



# LITHGOW CITY COUNCIL J M ROBSON AQUATIC CENTRE MANAGEMENT PLAN 2018/19



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## 1. INTRODUCTION

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

The Management plan aims to ensure provision of a facility that promotes' healthy lifestyle and social interaction, for residents and visitors to the Region.

### 1.1 COMMENCEMENT

This Management Plan will commence, ~~###/###/####~~.

### 1.2 REVIEW PROCESS

This document will be reviewed annually during the Winter season by the Jim Robson Aquatic Centre Management Working Party. Alterations require the endorsement of an ordinary Council meeting.

### 1.3 APPLICATION

This Management Plan applies to all swimming pools within the J M Robson Aquatic Centre operated and maintained by Lithgow City Council. A copy of the Plan will be available from:

- J M Robson Aquatic Centre
- Lithgow City Council Customer Service Office
- Available for download from <http://council.lithgow.com/>

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

This Management Plan does not affect compliance or observation 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 Operations (GSPO) is recognized as an industry standard and as such will be used in conjunction with Lithgow City Council's Integrated Management System in the provision of safe aquatic facilities.

This Management Plan refers to Council Standard Working Procedure "Cash Handling" for management of cash at the JM Robson Aquatic Centre.<sup>1</sup>

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<sup>1</sup> SWP 3.3 Cash Handling

## 1.4 DEFINITIONS

In this Plan:

<i>Council</i>	Lithgow City Council
<i>Aquatic Centre Team Leader</i>	The qualified employee responsible for overall operation of the J M Robson Aquatic Centre
<i>Aquatic Centre Duty Officer</i>	The qualified employee responsible for the operation of the J M Robson Aquatic Centre on any given shift in the absence of the Aquatic Centre Team Leader.
<i>Shift Supervisor</i>	The supervisor of the shift. That could be the Aquatic Centre Team Leader or Aquatic Centre Duty Officer
<i>Pool Attendant</i>	The qualified employee primarily responsible for pool supervision, customer service and maintenance duties. A Pool Attendant of suitable experience can be temporarily appointed to the role of Senior Pool Attendant for the purpose of overseeing the operation of a facility in the absence of the Aquatic Centre Team Leader
<i>Pool Lifeguard</i>	Any qualified person, employee, volunteer or otherwise, on duty at the pool and identifiable by a red and gold Council uniform
<i>Learn to Swim Instructors</i>	The qualified employee primarily responsible for the safety and education of children enrolled in the Council Learn To Swim program.
<i>Pool Staff;</i>	Any Council pool employee on duty at the swimming pool, including kiosk, turnstile attendants and approved volunteers.
<i>Aquatic Responsibility Code</i>	The code developed by Council that communicates the standard of behaviour required to access Lithgow City Council J M Robson Aquatic Centre
<i>Emergency Evacuation Plan</i>	The plan designed to ensure the safe evacuation of people from the Lithgow City Council J M Robson Aquatic Centre swimming facility.
<i>Business</i>	Any company, sole trader, incorporated group, sports group, school, charity, event organizer or similar.
<i>Professional Coach/ 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 Lithgow City Council public swimming facility.

*Facility*

Any Lithgow City Council public swimming pool, surrounding buildings, grounds and fence line.

## 2. SWIMMING POOLS

Council aims to provide the following facilities and services at J M Robson Aquatic Centre:

- 50m heated outdoor competition pool
- Outdoor splash park pool
- 25m heated indoor pool with program area.
- Kiosk facility.
- Change room facilities.
- Shade structures.
- Club storage shed.
- Thermal Pool blankets.
- Hours of operation:

Monday- Friday	6:00am- 7:00pm
Sat & Sun	8:00am- 6:00pm
Public Holidays	8:00am- 4:00pm
Good Friday & Christmas Day	Closed
Christmas Eve	6:00am- 5:00pm
- Access;
  - 50m pool – ramp and stair access with ladders on lap side
  - 25m pool – ramp and stair access with ladders on lap side
  - Splash Park – Stairs
  - Change rooms- full access from inside and outside the building, disabled change rooms available.

## 3. ADMINISTRATION

### 3.1 RECORDS

- a) Staff will ensure all records for the operation of swimming pools are legible, and are sent to the central records for storage in Council electronic records system (ECM – Dataworks)

### 3.2 RECORDS TO BE MAINTAINED BY J M ROBSON AQUATIC CENTRE

- a) A daily running sheet with all events/ incidents/ maintenance and staff attendance etc. will be recorded.
- b) Regular pool balancing tests (chemical, PH balancing)
- c) Incident/ near miss reports
- d) A daily log of attendance by the public
- e) Details of sales transactions of season ticket and multi entry passes.
- f) Daily financial reports
- g) Pool Supervisors monthly report
- h) All other documentation required by the Council Integrated Management System.

## 4. WORK HEALTH AND SAFETY

### 4.1 GENERAL COMPLIANCE

- a) Staff, contractors and volunteers will comply with Councils WHS policies and procedures at all times.
- b) All incidents are to be reported, investigated and addressed in accordance with Council's WHS procedure.
- c) Any contractor undertaking work at the centre must undertake CENTROC induction training before being allowed to work on site.

## 5. OPERATING HOURS

### 5.1 POOL SEASON AND HOURS OF OPERATION

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

Discretion is given to the General Manager to make minor changes to season start finish dates as well as spread of hours. Major changes will be put to Council for review and consideration.

