

OPERATING MANAGEMENT STANDARD STATEMENT

1 Purpose of Operating Management Standard (OMS)

To set out a framework for the operation of the Waves Fitness and Aquatic Centre (WAVES) to ensure that the legislative requirements are met, and the best possible service is provided for the community.

2 OMS Statement

Waves Fitness and Aquatic Centre provide a range of aquatic and dry land opportunities that will contribute to the wellbeing of the Hills Shire Community through the provision of:

- Programs which meet community needs including: the teaching of swimming and water safety; providing for exercise, recreation, and competition; and the development of talent.
- A service which is responsive to community needs and expectations, by developing and promoting new markets and products to enhance the existing programs.
- Equitable access for the diverse needs of the community.
- Activities in a safe and viable manner, by managing the risks involved.
- A professional and innovative service based on a customer oriented work ethic
- A cost effective, value for money service, which balances the financial results with social and environmental outcomes.

3 Principles

3.1 Compliance

Waves Fitness and Aquatic Centre will be managed in accordance with internal operating procedures and in accordance with Hills Shire Council policy and procedures.

3.2 Accessibility

Waves Fitness and Aquatic Centre are community facilities and will seek to be innovative and responsive to making the Centres accessible for use by all persons who wish to participate in recreational, swimming, exercise, aquatic sports, and activities.

Priority of use will be given to the general public, programmed community activities and local not-for-profit organisations. Other users including commercial organisations; regional, state, national and international competitors will be provided with access where there is no adverse impact on community use, or the inclusion of their activities would improve the range of opportunities available to the Hills Shire community.

Waves Fitness and Aquatic Centre will provide recreational, training & competition needs for all aquatic based user groups. Programming is aimed at:

- Providing a diverse range of programs and services to maximise the utilisation and patronage of the facility and ensure optimisation of financial return.
- The base framework of the 'Priority of Use Policy' for Waves Fitness and Aquatic Centre aquatic related activities covers the following:

Priority 1	Community Use	<ul style="list-style-type: none"> - General Public Lap Swimming - General Public Leisure water - Adult and seniors' aquatics programs/services
Priority 2	School Use Programs Centre Base Clubs	<ul style="list-style-type: none"> - School Carnival events - Aquatic Programs, Wet and Dry Fitness - Programs Amateur and Registered Sporting Clubs
Priority 3	Other Use	<ul style="list-style-type: none"> - Social inclusion - Recreational Leisure - Commercial Activities

3.3 Pool Programming

3.3.1 In considering the allocation of water space and facilities to users for exclusive activities, such as squad and swim programming, carnivals and filming, the Manager will consider:

- 3.3.1.1 Where possible, allocate times for activity during times of low community demand
- 3.3.1.2 The number of community users who would be disadvantaged by not having access to the water space or facility
- 3.3.1.3 The disruption to normal patterns of use by the community
- 3.3.1.4 When required, the configuration of the pools (25 or 50 metres) to ensure risks to users are minimised and usage is optimised.
- 3.3.1.5 No more than 50% of the indoor pool
- 3.3.1.6 No more than 50% of the outdoor pool

3.4 Service Level

- 3.4.1 Open WAVES within the hours specified in operating procedures to ensure optimal usage.
- 3.4.2 Submit reports on the level and type of use and overall performance of WAVES.
- 3.4.3 Where practicable develop a diverse range of in-house aquatic and exercise programs and activities for the benefit of as broad a range of public users as possible.
- 3.4.4 Promote WAVES and the activities therein so that the level of use is maximised.
- 3.4.5 Manage and run WAVES in accordance with parameters documented in operating procedures.

3.5 Fees and Charges

- 3.5.1 Fees and charges for use of the facilities in accordance with the Council Pricing Policy and will be set at a level so that public access is optimised, and Council covers the costs of maintaining the Centre with minimal subsidisation. Fees will be reviewed annually or as required by Council.
- 3.5.2 For Carnival bookings, priority will be given to Hills Shire Schools and Zones within Hills Shire.

3.6 Fundraising Donations

Waves Fitness and Aquatic Centre will support only organisations and schools within the Hills Shire Council area.

3.7 Complimentary Admission or Concession Admission

- 3.7.1 Complimentary or concession admission to the centre may be provided to groups or individuals with specific needs; recognise specific community or sporting achievements as approved by the General Manager Hills Shire Council.
- 3.7.2 Complimentary admission will be granted to children under 4 years of age, who must be under active supervision of a full paying parent or guardian.
- 3.7.3 Complimentary admission will be granted to One (1) parents/guardians accompanying a child participating in the Learn to Swim Program.
- 3.7.4 Complimentary admission will be provided for coaches and officials accompanying both not-for-profit and commercial organisations such as swimming clubs, scouting groups and youth groups. This is conditional upon prior application and approval being granted by the Manager.
- 3.7.5 For Waves Fitness and Aquatic Centre staff complimentary use will be extended at the discretion of centre management. The staff access policy to areas such as swimming and fitness will be set out in Waves Fitness and Aquatic Centre staff inductions.
- 3.7.6 The managers will enter cooperative and/or commercial arrangements with organisations, subject to:
 - 3.7.6.1 The commercial organisation's activities improving the range of opportunities available to the Hills Shire Community.
 - 3.7.6.2 The commercial organisation's activities not being in competition with Waves Fitness and Aquatic Centre programs and services.
 - 3.7.6.3 The commercial organisation's activities do not impede Waves Fitness and Aquatic Centre capacity to meet its community obligations.
 - 3.7.6.4 The arrangement with the commercial organisation being compliant with Hills Shire Council's WHS, Procurement, Sponsorship, and other policies.
 - 3.7.6.5 If the Manager receives evidence of unauthorised commercial activities being conducted in the facility, she/he has the authority to ask the operator and participants to cease the activity and/or leave the facility immediately.

