

Aquatics Policies and Guidelines



South West Sports Centre /
City of Bunbury

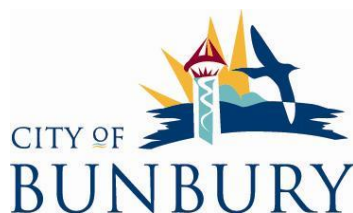


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Watch Around Water

“Watch Around Water is an education and public awareness raising program to address the growing concern regarding supervision of young children at public swimming pools.”

The South West Sports Centre is endorsed by Royal Life Saving WA's, Watch Around Water program to ensure the safety of young children in and around water.

Conditions of entry for children under 5 years of age:

1. Children under 5 years of age are not admitted into the centre without an adult who is prepared to swim.
2. Parents/Guardians of children under 5 years of age are required to accompany the child in the water and always remain within arm's reach of the child.
3. For groups using the facilities, a ratio of one adult to three children under 5 years of age is required for safe supervision.
4. Children under 5 years of age must wear a Watch Around Water wristband available from reception.

Conditions of entry for school age children (between 5 and 13 years of age):

1. Children under 13 years of age are not permitted into the centre without the supervision of an adult.
 2. Adults responsible for children under 13 years of age must have a clear view of the child at all times with no physical or structural barriers between them and the child.
 3. For groups using the facilities, a ratio of one adult to ten children under 13 years old is required for safe supervision.
 4. Unsupervised children will be asked to exit the water and to wait with a SWSC staff member in a safe area until collected by the parent/guardian.
 5. A parent/guardian is regarded as a responsible individual who is over the age of 16 years old.
- ❖ ‘Competent lifeguards acting responsibly should provide an important safety feature, but they are not intended to and cannot be expected to replace the close supervision of parents which is required for many children. Public awareness needs to ensure that adults in the community understand that supervision of children in the water must be direct, competent and alert.’
 - ❖ ‘Parents Supervise, Lifeguards Save Lives. Even though lifeguards are on duty at public pools, parents still have a crucial role to play in the supervision of children while visiting these facilities. It's not about shifting responsibility; it's about having both parents and lifeguards working together to keep children safe.’

Aquatic Child Supervision

The following child supervision policy has been developed for the City of Bunbury and applies to children wishing to swim at the South West Sports Centre. The aim of this policy is to prevent unsupervised children.

1. Children under the age of thirteen years will not be admitted without an appropriate parent/guardian.
2. A child under the age of thirteen years must be constantly accompanied by a parent/guardian while in the aquatic facility. The parent guardian must position him/herself to have a clear view of the child with no physical or structural barriers between them and the child.

3. If children are part of a swimming lesson or squad, they must be dropped with their coach/teacher not in the car park or foyer.
4. A child under the age of five years must be constantly supervised by a parent/guardian. Adequate supervision requires the parent/guardian to accompany the child in the water and remain within arm's reach of the child at all times.
5. Children under the age of five will not be admitted without an appropriate parent/guardian who is prepared to swim.
6. Groups will not be admitted where the number of parent/guardians supervising a group of children under four exceeds the ratio of 1:4.
7. Groups will not be admitted where the number of parents/guardians supervising a group of children under thirteen exceeds the ratio of 1:10.
8. A parent/guardian is regarded as a responsible individual who is over the age of sixteen.
9. Unsupervised children will be removed from the water and placed in a safe area until collected by the parent/guardian.
10. An unsupervised child of poor swimming ability, regardless of age, will be removed from the water by a staff member if the staff member is concerned for the safety of that child.

Waterslide & Inflatable

Inflatable

The inflatable will only be made available for hire to the public when booking along with an SWSC birthday party. The inflatable can be hired by incorporated sporting clubs, schools or organisations for events such as end of year wind ups.

When hiring the inflatable all users must be 10 years of age or older and have the swimming ability of stage 4 or higher. Bookings of over 20 users will be required to supply their own in water adult volunteer to increase safety.