Opening dates for the 50 metre pool and splash park will be advertised at the Aquatic Centre, on Council Facebook page; in the Village Voice and Lithgow Mercury; and on Council's website <http://council.lithgow.com/> in the month prior to opening.

Hours of operation will be set giving consideration to the requirements of key user groups and patrons subject to operational requirements and resource constraints.

### 5.2 ALTERATIONS TO USUAL HOURS OF OPENING

J M Robson Aquatic Centre will be closed:

- a) 5 pm Christmas Eve
- b) Christmas Day
- c) Good Friday

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



- a) Unfavourable weather resulting in absence or likely absence of swimmers e.g. heavy rain.
- b) Safety reasons e.g. lightning, equipment failure, contamination, vandalism.
- c) Interruptions to power supply
- d) In the event of imminent weather and or lightning the shift supervisor may close the pool until such time as the weather is considered safely past. During such times all patrons will be required to evacuate from the water and take appropriate cover until notified by the shift supervisor that it is safe to return to the water.
- e) A shift supervisor has the authority to close one or more pools, or the entire facility
- f) The pool season may be extended to accommodate special events, training for State or National level swimming championships, school holidays or favourable weather. The pool hours may be adjusted during this time to suite the actual 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 the number of patrons present (25 persons within the facility).
- h) The shift supervisor will notify the organizer of any group in attendance for an event of an alteration to usual hours as soon as possible.
- i) The shift supervisor will notify the Aquatic Centre Team Leader of any changes to opening times prior to or as soon as possible.
- j) During brief power outages the pool can remain open if adequate disinfection levels can be maintained and all other areas of the facility can continue to operate safely. During extended power outages the pool will be closed.

## 6. OPERATING STANDARDS

### 6.1 WATER QUALITY

- a) Water quality at Lithgow City Council J M Robson Aquatic Centre will comply with guidelines set by the NSW Ministry of Health. Lengthy review processes have led to occasions where the Ministry standard has lagged behind current best practice. During these times the Aquatic Centre Team Leader may implement a regime outside of the Ministry's standards if they are widely considered by the Aquatic and Recreation Industry to be better.
- b) Chemical concentrations will be automatically monitored and controlled.
- c) Pool staff will manually test chemical concentrations at least twice daily to confirm that automated equipment is calibrated and working correctly.
- d) Water turnover times will comply with guidelines set by the NSW Ministry of Health or to the best capability of the pool's reticulation system i.e. filter built in the 1960s will operate at maximum capacity but cannot be expected to achieve the turnover rates of modern filters.
- e) Microbiological sampling of pool water will be undertaken monthly and tested by a NATA (National Association of Testing Authorities) accredited laboratory.
- f) The NSW Ministry of Health field officers are allowed free access to any facility to monitor Council's compliance with the current health standards.

- g) If adequate sanitization cannot be maintained for any reason the facility will be closed until the matter can be rectified.

## 6.2 GROUNDS MAINTENANCE

Lawns will be kept to the standard of prime parkland. Lawn weeds and burs (e.g. bindii) will be eradicated quickly when detected. With regard to watering, facilities will comply with all aspects of the Lithgow City Council drought management plan.

Gardens will be kept tidy and free of weeds.

Trees will be periodically thinned to promote growth and longevity and to assist in the prevention of limb drop.

## 6.3 BUILDINGS MAINTENANCE

Buildings will be kept in a clean and serviceable state. Improvements to buildings will occur, where budgetary limitations allow.

## 6.4 SWIMMING POOL MAINTENANCE

Programmed preventative maintenance of swimming pools is primarily carried out in the winter season. Maintenance issues that arise during the operational season will be dealt with in as timely a manner as possible.

## 6.5 POOL SUPERVISION

Council currently uses the minimum lifeguard to swimmer ratio of 1:100 as recommended in Royal Life Saving's Guidelines for Safe Pool Operation (GSPO).

Lithgow City Council has developed a program call Pool Super Vision™ or PSV. PSV takes a risk management approach to supervision, assessing the facility and patrons and then allocating supervision proportionately.

During periods of high patronage or higher risk, a higher level of pool supervision is provided.

Lithgow City Council has adopted the Watch Around Water program detailed in 9.2 of this plan to promote direct supervision of young children.

## 6.6 STAFF QUALIFICATIONS

Lithgow City Council aims to provide pool staff with the following qualifications as minimum aquatic industry requirements.

AQUATIC CENTRE TEAM LEADER	<ul style="list-style-type: none"><li>• Certificate IV - Aquatic cluster of competencies from Community Recreation training package</li><li>• WHS Workplace safety induction</li><li>• RLSSA Pool Lifeguard Licence</li><li>• SafeWork NSW approved first aid certificate.</li></ul>
Aquatic Centre Duty Officer	<ul style="list-style-type: none"><li>• Cert III – Aquatic cluster of competencies from Community Recreation training package.</li></ul>

