

AQUATIC FACILITIES MANAGEMENT PLAN

2020



NARRABRI SHIRE
DISCOVER THE POTENTIAL

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1 Introduction

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

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

1.1 Commencement

This Management Plan will commence; 22 September 2020.

It should be noted that this plan makes recommendations as to the adjustment of some of the annual fees and charges. It is recommended that these fees and charges be updated to reflect the current operational requirements predominantly around hire of lanes for swim clubs.

1.2 Review process

This document will be reviewed annually. Minor alterations will be at the discretion of the General Manager, major alteration or issues of community significant will require the endorsement of an ordinary Council meeting. Written submissions for review will be considered annually in accordance with the setting of the Fees and Charges up to the end display period.

1.3 Application

This Management Plan applies to all swimming pools operated and maintained by Narrabri Shire Council. A copy of the Plan will be available from;

- NSC swimming pools/centres;
- Download <https://www.narrabri.nsw.gov.au/>

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

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

Royal Life Saving Guidelines for Safe Pool Operation (GSPO) is recognised as an industry standard and as such will be used to assist in the provision of safe aquatic facilities.

1.4 Definitions

In this Policy:

Council; Narrabri Shire Council

Aquatic Facilities

Coordinator; The Council Officer in charge, amongst other things, the oversight of all NSC public swimming facilities.

Pool Team Leader; The qualified employee responsible for overall operation of an aquatic facility.

Pool Lifeguard; The qualified employee primarily responsible for pool supervision, customer service and maintenance. A Pool Lifeguard of suitable experience can be temporarily appointed to the role of Pool Team Leader for the purpose of overseeing the operation of a facility in the absence of the Aquatic Facilities Coordinator.
Minimum qualification is RLSSA Pool Lifeguard qualification

Pool Staff; Any Council pool employee on duty at the swimming pool, including program staff, kiosk staff and approved volunteers.

Aquatic Responsibility

Code; A local code designed to communicate the standard of behaviour required of users at NSC public swimming facilities.

Mass evacuation plan; A plan designed to ensure the safe egress of people from an area of threat to an area of safety.

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 a Narrabri Shire Council public swimming facility.

Facility; Any Narrabri Shire Council public swimming pool including the surrounding buildings, grounds and fence line.

2 Swimming Pools

Council aims to provide the following facilities at their swimming centres.

2.1 Boggabri Memorial Swimming Pool

- 33m swimming pool;
- Solar heating and thermal pool blanket;
- Toddler pool;
- 1m springboard;
- 3m springboard;
- Kiosk facility;
- BBQ area;
- Change room facilities;
- Shade structures;
- Access- chair lift into main pool.

2.2 Narrabri Aquatic Centre

- 50m outdoor pool (seasonal operation);
- Outdoor splash pool;
- 25m indoor program pool;
- Observation stand;
- 1m diving board;
- BBQ facilities;
- Kiosk facility;
- Change room facilities;
- Multi-function room;
- Solar heating and thermal (pool blanket indoor pool);
- Shade structures;
- Access; full disabled access.



2.3 Wee Waa Memorial Swimming Pool

- 33m swimming pool;
- Solar heating and thermal pool blanket;

- Pool Blanket Toddler pool;
- BBQ facilities;
- Kiosk facility;
- Shade structures;
- Change room facilities;
- Access- chair lift into main pool.

3 Emergencies

- a. The contact number for emergencies is 000;
- b. Council's Customer Service team during working hours (02) 6799 6866;
 - i. Boggabri Pool – (02) 6743-4379;
 - i. Narrabri Pool – (02) 6799-6782;
 - ii. Wee Waa Pool – (02) 6795-4384
- c. Council's After Hours Emergency Service number 0429 911 111.
 - i. Boggabri Pool – (02) 6743-4379;
 - ii. Narrabri Pool – (02) 6799-6782;
 - iii. Wee Waa Pool – (02) 6795-4384

4 Mass Evacuation Plans

Prior to any large event (e.g. a school carnival) Council staff will implement a mass evacuation plan. The plan will be included in a brief site induction for the event organisers and assistants. Refer Annexure 3 Template Narrabri.

5 Administration

5.1 Records

- a. Staff will ensure all records for the operation of swimming pools are legible and are to be uploaded into Councils electronic records system on a regular basis.

