

# Aquatic Facility Management Plan



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# 1 Introduction

This Management Plan provides the necessary instruction for Council staff to administer the routine functions of its swimming pool facilities, and provides a transparent means for the general public to understand the process.

The Management Plan aims to provide facilities which promote a healthy lifestyle and social interaction, for residents and visitors to the Region.

## 1.1 Commencement

This Management Plan will commence: October 2024.

## 1.2 Review Process

This document will be reviewed annually by the Sport & Recreation Division. Alterations to style, punctuation or similar wording can be made. Alterations to content require the endorsement of Council.

## 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 at:

- TRC swimming facilities during opening hours;
- TRC Customer Service Office; and
- [www.tamworth.nsw.gov.au/pools](http://www.tamworth.nsw.gov.au/pools)

Patrons are encouraged to 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.

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

## 1.4 Definitions

In this Policy:

<i>Council:</i>	Tamworth Regional Council (TRC).
<i>Pool Supervisor:</i>	The qualified employee responsible for overall operation of a swimming facility.
<i>Senior Pool Attendant:</i>	The qualified employee responsible for the operation of a swimming pool, on any given shift in the absence of the Pool Supervisor.
<i>Shift Supervisor:</i>	The supervisor of the shift identified by navy blue and white uniform. This could be the Pool Supervisor or Senior Pool Attendant.
<i>Lifeguard:</i>	Any qualified person, employee, volunteer or otherwise, at the pool on duty and defined by a red & gold Council uniform.

<i>Pool Staff:</i>	Any member of staff on duty at the swimming pool.
<i>Aquatic Coordinator:</i>	The Council Officer charged with oversight of TRC public swimming facilities.
<i>Aquatic Responsibility</i>	
<i>Code:</i>	The code developed by Council that communicates the standard of behaviour required at TRC public swimming facilities.
<i>Evacuation plan:</i>	The plan designed to aid in the safe egress of people from an area of high risk to an area of low risk.
<i>Business:</i>	Any company, sole trader, incorporated group, sports group, school, charity, event organiser or similar.
<i>Professional Coach/</i>	
<i>Instructor:</i>	Any person who charges a fee or is otherwise paid, whether by an individual, individuals, club or association for the provision of swim training and or coaching.
<i>Aquatic Group:</i>	Any swimming, water polo, triathlon club that regularly uses a TRC public swimming facility.
<i>Facility:</i>	TRC public swimming pool, surrounding buildings, grounds and fence line.

## 2 Swimming Facilities

Council aims to provide the following at their facilities.

### 2.1 **Barraba War Memorial Swimming Pool Complex**

- 33m swimming pool.
- Toddler’s pool.
- 1m spring board.
- Waterslide.
- Indoor warm water pool.
- BBQ facilities.
- Kiosk facility.
- Change rooms & toilets.
- Shade structures.
- Thermal Pool blankets.
- Hours of operation:

Tue- Sun	Spread of 6 hours e.g. midday- 6:00pm.
Mon	Closed.
Warm water pool- winter	9 hours per week.

- Access:
  - Main pavilion- via ramp.
  - Main pool- via portable stairway.
  - Hydrotherapy pool- disabled pool hoist & stairs.
  - Change room.

## 2.2 Kootingal- Moonbi & District War Memorial Swimming Pool

- 25m swimming pool.
- Toddler’s pool.
- BBQ facilities.
- Kiosk facility.
- Change rooms & toilets.
- Club room.
- Shade structures.
- Thermal pool blankets.
- Hours of operation:
 

Mon- Sun:	Spread of 6 hours e.g. midday- 6:00pm.
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- 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.
- Change room& toilets.
- Club room.
- Shade structures.
- Hours of operation:
 

Tue- Sun	Spread of 6 hours e.g. midday- 6:00pm
Mon	Closed
- Access:
  - Main pavilion- level access.
  - Main Pool- portable stairway.
  - Change rooms- disabled toilet in male change room only.

## 2.4 Nundle Swimming Pool

- 25m swimming pool.
- Toddler's pool.
- Change room facilities.
- BBQ facilities.
- Thermal pool blankets.
- Shade structures.
- Hours of operation:

Tue- Sun	Spread of 6 hours e.g. midday- 6:00pm
Mon	Closed
- Access:
  - Main entrance- ramp.
  - Main pool- portable stairway.
  - No other disabled facilities at this time.