- Users of the inflatable are to abide by the instructions of pool lifeguards at all times.
- No more than 2 persons on the inflatable at one time.
- No jewellery is to be worn on the inflatable.
- No pushing and no flips or somersaults while using the inflatable.
- When the inflatable is in operation there are to be 2 x lifeguards present at all times as per Royal Life Saving WA legislation regarding pool supervision
- The inflatable is closed when no lifeguards are present.

Waterslide

The waterslide will only be made available for hire to the public when booking along with an SWSC birthday party. The waterslide can be hired by incorporated sporting clubs, schools or organisations for events such as end of year wind ups.

- Users of the waterslide are to abide by the instructions of pool lifeguards at all times.
- No more than 1 person on the slide at one time.
- When going down the waterslide, users are to go down feet first and face up only.
- No jewellery is to be on the waterslide.
- Users are to move away from the splash zone area immediately after exiting the waterslide.
- When the waterslide is in operation there are to be 2 x lifeguards present at all times as per Royal Life Saving WA legislation regarding pool supervision.
- The waterslide is closed when no lifeguards are present.

Swim Nappies

The following Nappy Policy has been developed for the City of Bunbury and applies to children under 4 years old swimming at the South West Sports Centre. The aim of this policy is to prevent “accidents” in the pool which forces the pool to shut down as per Health Regulations causing potentially major disruption to swim programs, members and the general public.

Most accidents in the water are from children under the age of four. We acknowledge that many toilet trained children under four are able to control their bowels. However, excitement and warm water can sometimes lead to accidents; this policy is in place for prevention of any accidents.

If the pool is contaminated with faecal matter, we are required to close the pool facility for up to eight hours to completely disinfect the water and get our water balance back to the health and safety requirements. Contamination in the pool is a major disruption to all swim programs, members and the public.

Waterproof nappies or swim pants only must be worn in the pool. Disposable and reusable, waterproof swim nappies are available for purchase at reception.

Lane Hire Operations

The following Lane Hire Policy has been developed for the City of Bunbury and applies to lane hire at the South West Sports Centre. This policy is subject to annual review.

Objections of the policy:

- Provide clear guidelines for lane hire conditions within the South West Sports Centre (SWSC) aquatic facility.
- Ensure that all parties agree to the procedure for hire, allocation, payment and priority usage of lanes.
- Ensure mutual ongoing benefit to all parties to maximise the usage of the SWSC in a friendly and proactive manner.
- Ensure the policy will only benefit not for profit user groups.

1. Booking and invoicing procedure

- a) Aquatic bookings will only be considered with an Aquatic Booking Request Form. This form is a request only.
- b) Confirmation of bookings will be in a written form via email. A pool booking will not be confirmed verbally, and bookings should not be assumed confirmed until receiving written confirmation.
- c) Bookings will be reviewed against the South West Sports Centre’s ‘Priority of Usage Schedule’ and bookings only be approved if lanes are available.
- d) Any booking for a special event or function determined by management, will take precedence over a normal training session providing at least two weeks notification of the event has been provided.
- e) All applicants must sign and return all booking request forms **prior** to commencement of hire.
- f) The South West Sports Centre reserves the right to cancel bookings providing **notice** is given in writing at least 30 days prior to the booking start date.
- g) Management reserves the right to use the facility, should it be required for a special purpose or one-off events providing the request is received in writing at least 30 days prior to the booking start date.

- h) All areas used must be left in a clean and tidy condition. Should the centre require additional cleaning (above that which is normally done) as a result of a particular groups use of the facilities, the hirer will be invoiced for these additional costs.
- i) The hirer is required to vacate the centre at the expiration of the time specified on the booking form. Failure to do so will result in additional costs being invoiced to the hirer. Continued and persistent breaches of agreed hire times may result in termination of the booking at the Centre Managers discretion.
- j) The hirer will take all reasonable steps to ensure the safety of participants and spectators using the facility during the hire period. The facilities will be fully supervised by staff of the hirer.
- k) Wilful damage to centre property shall be paid for by any person(s) who willfully or negligently causes such damage. The venue hirer is responsible for damages incurred by dependent guests/children.
- l) Any damage discovered prior to booking, please report to reception; this will ensure your organisation will not be held responsible.
- m) All user groups are to demonstrate decent behaviour whilst visiting the SWSC.