5.2 Records to be maintained by each pool

- a. A daily running sheet where water analysis, chemical additions, events, maintenance and staff attendance will be recorded;
- b. Incident/accident reports;
- c. Daily, monthly and annual patronage;
- d. All local sales transactions e.g. season tickets and kiosk sales;
- e. Daily financial reports and banking;
- f. All other documentation required by Council's WHS system.

5.3 General compliance

- a. Staff, contractors and volunteers will comply with Councils WHS policies and procedures at all times;

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

6 Access to Council resources

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

7 Conditions of Entry

7.1 Aquatic Responsibility Code

The following is the wording from the Narrabri Shire Council Aquatic Responsibility Code which is a condition of entry that applies to all persons within Council's swimming pool grounds without written exemption from Council.

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

It is your responsibility to know and obey this code. Pool safety is a shared responsibility that requires a cooperative and community approach. Observe the code below and share with others the responsibility for a great experience at the Pool.

- a. Observe and obey all signs and warnings at the pool as well as all lawful directives given by Pool Lifeguards and Pool Staff;
- b. 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;
- c. Always be respectful of other people and the nature of their pool activity;
- d. Never run on wet areas at the pool. Always move around the pool in a safe manner;
- e. If you are involved in, or witness an incident at the pool, remain at the scene and identify yourself to the Pool Lifeguard;
- f. Do not swim, bathe or undertake any other aquatic activity if your ability is impaired by drugs or alcohol;
- g. 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;

- h. Children under the age of 10 must always be actively supervised by a responsible person over the age of 16;
- i. Parents and carers must always communicate and establish responsibility for direct supervision of children 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";
- j. It is recommended that you always swim with a friend and keep a look out for your mates;
- k. Our Pool Lifeguards are at the pool all day to assist, educate and help you to understand the Aquatic Responsibility Code. This will ensure that all pool patrons enjoy themselves at Narrabri Shire Council Pools. Irresponsible, reckless and anti-social behaviour may result in immediate suspension from pool use and/or cancellation of season passes".

7.2 RLSSA – 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 will provide direct supervision of children.

WA Coroner Alistair Hope, in response to a drowning in a public aquatic facility said, "Competent lifeguards acting responsibly should provide an important safety feature, but they are not intended to, and cannot be expected to, replace the close supervision of parents and teachers which is required for many children, particularly primary school age children."

Keep Watch at Public Pools is an important program that contributes significantly to ensuring 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 program is administered by Royal Life Saving Society of Australia- NSW Branch and was adopted into Narrabri Shire Council swimming facilities in 2012. It promotes the following safe supervision policies which are additional conditions of entry:

- a. Children under 5 years must be accompanied into the centre by a responsible adult over 16 years of age and supervised at arm's reach at all times;
- b. Children under 5 years must wear a coloured armband whilst in the facility. Armbands are a visual aid to assist Pool Staff in identifying who should be within arm's reach of an adult and a reminder to parents and guardians about the importance of close supervision for small children;
- c. Children under 10 years must be accompanied into the centre by a responsible adult over 16 years and actively supervised at all times;
 - i. Procedure for assessment of unattended swimmers 10 years to 16 years (refer Annexure D).

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

7.3 Diving

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

As such 'No Diving' and 'Shallow Water' signs have been positioned around Council's pools in locations where it is deemed dangerous.

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

7.4 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:

- a. Pay the entry fee on entering the facility or display a current season ticket;
- b. Comply with Section 10 Activities Requiring Approval- All Pools;
- c. Not partake in behaviour considered to be anti-social, provocative, abusive or violent;
- d. Not obstruct the entry/exit points to a pool;
- e. Not bring glass or glass containers into the facility;
- f. Not interfere with any pool safety equipment;
- g. Follow all directions for the safe use of any area of the facility including, springboards, water slides, inflatable play equipment and children's play equipment etc;
- h. Not enter a pump room, chemical storage area, plant room, kiosk or staff area;
- i. Not enter a first aid room except to receive first aid or at the invitation of pool staff;
- j. Provide evidence of age, if requested;
- k. Always wear an appropriate unsoiled bathing costume;
- l. Be unsoiled before entering a pool;
- m. Not urinate or defecate anywhere in the grounds other than in a public toilet;
- n. 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;

- o. 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 16, Access for People Living with a Disability);
- p. Not smoke in any area of a public swimming facility nor within 4 m or an entrance;
- q. Not take photographs, video or electronic recordings in change rooms;
- r. Not sit on, dive over, or otherwise interfere with lane ropes;
- s. Not damage, deface, interfere with or alter swimming pool infrastructure or signage;
- t. Not obstruct any authorised person or employee of, or contractor to perform their required duties.

