



TENTERFIELD

WAR MEMORIAL BATHS

POOL MANAGEMENT PLAN

19 DECEMBER 2018

TENTERFIELD SHIRE COUNCIL

VERSION 2.1 amended

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1 INTRODUCTION

This Pool Management Plan provides the necessary instruction for Tenterfield Shire Council (TSC) workers and contractors to administer the routine functions of its Tenterfield War Memorial Baths, and provides a transparent means for the general public to understand the process and roles and responsibilities of all stakeholders.

The Pool Management Plan aims to provide facilities which promote a healthy lifestyle and social interaction, for residents and visitors to the Shire. With a focus on the provision of accessibility, quality swimming and recreational facilities which encourages participation.

1.1 COMMENCEMENT

This Management Plan will commence 17th September 2018. It will remain current until a new version of the plan is created to allow for changes in legislation.

1.2 REVIEW PROCESS

This document will be reviewed annually during the winter season by the Property, Building and Landscape Coordinator of Tenterfield Shire Council.

1.3 APPLICATION

This Management Plan applies to the swimming facility operated and maintained by Tenterfield Shire Council.

A copy of the Plan will be available from;

- a) Tenterfield War Memorial Baths during the open season.
- b) Tenterfield Shire Council Customer Service
- c) Available for download from www.tenterfield.nsw.gov.au

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

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

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

1.4 DEFINITIONS

<i>Council;</i>	Tenterfield Shire Council (TSC)
<i>Pool Contractor;</i>	The qualified worker responsible for overall operation of a swimming facility.
<i>Pool Contractor/Staff;</i>	The supervisor of the shift.

<i>Pool Attendant;</i>	The qualified worker primarily responsible for pool supervision, customer service and maintenance duties. A Pool Attendant of suitable experience can be temporarily appointed to the role of Pool Contractor/Staff for the purpose of overseeing the operation of a facility in the absence of the Pool Contractor.
<i>Pool Lifeguard;</i>	Any qualified worker, Pool Contractor/Staff, at the pool on duty and defined by a Pool Lifeguard Uniform.
<i>Pool Workers;</i>	Any worker, Pool Contractor/Staff, on duty at the swimming pool, including kiosk/turnstile attendants & approved volunteers.
<i>Property, Building, Landscape Coordinator;</i>	The Council Officer charged with oversight of all TSC public swimming facilities.
<i>Aquatic Responsibility Code;</i>	The code developed by Council that communicates the standard of behaviour required at TSC public swimming facilities. Currently in DRAFT format.
<i>GSPO;</i>	<i>Royal Life Saving's Guidelines for Safe Pool Operation (GSPO) is recognised as an industry standard guideline and as such will be used in conjunction with TSC's Safety Management System in the provision of safe aquatic facilities.</i>
<i>Evacuation plan;</i>	The plan designed to ensure the safe egress of people from the TSC public swimming facility.
<i>Business;</i>	Any company, sole trader, incorporated group, sports group, school, charity, event organiser 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, health, triathlon club that regularly uses a TSC public swimming facility.
<i>Facility;</i>	The Tenterfield War Memorial Baths (Pool), surrounding buildings, grounds and fence line.
<i>Workers;</i>	Is to include all persons performing work under the direction of, or on behalf of Council for example, employees, trainees, work experience, volunteers, contractors, subcontractors, full time, part time, casual and temporary staff.

2 SWIMMING POOLS

Council aims to provide the following facilities at the Tenterfield War Memorial Baths, classified as Category 4 under the NSW Government Practice Note No. 15 Water Safety.

2.1 TENTERFIELD WAR MEMORIAL BATHS

- a) 33m swimming pool
- b) 1 Toddler's pools
- c) BBQ facilities
- d) Kiosk facility
- e) Change room facilities
- f) Shade structures
- g) Club room

2.2 HOURS OF OPERATION

Season opens the Saturday of the October Long Weekend, closes in late March.

October - March

Monday- Friday; 6:00am – 6:00pm. (Closed between 8:00am and 10:00am)

Saturday and Sunday; 10:00am – 6:00pm.

December and January (extended hours)

Monday, Wednesday, Friday; 6:00am – 6:00pm. (Closed between 8:00am and 10:00am)

Tuesday and Thursday; 6:00am – 7:00pm. (Closed between 8:00am and 10:00am)

Saturday and Sunday; 10:00am – 6:00pm.

The pool is available on request by negotiation with the Contractors, Just Sports & Fitness, after hours for events or functions.

Closed Christmas Day

Corner of Rouse Street and Petrie Street

Tenterfield

Phone: 02 6736 6080

3 ADMINISTRATION

3.1 RECORDS

Pool Contractor will develop and ensure all records for the operation of swimming pools are legible, and sent to Council office each month for storage in Councils electronic records system (Synergysoft).

