



Dear Sir/Madam,

**Subject: Lake Mac Swim Centres – School Carnival Hire Booking Package**

Please find attached our School Carnival Hire Booking Package for your proposed School Carnival at **West Wallsend Swim Centre**.

Enclosed are a number of forms. To confirm your booking please return a signed copy of the first form (School Carnival Hire Form) on pages 2-4 and pay the hire deposit.

**Email:** council@lakemac.nsw.gov.au

**Mail:** Attention (Callie Spurr – West Wallsend Swim Centre)

Lake Macquarie City Council  
Box 1906  
Hunter Region Mail Centre NSW 2310

The other enclosed forms outline Council's responsibilities, the Hirer's responsibilities, the Swim Centre rules and conditions of entry, our emergency site plan and evacuation procedure and risk assessments for shallow water diving.

Swim Centre staff will complete an induction with your Schools' nominated contact person on the day of the hire that will include information on basic emergency procedures, observation points for water surveillance, any hazards that may be present in the Swim Centre on the day, the identification of any medical conditions and any non-swimmers or weak swimmers' abilities.

Please note in advance of your visit that schools are required to have 1 supervisor for every 20 participants to supervise whilst you are within the Centre.

Should you require further information, please contact me on 4921 0738.

Yours faithfully

Callie Spurr

Swim Centre Team Leader

Leisure Services Department

## West Wallsend Swim Centre- School Carnival Hire Form

**Hirer to complete all fields shaded pale blue**

### Contact Details

Contact details of Hirer	School Name	
	Full name of Hirer	
	Position	
	School postal address	
	Contact phone number	
	Contact e-mail address	
Name of contact person to be present on the day		

### Event Details

Date of proposed carnival?		Time: We offer school carnivals between <b>9:30am-2:30pm ONLY</b>
Schools may access the swim centre grounds outside of our standard school carnival times for setup but will NOT be able to enter the water. Requests to access the pool before or after our standard hire times will be charged the applicable lane hire fees.		
Pool Options	25 metre	One pool is provided free for your school. If you require a second body of water additional hire fees will apply.
Tell us how many student you expect will attend your carnival?		Your booking gives you exclusive use of the pool, not our whole facility. All Swim Centres may remain open to the public to swim in unused water bodies, splashpads etc.

### Payment Details

A 50% non-refundable deposit is required to secure the booking. The hire deposit amount is 50% of your expected attendance numbers. The final payment amount is the balance between actual attendance numbers and your deposit.		
Payment option for hire deposit	Hirer must contact Swim Centre when Hire Form is submitted to pay the deposit - <b>The booking is NOT secured until deposit is received</b>	
Payment option for balance of payment	<input type="radio"/> Option 1- Hirer to pay on day	<input type="radio"/> Option 2 - Council to forward tax Invoice

### Activities

Will an <b>Unstructured Aquatic Activity</b> be conducted? (see definition over page).	Yes  No	If Yes, please select the management option that you would like to request for your booking. (see Hiring Conditions and Responsibilities, point 4)	<input type="radio"/> Option 1 - We will have less than 50 persons in the pool at any time. <input type="radio"/> Option 2 - Pay for additional lifeguard.
What time will your unstructured aquatic activity start and finish?			

If you answered YES to Unstructured Aquatic Activity you MUST also complete the Unstructured Activity Checklist on Page 5 of this document .

**Definition of an “unstructured” aquatic activity**

The Water Safety Guidelines only apply to unstructured aquatic activities including unstructured recreational swimming, which may be incorporated in weekly swimming programs, school excursions, camps or activity/celebration days.

Examples of unstructured aquatic activity:

- ‘celebration’ or ‘reward days’ either for individual classes or the whole school
- ‘free’ swimming as part of an excursion
- ‘free’ swimming incorporated in a school swimming carnival
- ‘free’ swimming or pool play at a school camp
- ‘free’ swimming in a weekly school sport program
- ‘salmon races’ or continuous swim activities

**Other Requests/Information to support your booking request: (for example, access to grandstands, indication /expected hours of kiosk use and if there will be scheduled kiosk breaks).**


Attachments from Lake Macquarie City Council to Hirer:	Attachments required from Hirer before booking can be confirmed:
<ul style="list-style-type: none"> <li>• Standard Hire Agreement Form</li> </ul>	<ul style="list-style-type: none"> <li>• Completed and signed School Carnival Hire Agreement Form</li> </ul>
<ul style="list-style-type: none"> <li>• Standard Hiring Conditions and Responsibilities Sheets</li> </ul>	<ul style="list-style-type: none"> <li>• Payment of hire deposit</li> </ul>
<ul style="list-style-type: none"> <li>• Pool Rules and General Conditions of Entry</li> </ul>	<ul style="list-style-type: none"> <li>• Unstructured Activity Checklist (if applicable)</li> </ul>
<ul style="list-style-type: none"> <li>• Unstructured Activity Checklist (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• The Hirers Risk Management Plan</li> </ul>
<ul style="list-style-type: none"> <li>• Swimming Pool Emergency Site Plan/Evacuation Procedures</li> </ul>	
<ul style="list-style-type: none"> <li>• Shallow Water Diving Information and Risk Assessment</li> </ul>	
<ul style="list-style-type: none"> <li>• Risk Assessment – Swim Centres General – External Organisations Activities/Events</li> </ul>	

By returning this form, I declare that I am authorised by the above-mentioned Organisation to hire the Centre specified for the purpose specified. I have read and understood the standard Hiring Conditions and Responsibilities, for both the Organisation and Council, and the Emergency Response information provided and confirm that I accept them on behalf of the Organisation.

