

POLICY REGISTER

WARREN WAR MEMORIAL SWIMMING POOL MANAGEMENT MANUAL POLICY



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1. INTRODUCTION

This Management Manual provides the necessary instruction for Council workers and contractors to administer the routine functions of the swimming pool facilities and provides a transparent means for the general public to understand the process.

This Management Manual aims to provide facilities which promote a healthy lifestyle and social interaction, for residents and visitors to Warren Shire.

1.1 COMMENCEMENT

This Management Manual will commence in September 2020. It will remain current until change is deemed necessary by Council management.

1.2 REVIEW PROCESS

This document will be reviewed annually during the winter season by the Manager Health and Development with changes approved or recommended via Manex.

1.3 APPLICATION

This Management Manual applies to the Toddler's Wading pool and the Main Swimming pool, including grounds, furniture, and buildings included within the bounds of the Warren Swimming pool operated and maintained by Warren Shire Council.

A copy of the Manual is available to read at:

- Warren Swimming pool during the open season; and
- Warren Shire Council Office, Customer Service.

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

This Management Manual does not affect the operation of any Act or Regulation relating to the appropriate Management of Public Swimming Pools.

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

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

1.4 DEFINITIONS

Council; Warren Shire Council.

Child; Is Human being between birth and 10 years of age.

Pool Supervisor; The qualified worker responsible for overall operation of a swimming facility.

Shift Supervisor; The supervisor of the shift.

Pool Attendant; 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 Shift Supervisor for the purpose of overseeing the operation of a facility in the absence of the Pool Supervisor.

Pool Lifeguard; Any qualified, worker, at the pool on duty and defined by a Red & Yellow Warren Shire Council uniform.

Pool Workers; Any worker on duty at the swimming pool, including kiosk/turnstile attendants & Council approved volunteers.

Aquatic Responsibility Code;

The code developed by Council that communicates the standard of behaviour required at the Warren Shire Council public swimming facility.

Evacuation plan; The plan designed to ensure the safe egress of people from the Warren Shire Council public swimming facility.

Business; Any company, sole trader, incorporated group, sports group, school, charity, event organiser or similar.

Professional Coach/ Instructor; Any person who charges a fee or is otherwise paid, whether by an individual, individuals, club or association for the provision of swim training and or coaching.

Aquatic Group; Any swimming, water polo, triathlon club that regularly uses the Warren Shire Council public swimming facility.

Facility; The Warren Shire Council public swimming pool, surrounding buildings, grounds and fence line.

Workers; 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 Warren Swimming pool. The Warren Swimming pool is classified as Category 4 under the NSW Government Practice Note No. 15 Water Safety.

2.1 WARREN WAR MEMORIAL SWIMMING POOL

- 50m swimming pool.
- Toddler's (Wading) pool.
- BBQ facilities.
- Kiosk facility.
- Change room facilities.
- Shade structures.

Hours of operation:

Season opens on the first weekend in October and closes at the end of March.

Monday to Friday

6am to 8am for lap swimming

1pm to 7pm general hours

Saturday and Sunday

12noon to 8pm general hours

School Holidays

12noon to 7pm

Closed Christmas Day, Boxing Day & New Year's Day

Contact Details; Stafford Street Warren, Phone: 02 6847 6675

3. ADMINISTRATION

3.1 RECORDS

Pool workers shall ensure that all records for the operation of the swimming pool are legible and sent to the Council office each month for storage in Councils records system.

3.2 RECORDS TO BE MAINTAINED BY THE POOL

- A Daily Running Sheet recording all daily water analysis/events/incidents/maintenance & workers/contractor attendance etc.
- A Daily Tally Sheet to log sales transactions and public attendance.
- A Daily Risk Assessment to ensure pool facilities are in safe working order.
- Booking Application for business operators to complete to use pool facilities.
- Document Register to record the business operators training records that have been forwarded to Councils office.
- Site Induction to record Health and Safety topics discussed with business operators.
- Site Specific Emergency Action Plans.
- First Aid Register to record all incidents requiring first aid, no matter how small or insignificant.
- Councils Incident Report 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.
- Issue Notification Form to record and forward WHS issues to the Manager Health and Development.
- Swimming Pool Time Out Notice.
- Swimming Pool Hazard Inspection Form to check facility compliance.
- Record of all staff training carried out.
- All other documentation required by Council's Safety Management System.