## 2.5 South & West Tamworth War Memorial Swimming Pool

- 50m swimming pool.
- Learn to swim pool
- Toddler's pool.
- Water slide
- Children's play equipment.
- Kiosk facility.
- Change room & toilets.
- Club room.
- Shade structures.
- Thermal pool blankets.
- Heating capability.
- Hours of operation:

Mon- Fri:	5:30am- 6:00pm
Sat & Sun:	7:00am- 6:00pm
- Access:
  - Main pavilion- ramp.
  - Main pool- portable stairway and chair lift.
  - Change rooms- hand rails fitted to female showers.
  - No other disabled facilities at this time.

## 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.
- Hours of operation:

Mon- Fri:	5:30am- 6:30pm
Sat & Sun:	7:00am- 6:30pm
- Access: No other facilities or access at this time.

## 3 Administration

### 3.1 Records

The shift supervisor will ensure all records for the operation of swimming pools are accurate, complete, legible and then stored in Council's electronic records system (ECM) in a timely manner.

### 3.2 Records to be Maintained

- A daily running sheet with all daily water analysis, chemical additions, programming, incidents, maintenance & staff attendance etc will be recorded.
- Incident/accident reports.
- Daily attendance.
- Daily sales.
- Pool Supervisors monthly report.
- All other documentation required by Council's IMS system.

## 4 Work Health & Safety

### 4.1 General Compliance

- Staff, contractors & volunteers must comply with Council's WHS policies and procedures.
- All incidents are to be reported, investigated and addressed in accordance with Council's WHS procedure.

## 5 Operating Hours

### 5.1 Pool Season and Hours of Operation

The swimming season will approximately align with terms 4 and 1 of the school years so long as weather is favourable and patronage is adequate.

The General Manager can make changes to season start and finish dates and spread of hours.



Opening dates will be advertised on Council's website and social media in the month prior to opening and the season length will appear on Council's website for the duration of the season.

## 5.2 Alterations to Usual Hours of Operation

- a) Christmas Eve- close at 5pm.
- b) Christmas Day- closed.
- c) New Year's Day- open at midday.
- d) Good Friday- closed.
- e) Easter Monday- closed.

A facility may not open, may open late, or close early due to:

- a) Weather resulting in the absence, or likely absence of swimmers e.g. torrential, set in rain.
- b) During lightning or imminent lightning, the shift supervisor will close the pool until the threat is considered safely past. Patrons will be required to leave the water and seek shelter until the it is deemed safe to return to the pool.
- c) Safety concerns e.g. equipment failure, contamination, vandalism.
- d) Interruptions to power or water supply. If the outage is brief, the pool can remain open if adequate disinfection of the water can be maintained and other areas of the facility can continue to operate safely.
- e) Staff shortage.
- f) The pool season may be extended to accommodate special events. Hours of operation may also be adjusted to suit the use.
- g) During very hot weather the shift supervisor has the authority to extend the opening times of the pool giving consideration to available staff and demand (50 persons for Tamworth pools and 25 persons for all other pools).
- h) The shift supervisor will notify the organiser of any booking and the Aquatics Coordinator of altered usual hours as soon as possible.

## 6 Operating Standards

### 6.1 Water Quality

- a) Parameters must meet those set by the NSW Department of Health. Where a change to a standard, that is considered to be an improvement, is being held up by a NSW Department of Health review process, the Aquatics Coordinator may implement a regime outside of the current standard.
- b) Chemical concentrations in pools will be automatically monitored and controlled.
- c) Pool staff will manually test pool water chemical concentrations once before the facility opens for the day and at least twice more to confirm automated equipment readings.
- d) Microbiological sampling of pool water will be undertaken monthly and tested by a NATA (National Association of Testing Authorities) accredited laboratory for independent testing. This will aid in determining the effectiveness of reticulation systems.
- e) Environmental Health Officers are allowed free access to facilities to check facility compliance with current health standards.
- f) If adequate sanitisation cannot be maintained the facility will be closed until the matter can be rectified.

## 6.2 Grounds Maintenance

- a) Lawns will be kept to the standard of prime parkland. Weeds and bur will be controlled. Gardens will be tidy and free of weeds.
- b) Watering of grounds will comply with the TRC Drought Management Plan.
- c) Trees will be periodically thinned to promote growth and longevity and to assist in the prevention of limb drop.

## 6.3 Building Maintenance

Buildings will be kept in a clean and serviceable state. Building maintenance will be primarily carried out in the winter season. Improvements will occur as resources allow.

## 6.4 Pool Maintenance

Programmed maintenance is primarily carried out in the winter season. Maintenance issues that arise during the operational season will be dealt with in a timely manner. Pool floors, walls and water lines must be kept in a clean state.

## 6.5 Pool Supervision

Council provides qualified lifeguards at all facilities, the number of which are dictated by numbers of patrons, their level of competency and the nature of the activity.