3.2 RECORDS TO BE MAINTAINED BY EACH POOL

- a) A Daily Running Sheet/Log recording all daily water analysis/events/incidents/maintenance & workers/contractor attendance etc.
- b) A Daily Tally Sheet to log sales transactions and public attendance.
- c) A Daily Risk Assessment to ensure pool facilities are in safe working order.

- d) Booking Application for business operators to complete to use pool facilities.
- e) Document Register to record the business operators training records that have been forwarded to Council's office.
- f) Site Induction to record health and safety topics discussed with business operators.
- g) Site Specific Emergency Action Plans.
- h) First Aid Register to record all incidents requiring first aid.
- i) Council's Incident Report Register to be completed by Council employees in the event where an incident, injury, illness, damage and near miss has occurred to an employee or where further investigation is required into high risk incidents and near misses to ensure controls are implemented. Where medical or first aid treatment has been administered, immediate reporting to Council is required.
- j) Issue Notification Form to record and forward WHS issues to the Property, Building and Landscape Coordinator.
- k) Swimming Pool Time Out Notice.
- l) Swimming Pool Hazard Inspection Form to check facility compliance.
- m) Record of training carried out.
- n) All other documentation required by Council's safety system.

3.3 SIGNAGE

All aquatic facilities should use signage that details acceptable patron behaviour, and other safety rules. Safety signs should be compliant with current industry standards and be displayed in a prominent location containing information that is appropriate for the nature of activities conducted at the facility.

3.4 COMMUNICATION SYSTEM

All aquatic facilities must have necessary communication systems to enable the appropriate warning or notification of staff and facility patrons. (eg. two way radios, whistles).

4 WORK HEALTH & SAFETY

4.1 GENERAL COMPLIANCE

- o) All workers, including Council's employees, contractors & volunteers will comply with Council's WHS policies and procedures at all times.
- p) Contractors conducting work on council's facilities will provide insurance and WHS policies and procedures are to be clarified at the time of engagement.
- q) All incidents are to be reported, investigated and addressed in accordance with Council's
- r) WHS procedure.

4.2 ELECTRICAL SAFETY

To ensure the safe operation of electrical equipment, the following must be followed:

- s) Electrical System is to comply with requirements of AS3000 equipotential bonding all metal objects with any dimension over 100mm in areas likely to be wet and contacted.
- t) Electrical equipment will be tested and tagged as per AS/NZS 3760 for safety and compliance;
- u) Any faulty electrical items, the area will be isolated and the fault immediately reported;
- v) Any dangerous electrical outlets or switches, the area will be isolated and the fault immediately reported;
- w) Any power blackouts that are caused by other than a disruption in supply to the Pool Facility must be immediately reported;
- x) All power tools should be battery operated.

4.3 CHEMICALS

- a) Always refer to the manufacturer's instructions outlined in the Safety Data Sheet (SDS).
- b) Do not put split chemicals back in their containers. Dispose of them in accordance with the SDS.
- c) Use correct personal protection clothing and equipment, e.g. face mask, respirator, gloves, boots, overalls, apron as identified in the SDS.
- d) Storage of all chemicals should be in accordance with section the SDS.
- e) All decanted chemicals must be in containers that are clearly labelled if they are to be stored.
- f) Use a clean, dry and impervious scoop (not wood) when transferring chemicals.
- g) For manual chemical addition always dissolve or dilute the chemical in plain tap water.
- h) Water should not be added to chemical. Add chemicals to water.
- i) Where chemicals are added to a pool manually, add the dissolved chemical into the deep end of the pool when the pool is not open to the public, allowing adequate time to circulate.
- j) Skin, eyes or clothing that have come in contact with chemicals should be immediately washed with copious quantities of fresh water.

Other references include AS3780-2008 the storage and handling of corrosive substances.

A Chemical Register and current Safety Data Sheets must continually be updated to identify:

- a) Location
- b) Product name
- c) Volume
- d) GHS
- e) Un Number
- f) Hazchem

- g) Class
- h) Packing Group
- i) Poison Schedule

The register is to include all cleaning products held on site.

Note: Safety Data Sheets must be within 5 years of issue date.

Copies of the Chemical Register must be kept in Chemical Store Room & the Kiosk/Reception.

4.4 FIRST AID

All equipment must be ready for any emergency and contain the following:

- a) Sign posted and current First Aid Kit
- b) Cardio Pulmonary Resuscitation (CPR) sign that can be read from a distance of 3m
- c) Spinal board and straps
- d) Oxygen equipment and spare bottle
- e) Automated External Defibrillator
- f) Sharps container

The First Aid Kit will be supplied and serviced twice a year.

4.5 OXYGEN

Oxygen resuscitation equipment sufficient to enable bag/valve/mask resuscitation and oxygen therapy for adults and children. It is essential that this equipment meets Australian Standard requirements and is regularly maintained and serviced and the appropriate documentation is maintained.