Contact Name (person completing forms):

\_\_\_\_\_

Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

Contact Name (person to be in attendance on day of hire):

\_\_\_\_\_


Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

**On departure all schools must check-out via QR Code on departure from our Centre at the end of your Carnival. Please report to Reception staff for the QR Code to scan to complete this task.**

 <b>Unstructured Aquatic Activity Checklist</b> <i>(if applicable)</i>	Yes	No
<p>If you are holding an UNSTRUCTURED AQUATIC ACTIVITY (including salmon races) you <b>must</b> complete the following checklist and return it with your Hire Agreement Form.</p>		
<p>The school confirms it is responsible for assessing students swimming competency before any unstructured aquatic activity is undertaken during the hire period.</p>		
<p>Do you have the appropriate wrist bands for the students to wear once a swim assessment is complete? (The school must supply their own wristbands)</p> <p>- Blue for competent &amp; yellow for non-swimmers.</p>		
<p>The DET Water Survival Challenge will be carried out with all participating students prior to commencement of any unstructured activity and the appropriate wristbands will be worn. <i>See the testing sequence for the DET Water Survival Challenge, provided in this package.</i></p>		
<p>Do supervising teachers have the appropriate qualifications?</p> <p>- At least one supervisor must hold either an Austswim Certificate, RLSSA Bronze Medallion, RLSSA Swimming Teacher Rescue Award, SLSA Patrol Bronze Medallion or SLSA Surf Rescue Certificate. The School must be able to produce these qualifications upon request by the Swim Centre in a timely manner.</p>		
<p>Supervising staff are to be inducted to the centre prior to commencement of unstructured activity and are to be familiar with the Emergency Response Plan provided in this booking pack.</p> <ul style="list-style-type: none"> <li>• Layout of the centre including entries, exits and first aid room.</li> <li>• Rules and regulations</li> <li>• Appropriate activity areas, including pool space planned for non-proficient or non-swimmers</li> <li>• Other information resulting from risk management</li> </ul>		
<p>School is providing a ratio of 1:20 supervisors to students (whether it be teachers or parent helpers) and are aware of the responsibilities to this role, including positioning and scanning techniques.</p>		
<p>All parent helpers will have a current Working with Children (Volunteer) check that is verified by the school. Lake Macquarie City Council is a child safe organisation.</p>		
<p>Supervisors are aware that whilst supervising they must be carrying a piece of rescue equipment; either a kickboard, noodle or rescue tube.</p>		
<p>On the day, School Staff will inform students of where the change rooms, toilets, first aid room and the emergency exits are located. They will also advise students of the and emergency evacuation plan and how to signal a lifeguard if assistance is required.</p>		

## Standard Hiring Conditions and Responsibilities- Council

Parties	Lake Macquarie City Council of Administration Centre 126-138 Main Road Speers Point (Council) and  _____ [Hirer]	
<b>Council will undertake the following:</b>		
1) Qualified Centre Staff	During operational periods there will be at least two fully qualified staff members available for assistance. Qualifications include Pool Lifeguard Certificate, Current CPR, Senior First Aid, Spinal and Defibrillation Certificates.	
2) Facility Induction	Centre staff will provide a facility induction to the hirer-in-charge upon arrival at the Centre. This induction will include information on basic emergency procedures, observation points for water surveillance and any hazards that may be present in the Centre on that day.	
3) Space allocation	Sufficient lanes for the Schools activity will be allocated, however the Centre is still open to the public and therefore allowances must be made for public swimming. Locations for out-of-water marshalling, rest and play areas will also be allocated where identified by the hirer.	
4) Unstructured Aquatic Activity	If the School is planning to conduct an Unstructured Aquatic Activity one of the following options must be adopted; <ul style="list-style-type: none"> <li>▪ <b>OPTION 1:</b> Restrict the unstructured aquatic activity component to class/ participant numbers below 50 students/individuals at a time in the pool, or</li> <li>▪ <b>OPTION 2:</b> Pay the costs of hiring additional lifeguards for the unstructured aquatic activities thus ensuring a safe ratio of 1 lifeguard to 50 students. Lifeguards are charged at a 2-hour minimum hire. Additional lifeguards will be provided at the current hourly rate, contact Swim Centre Team Leader for further details on this cost. If numbers on the day are higher than predicted by the hirer then Lake Mac Swim Centres may charge additional fees to cover the cost for an additional lifeguard. This will be discussed upfront with the hirer on the day.</li> </ul>	
5) Centre staff support for First Aid	The Centre staff will be available to support the Schools supervising staff in the event of an incident or accident requiring first aid treatment.	
6) Safety equipment	The Centre has appropriate emergency assistance equipment located in the vicinity of the pool. This equipment is available for the School's immediate use in the event of an emergency arising.	
7) Procedure in an emergency	In the event of a major emergency the Swim Centre Team Leader/ Senior Pool Lifeguard will become the Chief Warden. All staff and patrons will be given directions by the Chief Warden. Directions, which may be given over the PA System, may include the evacuation of the Centre to the Emergency Assembly Point.  Directions from the Chief Warden may be given to event staff to assist with the emergency as required including site control, first aid support etc.  The Emergency Site Plan and Evacuation Procedure are included in the Booking Package.	
8) Kiosk	The Centre (limited facilities are available at West Wallsend) has a kiosk facility available that will be operational during standard pool opening hours.  Please contact the Centre staff prior to booking to discuss food/beverage options.	
9) Pool Rules / Conditions of Entry	Both the pool rules and Conditions of Entry are displayed at the Centre.	