	<ul style="list-style-type: none"> <li>• WHS Workplace safety induction</li> <li>• RLSSA Pool Lifeguard Licence</li> <li>• SafeWork NSW approved first aid certificate</li> </ul>
Pool Attendants	<ul style="list-style-type: none"> <li>• WHS Workplace safety induction</li> <li>• RLSSA Pool Lifeguard Licence</li> <li>• WorkCover NSW approved first aid certificate.</li> </ul>
Learn to Swim Instructor	<ul style="list-style-type: none"> <li>• WHS Workplace safety induction</li> <li>• RLSSA Pool Lifeguard Licence</li> <li>• Statement of Attainment Austswim Teacher of Swimming and Water Safety <ul style="list-style-type: none"> <li>✓ Austswim Teacher of Infant and Preschool Aquatics</li> <li>✓ Austswim Teacher of Aquatics Access and Inclusion</li> <li>✓ Austswim Teacher of Towards Competitive Strokes</li> <li>✓ Austswim Teacher of Adults.</li> </ul> </li> </ul>
Kiosk/ Turnstile Staff	<ul style="list-style-type: none"> <li>• WHS Workplace safety induction</li> <li>• SafeWork NSW approved first aid certificate</li> <li>• Basic safe food handling qualification</li> </ul>

Many staff have qualifications over the minimum level. External and in-house professional development is provided for all staff to ensure currency of qualifications and competency of skills.

Pool staff comply with all working with children legislation as part of their employment with Lithgow City Council.

## 7. FEES

### 7.1 SINGLE ENTRY FEES

- a) Fees will be charged for pool entry and pool services in accordance with Council's current Operation Plan, Fees and Charges.
- b) 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 or use the facility, 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 as long as they do not enter the water.
- c) An 'adult' for the purpose of charging a single entry fee is any person aged 18 years or older and who no longer attends secondary education.

- d) A 'child' for the purpose of charging a single entry fee is any person under the age of 16 (e.g. not attending school) and who is still enrolled in secondary education.
- e) Children aged 3 years and under are permitted free so long as they have a full fee paying adult entering with them.
- f) A 'concession' is offered to those persons using the facility who are holders of, and can produce either a Centre Link issued Pension Card, a Department of Veteran's Affairs Pension Card, a Newstart Concession Card or a Senior Citizens' Card. A person's concession card does not entitle anyone else a concession.
- g) Pool Staff who are required to hold a Pool Lifeguard Licence as an essential qualification and who are entering the facility for the reason of training for the physical component of their Licence will be admitted free.
- h) In line with Council's value for Safety and Health, all employees have the opportunity to access Lithgow City Council J M Robson Aquatic Centre if they opt to be a member of Fitness Passport.
- i) Teachers will be admitted free for the purpose of supervising a school group at the pool.
- j) Resident swimming club coaches will be admitted free for the purpose of training club members.
- k) The carer of a person living with a disability will be admitted free for the purpose of directly supervising the person under their care.
- l) Individual who are prohibited from a swimming facility because of unacceptable behaviour or other contravention of this plan are not entitled to a refund.
- m) Council may enter into an agreement with schools and groups for a method of paying entry fees other than at the pool. i.e. invoice
- n) The Aquatic Centre Team Leader has the authority to grant the "approved groups" fee for one off visits of groups of over 40 people.

## 7.2 SEASON TICKETS

For the reason of setting season ticket prices to fairly reflect the service offered:

- a. A 'family' for the purpose of determining a fee for a family season ticket is a family unit of two adults in a relationship and their children up to the age of 18. The Aquatic Centre Team Leader has the delegation to consider personal circumstances which may require a variation from this definition. This will be done on a case by case basis for persons who bring the request for a variation. The Aquatic Centre Team Leader may wish to liaise with Council Service and Delivery Officer to maintain consistency across Council area.
- b. Season tickets are issued to a designated person nominated on the season ticket application form and are not transferable. Unauthorised use of a season ticket by a person 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 and are required to sign an attendance register prior to use of the facility. Patrons who cannot produce their season ticket when requested to do so by pool staff will be required to pay the relevant entry fee.

### 7.3 EVIDENCE OF AGE

- a) Children under the age of 12 years must be actively supervised at all times by a responsible person over the age of 16.
- b) Evidence of age can be requested as a condition of entry to a facility to:
  - I. Determine which fee to charge.
  - II. Confirm they are 16 years old for the purpose of supervising children under the age of 12 years.
  - III. To determine if the person is able to remain on the premises unsupervised by a responsible person.
- c) Discretionary authority is given to the shift supervisor to charge the appropriate fee if he/she is reasonably convinced that a person is not the age that they pertain to be and is:
  - I. Attempting to avoid paying the full fee, or
  - II. Attempting to enter the pool unsupervised, (i.e. claiming to be over the age of 12) or
  - III. Attempting to supervise another patron (claiming to be over the age of 16).
- d) Acceptable evidence of age will be a current "Proof of Age Card", Drivers Licence, or Australian Passport.
- e) A person who cannot provide evidence will be:
  - I. Charged the full entry fee.
  - II. Advised they are not eligible to supervise a person under the age of 12
  - III. Advised they are ineligible to enter the pool whilst not unsupervised by a person over the age of 16 years.

### 7.4 OTHER FEES

- a) A lane hire fee is applicable to large user groups of the J M Robson Aquatic Centre who wish to have exclusive use of lane space on a seasonal basis. The charging of a lane hire fee does not exclude the user from complying with any part of this Operational Plan. The lane hire fee is charged monthly or on a pro rata basis for part month use.
- b) An after hour's fee (per hour) is applicable to groups who have permission to hold an event outside of the normal operating hours. The relevant entry fee still applies to each member of the group in addition to the after hour's fee. Aquatic groups who have a seasonal booking and who already pay the appropriate lane hire fee are not required to also pay the after hour's fee so long as their program does not run over the agreed finish time.