Oxygen Equipment must be stored upright in a clean, dry ventilated location free from dust, oil, grease, heat, and readily accessible to trained workers e.g. the Emergency Equipment Station.

All relevant qualifications must remain current and the operators must be accredited to use the specific oxygen equipment held on site.

4.6 HEARTSTART DEFIBRILLATOR

Mobile defibrillator equipment is available at all sites for adults and children. Use of equipment will require appropriate training and manufacturers guidelines are to be followed e.g. pink Infant/Child key is required if the patient is under 25kg or 8 years old. Defibrillators are to be checked daily to ensure the green light is blinking. Batteries to be changed every 4 years or as per used by date and recorded in Council records. Pads need replacing after use and or before used by date.

4.7 RESCUE EQUIPMENT

Rescue equipment and it locations are to be advised at the seasonal induction to all Workers and Business representatives. Rescue equipment is to include:

- a) Reaching poles

- b) Rescue tubes
- c) Lifejackets
- d) Throwing rope
- e) Throwing bags

4.8 EQUIPMENT SERVICING

All equipment must be serviced by a competent person in accordance with manufacturers' recommendations. Records of servicing are to be stored on Councils electronic records system (Synergysoft).

The equipment should be checked for correct operation and adequacy prior to or at the opening of the facility each day and recorded on the Daily Maintenance Log.

4.9 PERSONAL PROTECTIVE CLOTHING (PPE)

All pool workers are to wear PPE appropriate to the hazards of the task being performed at the time.

PPE may include but is not limited to the following items:

- a) Wide brim hat
- b) Long sleeve shirt
- c) Wet weather gear
- d) Overalls/apron
- e) Safety footwear
- f) Gloves
- g) Safety eye wear
- h) Respiratory protection
- i) Hearing protection

4.10 HAZARDOUS MANUAL TASKS

It is important that all workers learn and use the correct hazardous manual tasks techniques to avoid injury.

Pool workers will undergo hazardous manual task training arranged by the Contractor when they commence work and undertake refresher training every 2 years as a minimum.

4.11 EMERGENCIES

The contact number for emergencies is 000 (triple zero).

Business Hours

- a) Pool Phone Number 02 6736 6080
- b) Pool Contractors Phone Number 0434 597 454
- c) Council's Customer Service during operating hour's 02 6736 6000

After Hours Emergency Contacts

- a) Stanthorpe Security 0447 648 435 or (07) 4685 2931
- b) Pool Contractors Phone Number 0434 597 454

c) Council Representative 0411 864 042

The Pool facility must have emergency procedures and plans developed specifically for hazards at the site. Refer to the site specific Tenterfield Shire Council Site Specific Emergency Plan.

In the event of an emergency the Emergency Action Plan is to be followed.

All business representative, Aquatic Groups and Schools undertaking operations at Councils facility will be required to have a site induction to include, Emergency Action Plan, location of rescue equipment, first aid supplies and fire extinguishing equipment.

For large events (e.g. School carnivals) business representatives will be responsible for ensuring all persons are accounted for by providing a list of all attendees on site on request of the site supervisor.

Induction is to include group consultation with Pool workers to discuss trigger points for mass evacuation, identify disabled attendees who may require assistance for evacuation and to ensure appropriate number of qualified supervision is available.

All business representatives are to ensure all persons under their control leave the area quickly and in an orderly manner.

NO PERSONS WILL BE ALLOWED TO RE-ENTER THE POOL UNTIL IT IS DEEMED SAFE TO DO SO BY THE POOL CONTRACTOR/SITE SUPERVISOR.

4.12 INCIDENT RESPONSE

In the event of a WHS incident, workers in the immediate area are required to respond with these actions:

- a) Protect your health and safety.
- b) Protect the health and safety of others.
- c) If necessary provide first aid to any injured person and/or call emergency services 000.
- d) Without risk to self and if trained to do so, make a dangerous area safe and or isolate area to minimise risk of further injury or damage.
- e) Notify Pool worker of incident, and or, ensure the facility Manager is notified. Council employees will be responsible for ensuring Councils WHS Incident Report Form is completed before leaving the site.

The site must not be disturbed further until it is confirmed that the incident does not require notification to a regulatory authority.

4.13 INCIDENT REPORTING

All first aid treatment is to be recorded on the First Aid Register.

The Property, Building and Landscape Coordinator must be notified **immediately** of any incidents outlined in the *New South Wales Work Health and Safety Act 2011 Section 35* defines a **notifiable incident** as:

- a) death of a person, or
- b) a serious injury or illness of a person requiring hospitalisation, or
- c) a dangerous incident

In the event of a notifiable incident the Property, Building and Landscape Coordinator must inform Senior Management and WHS Officer immediately if they believe a notifiable incident has occurred. Senior Management in consultation with WHS will make a determination on notification requirements and ensure that appropriate notification occurs.