3.8 Lane Etiquette

- 3.8.1 Waves Fitness and Aquatic Centre has a Lap Swim Etiquette policy to assist swimmers with information on the nuances and customs of swimming laps with others. It is also provided to avoid conflict and make everyone's experience more enjoyable.
- 3.8.2 Swimmers are to select the lane that is most compatible with their swimming speed.

<i>Speed/Pace</i>	<i>Pace per 50m</i>	<i>Pace per 25m</i>
<i>Slow:</i>	<i>laps slower than 60 seconds.</i>	<i>laps slower than 30 seconds.</i>
<i>Medium:</i>	<i>laps slower than 50 seconds.</i>	<i>laps slower than 25 seconds.</i>
<i>Medium fast:</i>	<i>laps slower than 40 seconds.</i>	<i>laps slower than 20 seconds.</i>
<i>Fast:</i>	<i>laps faster than 40 seconds</i>	<i>laps faster than 20 seconds</i>

- 3.8.3 Swimmers are asked to always enter the water feet first at the shallow end of the pool and keep clear of another swimmer already occupying the lane. Meaning, if there is a swimmer approaching the wall to wait until they have turned and started their next lap prior to entering the water.
- 3.8.4 Lap Swimming is to be conducted in a circular swim pattern keeping to the left side of the lane. Swim as close as you can to the lane rope to avoid colliding into oncoming swimmers. Turn on the centre of the wall at each end and move to the right as soon as possible.
- 3.8.5 Swimmers are responsible for ensuring they are aware of their space in the lane and the orientation of others and avoid pushing off the wall just in front of a faster swimmer. Allow 5-10 seconds before pushing of the wall behind another swimmer.
- 3.8.6 Ensure full laps of the pool are being swum at all times and avoid stopping in the middle of the lane at any time.
- 3.8.7 Slower swimmers should yield (stand clear, keep to corners of the lane) at the wall to let the faster swimmer past or if consistently being overtaken by others in the lane change lane to a slower pace.
- 3.8.8 Faster swimmers should wait until the end of the length and turn ahead of the slower swimmer while they wait on the wall
- 3.8.9 Unless otherwise signposted, you should only swim freestyle in the fast lanes. Short drills that involve other strokes are ok, but these should be kept to a minimum and you should always be mindful of where other swimmers are while doing these. If you are swimming Butterfly, switch to a left arm stroke only when passing other swimmers to avoid accidentally making contacting.
- 3.8.10 Lifestyle swimming lanes (Walk-Run lanes) will be provided whenever possible. If there are no designated Lifestyle swimming lanes, please ask a Pool Attendant

4 Authorisation

Management Team adopted OMS.

5 Amendments

None.

6 Who is responsible for implementing this OMS?

The Centre Manager and all the staff employed at the centre. This policy is implemented in accordance with the Waves Fitness and Aquatic Centre Operating Procedures.

7 Document owner

The owner of the policy document is the Manager Fitness and Aquatics.

8 Related Council Operational Management Standards

Nil listed.

9 Legislation and References

Relevant industry legislation, regulations and guidelines include, but not limited to:

Public health (swimming Pool & Spa Pools) Regulation 2012 (NSW Department of Health) – this prescribes the water quality and general cleanliness/hygiene, which the Service Provider is to maintain at the Waves Fitness and Aquatic Centre.

Health (Infectious Diseases) regulation 2010 (NSW Department of Health) – this prescribes water purification standards for public swimming pools and spa pools, which the Service Provider must adhere to in order to ensure safe and hygienic conditions for pool users.

NSW Work Health and Safety Hazardous Substances Regulation 2011 (NSW Department of Industrial Relations) – this provides guidelines, which the Service Provider must adhere to when managing and storing dangerous chemicals used in the public pool environment.

Storage and Handling of Dangerous Goods Act 2006 (NSW Department of Industrial Relations) – under 10,000 litres/kg this requires that the Service Provider notifies Work Cover.

Guidelines of Safe Pool Operations 2010 (Royal Life Saving Australia) – These guidelines must be followed by the Service Provider in the provision of general operations, technical operations, facility design, first aid, supervision and learn to swim.

Practise Note 15 Water Safety – Revised July 2012 - Practise Note 15 has been prepared by the Department of Local government to assist councils in exercising their water safety functions. The practise note is primarily concerned with swimming pools and public land and beaches, although it is relevant for other waterways under council control that are used by the public such as pock pools, estuaries, and lakes.

Child Protection Legislation Amendment Act 2014 – the object of this is to protect children by means of employment screening for child-related employment administered by the commission & other agencies.

Crown Land Act 1989 – ensures Crown Land is managed for the benefit of the people of NSW and in particular to provide for the regulation of the conditions under which Crown Land is permitted to be occupied, used, sold, leased, licensed, or otherwise dealt.

Environmental Planning & Assessment Amendment Act 2006 – encourages proper management, development and conservation of natural & artificial resources promoting the social and economic welfare of the community and a better environment.

Local Government Act 1993 – provides the legal framework for an effective, efficient, environmentally responsible, and open system of local government in NSW, giving Councils the ability to provide goods, services, and facilities and to conduct activities, appropriate to the current and future needs of local communities and of the wider public.

Work Health and Safety Act 2011 – to secure and promote the health, safety, and welfare of people at work by protecting them against risk to health or safety arising out of activities of persons at work. Ensuring risks to health and safety at a place of work are identified. Assessed and eliminated or controlled.

Any recommendations by the State Coroner's Office in relation to deaths in public pools – the Service Provider should keep abreast of these as they could affect operations in respect of required supervision levels, staff qualifications and training and maintenance requirements for the pools.

10 Definitions

None.