3.3 SIGNAGE

All aquatic facilities shall use signage that details acceptable patron behaviour, and other safety rules. Safety signs shall 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 should have necessary communication systems to enable the appropriate warning or notification of staff and facility patrons. (e.g. PA system, 2way radios, whistles).

4. WORK HEALTH & SAFETY

4.1 GENERAL COMPLIANCE

All workers, including Councils employees, contractors & volunteers shall comply with Council's WHS policies and procedures at all times.

Contractors conducting work on council's facilities shall provide insurance and WHS policies and procedures to be inspected and clarified prior to time of engagement.

All incidents are to be reported, investigated and addressed in accordance with Council's WHS policy and procedure.

4.2 ELECTRICAL SAFETY

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

- 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.
- Electrical equipment will be tested and tagged as per AS/NZS 3760 for safety and compliance;
- If any faulty electrical items are found, the area will be isolated, and the fault immediately reported;
- Any dangerous electrical outlets or switches, the area will be isolated, and the fault immediately reported;
- Any power blackouts that are caused by other than a disruption in supply to the Pool Facility must be immediately reported;
- All power tools shall be battery operated.

4.3 CHEMICALS

Always refer to the manufacturer's instructions outlined in the Safety Data Sheet (SDS).

Do not put spilt chemicals back in their containers. Dispose of the chemical in accordance with section 6 and 13 of the SDS. Use spill kits provided.

Use correct Personal Protection clothing (PPE) and equipment, e.g. face mask, respirator, gloves, boots, overalls, apron as identified in section 7 and 8 of the SDS.

Storage of all chemicals should be in accordance with section 7 & 10 of the SDS. Store all chemicals in the dedicated storages provided.

All decanted chemicals must be in containers that are clearly labelled if they are to be stored. Use a clean, dry and impervious scoop (not wood) when transferring chemicals.

For manual chemical addition always dissolve or dilute the chemical in tap (Bore) water. Water should not be added to chemical. Add chemicals to water.

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 for the chemical to circulate.

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:

- Location,
- Product name
- Volume
- GHS
- UN Number
- Hazchem
- Class
- Packing Group
- Poison Schedule

Don't forget to include cleaning products stored and/ or used on site.

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

Copies of the Chemical Register must be kept in Chemical Storeroom and the Kiosk/Reception and held by the Manager Health and Development.

4.4 FIRST AID

The First Aid room must remain clear at all times and not used as a storeroom. All equipment must be ready for any emergency and contain the following:

- Sign posted and current First Aid Kit.
- Cardiopulmonary Resuscitation (CPR) sign that can be read from a distance of 3m.
- Medical examination bed with blankets and pillow.
- Two chairs.
- Stretcher.
- Spinal board and straps.
- Container for the disposal of the medical waste.
- Electrical power point.
- Automated External Defibrillator.
- Sharps container.

The First Aid Kit should be regularly checked and restocked by a competent person.

4.5 HEARTSTART DEFIBRILLATOR

Mobile defibrillator equipment is available at the pool site 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. Pads need replacing after use and or before use by date.

4.6 RESCUE EQUIPMENT

Rescue equipment and its location is to be advised at the seasonal induction to all Workers and Business representatives. Rescue equipment is to include:

- Reaching poles
- Rescue tubes
- Lifejackets
- Throwing rope
- Throwing bags

4.7 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 records system.

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.

4.8 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:

- Wide brim hat

- Long sleeve shirt
- Wet weather gear
- Overalls/apron
- Safety footwear
- Gloves
- Safety eye wear
- Respiratory protection
- Hearing protection

4.9 MANUAL HANDLING

It is important that all workers learn and use the correct manual handling techniques to avoid injury. Pool workers will undergo manual handling training when courses are available.