TRC has also adopted the Royal Life Saving parental supervision program Keep Watch. More information can be found in 9.2 of this Plan.

## 6.6 Staff Qualifications

TRC aims to provide pool staff with the following qualifications as minimum aquatic industry requirements;

### **Pool Supervisor;**

- Cert IV- Community Recreation- aquatics.
- OHS Workplace safety induction certificate.
- RLSSA Pool Lifeguard Licence.
- First aid certificate.

### **Senior Pool Attendants**

- Cert III- Community Recreation- aquatics.
- OHS Workplace safety induction certificate.
- RLSSA Pool Lifeguard Licence.
- First aid certificate.

### **Lifeguards**

- OHS Workplace safety induction certificate.
- RLSSA Pool Lifeguard Licence.
- First aid certificate.

### **Kiosk/ Turnstile staff**

- OHS Workplace safety induction certificate.
- First aid certificate.
- Food handling qualification.

Some staff have qualifications over the minimum level. External and internal professional development is provided to ensure currency of qualifications and competency of skills.

Pool staff must comply with all Working with Children legislation as part of their employment.

## **7 Fees**

### **7.1 Single Entry Fees**

- a) Fees will be charged for entry and services in accordance with Council's current Fees & Charges.
- b) The single-entry fee structure will be the same for all TRC swimming facilities.
- c) A 'spectator' for the purpose of charging a single-entry fee is a person who enters the facility to supervise another patron, watch an event, use the facility, or otherwise without entering the water. For short programmed events i.e. water polo games (less than one hour) where a family is entering to watch, only one person will be charged the spectator fee and all other members of the immediate family will be admitted free so long as they do not enter the water.
- d) An 'adult' for the purpose of charging a single-entry fee is any person aged 18 years or older who no longer attends secondary education.
- e) A 'child' for the purpose of charging a single-entry fee is any person under the age of 18 and still enrolled in secondary education.
- f) Children aged 2 years and under are admitted free with a fee-paying adult.
- g) A 'concession' is offered to the holder of, and who can produce any of the following:
  - i. Centrelink issued "DSP", "NSA" or "NS" pension card.
  - ii. Centrelink issued "AGE" pension card.
  - iii. Department of Veteran's Affairs Gold Card.
  - iv. Senior Citizen's Card.
- h) A person's concession only applies to the card holder.
- i) Pool staff required to hold a Pool Lifeguard Licence as a qualification and who are entering the facility for the reason of training for the physical component of their Licence will be admitted free.
- j) TRC employees will have access to TRC swimming pools during public sessions. To gain access staff will be required to produce a council ID card and comply with all other sections of this plan. Access is not transferable e.g. as a discount on the price of a family season ticket.
- k) Teachers will be admitted free for the purpose of supervising a school group at the pool.
- l) Resident swimming club coaches will be admitted free for the purpose of training club members.
- m) Carers of people living with a disability will be admitted free for the purpose of directly supervising the person under their care.
- n) Individual who are prohibited from a swimming facility because of unacceptable behaviour or other contravention of this plan are not entitled to a refund.

- o) Council may enter into an agreement with schools and groups for a method of paying entry fees other than in cash at the pool e.g. invoice raised.

## 7.2 Season Tickets

- a) Season tickets allow the holder access to all TRC swimming facilities.
- b) Season tickets are issued to the person nominated on the season ticket application form and are not transferable. Unauthorised use of a season ticket by someone who is not the holder, may result in the cancellation of the ticket and no refund issued.
- c) Season tickets are only valid for the swimming season in which they are purchased.
- d) Season ticket holders must have their ticket in their possession whilst at the facility. Patrons who cannot produce their season ticket on entry will be required to pay the relevant entry fee.
- e) A “family” for the purpose of charging a fee for a season ticket is the family unit of one adult or two in a relationship and their children up to the age of 18. A request for a variation from this definition can be made to Aquatics Coordinator who will ensure consistency across the Council area.

## 7.3 Multi Entry Passes

- a) A multi entry pass can be used to admit multiple people to any TRC swimming facility.
- b) Partially used multi entry passes are valid across seasons however, staff have the authority to prevent a person purchasing more than one toward the end of the pool season, if they think a person is doing so to avoid a potential price rise next season.

