training, club nights, club championships and carnival
- Manilla Amateur Swimming Club Inc. - swim training, club nights, club championships and carnival
- Nundle Amateur Swimming Club Inc. - swim training, club nights, club championships and carnival
- 360/Scully Park Amateur Swimming & Life Saving Club Inc. - swim training, life saving program, club nights, club championships and carnival
- Tamworth City Amateur Swimming Club Inc. - swim training, club nights, club championships and carnival
- Tamworth & District Water Polo Inc. - swim training, competition and carnival
- Tamworth Triathlon Club Inc. – Weekly and fortnightly triathlons
- One swimming carnival event per school located in the Tamworth Regional Council area
- State / Regional school swimming carnivals
- Intensive swimming program (lessons) for schools.

Tamworth Regional Council reserves the right to cancel a booking if the user group fails to adhere to the booking time or they fail to attend their booking, with no prior notification, for a period of two consecutive sessions. No refunds will be provided if a booking is to be cancelled under these circumstances.

8.5 BUSINESS COMPLIANCE

A person or business wishing to conduct trade at a TRC aquatic facility must apply in writing to Council and be able to provide evidence of the following documentation:

- Private Learn To Swim Providers Declaration
- Current Public Liability Insurance policy (minimum value AUD\$20 million)
- All equipment to be in good working order (including current test and tag for electrical equipment)

8.6 LIMITATIONS ON BUSINESSES PERMITTED

1. Tamworth Regional Council reserves the right to prohibit any business for any breach of

the Terms and Conditions of hire and/or the applicable *Aquatic Management Plan*.

2. A business cannot provide their point of contact as the aquatic facility (mail or phone).
3. The telephone of the aquatic facility is not to be used by the business.

9 CONDITIONS OF ENTRY

9.1 TAMWORTH REGIONAL COUNCIL CONDITIONS OF ENTRY

Tamworth Regional Council conditions of entry are displayed at the entrance of every TRC aquatic facility and are also available on the website. They are as follows:

- Management reserves the right to refuse entry
- Any patron under the influence of drugs or alcohol will not be permitted into the facility
- Anyone attempting to gain entry without paying or without authorisation will be prosecuted
- No passouts will be issued
- No glass objects or alcoholic beverages are permitted in the facility
- Please observe pool rules at all times
- Abusive, disruptive or offensive behaviour and language are not permitted. Offenders will be removed from the facility
- Children (under 10 years) are not allowed entry unless under **active** supervision of a person 16 years or older
- Articles of clothing such as street wear are strictly prohibited. Only recognised swimwear, made from lycra and nylon is to be worn in the water.
- Please read and adhere to the swimming hygiene policy
- No pets or animals permitted in the facility, with the exception of Guide Dogs
- The use of cameras and mobile phones are not permitted in changerooms
- Tamworth Regional Council accepts no responsibility for lost or stolen belongings
- All Tamworth Regional Council aquatic facilities are non-smoking venues.

Use of the facility is subject to the Conditions of Entry, Pool Rules and Hygiene Policy. Tamworth Regional Council reserves the right to remove a person from an aquatic facility for the refusal to comply with the Conditions of Entry.

9.2 TAMWORTH REGIONAL COUNCIL HYGIENE POLICY

For the health and safety of others –

- Do not use the pool if you have had diarrhea in the past two weeks
- Close fitting swimming costumes must be worn at all times
- Use the toilet and the shower prior to entering the pool
- Avoid swallowing or putting pool water in your mouth
- When trying on swimming costumes to purchase, your own swimwear or undergarments must be worn underneath

Non-toilet trained infants –

- Must wear aqua-nappies (disposable or re-usable) with swimmers over the top

- Under no circumstances are regular nappies to be worn while swimming
- Should be taken to the toilet frequently
- Should have their activities restricted to the toddlers pool if possible
- Nappies are to be changed in the changerooms and not at the poolside
- The child should be showered properly after changing and the carer should wash their hands immediately afterwards
- Soiled nappies are to be disposed of in the bins provided in the changerooms.

9.3 KEEP WATCH @ PUBLIC POOLS

“Keep Watch @ Public Pools is an integrated water safety program which aims to increase awareness of the strategies available to keep children safe when in, on or around public pools and aquatic facilities. The ultimate aim of the program is to eliminate all drowning deaths and near drowning incidents that occur in aquatic leisure centres, public swimming centres and pools. In the short term it is hoping to increase awareness of strategies to keep children safe, change attitudes about what is appropriate safety at public swimming pools and raise awareness about preventative strategies. It also aims to highlight the need for an increase in parental responsibility, rather than relying on pool lifeguards to babysit children.” Royal Life Saving Society Australia.