- c) Council may apply a fee to the use and hire of recreational devices (springboards, inflatable pool equipment, etc.) which will be consistent with Council's Operational Plan and Fees and Charges.
- d) Council is able to provide one free entry day each year to celebrate a national or community event i.e. Australia Day, significant pool anniversary.

## 8. BOOKINGS

### 8.1 GENERAL

- a) All bookings must be lodged by submitting an "Application for Swimming Pool Lane Space". All fields on the applications must be completed.
- b) It is preferable that application are submitted at least one calendar month prior to a proposed event date.
- c) When the swimming pools are open, applications are received directly by the respective Aquatic Centre Team Leader and confirmations can be given verbally or in writing.
- d) A Swimming Pool User Agreement between the groups wishing to use the pool must be entered into before an event can commence. The Agreement will detail any supporting documentation required e.g. certificate of currency for public liability, professional indemnity.
- e) A risk assessment for the event and a site induction for the organisers must be completed before an event can commence.
- f) Afterhours events will be given consideration and the appropriate fee payable if the event is approved.

### 8.2 PRIORITIES FOR BOOKINGS

Each request to use the facilities during approved operating hours will in most cases be approved according to the following priority:

- 1) An event approved by resolution of Council.
- 2) National/ International events (including public holidays and days of national significance e.g. Australia Day festivities.)
- 3) State Events
- 4) Regional Events
- 5) Local Events
- 6) Annual school swimming carnivals
- 7) Relevant local incorporated swimming club events
- 8) Activities organized by Federal or State Government Departments
- 9) Non-swimming carnival school requests (e.g. school sport or physical education lessons)
- 10) Community groups
- 11) Charity fund raising events
- 12) Private swimming instructors
- 13) Commercial businesses activities

## 14) Private functions

### 8.3 CANCELLATION OF BOOKINGS

- a) Council has the right to cancel or change bookings at any time. Affected parties will be notified as soon as possible.
- b) Where a booking is cancelled, Council staff will endeavor to provide an acceptable alternative if available.
- c) Groups who are required to cancel an event will let the respective Aquatic Centre Team Leader know as soon as possible to allow for changes to staffing and programming of pool space

### 8.4 BUSINESS COMPLIANCE

A person or business wishing to conduct trade at a swimming pool must apply in writing to Council and be able to provide evidence of:

- a) A current Workers Compensation Policy, if they employ any staff
- b) Current Working with Children checks for any staff.
- c) A current Public Liability Insurance Policy (minimum value \$20,000,000.00)
- d) If instructing swimmers/ coaching professional indemnity insurance is also required.
- e) Staff being adequately trained and qualified for the tasks they are proposing to undertake and ensure that:
  - I. Any Equipment to be used at the pool is in good working order and designed and approved for the purpose for which it is intended;
  - II. Operations comply with this Management Plan.

### 8.5 LIMITATIONS ON BUSINESSES PERMITTED

- a) A business may not compete against a similar service already offered at the pool which is in good working order and designed and approved for the purpose for which it is intended; (i.e. commercial learn to swim)
- b) Council staff may prohibit any business which is not in keeping with this Management Plan or the principal purpose of a swimming pool
- c) The mailing address of the pool is not to be provided as a point of contact for a business
- d) The phone number at the pool is not to be provided as a point of contact for business nor is it available for use by a business, excepting emergencies when pool staff are not available to make an emergency phone call.

## 9. CONDITIONS OF ENTRY

### 9.1 LITHGOW CITY COUNCIL AQUATIC RESPONSIBILITY CODE

The following is the wording from the J M Robson Aquatic Responsibility Code which is a condition of entry that applies to all persons within Council's swimming pool grounds without written exemption from Council. The Code will be displayed at the entrance to the pool and at prominent places throughout the facility.

The Code is a safety initiative introduced to keep all pool users safe. Regardless of how you enjoy your water 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 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 below and share with others the responsibility for a great experience at the pool.

- 1) Observe and obey all signs and warnings at the pool as well as all lawful directives given by Pool Lifeguards and Pool Staff.
  - 2) Always 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) Always be respectful of other people and the nature of their particular pool activity.
  - 4) Never run on wet areas at the pool. Always move around the pool in a safe manner.
  - 5) If you are involved in, or witness an incident at the pool, remain at the scene, if it is safe to do so, and identify yourself to the Pool Lifeguard.
  - 6) Do not swim, bathe or undertake any other aquatic activity if your ability is impaired by drugs or alcohol.
  - 7) Always swim in water that is a safe depth for your capability. Take lessons from a qualified instructor to progress and learn swimming, first aid and resuscitation skills
  - 8) Children under the age of 12 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 in and around water. 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) Always swim with a friend and keep a look out for your mates.
- Our Pool Lifeguards are at the pool all day to assist, educate and help you to understand the Aquatic Responsibility Code. This will ensure that all pool patrons enjoy themselves at Lithgow City Council J M Robson Aquatic Centre. Irresponsible, reckless, and anti-social behaviour may result in immediate suspension from pool use and / or cancellation of season passes".

## 9.2 WATCH AROUND WATER

All Aquatic Centre staff are inducted to "Keep Watch At Public Pools" a program created by Royal Life Saving and subscribed to by Lithgow City Council. All staff understand



and instruct parents/ care givers of the importance of parental supervision at public aquatic centres.