8 Operating Standards

8.1 Water quality

- a. Water quality at NSC swimming pools will comply with guidelines set by the NSW Ministry of Health. Lengthy review processes have been known to lead to the Ministry's standards lagging current industry best practise. During these times the Aquatic Facilities Coordinator may, in conjunction with the Open Space Manager implement a regime outside of the Ministry's standards if they are widely considered by the aquatic industry to be better;
- b. Chemical concentrations will be automatically monitored and controlled;
- c. Pool staff will manually test chemical concentrations at least three times daily to confirm that automated equipment is properly calibrated and working correctly;
- d. Water turnover times will comply with guidelines set by the NSW Ministry of Health or to the capability of the pool's reticulation system i.e. a filtration system built in the 1960s can operate at maximum capacity but cannot achieve the turnover rates of modern filters;
- e. Microbiological sampling of pool water will be undertaken regularly and tested by a NATA (National Association of Testing Authorities) accredited laboratory for independent testing;
- f. The NSW Ministry of Health field officers are allowed free access to any facility to measure Council's compliance with the current health standards;
- g. If adequate sanitisation cannot be maintained for any reason the facility will be closed until the matter can be rectified.

8.2 Grounds maintenance

Lawns will be kept to the standard of high-profile parkland. Lawn weeds and burs (e.g. bindii) will be eradicated quickly when detected. With regard to watering, facilities will comply with any water restrictions in place. These may differ from restrictions placed on domestic users.

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.

8.3 Building maintenance

Buildings will be kept in a clean and serviceable state. Improvements to buildings will usually occur during quieter periods i.e. winter or pre-season establishment and as budgetary limitations allow, under the guidance of the NSC Open Space Manager.

8.4 Swimming pool maintenance

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

8.5 Pool supervision

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

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

Supervisors of visiting groups (e.g. schoolteachers) are responsible for the supervision of their charges. At least one trained Lifeguard will be on site at all times to assist and intervene should emergency action be required.

NSC has adopted the Keep Watch at Public Pools program detailed in 7.2 of this plan to promote direct supervision of young children.

8.6 Staff qualifications

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

Aquatic Facilities Coordinator;

- Cert IV- Aquatic cluster of competencies from Community Recreation training package;
- RLSSA Pool Lifeguard Licence;
- WorkCover NSW approved first aid certificate.

Pool Team Leader

- Cert III- Aquatic cluster of competencies from Community Recreation training package;
- RLSSA Pool Lifeguard Licence;
- WorkCover NSW approved first aid certificate.

Pool Lifeguard

- RLSSA Pool Lifeguard Licence;
- WorkCover NSW approved first aid certificate.

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

Pool staff comply with all working with children legislation as part of their employment with Narrabri Shire Council.

9 Kiosk Facilities

Narrabri Aquatic centre – kiosk café hours will correspond with opening hours of the season kitchen or hot food hours will be to correspond to times of higher patronage and adequate staffing including qualified food handling staff.

Boggabri and Wee Waa pools – Kiosk hours will correspond with opening hours kitchen/hot food will only be offered when a kiosk staff is rostered on for events or times of high patronage. To maximise access to package foods and drinks Council will consider the installation of vending style machines to minimise the impact on staff (especially as on most occasions there is only one staff member on duty in either pool) being taken away for supervising the pool water.

10 Activities Requiring Approval – All Pools

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

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

Offenders will be prosecuted under relevant State or Federal Law.

A person must not do any of the following within swimming pool grounds without approval from the Team Leader

- 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

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

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

Applications should state which pool they wish to do business at and any previous experience they have. 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 may increase the application assessment time. Applicants will also receive a written determination.

Applications can be emailed, mailed or handed to the Pool Coordinator.

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 facilities to be pass them onto patrons enquiring about learn to swim opportunities. Learn to swim instructors need to comply with all areas of this management plan.

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

11 Authority

All Pool Staff are authorised to:

- a. Refuse entry to school aged children during school hours unless they are accompanied by a parent or legal guardian;
- b. Request a person to leave the swimming pools facility if they do not comply with any part of this management plan; and
- c. Implement a temporary or permanent prohibition on entry to the facility.