Councils WHS Incident Report Form is to be completed by Council employees for any injury, illness, damage or near miss occurring to them or where a notifiable incident has occurred at one of our facilities, to commence the investigation process.

4.14 FAULT REPORTING AND REPAIR

It is the responsibility of all workers and users to report all hazards which includes defects, safety issues and maintenance requirements as soon as they are identified. This should be done by reporting all hazards to the Pool worker on site who is to inspect the item/area to ensure the hazard is isolated and sign posted.

The Pool worker is to then isolate the area, place signage and record resolution on the Daily Running Sheet. If the fault cannot be resolved, the hazard is to be recorded on Council's WHS Issue Notification Form and forward by the Contractor to the Property, Building and Landscape Coordinator.

Control options and the priority for the work to be done will be discussed and depending on the controls required, e.g. a building maintenance request will be sent through Councils Customer Request Management (CRM) system.

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 conditions are favourable and patronage is adequate.

Opening dates will be advertised in the Tenterfield Star News Paper and on Council's website in the month prior to opening.

The pool will have a permanent sign at the entrance displaying the start finish date of that centre. All dates will also appear on Council's website for the duration of the season.

Refer to page 6 2.2 HOURS OF OPERATION

5.2 ALTERATIONS TO USUAL HOURS OF OPENING

The Pool will be closed;

- a) 5pm Christmas Eve.

- b) Christmas Day.

The 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. storms.
- 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 Pool Contractor/Staff 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 Pool Contractor/Staff that it is safe to return to the water.
- e) A Pool Contractor/Staff 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 suit the actual use.
- g) The Contractor will notify the organiser of any group booked in for an event of an alteration to usual hours as soon as possible.
- h) The Pool Contractor/Staff will notify the Property, Buildings and Landscape Coordinator of any changes to opening times prior as soon as possible.
- i) 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

Water quality at TSC swimming pools will comply with guidelines set by the NSW Ministry of Health. Lengthy review processes have led to occasions where the Ministry's standard has lagged behind current best practise. During these times the Parks and Facilities Coordinator may implement a regime outside of the Ministry's standards if they are widely considered by the aquatic and recreation industry to be of a higher standard.

- a) Chemical concentrations will be automatically monitored and controlled.
- b) Pool workers will manually test chemical concentrations at least Three times daily to confirm automated equipment is calibrated and working correctly.
- c) 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. a filter built in the 1960s will operate at maximum capacity but cannot be expected to achieve the turnover rates of modern filters.
- 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.
- e) The NSW Ministry of Health field officers are allowed free access to any facility to measure Council's compliance with the current health standards.

- f) If adequate sanitisation 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 TSC drought management plan when in force.

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 BUILDING MAINTENANCE

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

All major plant, equipment and building faults should be reported to Council immediately after being discovered. The most appropriate form of repair will then be discussed with Council. If equipment is broken by direct use by workers, an incident report must be filled out and returned to Council.

If regular maintenance provided by Council for any reason lapses, Council should be notified to correct the problem. Regular inspections of plant should be carried out each day to ensure that no visible problem areas are arising.

Monthly inspections of plant and building must be carried out by the Pool Contractor/Staff monthly using the facility checklist form and included in the monthly report to Council. Maintenance also includes the identification of any hazards in the facility. If a hazard is identified and it is major, it should be isolated and reported to Council immediately, otherwise, the Pool Contractor/Staff should rectify it straight away if it is a minor hazard.

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 a timely manner.

6.5 POOL SUPERVISION

Supervision with Bronze Medallion, resuscitation and oxygen equipment is required at a ratio of 1:50 swimmers.

Overall ratio of teacher to children is 1:20.

- a) People with medical conditions such as seizure convictions must be provided with a yellow arm band and have 1:1.
- b) Children **under 5 years** must be within accompanied into the facility by a responsible person over 18 years of age and supervised at arm's reach at all times.

- c) Children **under 5 years** must wear a yellow armband whilst in the facility. Armbands are a visual aid to assist Pool Workers in identifying who should be within arm's reach of an adult and a reminder to parents & guardians about the importance of close supervision for small children.
- d) Children **under 12 years** must be accompanied into the facility by a responsible adult over 18 years and actively supervised at all times.
- e) In order for parents or guardians to actively supervise they should be dressed ready to take immediate action, including unexpected entry into a pool.

6.6 WORKERS QUALIFICATIONS

TSC aims to have Pool Contractor/Staff with the following qualifications as minimum aquatic industry requirement:

Pool Supervisor/ Contractor

- a) Cert IV- Aquatic cluster of competencies from Community Recreation training package
- b) WHS Workplace safety induction certificate
- c) WorkCover NSW approved first aid certificate – updated every 3 years
- d) RLSSA Pool Lifeguard Licence (updated annually)
- e) Or the equivalent in competencies from the SIS 10 Sport, Fitness and Recreation Training Package, provided by a registered training organisation

Pool Attendants

- a) WHS Workplace safety induction certificate
- b) WorkCover NSW approved first aid certificate – updated every 3 years
- c) RLSSA Pool Lifeguard Licence (updated annually)
- d) Or the equivalent in competencies from the SIS 10 Sport, Fitness and Recreation Training Package, provided by a registered training organisation.