4.10 EMERGENCIES

- The contact number for emergencies is 000 (triple zero).
- Council's Customer Service during operating hours 68476600
- Council's 24-hour Emergency Service number 68476600.

All Pool facilities must have emergency procedures and plans developed specifically for hazards at the site.

Refer to the Warren 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,
- Emergency Assembly area,
- 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 to the Site Supervisor. The 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 that the 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 SITE SUPERVISOR.

4.11 INCIDENT RESPONSE

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

- Protect your health and safety.

- Protect the health and safety of others.
- If necessary, provide first aid to any injured person and/or call emergency services on 000.
- 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.
- Notify Pool worker(s) of incident, and/ or, ensure the facility Supervisor is notified.

Council employees will be responsible for ensuring Council's 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 or further investigation.

4.12 INCIDENT REPORTING

All first aid treatment shall be recorded in the First Aid Register. The Manager Health and Development 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:

- the death of a person, or
- a serious injury or illness of a person requiring hospitalisation, or
- a dangerous incident

In the event of a notifiable incident the Manager Health and Development must inform the General Manager and the WHS&R Officer immediately if they believe a notifiable incident has occurred. The General Manager in consultation with the WHS&R Officer will make a determination on notification requirements and ensure that appropriate notification occurs.

Council's 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 the pool facility, to commence the investigation process.

4.13 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 this to the Manager Health and Development. 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 Council's 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 Warren Weekly, Council's Facebook page and the Council website, in the month prior to opening.

Warren 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 and on Council's Facebook page for the duration of the season.

5.2 ALTERATIONS TO USUAL HOURS OF OPENING

Opening Hours;

Monday to Friday

6am to 8am for lap swimming

1pm to 7pm general hours

Saturday and Sunday

12noon to 8pm general hours

School Holidays

12noon to 7pm

Extended closing till 8pm during December and January

The pool will be closed;

- Christmas Day.
- Boxing Day, and
- New Year's Day.

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

- Unfavourable weather resulting in absence or likely absence of swimmers e.g. rain.
- Safety reasons e.g. lightning, equipment failure, contamination, vandalism.
- Interruptions to power supply.
- 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 passed. 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.
- A shift supervisor has the authority to close either or both pools, or the entire facility.
- 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.
- The shift supervisor will notify the organiser of any group booked in for an event of an alteration to usual hours as soon as possible.
- The shift supervisor will notify Council Customer Service of any changes to opening times prior to or as soon as possible.
- 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 is to be closed.

6. OPERATING STANDARDS

6.1 WATER QUALITY

Water quality at the Warren War Memorial 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 Manager Health and Development 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.

Chemical concentrations will be automatically monitored and controlled by a modern, calibrated analyser.

Pool workers will manually test chemical concentrations at least twice daily to confirm automated equipment is within calibration and working correctly.

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.

Microbiological sampling of pool water will be undertaken monthly and tested by a NATA (National Association of Testing Authorities) accredited laboratory for independent testing. Records of this testing including the results received from the laboratory shall be kept onsite and in the Council Record Management system.

The NSW Ministry of Health and EPA field officers are allowed free access to any facility to measure Council's compliance with the current health and environmental standards.

If adequate sanitisation cannot be maintained for any reason the facility shall be closed until the matter can be rectified.

6.2 GROUNDS MAINTENANCE

Lawns will be maintained by Pool staff to the standard of prime parkland. Lawn weeds such as clover and burs (e.g. cats heads) will be eradicated quickly when detected. With regard to watering, facilities will comply with all aspects of the Warren Shire Council's Drought Management Plan as Council water restrictions alter. Any 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 the Manager Health and Development immediately after being discovered. The most appropriate form of repair will then be discussed with Council. If equipment is broken or unserviceable by direct use by workers or vandalism, an Incident Report must be filled out and returned to Council.