If a person who is supervising others is requested to leave the facility, the person/s they are supervising will also be required to leave. Poorly behaved spectators, coaches, teachers, parents, visitors and other people may also be banned from a facility.

11.1 Time out notice

People who are banned from the pool may be issued a "Time Out Notice". The notice will outline the reason for the ban and the length of time 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. Refer Annexure "Time Out Notice".

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

A ban will not interfere with a student's school education. As such any school activity which requires a student to attend the pool will not be included in the ban.

Before entering the facility after a ban, the patron must arrange to meet with the Aquatic Facilities Coordinator to confirm that the specified "time out" period has lapsed.

11.2 Refusal to comply

A patron refusing to comply with the directions of Pool Staff may be banned from entering any Narrabri Shire Council swimming pool grounds and issued a Time Out Notice.

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

11.3 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.

11.4 Schools suspension

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

Suspended children who are perceived by the Team Leader to have arrived at the pool with the intention of interrupting a school group or teacher will be requested to leave the facility.

12 Bookings / Events

12.1 General

- a. All bookings must be lodged on an "Event Booking", with all fields on the application completed. The event booking must be in accordance with the

- applicant's insurance coverage and risk assessment on ratio of event staff to number of persons booked for the event;
- b. It is preferable that applications are submitted at least one calendar month prior to a proposed event;
 - c. When the swimming pools are closed (winter) all applications are received by the Aquatic Facilities Coordinator via mail (46-48 Maitland Street, Narrabri, NSW 2390) or email (council@narrabri.nsw.gov.au) and are entered into the electronic booking system before being passed onto the relevant Pool Coordinator for action. Confirmations are sent in writing prior to the start of the next swimming season;
 - d. Applications should be lodged at Narrabri Shire Council Head Office directly, via mail (46-48 Maitland Street, Narrabri, NSW 2390) or email (council@narrabri.nsw.gov.au). Confirmation of the booking will be either verbally or in writing from an authorised Team Leader;
 - e. A "Facility User Agreement" between the group and Council must be entered into before an event can commence. The Agreement will outline 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. After hour's events will be considered and the appropriate fee payable if the event is approved;

12.2 Priorities for bookings

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

1. An event approved by resolution of Council;
2. National/International events (including public holidays and days of national significance e.g. Australia Day festivities);
3. State events;
4. Regional events;
5. Local events;
6. Annual school swimming carnivals;
7. Relevant local incorporated swimming club events;
8. Activities 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.

Council 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.

12.3 Cancellation of bookings

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

12.4 Standing bookings

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

- a. The Boggabri Swimming Club Inc. - Swim training, club nights, club championships held on a normal club night and one carnival per year;
- b. The Narrabri Swimming Club Inc. - Swim training, club nights, club championships held on a normal club night and one carnival per year;
- c. The Wee Waa Swimming Club Inc. - Swim training, club nights, club championships held on a normal club night and one carnival per year;
- d. One swimming carnival event per school located in the Narrabri Shire Local Government area;
- e. State / regional school swimming carnivals;
- f. Intensive swimming program (lessons) for schools.

Should a user group fail to adhere to a booking time, or their use of the Pool is not maintained for a period greater than two days without notification, the booking may be terminated, and no refund made.

12.5 Business compliance

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

- a. A current Workers Compensation policy, if they employ staff;
- b. Current child protection checks for staff;
- c. A current Public Liability Insurance policy (minimum value AUD \$20,000,000);
- d. Staff being adequately trained and qualified for the tasks they are proposing to undertake and ensure that:
 - i. Any equipment to be used at the pool is in good working order and designed and approved for the purpose for which it is intended;
 - ii. Operations comply with this Management Plan.

12.6 Limitations on business permitted

- a. A business may not compete against a similar service already offered at the pool without the consent of the Aquatic Facilities Coordinator, and the Licensee of that service if one exists;
- b. Council staff may prohibit any business which is not in keeping with this Management Plan or the principal purpose of a swimming pool;
- c. The mailing address of the pool is not to be provided as a point of contact for a business;
- d. The phone number at the pool is not to be provided as a point of contact for a business nor is it available for use by a business, excepting emergencies when pool staff are not available to make an emergency phone call.