Kiosk/ Turnstile workers

- a) WHS Workplace safety induction certificate
- b) WorkCover NSW approved first aid certificate
- c) Basic food handling qualification

Workers must maintain skills currency through training to be competently able to carry out their role safely and efficiently.

Many workers have qualifications over the minimum level. External and in-house professional development is provided for all workers by the Pool Contractor/Staff to ensure currency of qualifications and competency of skills.

All workers required to handle pool chemicals should be trained in correct techniques prior to handling chemicals. The training must include:

- a) knowledge of chemical Safety Data Sheets
- b) precautions to be taken
- c) correct use of personal protective equipment
- d) emergency procedures
- e) reporting procedures

6.7 WORKING WITH CHILDREN ACT & POLICE CHECKS

All aquatic instruction workers in direct supervision of children will be required to undertake such a screening prior to employment. Please refer to the Working with Children Manual for more detail.

The Commission for Children and Young People Act 1998 and the Child Protection (Prohibited Employment) Act 1998 established the Working with Children Check. The check is an employment screening process designed to reduce the likelihood that unsuitable people will get jobs with children.

6.8 KIOSK OPERATION

Operation of the kiosk shall comply with the provisions of the NSW Food (General) Regulation 1997.

The summary of the regulations is attached to this manual.

- a) No products should be sold in glass, including food products.
- b) No alcoholic beverages to be sold.
- c) No Tobacco products to be sold.
- d) Swim aids and accessories for sale must be deemed suitable for the proposed use.

All income derived from kiosk sales are retained by the Pool Contractor. The Pool Contractor is responsible for the following:

Supply and repair of all equipment held within the kiosk that is used to derive income e.g.

- a) Fridges.
- b) Freezers
- c) Espresso machines
- d) Display stands
- e) The Pool Contractor is responsible for any and all licenses required.

7 FEES

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 Tenterfield Shire Council Delivery and Operational Plan for that year.

7.1 SINGLE ENTRY FEES

- a) A 'spectator' for the purpose of charging is a person who enters the facility to supervise another patron, watch an event or use the facility, otherwise without entering the water.
 - 1. An entry fee will apply to spectators.
- b) Children aged 3 years and under are permitted free with a full fee paying adult entering with them.
- c) Pool Workers 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.

- d) Teachers will be admitted free for the purpose of supervising a school group at the pool.
- e) Resident swimming club coaches will be admitted free for the purpose of training club members.
- f) Carers of people living with a disability will be admitted free for the purpose of directly supervising the person under their care.
- g) Individual who are required to leave a swimming facility because of unacceptable behaviour or other contravention of this plan are not entitled to a refund.
- h) The Pool Contractor may enter into an agreement with schools and groups for a method of paying entry fees other than at the pool i.e. invoice.

7.2 SEASON TICKETS

- a) Season Tickets are to be purchased directly from the Tenterfield War Memorial Baths.
- b) A “family” for the purpose of charging 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. Pool Supervisors have 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.
- c) 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.
- d) Season tickets are only valid for the swimming season in which they are purchased.
- e) 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 workers 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 18.
- b) Evidence of age can be requested as a condition of entry to a facility to;
 - Determining which fee to charge.
 - Confirm they are 18 years old for the purpose of supervising children under the age of 12.
 - To determine if the person is able to stay unsupervised by a responsible person.
- c) Discretionary authority is given to the Pool Contractor/Staff 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;
 - Attempting to avoid paying the full fee, or
 - Attempting to enter the pool unsupervised, (i.e. claiming to be over the age of 12) or
 - Attempting to supervise another patron (claiming to be over the age of 18).

- 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;
 - Charged the full entry fee.
 - Advised they are not eligible to supervise a person under the age of 12.
 - Advised they are ineligible to enter the pool whilst not unsupervised by a person over the age of 18 years.