The Keep Watch @ Public Pools policy and the ages within it represent minimum standards that Royal Life Saving expects of public pools however Royal Life Saving encourages pools to adopt a higher standard. The minimum standards are as follows:

- Children (under 10 years) are not allowed entry to a TRC aquatic facility unless under **active** supervision of a person 16 years or older.
- Parents and carers should **actively** supervise their children at all times. As such, they should be dressed ready for action, including unexpected entry to a pool.
- **Children 0 - 5** – For 0-5 years old and non-swimmers a parent or carer is in the water at all times within arms’ reach of the child. It is best if you are engaging with your child i.e. playing with them, talking to them.
- **Children 6 – 10** – For 6-10 years old constant **active** supervision is required. Be prepared to get wet and enter the water with this age group.
- **Children 11 - 14** – For 11-14 year olds it is recommended that parents check up on their child by physically going to the point where they are in or around the water.

Active supervision is defined as consisting of four key elements:

- **Be Prepared** – parents/carers should ensure they have everything they need before getting into the water such as towels and dry clothes
- **Be Close** – parents/carers should always be within arms’ reach of their child
- **All Of Your Attention** – parents/carers should focus all of their attention on their child and get into the pool and talk and play with them
- **All Of The Time** – parents/carers should never leave their child alone in the water, nor should they be left in the care of an older child or the Lifeguard at the public pool

9.4 DIVING

1. A dive is defined as entry into water where the upper body (hands, arms and head followed by the torso and lower limbs) enters first during activities.

2. "No Diving" prohibition notices conforming to the GSPO are displayed where it is considered unsafe to dive from the poolside.
3. Only qualified swim coaches, lifesaving instructors (excepting beach lifesaving) and licensed swimming and water safety teachers should instruct safe water entries and diving skills.
4. Any group wishing to conduct dive starts into the shallow end of the pool for relays must conduct a risk assessment of the activity before the event and acknowledge full responsibility for the consequences arising from the activity.
5. In water depth less than 900mm dive starts are not permitted. All events should commence in the water.

10 ABANDONED CHILDREN

1. An 'abandoned child' is defined as a child (under 10 years) that does not have active supervision of a person 16 years or older.
2. On discovery of an 'abandoned child', pool staff will immediately ensure the safety of the child and the Aquatic Venue Manager/Pool Supervisor/Duty Manager will attempt to contact their parents or legal guardian via phone.
3. If a parent is un-contactable or refuses to collect the child the NSW Police Service Local Area Command will be contacted by the Aquatic Venue Manager/ Pool Supervisor/Duty Manager.

11 AUTHORITY

11.1 TIME OUT NOTICE

1. Time out notices will be issued to individuals who have been removed from a facility for refusal to comply with the Conditions of Entry.
2. The time out notice will outline the reasons behind the ban and the length of time of the ban.
3. The NSW Police Force will be called to remove any individual who will not voluntarily leave when requested by a TRC staff member. Individuals who do not voluntarily leave may be fined.
4. A time out notice from one TRC aquatic facility applies to all aquatic facilities operated by TRC.
5. A ban will not interfere with a student's school education. As such any school activity which requires a student to attend the pool will not be included in the ban.
6. If a person returns to the aquatic facility during the time out period, they will be asked to leave the facility by TRC staff. If they do not voluntarily leave, the NSW Police Force will be called to remove the individual and they may be fined.
7. If an individual wishes to request that the ban be rescinded, they must direct a letter to the General Manager, Tamworth Regional Council. The letter must include an explanation of what occurred from the perspective of the individual and the reasons behind why the

individual believes the time out notice should be rescinded.

8. The General Manager, Tamworth Regional Council will respond to all requests in writing, either upholding the time out notice (with or without modifications) or rescinding the ban notice (with or without conditions).

12 POOL LANE ALLOCATION

1. Lane ropes will be installed in the pool for lap swimmers at all available times.
2. A minimum of one (1) lane will be available to the general public except, during events where public swimming lanes will be limited or unavailable depending on operational requirements.