## 7.4 Evidence of Age

- a) Children under the age of 10 years must be actively supervised, at all times by a responsible person over the age of 16.
- b) Children (10- 16 years) entering without supervision must have contact details for an adult who can come and get them, should they be asked to leave the pool.
- c) Evidence of age can be requested as a condition of entry to;
  - i. Determining which fee to charge.
  - ii. Confirm they are 16 years old for the purpose of supervising children under the age of 10.
  - iii. To determine if the person is able to enter unsupervised.
- d) Discretionary authority is given to the shift supervisor to charge the appropriate fee if they are reasonably convinced a person is not the age that they pertain to be and is;
  - iv. Attempting to avoid paying the full fee, or
  - v. Attempting to enter the pool unsupervised, (i.e. claiming to be over 10 years) or
  - vi. Attempting to supervise another patron (claiming to be over 16 years).
- e) A person who cannot provide evidence will be;
  - vii. Charged the full entry fee.
  - viii. Advised they are not eligible to supervise a person under the age of 10.
  - ix. Advised they are ineligible to enter the pool whilst not unsupervised by a person over the age of 16 years.

## 7.5 Other Fees

- a) A fee is applicable for exclusive lane space at the South & West Tamworth War Memorial Swimming Pool and the Tamworth Olympic Swimming Pool. The fee does not exclude the user from complying with any part of this Plan. The lane hire fee is charged monthly or on a pro rata basis.
- b) Council may apply a fee to the use and hire of recreational devices (spring boards, water slides, inflatable play equipment) which will be consistent with Council's Fees & Charges.
- c) Council is able to provide one free entry day, each year at each facility to celebrate a national or community event e.g. Australia Day, significant pool anniversary, etc.

## 8 Bookings

### 8.1 General

- a) All bookings must be lodged via Bookable (<https://tamworth.bookable.net.au>)
- b) A Swimming Pool User Agreement between the group wishing to use the pool and Council must be entered into before an event can commence. The Agreement will detail roles and responsibilities as well as any supporting documentation required e.g. certificate of currency for public liability.
- c) A risk assessment for the event and a site induction for the organisers must be completed before an event can commence.

### 8.2 Priorities for Bookings

Requests to use a facility will, in most cases be approved according to the following priority:

1. An event approved by resolution of Council.
2. National/International events (public holidays, days of national significance e.g. Australia Day festivities).
3. State events.
4. Regional events.
5. School & Club swimming carnivals.
6. Non-swimming carnival school requests (e.g. school sport or physical education classes).
7. Community groups.
8. Charity fund raising events.
9. Private swimming instructors.
10. Private functions.

Council will take into consideration event income and size of the event when allocating time & space to events.

### 8.3 Cancellation of Bookings

- a) Council has the right to cancel or change bookings. Affected parties will be notified as soon as possible.
- b) Where a booking is cancelled, an endeavour will be made to provide an alternative.
- c) Groups cancelling an event will let the respective Pool Supervisor know as soon as possible to allow for changes to staffing & programming of pool space.

## 8.4 Standing Bookings

Pools are to facilitate the following bookings each year subject to the receipt of an application and any mandatory supporting documentation.

- **Barraba Amateur Swimming Club:** Swim training, club nights, championships and carnival.
- **Kootingal- Moonbi Amateur Swimming Club:** Swim training, club nights, championships and carnival.
- **Manilla Amateur Swimming Club:** Swim training, club nights, championships and carnival.
- **Nundle Amateur Swimming Club:** Swim training, club nights, championships and carnival.
- **Scully 360 Swimming Club:** Swim training, club nights, championships and carnival.
- **Tamworth City Amateur Swimming Club:** Swim training, club nights, championships and carnival.
- **Tamworth & District Water Polo:** Swim training, competition and carnival.
- **Tamworth Triathlon Club:** Triathlons
- One swimming carnival event per school located in the local government area.
- State and/or regional school swimming carnivals.
- Intensive swimming program (lessons) for schools.

## 8.5 Business Compliance

A person or business wishing to conduct trade at a swimming pool must apply and be able to provide:

- a) A current Workers Compensation policy, if they employ any staff.
- b) A current Public Liability Insurance policy (minimum value AUD\$20,000,000.00);
- c) Staff being adequately trained and qualified for the tasks they are proposing to undertake.
- d) Equipment to be used is in good working order, designed and approved for the purpose for which it is intended.
- e) Operations comply with this Plan.

## 8.6 Limitations on Businesses Permitted

- a) A business may not compete against a similar service offered at the pool without the consent of the Pool Supervisor, and the Licensee of that service if one exists.
- b) Council staff may prohibit a business which is not in keeping with this Plan or the principal purpose of a public swimming facility.
- c) The mailing address or phone number of a facility is not to be provided as a point of contact for a business.

## 9 Conditions of Entry

### 9.1 Tamworth Regional Council Aquatic Responsibility Code

The Tamworth Regional Council Aquatic Responsibility Code is a condition of entry that applies to all persons within Council's swimming facilities. The code will be displayed at the entrance to the pool.