8 BOOKINGS

8.1 GENERAL

- a) All bookings must be lodged on an “Application for Swimming Pool Lane Space” in the pool diary.
- b) It is preferable that applications are submitted at least one calendar month prior to a proposed event date.
- c) When the swimming pool is closed (winter) all applications are received by at any TSC
 - 1. Customer Service Office via mail or email and forwarded to the Pool Contractor. Confirmations are sent in writing prior to the start of the next swimming season by the Pool Contractor at the commencement of the season.
- d) When the swimming pool is open, applications are received directly by the respective Pool Supervisor and confirmations can be given verbally or in writing.
- e) 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 any supporting documentation required e.g. certificate of currency for public liability.
- f) A risk assessment for the event and a site induction for the organisers must be completed before an event can commence.
- g) 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:

- a) An event approved by resolution of Council
- b) National / International events (including public holidays and days of national significance e.g. Australia Day festivities).
- c) State events
- d) Regional events
- e) Local events
- f) Annual school swimming carnivals
- g) Relevant local incorporated swimming club events

- h) Activities organised by Federal or State Government Departments
- i) Non-swimming carnival school requests (e.g. school sport or physical education classes)
- j) Community groups
- k) Charity fund raising events
- l) Private swimming instructors
- m) Commercial businesses activities
- n) Private functions

Pool staff will also take into consideration the order in which booking requests are received, event income and size of the event when allocating time and space to events.

8.3 CANCELLATION OF BOOKINGS

An event can be cancelled or change in line with the conditions laid out in Council's Swimming Pool User Agreement.

8.4 STANDING BOOKINGS

The Pool Contractor is to facilitate the standard bookings each year subject to the receipt of an application and any mandatory supporting documentation i.e. Swimming Pool User Agreement.

8.5 BUSINESS COMPLIANCE

A person or business wishing to conduct trade at a swimming pool must complete the Swimming Pool User Agreement.

Council staff may prohibit any business whilst is not in keeping with the principal purpose of a swimming pool.

8.6 LIMITATIONS ON BUSINESSES PERMITTED

A business may not compete against a similar service already offered at the pool without consent of the Pool Contractor/Staff, and the Licensee of that service if one exists.

Council workers may prohibit any business which is not in keeping with this Pool Management Plan or the principal purpose of the swimming pool.

9 CONDITIONS OF ENTRY

9.1 TENTERFIELD WAR MEMORIAL BATHS CONDITIONS OF ENTRY

It is your responsibility to know and understand the conditions of entry. Pool safety is a shared responsibility that requires a cooperative and community approach. Observe the rules 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 Lifeguards and Pool Workers.
2. Always check the pool depth before entering the water. Enter the water in a safe manner and check for other swimmers before entering. You must avoid people already in the water.
3. No Diving, jumping or bombing
4. Always be respectful of other people and the nature of their particular activity.
5. Never run on wet areas at the pool. Always 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 the Lifeguard.
7. Do not swim, bathe or undertake any other aquatic activity if your ability is impaired by drugs or alcohol.
8. 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.
9. Children under the age of 12 must be actively supervised at all times by a responsible person over the age of 18.
10. Parents and carers must communicate and establish responsibility for direct supervision of children at all times 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".
11. Not take photographs, video or electronic recordings in change rooms or pool grounds. This ruling is as a consequence of the Privacy and Personal Information Act. This ruling is in force unless there is written and express permission granted by parents in the context of swimming carnivals.
12. 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 Pool rules. This will ensure that all pool patrons enjoy themselves at the Tenterfield War Memorial Baths.

Irresponsible, reckless and anti-social behaviour may result in immediate suspension from pool use and/or cancellation of season passes.

9.2 ADDITIONAL CONDITIONS OF ENTRY

The following conditions of entry also apply to all persons entering swimming pool grounds without written exemption from Council.

A person must:

1. Pay the entry fee on entering the facility or display a current season ticket.
2. Comply with Section 10 Activities Requiring Approval- All Pools.
3. Not partake in behaviour considered to be anti-social, provocative, abusive or violent.
4. Not obstruct the entry/exit points to a pool.
5. Not bring glass or glass containers into the facility.

6. Not interfere with any pool safety equipment.
7. Follow all directions for the safe use of any area of the facility.
8. Not enter a pump room, chemical storage area, plant room, kiosk or work area.
9. Not enter a first aid room except to receive first aid or at the invitation of pool workers.
10. Provide evidence of age, if requested.
11. Wear an appropriate unsoiled bathing costume at all times.
12. Be unsoiled before entering a pool.
13. Not urinate or defecate anywhere in the grounds other than in a public toilet.
14. Not attempt to enter the swimming pool grounds whilst intoxicated or under the influence of drugs, nor bring or consume alcoholic or non-prescription drugs on pool grounds.
15. Not cause or permit an animal that is under the person's control to enter or remain in swimming pools grounds. Guide dogs accepted (see Section 16, Access for People Living with a Disability)
16. Not smoke in any area of a public swimming facility nor within 4 m of an entrance.
17. Not sit on, dive over, or otherwise interfere with lane ropes.
18. Not damage, deface, interfere with or alter swimming pool infrastructure or signage.
19. Not obstruct any authorised person or worker of, or contractor to perform their required duties.
20. Not 'bomb' (jump on) other patrons.
21. Not obstruct the entry/exit points to a pool (including sitting on pool steps).