If regular maintenance provided by Council contractors lapses for any reason, 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 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 the Manager Health and Development immediately, otherwise, the Pool Supervisor is to rectify it immediately if it is a minor hazard. All hazards found shall be reported on the Council Incident Report.

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 shall be dealt with in a timely manner.

6.5 POOL SUPERVISION

Supervision by qualified staff with qualifications in Bronze Medallion, resuscitation and oxygen equipment is required at a ratio of 1:100 swimmers.

Overall ratio of teacher to children is 1:15.

People (adult or child) with medical conditions such as seizure convulsions, must be provided with a yellow wrist band and have 1:1 supervision.

Children under 5 years must be accompanied into the centre by a responsible person over 18 years of age and supervised within arm's reach at all times.

Children under 5 years must wear a yellow wristband whilst in the facility. Wristbands 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 and guardians about the importance of close supervision of small children.

Children under 10 years must be accompanied into the centre by a responsible adult over 18 years and 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.

6.6 WORKERS QUALIFICATIONS

Warren Shire Council requires all staff/contractors with the following qualifications as minimum aquatic industry requirement:

Pool Supervisor

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

Pool Attendants/ Lifeguards

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

Kiosk/ Turnstile workers

- WHS Workplace safety induction certificate.
- WorkCover NSW approved first aid certificate
- Basic food handling qualification

Workers must maintain skills currency through in-service 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 (except contractors) to ensure currency of qualifications and competency of skills.

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

- knowledge of chemical Safety Data Sheets
- precautions to be taken
- correct use of personal protective equipment
- emergency procedures
- reporting procedures

6.7 WORKING WITH CHILDREN ACT & POLICE CHECKS

All aquatic instruction workers in direct supervision of children shall be required to undertake such a Screening prior to employment and maintain the clearance.

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 employment that requires working with children.

6.8 KIOSK OPERATION

Operation of the kiosk shall comply with the provisions of the NSW Food (General) Regulation 2015.

The summary of the regulations is attached to this manual.

- No products should be sold in glass, including food products.
- No alcoholic beverages to be sold.
- No Tobacco products to be sold.

All income derived from kiosk sales are retained by the Lessee (for leased sites), otherwise Council collects all funds from all sales. The Lessee is responsible for the following:

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

- Kiosk expenses such as electricity usage,
- Fridges.
- Freezers.
- Espresso machines.
- Display stands.
- Swim aids and accessories for sale must be deemed suitable for the proposed use.
- The Lessee is responsible for any and all licenses required.

7. FEES

7.1 SINGLE ENTRY FEES

Fees will be charged for pool entry and pool services in accordance with Council's current Fees & Charges.

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, otherwise without entering the water. An entry fee will apply to spectators.

A 'casual' for the purpose of charging a single-entry fee is any person aged 12 months or older.

'Carers for Learner to Swim Classes' are permitted to enter the facility to supervise the child in the lesson. Children aged up to 12 months are permitted free with a full fee-paying adult entering with them.

A 'Pensioner entry' 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 or a Senior Citizen's Card. A person's concession card does not entitle anyone else a concession.

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.

Teachers will be admitted free for the purpose of supervising a School group at the pool.

Resident swimming club coaches will be admitted free for the purpose of training club members. Carers of people living with a disability will be admitted free for the purpose of directly supervising the person under their care.

Individuals who are required to leave a swimming facility because of unacceptable behaviour or other contravention of this Manual are not entitled to a refund.

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.

7.2 SEASON TICKETS

All season tickets allow access to the Warren pool facility.

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.

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. Season tickets are only valid for the swimming season in which they are purchased. 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

Children under the age of 10 years must be actively supervised at all times by a responsible person over the age of 18. 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 10.
- To determine if the person is able to stay unsupervised by a responsible person.
- 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;
- Attempting to avoid paying the full fee, or
- Attempting to enter the pool unsupervised, (i.e. claiming to be over the age of 10) or
- Attempting to supervise another patron (claiming to be over the age of 18).
- Acceptable evidence of age will be a current “Proof of Age Card”, Drivers Licence, or Australian Passport. 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 10.
- Advised they are ineligible to enter the pool whilst not supervised by a person over the age of 18 years.