Supervision of young children at public pools has been a concern for the aquatics industry for many years. There is often the misconception by parents and carers that the responsibility for supervision of young children lies solely with the lifeguards. Lifeguards are employed on a 1:100 ratio based on the expectation that parents will provide supervision of children.

WA Coroner Alistair Hope in response to a drowning in a public aquatic facility:

“Competent lifeguards acting responsibly should provide an important safety feature, but they are not intended to, and cannot be expected to, replace the close supervision of parents and teachers which is required for many children, particularly primary school age children”

Watch Around Water is an important industry driven program that contributes significantly to ensuring the safety and reducing risk at our public swimming pools. It provides a 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 organized and takes their responsibility for patron safety seriously.

The program is administered by Royal Life Saving Society of Western Australia and was adopted by Lithgow City Council J M Robson Aquatic Centre in 2013. It promotes the following safe supervision policies which are additional conditions of entry:

- a) Children **under 5 years** must be accompanied into the centre by a responsible adult over 16 years of age and supervised at arm's reach at all times.
- b) Children **under 5 years** must wear a Watch Around Water armband 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 and a reminder to parents and guardians about the importance of close supervision for small children.
- c) Children **under 12 years** must be accompanied into the centre by a responsible adult over 16 years and supervised at all times.
- d) In order for parents or guardians to actively supervise they should be dressed ready to take immediate action, including unexpected entry into a pool

### 9.3 DIVING

The Royal Life Saving Society of Australia advises that there is a significant body of evidence to suggest that shallow water diving can lead to a range of injuries that include head injuries (broken teeth, scalp injuries and facial fractures), to the more significant spinal cord injury.

As such “No Diving” signs have been applied to the concourses around Council's pools in locations where it is deemed dangerous.

Any group wishing to conduct dive starts into the shallow end of a competition pool for relays must conduct a risk assessment of the activity beforehand and acknowledge full responsibility for consequences arising from the activity. The group acknowledges that the Royal Life Saving Society and Lithgow City Council have warned against diving in such areas and that significant injury could result.

Any group that conducts dive starts at any area of Jim Robson Aquatic Centre pools must display the below sign after completing the risk assessment and complying with all required documentation, i.e. coach's certificates of competency etc.



#### 9.4 ADDITIONAL CONDITIONS OF ENTRY

The following conditions of entry also apply to all persons entering swimming pool groups unless they have written exemption from Council.

A person must:

- a) Pay the entry fee on entering the facility or show a current season ticket
- b) Comply with Section 10 – Activities Requiring approval.
- c) Not partake in behaviour considered to be antisocial, provocative, abusive or violent.
- d) Not obstruct the entry/exit points to the aquatic centre
- e) Not bring glass or glass containers into the facility
- f) Not interfere with any pool safety equipment.

- g) Follow all directions for the safe use of any area of the facility including, spring boards, inflatable play equipment and children's play equipment.
- h) Not enter a pump room, chemical storage area, plant room, storage area, and kiosk or staff area.
- i) Not enter a first aid room except to receive first aid or at the invitation of pool staff.
- j) Provide evidence of age, if required:
- k) Wear an appropriate unsoiled bathing costume at all times.
- l) Be unsoiled before entering a pool
- m) Not urinate or defecate anywhere in the grounds other than in the public toilet.
- n) Not attempt to enter the swimming pool grounds whilst intoxicated or under the influence of drugs, nor bring or consume alcohol or non-prescription drugs onto pool grounds.
- o) Not cause or permit an animal that is under the person's control to enter or remain in swimming pool grounds. Assistance Animals excepted (see Section 16, Access for People Living with a Disability).
- p) Not smoke in any area of a public swimming facility nor within 4 metres of an entrance.
- q) Not take photographs, video or electronic records in change rooms.
- r) Not sit on, dive over, or otherwise interfere with lane ropes.
- s) Not damage, deface, interfere with or alter swimming pool infrastructure or signage.
- t) Not obstruct any authorized person or employee of, or contractor to perform their required duties.

## 10. ACTIVITIES REQUIRING APPROVAL – J M ROBSON AQUATIC CENTRE

A person must not do any of the following within swimming pool grounds without the written exemption from Council:

- a) Neither engage in trade or commerce nor distribute any circulars, advertisements, paper drawing or photographic material.
- b) Camp or reside on the land.
- c) Bring or leave any rubbish, refuse, scrap metal, rock, soil, sand or any other such substances onto swimming pool grounds.
- d) Remove any dead timber, logs, trees, flora, whether standing or fallen.
- e) Kill, capture or in any way interfere with any animal, bird, fish or other fauna, whether native or introduced, plant any tree, shrub, herbage or other plant without prior consent.

Offenders will be prosecuted under relevant State or Federal Law.

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 – Life Jackets) 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 main entrance provided.

Offenders may be required to leave the facility.

### 10.1 SWIMMING LESSONS

To ensure an appropriate level of safety and quality for the community, Lithgow City Council requires people wanting to conduct private learn to swim lessons at our facilities, to apply in writing and provide copies of the following:

- a) Current AUSTSWIM Certificate or equivalent
- b) Statement of attainment for Learn to Swim designated group. i.e. infants/preschool.
- c) Current CPR qualifications
- d) Risk assessment undertaken
- e) Certificate of Currency
  - Public Liability \$20,000,000.00
  - Professional Indemnity \$20,000,000.00
  - Workers Compensation
- f) Working with Children Check – Certificate for Self Employed People; for more information visit <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check> .