*Tamworth Regional Council promotes the Aquatic Responsibility Code for patrons attending all Council operated swimming facilities. The code is a safety initiative introduced to keep pool users safe. Regardless of how you enjoy your activities, always show courtesy to others and be aware that there are inherent risks in all water-based recreation activities that common sense and personal awareness can reduce. These risks include deep water, shallow water, wet surfaces and patrons of varying age and swimming ability.*

*It is your responsibility to know and obey this code. Pool safety is a shared responsibility that requires a cooperative and community approach. Observe the code and share with others the responsibility of a positive facility experience.*

1. *Observe and obey all signs and warnings at the pool as well as lawful directives given by Pool Staff.*
2. *Check the pool depth before entering the water. Enter the water in a safe manner and check for other swimmers before jumping in. You must avoid people already in the water.*
3. *Swim in water that is a safe depth for your capability. Take lessons from a qualified instructor to learn and progress swimming, first aid and resuscitation skills.*
4. *Be respectful of others and the nature of their particular activity.*
5. *Never run on wet areas. Move around the pool in a safe manner.*
6. *If you are involved in, or witness an incident at the pool, remain at the scene and identify yourself to Pool Staff.*
7. *Do not swim, bathe or undertake any aquatic activity if your ability is impaired by drugs or alcohol.*
8. *Children under the age of 10 must be actively supervised at all times by a responsible person over the age of 16.*
9. *Parents and carers must communicate and establish responsibility for direct supervision of children at all times. Designate at least one adult "Water Watcher" to supervise children around pools especially during social gatherings. Don't rely on older siblings or other children to supervise swimmers and don't rely on swimming lessons, flotation devices or other equipment to make a child "water safe."*
10. *Swim with a friend and keep a look out for your mates.*

*Our Pool Staff are at the pool to assist, educate and help you to understand the Aquatic Responsibility Code. This will help ensure patrons enjoy themselves at our facilities. Irresponsible, reckless and anti-social behavior may result in immediate suspension from the facility and/or cancellation of season tickets.*

### 9.2 Keep Watch at Public Pools

Supervision of young children at public pools has been a concern for the aquatics industry for many years. There is often a misconception by parents and carers that the responsibility for supervision of young children lies solely with lifeguards. Competent lifeguards acting responsibly provide an important safety feature. They are not intended to, and cannot be expected to, replace the close supervision of parents and teachers.

Keep Watch is an industry driven program that contributes significantly to reducing drowning risks at our public swimming facilities. It provides a consistent message in line with best practice to the public about

effective supervision of young children at public pools, and demonstrates that the aquatics industry is organised and takes their responsibility for patron safety seriously.

The program is administered by Royal Life Saving Society of Australia and has been adopted by TRC. It promotes the following safe supervision policies which are additional conditions of entry:

- a) Children **under 5 years** must be accompanied by a responsible person over the age of 16 years and supervised within arm's reach at all times. Children must also wear a wristband whilst in the facility. Armbands are a visual aid to assist Pool Staff in identifying who should be within arm's reach of an adult.
- b) Children **between 5 and 10 years** must be accompanied by a responsible person over 16 years and be actively supervised at all times. Supervising persons must be dressed to and prepared to enter the water.

### 9.3 Diving

There is a significant body of evidence to suggest that diving into shallow water can lead to a range of injuries including head injuries (broken teeth, scalp injuries and facial fractures), to the more significant spinal injury.

As such "No Diving" signs are displayed around Council's pools in appropriate locations.

Any group wishing to conduct dive starts into the shallow end of a competition pool must conduct a risk assessment beforehand and acknowledge full responsibility for consequences arising from the activity.

### 9.4 Additional Conditions of Entry

The following conditions of entry also apply to persons entering TRC swimming facilities. A person must:

- a) Pay the entry fee on entering the facility or show a current season ticket.
- b) Not partake in behaviour considered to be anti-social, provocative, abusive or violent.
- c) Not partake in breath holding training or games in the pool.
- d) Not obstruct the entry/exit points to a facility.
- e) Not bring glass or glass containers into the facility.
- f) Not interfere with safety equipment.
- g) Follow directions for the safe use of any area including, spring boards, water slides, inflatable play equipment and play equipment etc.
- h) Not enter a pump room, chemical storage area, plant room, kiosk or staff area.
- i) Not enter a first aid room except to receive first aid or at the invitation of pool staff.
- j) Wear an appropriate unsoiled bathing costume and be unsoiled before entering a pool.
- k) Not urinate or defecate anywhere in the facility other than in a toilet.
- l) Not attempt to enter the facility whilst intoxicated or under the influence of drugs, nor bring or consume alcoholic or non-prescription drugs on pool grounds.
- m) Not bring, permit or cause an animal to enter the swimming pools grounds. Guide dogs excepted (Section 15, Access for People Living with a Disability).
- n) Not smoke in a public swimming facility nor within 4 m of an entrance.
- o) Not take photographs, video or electronic recordings in change rooms.
- p) Not sit on, dive over, or otherwise interfere with lane ropes.