12.1 LAP LANE ETIQUETTE

To ensure a rewarding lap swimming session, the following lap lane guidelines have been developed so that all facility users can have the best possible visit:

- Show courtesy and consideration to others at all times
- Comply with lap lane signage
- Select a lane based on your swimming speed and stroke selection (slow, medium, fast). You may need to move to an alternate lane when you change strokes
- Keep to the left side of the lane at all times
- Take care when passing other swimmers, always overtake to the right and return promptly to the left hand side of the lane
- Allow faster swimmers to pass
- To avoid congestion at the end of the lane, move into the corner of the lane to rest
- During peak times, avoid drills/activities that are going to disrupt other swimmers
- Cooperate with any requests made by the pool attendant on shift.

13 USER GROUPS

13.1 SAFETY

1. All user groups or hirers must abide by the Tamworth Regional Council Aquatic Management Plan as a condition of entry.
2. The user group or hirer is responsible for ensuring the event or booking is conducted in a safe manner.
3. The user group or hirer is responsible for ensuring they are aware of and follow the evacuation procedure of the facility.
4. All fire exits must be kept clear at all times.
5. Any accident or incident must be immediately reported to the Aquatic Venue Manager/ Pool Supervisor/Duty Manager and an incident form must be completed and provided to Council.

13.2 CHILD PROTECTION

1. Under NSW Child Protection Legislation, all user groups or hirers who provide services to children and wish to hire the Council's facilities must have appropriate Child Protection policies and procedures in place including a 'Working with Children Check'.

13.3 LIABILITY AND INSURANCE

1. The user group or hirer must accept responsibility for any claim or damage to property or injury to persons which arises from their hire and use of the facility regardless of whether such damage or injury is direct, indirect or consequential.
2. All user groups or hirers must hold a current Public Liability Insurance policy for a minimum of \$20 million which indemnifies Council from or against all claims arising from the user group or hirer's legal liability as a result of its occupation. A copy of a current Public Liability Insurance Certificate of Currency must be provided to Council at the time of the booking application and must cover the event period.
3. User groups or hirers must hold Workers Compensation Insurance with a reputable insurer and provide evidence of such insurance to Council upon demand. User groups or hirers must ensure that it holds insurance to cover claims for personal injury or death suffered by voluntary workers at the event and must provide evidence of such insurance to Council on demand.
4. The user group or hirer accepts full responsibility for loss, damage or theft of any personal property, property stored at the facility or property on hire or loan.
5. User groups or hirers must ensure they comply with all legislative obligations relating to the use and occupation of the facility including (without limitation) workplace health and safety, environmental management and planning laws.

13.4 SAFE SUPERVISION

1. User groups or hirers are responsible for crowd control and direct supervision of all groups participants at all times whilst at the facility.
2. At least one supervising person must possess a recognised current certificate in CPR.
3. Teachers or school appointed delegate instructors engaged to instruct in Learn to Swim classes must possess the AUSTSWIM or Teacher of Swimming and Water Safety or Swim Australia Teacher Qualification.

13.5 LANE SPACE

1. Lane space will be allocated as per the user groups' *'Application for Use of Council Aquatic Facilities'*. Extra lane space will be charged as per the applicable *Annual Operational Plan – Fees and Charges*.
2. User groups are prohibited from using general public lane space, unless specifically agreed in writing i.e. carnivals.

13.6 SUBLETTING

1. User groups or hirers are not permitted to sublet any Tamworth Regional Council facilities to other user groups unless approved by Council.

13.7 COUNCIL PROPERTY AND CARE

1. It is the responsibility of the user group or hirer for any damages to the facility that are caused by the user group or hirer, except for reasonable wear and tear. Tamworth Regional Council's costs of repair will be charged to the user group or hirer by invoice.
2. Any accidental damage to the facility should be reported to the Aquatic Venue Manager/Pool Supervisor/Duty Manager upon discovery; this includes equipment, buildings and environment.
3. The user group or hirer is responsible for the cleanliness of the facility. The facility must be left clean and tidy and returned to the condition at the time of hire.
4. The user group or hirer must not interfere with any electrical wiring, switchboard or sound equipment at the venue.
5. Only one electrical appliance can be used in each power point and double adaptors are prohibited, power boards must have safety overload switch built in. All appliances used by the user group or hirer must be test and tagged.
6. User groups are accountable for any loss or damage of keys. Replacements are to be paid for by the user group.