2. Lane Hire

This policy is designed for **clubs** and **organisations** in order to determine terms and conditions of lane hire and additional lane space when required at the South West Sports Centre.

- a) Lane hire is approved only when a coach with the relevant current coaching qualifications for the sport in which he/she is coaching have been sighted by centre staff and a record kept on file in the relevant user group file. Persons acting as coaches who do not have these qualifications will be disqualified from gaining approved lane hire.
- b) Coaching may not take place in lanes designated as public lap swimming lanes. Where a coach or other person is seen to have a presence other than that of a spectator at the lane being used, it will be deemed as coaching, and that person will be asked to remove them self from the direct vicinity of the lane to allow access to the lane being used to public lap swimmers.
- c) Parents or relatives coaching their children will be allowed but only for a maximum of two swimmers, they must not have a fixed presence at a lane designated for public lap swimming and the use of timing equipment will not be allowed.
- d) The use of timing equipment will be deemed as coaching, and the person timing will be asked to remove them self from the direct vicinity of the lane being used.
- e) Individuals cannot hire lane space unless they are part of an established and approved (SWSC) club or organisation.
- f) The organisations hiring lanes currently have met these criteria and demonstrated a continuous provision of service on either a casual or permanent basis as per the guidelines of use contained within the policy.
- g) We make the distinction that clubs and organisations provide a service or fulfil areas that *cannot normally be provided by the City of Bunbury and its agents such as [learn to swim](#), [Little Lappers Swim School](#), [Competitive swimming](#), [Bunbury Swim Club](#)) ect.*
- h) Where the Centre has been approached in the past by coaches and instructors wishing to conduct private lessons that are in direct conflict with either identical lessons (programs and services of a similar nature) being provided by our Swim School or even at the same time lessons are being conducted we have not approved such applications.
- i) For the same reason if another Swimming Club was to form in Bunbury it would go through a robust application process driven by Swimming WA and would be unlikely to be supported by the City as it is rare to have multiple swimming clubs operate out of the same facility.

3. Number of Lanes Available

- a) During Peak times (Mon-Fri 4pm-6pm) - Of the ten lanes available in the 50m competition pool, a minimum of 2 lanes must be left available for public lap swimming. No booking will be accepted that does not allow three public lap lanes to be maintained unless an event has been booked and approved with notice given to the public at least two weeks in advance.
- b) During Off-Peak times - Of the ten lanes available in the 50m competition pool at the SWSC, a minimum 3 lanes must be left available for public lap swimming (fast, medium and slow). No booking will be accepted that does not allow three public lap lanes to be maintained unless an event has been booked and approved with notice given to the public at least two weeks in advance.
- c) Immediate requirements for additional lanes at the time of use will only be considered in line with other existing bookings. The SWSC will determine whether additional lanes are available. These lanes will be recorded and included in the invoice at the end of the month.
- d) During bookings such as Underwater Hockey or Water Polo that require all the 50m, deep end only, the SWSC will provide a minimum of two 25m lapping lanes across the pool.
- e) Before a user can hire more than one lane, they must have a minimum of ten swimmers occupying the first lane to receive a second lane. Then another ten swimmers occupying the second lane to receive a third etc.
- f) If a user group has less than 5 swimmers per lane this will be noted by our Pool Supervisor. If a user group has less than 5 swimmers per lane for 3 consecutive sessions the lane may be removed from the booking.