- q) Not damage, deface, interfere with or alter infrastructure or signage.
- r) Not obstruct any employee, contractor or authorised person from performing their duties.
- s) Not engage in trade or commerce nor distribute circulars, advertisements, paper drawing or photographic material.
- t) Not camp or reside on the land.
- u) Not bring or leave rubbish, refuse, rock, soil, sand or any other such substances onto the grounds.
- v) Not remove dead timber, logs, trees, or flora without prior consent.
- w) Not plant any tree, shrub, herbage or other plant without prior consent.
- x) Not kill, capture or in any way interfere with an animal or other fauna, whether native or introduced without consent.

A person must not do any of the following within swimming pool grounds without approval from the shift supervisor:

- a) Bring or use inflatable devices such as air mattresses, domestic pool toys, or balls onto the grounds. This excludes PFD's (Personal Floatation Devices) and flotation devices specifically designed as a "learn to swim" aid.
- b) Use scuba diving fins.
- c) Play or conduct any unapproved sport or contest.
- d) Enter or leave the facility by any other means other than through the entrance provided.

## 10 Young Children

### 10.1 Supervision

Children under the age of 10 must be actively supervised by a responsible person over the age of 16 at all times; "actively supervised" in this instance, means that the supervising person shall be dressed in attire consistent with entering the water, be in the vicinity of, and maintain visual contact with the child.

Teachers and/or instructors given charge of students will provide supervision in accordance with supervision requirements set down by the NSW Department of Education and Training.

With regard to supervision of students, Lifeguards often have other duties to perform around the facility that take them away from the pool. Alternative supervision will need to be arranged by the group during these times. Supervision of students must be constant and distraction free so far as reasonably practicable.

### 10.2 Clothing

Bulky clothing while swimming can cause distress and/or injury to the swimmer. Clothing, other than swimwear, can also create problems with water clarity, pool disinfectant and the water filtration system, which may impact the safety of our patrons and staff.

**Approved Swimwear:** only recognised swimwear can worn in the water.

- Adequate and hygienic recognised swimwear must be worn at all times in the water.
- Infants are required to wear recognised waterproof Aqua nappies.
- Rash shirts are recognised as swimwear.

**Unacceptable Swimwear:** inappropriate swimwear includes and is not limited to:

- Denim
- Cotton (including tee shirts)
- Underwear
- Street clothes
- Street footwear
- Sport/gym clothes

### 10.3 Change Rooms

Children up to the age of 7 years are allowed to enter the change room of the opposite sex so long as they are accompanied by a supervising adult. The shift supervisor has discretionary authority to make exceptions to this if requested.

### 10.4 Abandoned Children

Where a child under the age of 10 is identified as abandoned at the pool (i.e. without the required supervision), Pool Staff will ensure the safety of the child and then attempt to contact the parent(s) or legal guardian.

If a parent is unable to be contacted, refuses to collect the child or has not arrived within 30 minutes, the shift supervisor can contact the NSW Police Service or Department of Community Services (DOCS) to arrange the transfer of the child into their custody. The Aquatics Coordinator will be notified immediately.

The 24-hour contact number for DOCS Helpline is 132 111.

The incident is to be recorded on the Daily Running Sheet.

## 11 Authority

All Pool Staff are authorised to:

- Request a person to leave the swimming pools facility if they do not comply with any part of this Plan and
- Implement a temporary or permanent prohibition on entry to the facility.

If a person who is supervising others is requested to leave the facility, the person/s they are supervising, will by necessity, also be required to leave.

Poorly behaved spectators, coaches, teachers, parents, visitors and other people can be banned from a facility.

### 11.1 Time Out Notice

People who are banned from the pool may be issued a "Time Out Notice". The notice will outline the reason for the ban and the length of time for which it is effective. People who return to the pool within the timeframe outlined may be charged with trespass and fined under the Inclosed Lands Protection Act NSW Section 4(1) 1901.

A ban at one pool in the Council area applies to all pools operated within the Council area.

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.