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 team leaders 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 Coordinator;
- f. Lane configuration is at the discretion of the Pool Team leader;
- g. The lane configuration should provide maximum utilisation of the available space;
- h. Lap swimmers are required to keep to the left of a lane (swim clockwise);
- i. The Pool Team Leader may temporarily ban the use of flippers, hand paddles or other swimming devices if they are perceived to create a risk to other swimmers;
- j. Pools with moveable stair ways will have such structures in place whenever the programming of the pool allows.

14 Use by Aquatic Groups

14.1 General

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

14.2 Employees and volunteers

- a. Aquatic groups shall ensure that employees & volunteers of their group comply with NSW Child Protection Legislation;
- b. Aquatic groups will be required to take out and maintain appropriate Public Liability, Professional Indemnity as well as any other insurance required by the Workers Compensation Act, in regard to the conduct of activities of the group within the facility;
- c. Coaches, instructors and other predominant members of their organisation are required to complete a site induction with the Pool Team Leader 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 NSC's safety system. Site inducted persons are required to sign a site induction form;
- d. The group must ensure that any professional coach/instructors at the pool in their role as a professional coach/instructor holds:
 - i. A current WorkCover approved first aid qualification;
 - ii. CPR qualification;
 - iii. Level 1 Coaching qualification or equivalent as a minimum.
- e. From time to time Council may request copies of current qualifications to ensure compliance with this management plan and with any standing user agreement;
- f. Clubs must ensure that volunteer (unpaid) persons substituting, either long or short, for a professional coach/instructor satisfy all other areas of this management plan except clause 14.2 d iii. Council may request copies of the same from substitute coach/instructors performing duties at the facility;
- g. Supervision of participants under the direction of a coach, instructor or other predominant member of the club shall remain the responsibility of the aquatic group for the duration of the session. Before 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 16 at all times. Pool staff shall not be included in this type of supervision. The club, coach or group are responsible to collect all children upon entry and are responsible for the child to they depart the facility, or a parent guardian takes responsibility of the child;
- h. In the event of an aquatic emergency a coach, instructor or other predominant members of the group will be required to evacuate from the water all participants under their supervision. Those participants will be their primary consideration during the emergency. Secondary shall be any assistance they can provide to pool staff up to the level of their training. Other members of the group may also be called upon by pool staff if further assistance is required.

14.3 Lane space

- a. The Pool Coordinator 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 will be charged at the rate set out in the Narrabri Shire Council's Revenue Policy and Fees for Service;
- b. Groups attending the pool during a booked time slot are not to use lanes set aside for members of the public without the permission of the Pool Coordinator;
- c. General members of the public may individually book lanes however priority will be given to Swim Clubs and Group training sessions where sufficient notice has been provided.

14.4 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 upgrading.

14.5 Swim clubs

- a. Council will allow the formation of one swim club per facility. The swim club will be provided storage facilities where possible and a preference for bookings. The current swim club at each pool is the preferred swim club and no other swim club will be recognised while these club exist;
- b. Not for profit Swim clubs will be allowed one lane per booking free of charge. Additional lanes will be charged under the adopted Council fees and charges all lane hire will be undertaken utilising the lane hire booking application form all booking must be done prior to the day of the session and to optimise acceptance of the booking prior to the season commencement;
 - i. Swimming Coaches and instructors will only be provided a dedicated lane if they hold either:
 - ii. Current AUSTSWIM Teacher of Swimming and Water Safety Certification, and a current CPR Certificate (where they will be teaching individuals how to swim);
 - iii. Or a bronze, silver, gold, or platinum coaching license and a current CPR Certificate (where they are providing lap swimming instruction - not learn to swim).
- c. The Swim Club must:
 - i. Be incorporated and have a constitution;
 - ii. Be run by an elected Committee that at least has the following individual office bearers President Secretary and Treasurer
- d. Parents or guardians must escort children 10 years old and under to and from Coaches/Instructors;
- e. These conditions apply to any activity at the pool where a fee is paid to the supervising individual or business;
- f. Have public liability insurance to the value 20 million dollars;
- g. Provide and maintain their own equipment Use of this equipment must be approved by the Pool Coordinator;
- h. Ensure sufficient supervision is provided to perform a custodial role for members under 10 years of age and not rely on Pool staff to do this role;
- i. Nominate a liaison person (committee member to represent the club to discuss operational matters with the use of the pool and these matters are only to be discuss with pool management and if the issue is non-urgent written correspondence would be the preferred method to enable Pool management to investigate the issue in a timely manner. The aim of this clause is to reduce confusion on any issue and to remove the involvement of pool staff.