4. Entry to aquatic area

- a) All swimmers and spectators are required to enter the aquatic facility through the main doors at reception.
- b) Where equipment is required to be carried into the centre, users must enter through reception initially and then utilise the northern gates for vehicle access. If gate access is required, the gate must be closed behind each car to avoid public wandering in.
- c) Vehicle access will only be allowed when considered necessary. This area is used for emergency ambulance access and to load equipment easily. This area is not a car park.

5. Aquatic Fees and Charges

- a) At the conclusion of each booking, the aquatic supervisor will require the user group to sign for the total cost of the booking.
- b) All fees and charges will be invoiced to the organisation at the end of each month.
- c) Payment terms are 30 days and failure to make payment may lead to cancellation of bookings.
- d) All fees and charges are adopted by council and are reviewed at the end of each financial year.
- e) Spectators, teachers and carers enter at no charge.

General Pool Etiquette

The following General Pool Etiquette Policy has been developed for the City of Bunbury and applies to all patrons at the South West Sports Centre. The aim of this policy is to protect all users of the aquatic facilities.

Entry to Aquatic Area

- a. All swimmers and spectators are required to enter the aquatic facility through the main doors at reception.
- b. Patrons using our aquatic facilities may not provide a service or fulfil areas that can normally be provided by the City of Bunbury and its agents such as *learn to swim*, Little Lappers Swim School. *Competitive swimming*, Bunbury Swim Club) ect.

- c. People under the influence of drugs and/or alcohol are not permitted entry into the aquatics area.

Hygiene

- a. All swimmers are urged to shower before entering the pool to help keep the water clean.
- b. Don't swim if you are feeling unwell.

Behaviour

- d. The aquatic facility does not condone rear facing bommies, into to the water neither does it condone backflips or front flips.
- e. Be aware of danger, such as sudden depths or slippery surfaces.
- f. Read and obey all signs.
- g. No running around the pool.
- h. No swearing or inappropriate language.
- i. Be considerate of other pool users.
- j. Always follow lifeguard's instructions.

Lap Swimming

- k. All lap swimmers are urged to choose a lane that matches their swimming speed. If there are multiple lanes at your speed, choose the one with the fewest swimmers. If you are sharing a lane, allow faster swimmers to pass. If you are taking a rest, stay away from the centre of the wall.
- l. All swimmers are urged to swim within their own ability.

Little Lappers Swim School

Supervision

We are a Watch Around Water facility which has been endorsed by Royal Lifesaving Society of WA. Children under 5 years of age must always be accompanied in the water and within arm's reach of an adult, this includes during swimming lessons. Students under 13 years always require a guardian in the pool area. When you arrive for your lesson, your child is handed over to the Swim School Teacher at the Swim School Marshalling Area. At the end of the lesson children are to be collect from the teacher. During swimming lessons all children under the age of 13 must always have a parent or guardian visible on pool deck. Parents or guardians are not to leave the aquatic area during lesson time.

Communicable Diseases

A person suffering from any skin infection or communicable disease will be excluded from lessons to ensure the safety and wellbeing of all participants and teachers. This will be at the discretion of the Swim School on deck Supervisor and Pool Supervisor on duty. Examples of such conditions include cold sores, chickenpox, head lice, school sores, measles, conjunctivitis, diarrhea, vomiting, tinea, ringworm, slapped cheek syndrome, whooping cough, and warts.

Nappy Policy

All children under the age of 4 years are required to always wear a swimming nappy or swimming pants whilst using the facility. This is in accordance with the SWSC Nappy Policy. This policy is in place to prevent pool contamination which requires the SWSC to close the pool for up to 8 hours.

Pool Contamination Closure

If in event of a pool contamination, all lessons will be moved to an alternative pool. Credits will only be given if the lessons are unable to be relocated.

Use of Photography

In accordance with the SWSC Camera Policy, patrons are not permitted to use photographic devices within the vicinity of our aquatics facility, this includes during Little Lappers Swim School Lessons. The South West Sports Centre reserves the right to take and use photographic material for promotional purposes both internally and externally.