8. BOOKINGS

8.1 GENERAL

All bookings must be lodged on an “Application for Swimming Pool Lane Space”. All fields on the application must be completed.

It is preferable that applications are submitted at least one calendar month prior to a proposed event date.

When the swimming pool is closed (winter) all applications are received by at the Warren Shire Council Customer Service Office via in person, mail or email and are passed onto the Manager Health and Development for action. Confirmation is sent in writing prior to the start of the next swimming season. When the swimming pool is open, applications are received directly by the respective Pool Supervisor and confirmation can be given in writing.

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. A risk assessment for the event and a site induction for the organisers must be completed before an event can commence. 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 facility 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 organised by Federal or State Government Departments
9. Non-swimming carnival School requests (e.g. School sport or physical education classes)
10. Community groups
11. Charity fund raising events
12. Private swimming instructors
13. Commercial businesses activities
14. 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 & space to events.

8.3 CANCELLATION OF BOOKINGS

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

8.4 STANDING BOOKINGS

Warren War Memorial Swimming Pool Management 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 Councils Swimming Pool User Agreement.

Council staff may prohibit any business that 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 the consent of Council, and the Licensee of that service if one exists. Council workers may prohibit any business which is not in keeping with this Management Manual or the principal purpose of a swimming pool.

9. CONDITIONS OF ENTRY

9.1 WARREN SHIRE COUNCIL 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.

- Observe and obey all signs and warnings at the pool as well as all lawful directives given by Lifeguards and Pool Workers.
- 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.
- Always be respectful of other people and the nature of their particular activity.
- Never run on wet areas at the pool. Always move around the pool in a safe manner.
- If you are involved in, or witness an incident at the pool, remain at the Scene and identify yourself to the Lifeguard or pool worker.

- Do not swim, bathe or undertake any other aquatic activity if your ability is impaired by drugs or alcohol.
- Always swim in water that is a safe depth for your capability. Take lessons from a qualified instructor to progress and learn to swim, first aid and resuscitation skills.
- Children under the age of 10 must be actively supervised at all times by a responsible person over the age of 18.
- 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".
- Always swim with a friend and keep a look out for your mates.

Council 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 Warren Shire Council Pool. 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:

- Pay the entry fee on entering the facility or display a current season ticket.
- Comply with Section 10 Activities Requiring Approval- All Pools.
- Not partake in behaviour considered to be anti-social, provocative, abusive or violent.
- Not obstruct the entry/exit points to a pool.
- Not bring glass or glass containers into the facility.
- Not interfere with any pool safety equipment.
- Follow all directions for the safe use of any area of the facility.
- Not enter a pump room, chemical storage area, plant room, kiosk or work area.
- Not enter a first aid room except to receive first aid or at the invitation of pool workers.
- Provide evidence of age, if requested.
- Wear an appropriate unsoiled bathing costume at all times.
- Be unsoiled before entering a pool.
- Not urinate or defecate anywhere in the grounds other than in a public toilet.
- 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.
- Not cause or permit an animal that is under the person's control to enter or remain in swimming pools grounds. Guide dogs excepted (see Section 18, Access for People Living with a Disability)
- Not smoke in any area of a public swimming facility nor within 4m of an entrance.
- 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.
- Not sit on, dive over, or otherwise interfere with lane ropes.
- Not damage, deface, interfere with or alter swimming pool infrastructure or signage.
- Not obstruct any authorised person or worker of, or contractor to perform their required duties.

- Not 'bomb' (jump on) other patrons.
- Not obstruct the entry/exit points to a pool.

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 1:100 ratio based on the expectation that parents/carers will provide direct supervision of children.