Applications should state previous experience. Once an application has been received it can usually be assessed quickly and verbal approval given if application is approved. To assist with this all required documents must be submitted with the application and be current. Failure to do so will increase the application assessment time. Applicants will also receive a written determination.

Applications can be emailed to [council@lithgow.nsw.gov.au](mailto:council@lithgow.nsw.gov.au) .

Lithgow City Council  
Attn: Aquatic Centre Team Leader  
PO Box 19  
LITHGOW NSW 2790

Once you have received approval you will be required to undertake a site induction of the facility and sign a site induction form. Please allow enough time (10 minutes) to complete this prior to your first lesson.

- a) All learn to swim operators can leave their business details at the Centre to be passed onto patrons enquiring about learn to swim opportunities. Learn to swim instructors need to comply with all areas of this management plan. Approval will only be granted where adequate lane space exists. Exclusive use of available lane space will attract the appropriate lane space charge. As mentioned in section 8.5 of this document any application may be turned down if the business is in competition against a similar service already offered at the pool which is in good working order and designed and approved for the purpose for which it is intended.

## 11. YOUNG CHILDREN

Children under the age of 12 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 at J M Robson Aquatic Centre will provide supervision in accordance with supervision requirements set down by the NSW Department of Education and Training.

With regard to supervision of school students, Lifeguards and Teachers on duty can be included as part of supervision ratios. However, 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 distractions restricted so far as practically possible.

### 11.1 CLOTHING

All children must:

- a) Wear a clean (unsoiled) bathing costume,
- b) All children under the age of 5 must wear a water proof nappy at all times when in the pool grounds.

### 11.2 CHANGE ROOMS

Children up to the age of 7 years are allowed to enter the change room of the opposite sex as long as they are accompanied by a supervising adult. The shift supervisor has discretionary authority to make exceptions to this if requested, decisions will be made on a case by case basis.

### 11.3 ABANDONED CHILDREN

Where a child under the age of 12 is identified as abandoned at the pool (i.e. without the required supervision), Pool Staff will firstly ensure the physical safety of the child and then attempt to contact the parent(s) or legal guardian via phone.

If a parent is unable to be contacted, refuses to collect the child or does not arrive within 30 minutes, the shift supervisor will contact either the NSW Police Service or Department of Community Services (DOCS) to arrange the transfer of the child into their custody. The Aquatic Centre Team Leader will be notified immediately.

**The 24 hour contact number for DOCS helpline is 132 111.**

Any child abandonment incident is to be recorded on a near miss form and noted on the Daily Running Sheet.

## 12. AUTHORITY

All Pool Staff are authorized to:

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

If a person who is supervising another young person or child or vulnerable person is requested to leave the facility, the person/s they are supervising must also leave. Poorly behaved spectators, coaches, teachers, parents, visitors and other people may also be banned from a facility.

### 12.1 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 which it is effective. People who return to the pool within the timeframe outlined may be charged with trespassing, and fined under the *Enclosed Lands Protection Act NSW Section 4(1) 1901*.

A ban at any one pool in the Council area applies to all pools operated within the J M Robson Aquatic Centre.

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 entering the facility after a ban the patron must arrange to meet with the Pool Supervisor to confirm that the specified "time out" period has lapsed.

### 12.2 REFUSAL TO COMPLY

A patron refusing to comply with the directions of Pool Staff may be banned from entering any Lithgow City Council Jim Robson Aquatic Centre grounds 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 voluntarily leave. Offenders may be charged with trespassing and fined under the *Enclosed Lands Protection Act NSW 2(1) 1901*.

### 12.3 APPEALS

A person who wishes to appeal the imposition of a ban is entitled to write to Council for a review, and state their reasons why the ban should not be enforced.

A review will be conducted within 15 days of receipt of correspondence, and the appellant notified of the outcome in writing. The ban will remain in place during the appeals process.

### 12.4 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 be requested to leave the facility.

## 13. POOL LANE ALLOCATION

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

- a) At least one (2) lanes will remain available to the general public at all times when the pool is open to the public for general use. Provision of an edge is preferable for both elderly and young swimmers as it offers a quick point of respite in the event of fatigue.
- 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 or reduced at the discretion of the shift supervisor.
- f) Lane configuration should provide maximum public benefit.
- g) The lane configuration should provide maximum public benefit.
- h) Lap swimmers are required to keep to the left of a lane (swim clockwise).
- i) 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.
- j) Pools with movable stairways will have such structures in place whenever the programming of the pool allows.

## 14. USE BY AQUATIC GROUPS.

### 14.1 GENERAL

- a) It is Council's responsibility to provide a facility that is safe for occupation and play and one that is regularly and appropriately maintained.

- 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 Management Plan and actively promote all conditions of entry to their members and visitors.
- d) All members will endeavor to maintain cordial relations with pool patrons, other coaching personnel, pool staff and Council officers.