Photography and Film

The purpose of this policy is to establish the guidelines for the use of Photography and Film at the South West Sports Centre.

Camera and Video Use

The South West Sports Centre welcomes the capturing of your magical moments with family and friends on camera or video, however privacy of others must be respected.

The use of cameras and video cameras at the centre is conditional upon the following:

- Patrons wishing to photograph, or video must have approval from all people in the photo/video.
- Other patrons should not be clearly identifiable.
- Other patrons are not to be disrupted or asked to be moved or of your shot. When taking a photo or video choose a setting away from other people.
- Strictly no photography or video imagery is permitted in the ablutions or change rooms.
- Any photography or video captured by professionals for promotional, record keeping, or media purposes must obtain permission first from the City of Bunbury Marketing and Communication Team.
- Management reserves the right to view imagery and should any concern be raised, request deletion of photos, video or footage and refuse the person from using the device.

Pool Toys

The South West Sports Centre has the right to refuse patrons bringing pool toys which are inappropriate for our facility. Please see the below list of pool toys allowed and not allowed.

Pool toys NOT allowed:

- All sealed inflatable toys
- Body boards (boogie boards)
- Skim boards
- Surf boards
- Canoes and Kayaks
- Mermaid fins/tails
- Water pistols
- Sports balls

Pool toys allowed:

- Inflatable swimming aids
- Kickboards
- Flippers
- Pool buoys
- Hand paddles
- Noodles
- Dive toys
- Goggles and snorkels



Swimwear

Clothing, other than swimwear can create problems with water clarity, pool disinfectant and our water filtration systems. Patrons wearing non-recognised swimwear will be required to change into recognised swimwear or will be asked to vacate the pool water.

The following is NOT recognised swimwear: Underwear, Jeans, long pants, t-shirts, jumpers and street wear.



Our facility is a family friendly environment, and sparse or skimpy swimwear is not considered appropriate. Patrons attending the facility wearing sparse or skimpy swimwear will be asked to change into appropriate swimwear. Recognised swimwear must be worn at all times whilst using the aquatic facility, made from light weight material.

Waterproof nappies are required for all children under the age of 4 years when swimming. Disposable and reusable nappies are available for purchase at front reception. Please see Nappy Policy.

Mermaid Tail and Monofin

The purpose of this policy is to establish a safety control measure for the use of Mermaid tails and Monofins at the South West Sports Centre.

All persons wanting to use a mermaid tail or monofin at the SWSC shall be informed of these safety checks before entering the pool. All persons wanting to swim with a mermaid tail or monofin must be over the age of 12 years and in the opinion of the SWSC Pool Lifeguard staff a competent swimmer. All persons aged 12 to 18 years must be accompanied by a competent adult observer, who will supervise the swimmer using a mermaid tail or monofin at all times. If the observer is not, in the opinion of SWSC staff, supervising the mermaid, the mermaid will be required to discontinue the activity immediately. Mermaid tail or monofin activities must not disrupt/exclude other users of the pool or bookings. Please be courteous and follow all centre signage.



Management reserve the right to refuse patrons pool entry if the persons swimming ability is not of an acceptable standard or the mermaid tail or monofin poses a safety concern to the individual or other patrons.

A release form must be complete and dated by all individuals for each entry into the SWSC aquatic facility whilst using a mermaid tail or monofin. Lane hire terms and conditions apply to all users of the SWSC.

Food and Drink

The purpose of this policy is to establish what food and drink may be taken into the South West Sports Centre and where it can be consumed within the aquatic facility.