Keep Watch @ Public Swimming Pools is a Royal Life Saving Society program that contributes significantly to ensuring the safety and reducing risk at our public swimming pool. 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 Keep Watch program forms an important part of Warren Shire Council's conditions of entry:

- Children under 5 years must be accompanied into the centre by a responsible person over 18 years of age and supervised within arm's reach at all times.
- Children under 5 years must wear a Watch Around Water yellow wristband whilst in the facility. Wristbands 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 supervise for small children.
- Children under 10 years must be accompanied into the centre by a responsible person over 18 years of age and supervised at all times. The responsible person must remain close to the child, be prepared and maintain constant visual contact with the child/ children under their supervision.
- Children aged 11 to 14 years also require supervision, their supervisor is to maintain visual contact 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.
- Distractions are dangerous. Avoid mobile telephones and other distractions that may interrupt direct supervision.

9.4 DIVING

Diving must not be permitted in water depths less than 1.8m and 2.0m if from starting blocks.

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.

No diving starts are permitted in the shallow end of any pool.

10. ACTIVITIES REQUIRING APPROVAL

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

- Neither engage in trade or commerce nor distribute any circulars, advertisements, paper drawing or photographic material.

- Camp or reside on the land.
- Bring or leave any rubbish, refuse, Scrap metal, rock, soil, sand or any other such substances onto swimming pool grounds.
- Remove any dead timber, logs, trees, flora, whether standing or fallen.
- 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:

- 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.
- Use Scuba diving fins.
- Play or conduct any unapproved sport or contest.
- Enter or leave the facility by any other means other than through the main entrance provided. Offenders may be told to leave the facility.

10.1 SWIMMING LESSONS

At the Warren Shire Council pool, to ensure an appropriate level of safety and quality for the community, Warren Shire Council requires people wanting to conduct private learn to swim lessons at our facility, to apply in writing and complete a Swimming Pool User Agreement.

Copies of the following are also required:

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

Applications should state business name and previous experience. Once an application has been received it can usually be assessed quickly and written 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. All applicants will receive a written determination. A fee will be charged for this permission.

Applications can be emailed to council@warren.nsw.gov.au or sent to;
Warren Shire Council PO Box 6 Warren NSW 2824.

Once an approval has been received, you will be required to undertake a site induction of the facility and sign a site induction form. Please allow enough time (30 minutes) to complete this prior to your first lesson.

All learn to swim operators can leave their business details at the pool facility to be passed onto patrons enquiring about learn to swim opportunities. Learn to swim instructors need to comply with all areas of this management manual.

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

11. YOUNG CHILDREN

11.1 SUPERVISION

Children under the age of 10 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.

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

With regard to supervision of students Lifeguards 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 free from distractions so far as practically possible.

11.2 CLOTHING

All children must:

- Wear a clean (unsoiled) bathing costume,
- Non toilet trained children must wear a waterproof 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 shift supervisor 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 10 is identified as abandoned at the pool (i.e. without the required supervision), Pool Workers 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 or Department of Community Services (DOCS) to arrange the transfer of the child into their custody. The Manager Health and Development 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 (Incident Report) and noted on the Daily Running Sheet.

12. AUTHORITY

All Pool Workers are authorised to:

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

If a person who is supervising others is requested to leave the facility, the person/s they are supervising 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 Enclosed 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 the Warren Shire Council swimming pool grounds and issued a Time Out Notice.

Pool Workers are to contact the NSW Police or the Manager Health and Development to arrange the forced removal of an offender who will not voluntarily leave. Offenders may be charged with trespass and fined under the Enclosed 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 the pool 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 the pool when there are no bookings:

- 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.
- Lane ropes will be installed for lap swimmers where practical.
- The shift supervisor can assign different swimming speeds to lanes e.g. slow, medium, fast.
- Lap swimmers are required to swim in a lane with swimmers of a similar speed and ability.
- The number of lap swimming lanes can be increased or reduced at the discretion of the shift supervisor.
- Lane configuration is at the discretion of the shift supervisor.
- The lane configuration should provide maximum public benefit.
- Lap swimmers are required to keep to the left of a lane (swim clockwise).