9.3 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 the misconception by parents and carers that the responsibility for supervision of young children lies solely with lifeguards. Lifeguards are employed on a 1:50 ratio based on the expectation that parents/carers will provide direct supervision of children.

The GSPO (Guidelines for Safe Pool Operation published by Royal Life Saving Australia) provide guidelines for supervision, these contribute significantly to ensuring the safety and reducing risk at our public swimming pools. 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 GSPO forms an important part of Tenterfield War Memorial Baths conditions of entry:

- Children **under 5 years** must be accompanied into the centre by a responsible adult over 18 years of age and supervised at arm's reach at all times.
- Children **under 5 years** must wear a Watch Around Water yellow armband whilst in the facility. Armbands are a visual aid to assist Pool Workers in identifying who should be within arm's reach of an adult and a reminder to parents & guardians about the importance of close supervision for small children.
- Children **under 12 years** must be accompanied into the centre by a responsible adult over 18 years and be actively supervised at all times.

- In order for parents or guardians to actively supervise they should be dressed ready to take immediate action, including unexpected entry into a pool.

It is to be noted that children 12 years and older may be Non-Swimmers or Weak Swimmers and parental supervision should not be restricted by age in these circumstances.

9.4 DIVING

Recreational bomb diving, and flipping pool activities are not be permitted.

Recreational standing start diving is permitted in water deeper than 1.8 metres at the discretion of the Pool Contractor based on a risk assessment at the time.

Patrons are advised of the rules as they enter the facility.

Patrons will be monitored and directed by lifeguards to not undertake this activity.

Disobeying this rule will result in patron being asked to sit out of the water and continual breakage of this rule will result in the patron being asked to leave the facility.

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 entry and concourses around the Tenterfield War Memorial Baths.

Competition Diving

Cones have been placed onto dive blocks to restrict their use and the activity of competition diving. They can ONLY be remove for coaches, Learn To Swim instructors, swimming carnivals and swimming club nights.

Competition diving starts are NOT permitted in the shallow end of any pool.

Patrons advised of the rules as they enter the facility.

Disobeying this rule will result in patron being asked to sit out of the water and continual breakage of this rule will result in the patron being asked to leave the facility.

As such “No Diving” signs have been applied to the entry and concourses around the Tenterfield War Memorial Baths.

10 ACTIVITIES REQUIRING APPROVAL - ALL POOLS

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

- Neither engage in trade or commerce nor distribute any circulars, advertisements, paper drawing or photographic material.
- 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 Pool Contractor/Staff:

- 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 jacket) 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 requested to leave the facility.

10.1 SWIMMING LESSONS

At Tenterfield War Memorial Baths, to ensure an appropriate level of safety and quality for the community, Tenterfield Shire Council requires people wanting to conduct private learn to swim lessons at our facilities, to apply in writing to the Pool Contractor or via Tenterfield Shire Council and complete an online Swimming Pool User Agreement; <https://form.jotform.co/83038127489868>

Copies of the following are also required:

- a) Current AUSTSWIM Certificate or equivalent.
- b) Current CPR qualification.
- c) Certificate of Currency- Public Liability & Professional Indemnity; \$20,000,000 each.
- d) Working With Children Check- Certificate for Self Employed People; for more information visit kids.nsw.gov.au

Once an application has been received it can usually be assessed quickly and verbal approval given if everything is in order. 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@tenterfield.nsw.gov.au or sent to;
Tenterfield Shire Council
Attn: War Memorial Baths
PO Box 214
Tenterfield NSW 2372

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.

All learn to swim operators can leave their business details at the pool to be pass them onto patrons enquiring about learn to swim opportunities. Learn to swim instructors need to comply with all areas of this Pool Management Plan.

Approval will only be granted where adequate lane space exists. Exclusive use of available lane space may attract the appropriate lane space charge.

11 YOUNG CHILDREN

Children under the age of 12 must be actively supervised by a responsible person over the age of 18 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.

11.1 SCHOOL SUPERVISION

Supervision of school students by Teachers and/or instructors must be equal to or better than the requirements of the 2018 Guidelines for Safe pool Operations (GSPO) and specifically the Aquatic Supervision section.

With regard to supervision of students, supervision must be constant and free from distractions so far as practically possible.

11.2 CLOTHING

All children must:

- a) Wear a clean (unsoiled) bathing costume,
- b) Non toilet trained children must wear a water proof nappy at all times when in the pool grounds.

11.3 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 Pool Contractor/Staff has discretionary authority to make exceptions to this if requested, on a case by case basis.

11.4 ABANDONED CHILDREN

Where a child under the age of 12 is identified as abandoned at the pool (i.e. without the required supervision), Pool Contractor/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 Pool Contractor/Staff will contact either the NSW Police Service or Department of Community Services (DOCS) to arrange the transfer of the child into their custody. The Property, Building and Landscape Coordinator 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 Workers are authorised 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 others 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 trespass and fined under the *Inclosed Lands Protection Act NSW Section 4(1) 1901*.