14.6 Swim clubs standard bookings

- a. The Narrabri Swimming Club – weekly meet between October and March for the pool between the hours of 6.00pm and 8.00pm on an agreed business day weeknight;
- b. The Wee Waa Swimming Club - weekly meet between October and March for the pool between the hours of 5.00pm and 7.00pm on an agreed business day weeknight;
- c. The Boggabri Swimming Club - weekly meet between October and March for the pool between the hours of 5.00pm and 7.00pm on an agreed business day weeknight;
- d. One swimming carnival event per swimming club located in Narrabri Shire;
- e. One swimming carnival school event per school located in Narrabri Shire;
- f. State / regional school swimming carnivals.

Council's Learn to Swim, Squad and other programs will be given precedence for lane hire above private instructors.

14.7 Swimming club lane allocation and payment

The Council must receive payment of all fees either on a weekly or monthly term. Upon booking the User will be required to stipulate the term;

Lane allocation

- a. Lane allocation is made by staff in accordance with this User Agreement and their decision is final;

Swimming Club:

- a. Council will provide one lane free of charge for the purpose of swimming club instruction and training;
- b. A second lane can be booked by swimming clubs for use by lodging a booking application with the Council;
- c. A monthly fee for lane hire applies to swimming clubs;
- d. 50m Outdoor Pool Narrabri - \$765.00 per calendar month between October and March; extension into April will occur dependent on State Championships;
- e. 25m Indoor Pool Narrabri - \$550.00 per calendar month between April and September;
- f. 33m Outdoor Pool Boggabri and Wee Waa - \$250.00 per calendar month between October and March;
- g. At least Fifteen (15) swimming club members will be using a single lane prior to use of the second lane being approved. This is to maximise lane use and public access to the pool;
- h. Additional lane hire will incur a fee of:
- i. 50m Outdoor Pool Narrabri – As per current Council Fees and Charges;
- j. 25m Indoor Pool Narrabri - As per current Council Fees and Charges;
- k. 33m Outdoor Pool Boggabri and Wee Waa - As per current Council Fees and Charges.

14.8 Schools

- a. No lane hire fee on standard sports bookings;
- b. Gate admissions are required to be invoiced at the end of each booked session;
- c. Cash payments will not be accepted from schools for entry into the pool;
- d. All schools are to complete the Schools invoice form prior to arriving at the pool. An Invoice will then be sent for payment from Council.

15 Recreational Devices and Areas

15.1 Springboards

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

15.2 Inflatable play structures

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

15.3 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.

15.4 Toddler and wading swim pools

- a. Toddler's and wading swim pools are for children under the age of 10 with developing swimming ability. The pool coordinator may make exceptions to this upon request and with suitable reason;
- b. "Rough play" is not allowed;
- c. People who use the toddler and wading 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 Access for People Living with a Disability

16.1 Assistance

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

16.2 Guide dogs

Trained guide dogs are permitted inside the facility.

16.3 Pool access

Council will aim to develop disabled access to each facility.

16.4 Limits on manual handling and care of impaired persons

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

16.5 Refund Entitlement

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

17 Young Children

17.1 Supervision

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

Teachers and/or instructors given charge of students at an Narrabri 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 distractions restricted so far as practically possible.

17.2 Clothing

All children must;

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

Waterproof nappies are available from the kiosk.

17.3 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 Coordinator has discretionary authority to make exceptions to this if requested, on a case by case basis.

17.4 Abandoned children

Where a child under the age of 10 is identified as abandoned at the pool (i.e. without the required supervision), Pool Staff will 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, Council 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 Aquatic Facilities 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.

18 Consultation

18.1 Supervision

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

Teachers and/or instructors given charge of students at a NSC 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 distractions restricted so far as practically possible.

19 Fees and Charges

Swimming pool fees and charges will be in accordance with those set out in the Revenue Policy and Fees for Service of the current NSC Operational Plan.