13.8 FOOD AND BEVERAGES / SALE OF GOODS

1. The user group or hirer must not conduct a stall, kiosk, shop or booth in any form for the purpose of selling, dispensing or exchanging of any items, including goods, food and beverages unless approval is sought in writing and granted from Council prior to the event.
2. Glass objects or containers and alcoholic beverages are not permitted within any facility. It is the responsibility of the user to ensure this is enforced.

14 RECREATIONAL DEVICES & PROGRAMS

14.1 SPRING BOARDS

1. Springboards will be supervised at all times whilst open for use and can only be opened when 2 or more lifeguards are on duty.
2. Access to the springboard is prohibited when not in use.
3. Signs will be displayed to encourage safe use of the springboard and users must comply with signage at all times. Failure to do so will result in removal from the facility.
4. Springboard rules for users are as follows:
 - o All users must obey directions given by the lifeguard supervising the springboard

- Only one person shall be on the board at any one time
- A maximum of two (2) bounces per jump from the springboard will be allowed
- Entry off the springboard will only be allowed when the previous user has exited the pool
- Entry into the diving area from poolside will not be allowed when the springboards are in use

5. Failure to comply with the springboard rules will result in removal from the facility.

14.2 WATER SLIDES

1. Waterslides will be supervised at all times whilst open for use.

2. Access to the waterslide is prohibited when not in use.

3. Signs will be displayed to encourage safe use of the waterslide and users must comply with signage at all times. Failure to do so will result in removal from the facility.

4. Waterslide rules for users are as follows:

- All users must obey directions given by the lifeguard supervising the waterslide
- Only one person shall be on the waterslide at any one time
- Parents riding/holding children and infants with or without floatation vest/devices will only be allowed at the Aquatic Venue Manager/Pool Supervisor's discretion
- Users must enter the water feet first. Head first entry will not be permitted
- Running starts will not be permitted
- Entry to the waterslide will only be allowed when the previous user has exited the pool via the steps

5. Failure to comply with the waterslide rules will result in removal from the facility.

14.3 INFLATABLE PLAY STRUCTURES

1. Inflatable play structures will be supervised at all times whilst open for use.

2. Signs will be displayed to encourage safe use of the inflatable play structure and users must comply with signage at all times. Failure to do so will result in removal from the facility.

3. Inflatable play structure rules for users are as follows:

- Diving off the equipment is prohibited
- Going under the equipment is prohibited
- If you fall off, do not hang on to the equipment. Quickly move away and exit the water immediately
- If you hear three whistle blasts everyone must get off the inflatable using feet first entry into the pool & exit the water immediately
- Rough play is prohibited
- Move to the far end of the inflatable without stopping
- Be aware of the positioning of power cords, tied cords and blower hoses
- All jewellery, buckles, hair clips and sharp objects are prohibited on the inflatable
- No one is allowed on the inflatable between sessions.

4. Failure to comply with the inflatable play structure rules will result in removal from the facility.

14.4 CHILDREN'S PLAYGROUND EQUIPMENT

1. Signs will be displayed to encourage safe use of the children's play equipment and users must comply with signage at all times. Failure to do so will result in removal from the facility.
2. Rules for use of playground equipment is as follows:
 - No rowdy or disruptive behavior
 - No pushing
 - No jumping from the equipment
 - Playground equipment is not to be used in wet weather
 - If there are too many children in the place you are climbing, please move to a different area
 - When using the slide, please ensure there is no one below you
3. Failure to comply with the playground equipment rules will result in removal from the facility.

14.5 LEARN TO SWIM AND OTHER AQUATIC PROGRAMS

While private Learn to Swim providers are permitted to conduct learn to swim programs at all facilities, TRC will continue to offer an intensive Learn to Swim program throughout its six aquatic facilities.

- Lessons will be available for all ages and abilities.
- Programs are designed to enable children to learn a combination of swimming skills and personal water safety skills in a safe and fun environment.
- Will employ nationally qualified staffs who have been screened for their suitability to work with children.

Other aquatic programs will be offered at certain facilities such as Aqua Aerobics etc. but are dependent of the availability of instructors and community need.

15 ACCESS FOR PEOPLE LIVING WITH A DISABILITY

- Staff should be alerted to the presence of people with disabilities within the facility.
- Staff will be trained in the use of lifting equipment (where applicable).
- Staff are unable to offer physical assistance to people with disabilities.
- Carers accompanying people with disabilities are responsible for assistance they may require whilst in the facility.