- 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.
- Pools with moveable stair ways will have such structures in place whenever the programming of the pool allows.

13.1 LANE SPACE

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 Warren Shire Council's Fees and Charges.

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. USE BY AQUATIC GROUPS

14.1 GENERAL

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

Aquatic groups must abide by this Management Manual and actively promote all conditions of entry to their members and visitors.

All members will endeavour to maintain cordial relations with pool patrons, other coaching personnel, pool workers and Council officers.

14.2 EMPLOYEES & VOLUNTEERS

Aquatic groups shall ensure that employees & volunteers of the group comply with NSW Child Protection Legislation.

Aquatic groups will be required to take out and maintain appropriate Public Liability, Professional Indemnity Insurance as well as any other insurance required by the Workers Compensation Act 2011, in regard to the conduct of activities of the group within the facility.

Coaches, instructors and other predominant members of their organisation are required to complete a site induction with the shift supervisor at the beginning of each season. The site induction shall include the location of rescue equipment, fire extinguishers, telephone, emergency phone numbers, facility access and any other items relevant to the workplace and Warren Shire Council's Safety Management System. Site inducted persons are required to sign a site induction form.

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

From time to time Council may request copies of current qualifications to ensure compliance with this management manual and with any standing user agreement.

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 manual except as above. Council may request copies of the same from substitute coach/instructors performing duties at the facility. 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 10 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.

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

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. 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. Being the primary user of the equipment aquatic user groups will be approached to discuss a co contribution when equipment requires replacement and or upgrading.

14.4 CLUB ROOMS

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.

Alterations or modifications to club rooms and buildings cannot be carried out without written permission from Council. General cleanliness and tidiness of club room and building interiors is the responsibility of the associated club. Club rooms and buildings cannot be sublet or hired in part or whole without written permission from Council. It will be the responsibility of aquatic groups to have adequate contents insurance for administrative equipment and gear stored in club rooms, storage rooms and buildings i.e. photocopiers, computers, stock, stationary, fridges, tables, training equipment & swimming aids etc. Associated clubs will have access to club rooms and buildings at all times during pool opening hours. 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. Activities that take place inside of club rooms and buildings must not contravene any part of the Swimming Pool Management Manual or the principal purpose of the facility. 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. Upon request, aquatic groups must permit Council access to any locked areas for inspections, maintenance and repairs. 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. Aquatic groups are accountable for maintaining control over keys issued.

15. RECREATIONAL DEVICES & AREAS

15.1 INFLATABLE PLAY STRUCTURES

Floating amusement devices should be supervised at all times, anchored and subject to regular inspections and maintenance. The operator's manual should be consulted prior to operation. Users of

inflatable play equipment must obey all directives and instructions given by Pool Lifeguards and provided on signage. Non-compliance may result in the offender being 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 10 years. Noncompliance may result in the offender being requested to leave the facility.

15.3 TODDLER'S POOL

The Toddler's pool is for children under the age of 6 years with developing swimming ability. The shift supervisor may make exceptions to this upon request and with suitable reason. "Rough play" is not allowed at any time. People who use the toddler's & learn to swim pools without regard for the safety of children may be requested to leave the facility. 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 the Warren Shire Council pool are to be found at the pool or on Councils 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.

17.2 GUIDE DOGS

Trained guide dogs are permitted inside the facility.

17.3 POOL ACCESS

Council will aim to develop disabled access to the Warren facility. If mechanical devices are used to lift disabled people into and out of the pool, records should be kept on any maintenance and inspections undertaken. Devices must be included in an asset management Schedule.

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

The phone in the facility is for the use of pool workers to manage the pool. The phone in the facility is able to be used for children to contact parents. An appropriate fee applies. 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. The cost of the phone will be charged back to the leasee of the pool if applicable.

19. FEES & 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 Warren Shire Council Delivery and Operational Plan for that year.