Before re-entering the facility after a ban, the patron must arrange to meet with the Pool Supervisor to discuss their return.

### **11.2 Refusal to Comply**

A patron refusing to comply with the directions of Pool Staff may be banned from entering any TRC swimming facility and issued a Time Out Notice.

Pool Staff are to contact the NSW Police or Council's Compliance Department to arrange the forced removal of an offender who will not leave. Offenders may be charged with trespassing and fined under the Inclosed Lands Protection Act NSW Section 4(1) 1901.

### **11.3 Appeals**

A person who wishes to appeal the imposition of a ban can write to Council, with reasons why the ban should not be enforced.

A review will be conducted within 10 working days of receipt of correspondence, and the appellant notified of the outcome in writing. The ban will remain in place during the appeal process.

### **11.4 Schools Suspension**

During school hours, children who have been suspended from school, and released into the supervision of a carer will not be permitted into a facility without their designated carer.

Suspended children who are perceived by the shift supervisor to have arrived at the pool with the intention of interrupting a school group or teacher will not be allowed to enter or requested to leave the facility.

## **12 Pool Lane Allocation**

The following lane allocations are the default setting for a pool when there are no bookings:

- a) At least one (1) lane will remain available to the general public. Provision of an edge is preferable.
- b) Lane ropes will be installed for lap swimmers where practical.
- c) The shift supervisor can assign different swimming speeds to lanes e.g. slow, medium, fast.
- d) Lap swimmers are required to swim in a lane with swimmers of a similar speed and ability.
- e) The number of lap swimming lanes can be increased, moved or reduced at the discretion of the shift supervisor.
- f) The lane configuration should provide maximum public benefit.
- g) Lap swimmers are required to keep to the left of a lane (swim clockwise).
- h) The shift supervisor may temporarily ban the use of flippers, hand paddles or other swimming devices if they are perceived to create a risk to other swimmers.
- i) Pools with moveable stair ways will have such structures in place whenever the programming of the pool allows.

## **13 Use by Aquatic Groups**

### **13.1 General**

- a) It is Council's responsibility to provide facilities that are fit for use.
- b) If at any time a group perceives that the facility is, or has become unsafe then all practical measures must be taken to ensure the safety of its members. A representative of the group will notify the shift supervisor immediately.
- c) Aquatic groups must abide by this Plan and actively promote the conditions of entry to their members and visitors.
- d) Members will endeavour to maintain cordial relations with pool patrons, other coaching personnel, pool staff and Council officers.

### **13.2 Employees & Volunteers**

- a) Aquatic groups shall ensure that employees & volunteers of the group comply with NSW Child Protection Legislation.
- b) Aquatic groups will be required to take out and maintain appropriate insurances in regard to the conduct of activities of the group within the facility.
- c) Coaches, instructors and other predominant members of their organisation are required to complete a site induction with the shift supervisor at the beginning of each season. The site induction shall include the location of rescue equipment, fire extinguishers, telephone, emergency phone numbers, facility access and any other items relevant to the workplace. Site inducted persons are required to sign a site induction form.
- d) Supervision of participants under the direction of a coach, instructor or other predominant member of the club shall remain the responsibility of the aquatic group for the duration of the session. Before and after the session the group will ensure that participants under the age of 10 years of age shall be actively supervised by a person over the age of 16 at all times. Pool Staff shall not be included in this type of supervision.
- e) In the event of an aquatic emergency the coach, instructor or other predominant member of the group will be required to evacuate members of their group from the water. Those participants will be their primary consideration during the emergency. Secondary shall be any assistance they can provide to pool staff up to the level of their training. Other members of the group may also be called upon by pool staff if further assistance is required.

### **13.3 Lane Space**

- a) The shift supervisor has discretionary authority to alter bookings. Consideration needs to be given to safety, bather load and programming. The group shall not presume extra lane space will be available when programming sessions. Extra lane space may be charged at the rate set out in the Tamworth Regional Council's Fees & Charges. Extra allocations can be rescinded.
- b) Groups attending the pool during a booked time slot are not to use lanes set aside for members of the general public without the permission of the Shift Supervisor.

### **13.4 Equipment**

- a) Lane ropes, false start ropes, backstroke flags and starting platforms kept at a facility, are a Council asset. These will be maintained and insured by Council. Where a resident swimming club disputes this, insurance and maintenance of those items is the responsibility of the Club.

- b) Equipment such as that listed above will be made available to aquatic group users for use at training, swim camps, club nights, club championships and carnivals.
- c) Being the primary user of the equipment aquatic user groups will be approached to discuss a co contribution when equipment requires replacement.