#### 14.2 EMPLOYEES & VOLUNTEERS

- a) Aquatic groups shall ensure that employees and volunteers of their group comply with NSW Child Protection Legislation
- b) Aquatic groups will be required to take out and maintain appropriate Public Liability, Professional Indemnity as well as any other insurance required by the Workers Compensation Act, in regard to the conduct of activities of the group within the facility.
- c) Coaches, instructors and other predominant members of their organization 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 any other items relevant to the workplace and Lithgow City Council Integrated Management System. Site inducted persons are required to sign a site induction form.
- d) The group must ensure that any professional coach/ instructors at the pool in their role as a professional coach/ instructor holds:
  - I. A current SafeWork approved first aid qualification
  - II. CPR qualification
  - III. Level 1 Coaching qualification or equivalent are held as a minimum.
- e) From time to time Council may request copies of the current qualifications to ensure compliance with this management plan and with any standing user agreement.
- f) Clubs must ensure that volunteer (unpaid) persons substituting, either long term or short term, for a professional coach/ instructor satisfy all other areas of this management plan except clause 14.2 (d) (III). Council may request copies of the same from substitute coach/ instructors performing duties at the facility.
- g) 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, during and after the session the group will ensure that any participant under the age of 12 years of age shall be under the active supervision of a person over the age of 16 at all times. Pool Staff shall not be included in this type of supervision.
- h) In the event of an aquatic emergency a coach, instructor or other predominant members of the group will be required to evacuate from the water all participants under their supervision. 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.

#### 14.3 LANE SPACE

- a) The shift supervisor has discretionary authority to alter standing bookings. Consideration needs to be given to safety, bather load and programming. Extra allocations can be rescinded at any time. 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 Lithgow City Council Fees and Charges.
- 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.

#### 14.4 EQUIPMENT

- a) Except where supplied by the resident club, 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.
- 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 carnival type events.
- c) Being the primary user of the equipment aquatic users groups will be approached to discuss a co-contribution when equipment requires replacement and or up grading.

#### 14.5 CLUB ROOMS

- a) All buildings (including club rooms) on Council land are a Council asset and will be maintained and insured by Council. Aquatic groups are to notify the shift supervisor if damage is identified or a repair is required.
- b) Alterations or modifications to club rooms and buildings cannot be carried out without written permission 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 written permission from Council.
- e) It will be the responsibility of the aquatic groups to have adequate contents insurance for administrative equipment and gear stored in club rooms, storage rooms and buildings i.e. photocopiers, computers, stock, stationary, fridges, tables, training and equipment and swimming aids etc.
- f) Associated clubs will have access to club rooms and buildings at all times during pool opening hours.
- g) Associated clubs can obtain access to club rooms and buildings outside of pool operating hours and during the winter season 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 the Swimming Pools Management 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. This will be arranged with the associated group prior to any such event and shall be at a time that does not conflict with an event already planned by the group.
- j) Upon request aquatic groups must permit Council access to any locked areas for inspections, maintenance and repairs.
- k) Aquatic groups are responsible for any loss or damage to keys issued for the club rooms or facilities and their replacement must be paid for by the group.
- l) Aquatic Groups are accountable for maintaining control over keys issued.

## 15. RECREATIONAL DEVICES AND AREAS

### 15.1 SPRINGBOARDS

Where springboards are provided these will operate at the discretion of the shift supervisor. A springboard will be disabled (closed) by the placement of a sign/or barrier between the end of the board and the route which a person using a springboard correctly, would normally enter. Users of springboards must obey all directives and instructions given by Pool Staff and on signage. Safety is the paramount consideration when using a springboard. A person who uses a springboard without authorization, incorrectly or in a manner which endangers themselves or others may be requested to leave the facility.

### 15.2 CHILDREN'S PLAY EQUIPMENT

The use of any child play equipment is restricted to children under the age of 12 years. Non-compliance may result in the offender being required to leave the facility.

### 15.3 SPLASH PARK AND LEARN TO SWIM POOL

- a) Learn to swim pools are for children under the age of 12 with developing swimming ability. The shift supervisor may make exceptions to this upon request and with suitable reason.
- b) "Rough Play" is not allowed at any time.
- c) People who use the toddler's and learn to swim pools without regard for the safety of children may be requested to leave the facility.

Specific Splash Park rules

- d) No children over the age of 7 should be in this pool at any time.
- e) No running in the pool
- f) No pushing, pulling, bumping or interfering with other users. Rough play will not be tolerated.
- g) No climbing on sides or sitting on animals
- h) No flipping of the bird deliberately
- i) Parent supervision at all time (within arm's reach)

A refund of the pool entry fee will not be given to a person instructed to leave the facility due to incorrect use of a recreational device or area.

## 16. PROGRAMS

### 16.1 Swimming Lessons

Swimming lessons are run with the school terms at the aquatic centre. All swim teachers at the centre are trained in the Austswim Teacher of Water Safety course and follow the swim and survive program. Swimming lessons run on weekday afternoons, some mornings and Saturdays.

### 16.2 Aqua Aerobics

Aqua aerobics is run all year round in the centre. The aqua aerobics timetable is subject to change depending on staffing, lane space and attendance. Aqua aerobics classes are run by qualified aqua instructors

### 16.3 Swim Club

The current Swimming Club will be permitted use of the clubhouse as a storage area for their equipment. The Swimming Club must:

- Be incorporated and have a constitution
- Be run by an elected committee that consists of a list of the following office bearers; President, Secretary and Treasurer.
- Ensure that Coaches hold a current and valid AUSTSWIM Teacher of Swimming and Water Safety Certification or equivalent and CPR Certificate
- Have a public and professional liability insurance to the minimum value of \$20 Million dollars.
- Complete a Swimming Pool User Agreement form for approval before commencement of training
- Provide and maintain their own equipment.
- Ensure sufficient supervision to all children in their care.
- No underwater breath holding to be conducted (Hypoxic Blackout)
- In the user agreement they must nominate a liaison person or persons to discuss daily operational matters.