19.1 Single entry fees

- a. Fees will be charged for pool entry and pool services in accordance with Council's current Revenue Policy Fees for Service;
- b. A 'spectator' for the purpose of charging a single-entry fee is a person who enters the facility to supervise another patron, watch an event or use the facility, otherwise without entering the water;
- c. An 'adult' for the purpose of charging a single-entry fee is any person aged 18 years or older and who is no longer attends secondary education;
- d. A 'child' for the purpose of charging a single-entry fee is any person under the age of 18 and who is still enrolled in secondary education;
- e. Children aged 3 years and under are permitted free so long as they have a full fee-paying adult entering with them;
- f. A 'concession' is offered to those persons using the facility who are holders of, and can produce, a Centre Link issued Pension Card, or a Department of Veteran's Affairs Pension Card. A concession only applies to the holder of the card;
- g. Pool Staff 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, or supervision of swimmers will be admitted free;
- h. Teachers entering the facility for the purpose of supervising a school group at the pool will pay a fee per teacher or per school;
- i. Resident swimming club coaches will pay for entry to the facility;
- j. Carers of people living with a disability entering the facility for the purpose of directly supervising the person under their care will pay a spectator fee;
- k. Individual who are prohibited from a swimming facility because of unacceptable behaviour or other contravention of this plan are not entitled to a refund;
- l. Council may enter into an agreement with schools and groups for a payment method for entry fees other than cash at the pool i.e. invoice.

19.2 Season tickets

- a. For the reason of setting season ticket prices to fairly reflect the service offered by a facility, two (2) levels of service have been established;
 - i. Level 1: Small and medium sized facilities open between 6-10 hrs per day. (The Boggabri & Wee Waa centres fall within this category);
 - ii. Level 2: Larger facilities open more than 10 hours per day. (The Narrabri centre falls within this category).
- 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, and or listed on the family Medicare card. The Aquatic Facilities Coordinator has the delegation to consider personal circumstances which may require a variation from this definition. This will be done on a case by case basis for persons who request a variation and will be recorded via correspondence or a file note on Council's records system;

- c. Season tickets are issued to the 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 with no refund;
- 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 use it to access the centre. Patrons who are not known to centre staff and who cannot produce their season ticket will be required to pay the relevant entry fee;
- f. At facilities where eftpos facilities are not available patrons can pay with cash or via eftpos at their nearest NSC Customer Service office. Season tickets can only be collected at the pool;
- g. Requests for refunds due to exceptional circumstances need to be in writing to Council and will be assessed on a case by case basis by the Aquatic Facilities Coordinator who has the delegation to approve a refund.

19.3 Multi entry passes

- a. Use of a multi entry pass is not restricted to the purchaser and can be used for multiple people to access any Narrabri Shire Council swimming facility;
- b. Multi entry passes are valid across more than one season however, staff have the authority to prevent a person purchasing more than one multi entry passes near the end of the pool season, if they think a person is doing so to avoid an anticipated price rise of the next season.

19.4 Evidence of age

- a. Children under the age of 10 years must be actively supervised at all times by a responsible person over the age of 16;
- b. Evidence of age can be requested as a condition of entry to a facility to:
 - i. Determine which fee to charge;
 - ii. Confirm they are 16 years old for the purpose of supervising children under the age of 10.;
 - iii. To determine if the person is able to stay unsupervised by a responsible person.
- c. Discretionary authority is given to Council 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:
 - i. Attempting to avoid paying the full fee; or
 - ii. Attempting to enter the pool unsupervised, (i.e. claiming to be over the age of 10); or
 - iii. Attempting to supervise another patron (claiming to be over the age of 16).
- d. Acceptable evidence of age will be a current "Proof of Age Card", Drivers Licence including Learner, or Australian Passport;
- e. A person who cannot provide evidence will be:
 - i. Charged the full entry fee;
 - ii. Advised they are not eligible to supervise a person under the age of 10;
 - iii. Advised they are ineligible to enter the pool whilst not unsupervised by a person over the age of 16 years.

19.5 Other fees

- a. Lane hire fees are applicable for user groups who require exclusive use of lane space. The charging of a lane hire fee does not exclude the user from complying with any part of this Management Plan;
- b. An after-hour's fee (per hour) is applicable to groups who have permission to hold an event outside of the normal operating hours. The relevant entry fee still applies to each member of the group in addition to the after-hour's fee;
- c. Council may apply a fee to the use and hire of recreational devices (springboards, water slides, inflatable play equipment) which will be consistent with Council's Revenue Policy and Fees for Service;
- d. Council provides free entry to pools during official ceremonies for Australia Day;
- e. Council is able to provide one additional free entry day each year at each pool to celebrate a national or community event. Nomination of the free entry day will be approved by the General Manager;
- f. Council will allocate a set amount in each year's operational budget to cover the cost of waiving of fees. Requests for waiving of fees need to be made in writing to Council and approved by the General Manager within the annual budget allocation approved by Council.