### **13.5 Club Rooms**

- a) All buildings on Council land are Council assets and will be maintained and insured by Council. Aquatic groups are to notify the shift supervisor if damage is identified or a repair required.
- b) Alterations or modifications to club rooms and buildings cannot be carried out without prior consent from Council.
- c) General cleanliness and tidiness of club room and buildings interiors is the responsibility of the associated club.
- d) Club rooms and buildings cannot be sublet or hired in part or whole without prior consent from Council.
- e) It will be the responsibility of aquatic groups to have adequate contents insurance for administrative equipment and gear stored in club rooms, storage rooms and buildings e.g. photocopiers, computers, stock, stationary, fridges, tables, training equipment & swimming aids.
- f) Associated clubs will have access to club rooms and buildings during pool opening hours.
- g) Associated clubs can obtain access to club rooms and buildings outside of opening hours and during winter by contacting Council and arranging a mutually agreeable time.
- h) Activities that take place inside of club rooms and buildings must not contravene any part of this Plan or the principal purpose of the facility.
- i) From time-to-time Council may require the use of a club room for meeting or training purposes.
- j) Upon request aquatic groups must permit Council access to any locked areas for inspections, maintenance & repairs.

## **14 Recreational Devices & Areas**

### **14.1 Spring Boards**

Where spring boards are provided these will operate at the discretion of the shift supervisor. A spring board will be disabled (closed) by the placement of a sign and/or barrier between the end of the board and the route which a person using a spring board correctly. Users of spring boards must obey all directives and instructions given by Pool Staff and on signage. Safety is the paramount consideration when using a spring board.

### **14.2 Water Slides & Inflatable Play Structures**

Users of water slides and inflatable play equipment must obey all directives and instructions given by Pool Staff and provided on signage.

### **14.3 Children's Play Equipment**

The use of any child play equipment is restricted to children under the age of 10 years.

## 14.4 Toddler's & Learn to Swim Pools

- a) Toddler's and learn to swim pools are for children under the age of 10 with developing swimming ability. The shift supervisor may make exceptions to this upon request and with suitable reason.
- b) Rough play is not allowed.
- c) People who use the toddler's & learn to swim pools must do so with regard for the safety of children.

## 15 Access for people living with a disability

### 15.1 Assistance

Pool Staff are to provide all reasonable assistance to facilitate the enjoyment of the facility by patrons.

### 15.2 Assistance Animals

Assistance Animals are trained to aid persons with disabilities, to access sporting facilities. Assistance Animals can access into a TRC public swimming facility e.g. buildings and grounds. As per NSW Health guidelines, they cannot enter the water.

Owners need to provide reasonable proof that an animal is a genuine Assistance Animal. Supporting documentation includes:

- Proof that of a disability;
- Proof that an animal has been trained to alleviate the effect of the disability; and
- Proof that an animal is trained to meet standards of hygiene and behaviour appropriate for an animal in a public place.

A person with a disability has the right to train their own Assistance Animal. They need to provide proof that the training means the animal meets the definition of an Assistance Animal.

An Assistance Animal in NSW is a dog or other animal that is either:

- Accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of that disability; OR
- Accredited by an animal training organisation prescribed by the Commonwealth; or
- Trained to assist a person with a disability to alleviate the effect of that disability, and, to meet standards of hygiene and behaviour appropriate for an animal in a public place.

A working dog is not an Assistance Animal.

### 15.3 Pool Access

Council will aim to develop and improve disabled access as resources become available.

### 15.4 Limits on Manual Handling & Care of Impaired Persons

Due to the risks associated with manual handling, pool staff are not able to provide assistance to persons who require lifting as part of their use of the facility.

### 15.5 Refund Entitlement

If staff are unable to provide the assistance required to facilitate access to the pool for a person with a disability, a refund of pool entry is to be made.

## **16 Emergencies**

- The contact number for emergencies is 000.
- Council's Customer Service during operating hours 6767 5555
- Council's 24-hour Emergency Service number 1300 733 625.

## **17 Mass Evacuation Plans**

Prior to any large event (e.g. a school carnival) the shift supervisor will implement a mass evacuation plan. The plan will be included in a brief site induction for the event organisers and assistants.

## **18 Access to Council Resources**

- a) The phone at a facility is for the use of Council staff to conduct Council business.
- b) The phone can also be used for children to contact parents.
- c) The phone can be used for members of the general public to make a Triple Zero call if no pool staff member can be found or if the person has been directed to by pool staff.

## **19 Fees & Charges**

Swimming pool fees and charges will be in accordance with those set out in the schedule of fees and charges of the Tamworth Regional Council Management Plan for that year.