Swim club runs in the centre dependent on their booking and lane space. All swim club coaches are required to submit their qualifications to council and the aquatic centre before commencing training at the facility. Swim club is required to only undertake training when they have a booking and will only be provided lane space during these times. Swim club are to communicate with the team leader regarding lane usage and bookings

### 16.4 Independent swim Teachers/ Commercial Operators

See section 10.1 for details.

Commercial operators are person/s operating a separate business within councils Aquatic facility grounds. Operators conduct programs for the patrons who in turn pay a fee to the operator for the service. Commercial and private operators may

utilise the pool, operating times determined by availability Pool management and Council approval. Commercial operators such as LTS etc. may not Sub Lease lane Hire /space to another commercial operator or person.

#### 16.5 Swimming Carnivals

Swimming carnivals are to be booked through the centre. A fee for the carnival booking will be required. The centre will organize for enough lifeguards to be on shift to cover this. Stop-watches and starters can be hired from swim club. Hire of equipment is too be arranged with them. It is the responsibility for the school to perform the custodial role of students in their care. A school must ensure adequate supervision to students attending the venue. In the event students are left without a teacher the children will be required to vacate the water immediately and the school be informed to arrange collection. The principal will be informed of the event in writing. Students under the age of 12 are not permitted to enter the pool grounds without a teacher present. Underwater breath holding (races) is not permitted (Hypoxic Blackout). It is compulsory for schools to participate in evacuation drills; this includes teachers ensuring their students are evacuated quickly. A school must complete a Swimming Pool User Agreement prior to commencing their swimming carnival.

#### 16.6 School Swim Programs

School swimming lessons can be arranged through council. Council employed instructors are available for these sessions. All fees and charges are arranged through council and can be invoiced to the school if needed. Other programs may be run throughout the facility from time to time however, these are not approved without a risk assessment and approval through the appropriate path. Supervision requirements will remain the same as school carnivals above.

#### 16.7 General Rules for Clubs, Schools and Organizations

A swimming club, school or organization wishing to utilize the swimming pool must:

- Have a current workers compensation policy/ WHS policy for any staff in their employ.
- Possess a public liability insurance policy
- Provide a completed Recreational Facility booking application form/Swimming Pool User Agreement with Council for approval prior to commencement of program.
- All group bookings will be presented on Councils Sports Advisory Calendar, and JM Robson Aquatic Centre Calendar (to be updated by Centre manager).
- Ensure that the number of clients can be accommodated in the pool space provided by Council to conduct their intended activities, council will provide

additional Pool Staff for organised group events on an as need basis (Guidelines for Safe Pool Ops).

- Provide all equipment associated with their activity. This includes kickboards, pool toys, balls hoops etc. and these items must be designed and approved for their intended purpose and be in good working order.
- Comply with all pool rules including strict adherence to the code of conduct on Prohibitions for swimming pools.
- Ensure that commercial activities and private swimming lessons are not undertaken at the pool complex with prior council approval and centre management.
- Ensure commercial /private activities such as private swimming lessons etc. implement hazard and risk strategies and documentation to support these strategies.
- Ensure changes to usage such as Day /Times/ Lanes are not undertaken at the pool complex without council approval & centre management.
- Ensure equipment used by commercial operators is not to be stored on council premises.
- Ensure all equipment is stored in an orderly fashion to avoid trip hazards.

#### 16.7 General rules for Coaches /Instructors

Coaches and instructors including all commercial and private instructors will only be provided a dedicated lane if they hold qualifications appropriate to the specified level.

- Austswim Teacher of Swimming and water safety qualification
- Austswim Infant and Preschool
- Adults
- People with a disability
- Towards competitive strokes or equivalent level1/2/3/coaching (ASCTA)
- CPR
- Senior First Aid
- Work with Children Check
- Certificate 3 Fitness
- Aqua

## 17. ACCESS FOR PEOPLE LIVING WITH A DISABILITY

### 17.1 ASSISTANCE

Staff are to provide all reasonable assistance to facilitate the enjoyment of the swimming pool facilities by all patrons.

### 17.2 ASSISTANT ANIMALS

Trained guide dogs are permitted inside the facility.

### 17.3 POOL ACCESS

Council will aim to develop disabled access to all areas of Jim Robson Aquatic Centre.

### 17.4 LIMITS ON MANUAL HANDLING & CARE OF IMPAIRED PERSONS

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

### 17.5 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.

## 18. EMERGENCIES

- a) The contact number for emergencies is 000.
- b) Council's Customer Service during operating hours 026354 9999
- c) Council's 24 hour Emergency Service number 026354 9999

## 19. EMERGENCY 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 organizer and assistants

## 20. ACCESS TO COUNCIL RESOURCES

- a) The phone in the facility is for the use of Council staff to conduct Council business.
- b) The phone in the facility is able to be used for children to contact parents. An appropriate fee applies.
- c) The phone in the facility is able to be used for emergency calls by members of the general public if no pool staff member can be found or if the person has been directed to by pool staff.

## 21. FEES AND CHARGES

Swimming pool fees and charges will be in accordance with those set out in the schedule of fees and charges that are an annexure to the Lithgow City Council Operational Plan for that year.

<b>Revision Number</b>	<b>Description</b>	<b>Approved By</b>	<b>Issue Date</b>
	Draft to EMT		
	Draft to CMT		
	Final version to EMT		

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