20 Operating Hours

20.1 Pool season and hours of operation

The summer 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.

The Narrabri Aquatic Centre will operate all year round, excluding any maintenance period required with the outdoor areas becoming available with the summer swimming season.

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

Opening dates will be advertised in The Narrabri Courier and on Council's website in the month prior to opening.

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

The spread of hours will generally be consistent with the two-tiered service delivery arrangement outlined in section 19.2 of this plan. The spread of hours will be set considering the requirements of key user groups, patrons, operational requirements and resource constraints.

20.2 Site details

Boggabri summer season: second Monday in October to the first Friday in April.
October, March and April: 12.00noon to 6.00pm

November, December, January and February: 12.00noon to 7.00pm
Public Holidays: 12.00noon to 6.00pm
Christmas Day and Boxing Day: Closed

Narrabri summer season: second Monday in October to the day before the first Saturday in April.

Monday to Friday - Summer: 6.00am to 7.00pm
Saturday- Summer season: 9.00am to 6.00pm
Sunday- Summer season: 12.00noon to 6.00pm
Summer season completion 1 April: End of Business Day

Where a State or Regional carnival is scheduled for late April, consideration will be given to extending the summer period subject to numbers

Narrabri winter season: first Saturday in April to the day before second Monday in October.

Monday to Friday- Winter season: 6.00am to 6.00pm
Saturday- Winter season: 12.00noon to 4.00pm
Sunday- April, May and September: 12.00noon to 4.00pm
Sunday- June, July and August: Closed
Public Holidays Winter season: Closed
Christmas Day and Boxing Day: Closed
Good Friday to Easter Monday: Closed

Wee Waa summer season: second Monday in October to the first Friday in April.
October, March and April: 12.00noon to 6.00pm

November, December, January and February: 12.00noon to 7.00pm
6.00am to 8.00am
(dependant on demand)
Public Holidays: 12.00noon to 6.00pm
Christmas Day and Boxing Day: Closed

Where demand permits and qualified staff are available consideration will be given to extending morning and afternoon swimming times.

20.3 Alterations to usual hours of opening

All pools will be closed:

- a. 5.00pm Christmas Eve;
- b. Christmas Day;
- c. Boxing Day;
- d. Good Friday through to Easter Monday.

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

- a. Unfavourable weather resulting in absence or likely absence of swimmers e.g. rain;
- b. Safety reasons e.g. lightning, equipment failure, contamination, vandalism;
- c. Interruptions to power supply;
- d. In the event of imminent weather and or lightning Council Staff may close outdoor pool areas until such time as the weather is considered safely past. During such times patrons will be required to evacuate from the water and take appropriate cover until notified by Council staff that it is safe to return to the water;
- e. Aquatic Facilities Coordinator or Pool Team Leader is authorised to close any part of the facility or the entire facility to control a risk to patrons, colleagues or the facility if he or she considers the risk to be escalating toward high;
- 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. During periods of hot weather Aquatic Facilities Coordinator or Pool Team Leader have the authority to extend the opening times of the pool considering available staff and number of patron's present;
- h. The Aquatic Facilities Coordinator or Pool Team Leader will notify the organiser of any group booked in for an event of an alteration to usual hours as soon as possible;
- i. The Pool Team Leader will notify the Aquatic Coordinator Manager of changes to opening times as soon as possible;
- j. During brief power outages the pool can remain open if adequate disinfection levels, clarity and lighting etc. can be maintained. Other areas of the facility must also be able to continue to operate safely. During extended power outages the pool will be closed.

Annexures

[ECM 1208582 Aquatic Facility Management Plan Narrabri Shire Council](#)

[ECM 1727464 Aquatic Centre Facilities Pool Emergency Action Plan](#)

[ECM 1724177 Swimming Pool User Agreement 2018](#)

[ECM 1724176 Aquatic Facilities Booking Application - All Activities](#)

[ECM 1724174 Application for Swimming Pool Lane Space](#)

[ECM 1727462 Aquatic Facilities Conditions of Entry](#)

[ECM 1727475 Wee Waa Aquatic Facility Site Plan](#)

[ECM 1727473 Narrabri Aquatic Facility Site Plan](#)

[ECM 1727476 Boggabri Aquatic Facility Site Plan](#)

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