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 Workers may be banned from entering

Tenterfield War Memorial Baths, swimming pool grounds and issued a Time Out Notice.

Pool Workers 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 Inclosed Lands Protection Act NSW Section 4(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 Pool Contractor/Staff 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 (1) lane 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 Pool Contractor/Staff 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 Pool Contractor/Staff.
- f) Lane configuration is at the discretion of the Pool Contractor/Staff.
- 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 Pool Contractor/Staff may temporarily ban the use of flippers, hand paddles or other swimming devices if they are perceived to create a risk to other swimmers.

13.1 LANE SPACE

- a) The Pool Contractor/Staff 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 Council's Fees & 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 Pool Contractor/Staff.

14 USE BY AQUATIC GROUPS

14.1 GENERAL

- a) It is Council 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 Pool Contractor/Staff immediately.
- c) Aquatic groups must abide by this Pool Management Plan and actively promote all conditions of entry to their members and visitors.
- d) All members will endeavour to maintain cordial relations with pool patrons, other coaching personnel, pool workers and Council officers.

14.2 EMPLOYEES & VOLUNTEERS

- a) Aquatic groups shall ensure that employees & volunteers of the group comply with NSW Child Protection Legislation.
- b) Protection Legislation.
- c) Aquatic groups will be required to take out and maintain appropriate Public Liability,
- d) Professional Indemnity Insurance as well as any other insurance required by the Workers
- e) Compensation Act 2011, in regard to the conduct of activities of the group within the facility.
- f) Coaches, instructors and other predominant members of their organisation are required to complete a site induction with the Pool Contractor/Staff 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 and Tenterfield Shire Council's Safety Management System. Site inducted persons are required to sign a site induction form.
- g) The group must ensure that any professional coach/instructors at the pool in their role as a professional coach/instructor holds;
 - A current WorkCover approved first aid qualification.
 - CPR qualification.
 - Level 1 Coaching qualification or equivalent are held as a minimum
- h) From time to time Council may request copies of current qualifications to ensure compliance with this management plan and with any standing user agreement.
- i) Clubs must ensure that volunteer (unpaid) persons substituting, either long or short, for a professional coach/instructor satisfy all other areas of this management plan except clause 14.2 The Pool Contractor/Council may request copies of the same from substitute coach/instructors performing duties at the facility.
- j) 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 any participant under the age of 12 years of age shall be under the active supervision of a person over the age of 18 at all times. Pool Workers shall not be included in this type of supervision.
- k) 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 workers up to the level of their training. Other members of the group may also be called upon by pool workers if further assistance is required.

14.3 EQUIPMENT

- a) Except where disputed 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 user groups will be approached to discuss a co contribution when equipment requires replacement and or up grading.

14.4 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 Pool Contractor/Staff 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 Contractor 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 equipment & 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 opening 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) 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 & repairs.
- k) Aquatic group are responsible for any loss or damage to keys issued for club rooms or facilities and their replacement must be paid for by the group.
- l) Aquatic group are accountable for maintaining control over keys issued.

15 RECREATIONAL DEVICES & AREAS

15.1 INFLATABLE PLAY STRUCTURES

Inflatable play structures are not permitted at the pool, due to blocking visibility and distracting lifeguards.

15.2 CHILDREN'S PLAY EQUIPMENT

The use of any child play equipment is restricted to soft sink toys/rings. Noncompliance may result in the offender being requested to leave the facility.

15.3 TODDLER'S & LEARN TO SWIM POOLS

- a) Toddler's and learn to swim pools are for children under the age of 12 with developing swimming ability. The Pool Contractor/Staff 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 & learn to swim pools without regard for the safety of children may be requested to leave the facility.
- d) 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 PROGRAMS

All information about approved programs at Tenterfield Shire Council Swimming Facility are to be found at the pool or on Council's web site.

17 ACCESS FOR PEOPLE LIVING WITH A DISABILITY

17.1 ASSISTANCE

Workers are to provide all reasonable assistance to facilitate the enjoyment of the swimming pool facilities by all patrons (with the exclusion of lifting).

17.2 GUIDE DOGS

Trained guide dogs are permitted inside the facility.

17.3 POOL ACCESSIBILITY

Council will aim to develop disabled access to its pool facility.

17.4 LIMITS ON MANUAL HANDLING & CARE OF IMPAIRED PERSONS

Due to the risks associated with manual handling of people, pool workers 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 workers 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 ACCESS TO COUNCIL RESOURCES

- a) The phone in the facility is for the use of pool workers to manage the pool.
- b) The phone in the facility is able to be used for emergency calls by members of the general public if a pool worker cannot be found or if the person has been directed to by pool workers.
- c) The cost of the phone will be charged back to the lease of each pool.