1. Food and drink must be consumed in a safe, comfortable and dry environment within the centre rather than in or on the edge of the swimming pool.
2. Patrons found to have food or drink other than water in or at the pool edge will be asked to vacate the pool water. Food or drink consumed in the pool or at the pool edge has high potential to contaminate the whole body of water which can create problems with water clarity, pool disinfectant and our water filtration systems.
3. If the pool is contaminated, we are required to close the pool for up to eight hours to completely disinfect the water and get our water balance back to our health and safety requirements. This causes major disruption to all swim programs, members and general public.
4. Patrons attempting to bring in food or drink inside the aquarium café opening hours will be asked to consume the food or drink outside the facility before returning.
5. The SWSC acknowledges the aquarium café is not always open for the duration of the centre opening hours. During this time patrons will be allowed to bring outside food into the facility.
6. Bringing alcohol into the SWSC is strictly prohibited. Patrons attempting to do this will be denied entry into the SWSC facility.
7. The SWSC's guiding principle is to encourage breastfeeding in a safe, comfortable and dry environment within the centre rather than in or on the edge of the swimming pool. Please see Breastfeeding policy.

Lost Property

The purpose of this policy is to outline the management of property which is reported lost or found in the aquatic facility. This policy will outline the retention, collection and disposal requirements of found property.

1. If you have lost an item at the South West Sports Centre, please see reception and give a brief description of the item and when it was lost.
2. Our staff will look through the lost property at a suitable time and get back to the customer as soon as possible. At busy times our staff are not always immediately available to search through lost property. Our staff will do this as soon as possible to advise the customer if the lost item has been found.
3. Due to limited space and the large amount of lost property we collect, we can only hold items for four weeks from the date it was found. After these four weeks, the lost property is delivered to the Good Samaritans Industries (a registered charity and non-profit organisation).
4. Valuable lost property such as wallets, purses, sunglasses, jewellery, money and mobile phones are kept in a secured place ready for collection.
5. The SWSC has several lockers available for patrons to secure their belongings and it is encouraged patrons utilise these lockers.
6. If a valuable item has been lost or stolen, the person who this item belongs to must notify SWSC staff who will assist to find the item. If the item is not located the person who this item belongs to must personally contact the police to report the lost or stolen item.
7. Lost property throughout the centre.
 - Reception: All valuables lost within the centre are stored at reception.
 - Aquatics: All items lost in the pool hall are stored under the grandstand.
 - Stadium/Gym/Group fit/Foyer: All items are stored next to the exit stairs of the main gym.

- Creche and Vacation Care: All items are stored within these two departments.

Communicable Diseases

The purpose of this policy is to safeguard the health and safety of all users of the South West Sports Centre Aquatics Area and to prevent the spread of diseases.

A person suffering from any skin infection or other communicable diseases will be excluded entry into the water for the safe and well-being of all other participants. This includes any persons involved in Little Lappers, School Swimming Lessons, Sporting Clubs and Casual Users.

Examples include:

Cold sores, chicken pox, head lice, school sores, measles, conjunctivitis, gastroenteritis, vomiting, tinea, ringworm, slap check syndrome, whooping cough, warts.

Breastfeeding

The purpose of this policy is to encourage breastfeeding in a safe, comfortable and dry environment within the centre.

1. The South West Sports Centre's guiding principle is to encourage breastfeeding in a safe, comfortable and dry environment within the centre rather than in or on the edge of the swimming pool.
2. All parents have the right to carry out breastfeeding anytime, anywhere. It is to the parent's discretion as to when their children are fed.
3. The SWSC staff have the right to suggest it is preferred guardians breast feed out of the pool water. This is to avoid water contamination and to provide comfort for the child and the guardian. If the guardian chooses to continue breastfeeding in the water this is done at their own discretion.

Rehabilitation

The 50m Lap Lane Pool and 25m Learn to Swim Pool are not official rehabilitation pools. However, due to the demand for rehabilitation use, an occasional rehab lane has been created. This lane may be available between the hours of 10am-1pm, Monday to Friday. When operational the rehab lane will not be used for lap swimming and will be provided for rehabilitation use such as physio recommended movements and water running.

As the rehab lane is not an official booking at any time it may be unavailable to allow a regular booking to occur. It is highly recommended that anyone wanting to use the rehab lane check the availability before attending the centre.