10) Sun Protection	The centre has limited shade provision. It is recommended that the hirer observes appropriate personal sun protection measures. Temporary shade structures may be erected with consultation with centre staff.
11) Adverse weather	The centre has limited provision to assist in providing protection from adverse weather e.g. rain and thunderstorms (lightning). It is suggested that the Hirer advises those attending the activity that they should carry personal protection against wet weather. The Hirer should prepare an action plan to evacuate students in the event of lightning storms, as our Centre may not be in a position to provide adequate shelter for large crowds.
12) Competitive Dive Starts	To assist the School in preparing for the activity a copy of the <b>Shallow Water Diving Information and Risk Assessment</b> for the main water bodies in the Swim Centre are attached for the School's information.
13) Cancellation of Hire	<p>Council may, at any time for reasonable cause, including mechanical breakdown, safety concern (including lightning), or emergency, cancel the School's hire of the Centre without notice. Council will endeavour to give the School reasonable notice of its intention to cancel this Hire Agreement.</p> <p>Council is to have no liability (of any nature whatsoever) to the Hirer as a result of the cancellation of the School's hire of the Centre.</p> <p>In the unlikely event of a cancellation occurring, every effort will be made to transfer the Hirer's activity to another suitable day. If this cannot be accommodated then Council will refund the non-refundable hire agreement.</p>
14) Hygiene	All persons are strongly encouraged to use the toilet and shower facilities before entry into the pool. Persons detected with open wounds, sores & rashes, infected eyes or wearing bandages are requested not to swim. Pool contamination through nose blowing, spitting and spouting of water is actively discouraged. Appropriate swimwear must be worn at all times. For infants and toddlers, aquatic nappies that are specifically designed for use in pools must be used at all times.
15) Health risks	It is essential that Council be advised of any swimmers who are a known potential health risk. The opportunity for these persons to swim will be subject to adequate precautions being in place to protect other pool users. To assist the Hirer in making this declaration please complete the relevant section on the attached Schedule.

## Standard Hiring Conditions and Responsibilities - School

Parties	Lake Macquarie City Council of Administration Centre 126-138 Main Road Speers Point (Council) and  _____ [Hirer]
<b>The School will be expected to undertake the following:</b>	
1) Schedule	The schedule that establishes the Booking Agreement between Council and the School (Hirer) is included in this Booking Package. It is essential that the Hire Agreement Form is fully completed and <b>returned to the Centre at least two weeks prior to the day of the carnival.</b>  <b>It is essential that the hire deposit is paid at the time of booking to secure the hire date.</b>
2) Supervision	The School is required to have 1 Supervisor:20 Participants to supervise whilst you are within the centre as per Water Safety Practice Note 15 and the Department of Education Policies and Procedures (Excursion Policy).  This will include supervision of participants in the water, rest areas and the change rooms. School staff members are requested not to enter change rooms/toilets of the opposite sex, please contact Swim Centre Staff for assistance.  Active water surveillance is required at all times whilst participants are in the water during the carnival. Active supervision requires dedicated attention to all in water activities, with rescue devices available for response in the event of swimmer difficulty. It is recommended that 1 staff member is positioned on both sides of the pool performing active water surveillance throughout the carnival.  <b>Additional supervision and attention will be required if the School is conducting an unstructured aquatic activity or have participants with special needs entering the water.</b>  Pool lifeguards, although they may be patrolling the Centre, are not solely responsible for the surveillance of the participants in the water.  The school must nominate dedicated supervisory staff on arrival to the Swim Centre Team Leader/Senior Lifeguard. The staff members must be identifiable and will be responsible for supervising students both in and out of the water. They will be the point of contact for Lifeguards to address any behaviour concerns and will be requested to wear appropriate attire such as hi-vis vests (or similar) which can be provided by the Swim Centre while at the centre.
3) Schools Guidelines	It will be expected by the Centre staff that all supervising teachers and any supporting adults will follow relevant guidelines issued by their respective Education Departments in relation to the conduct of excursions and swimming/aquatic activities. Where these guidelines are in contradiction or are considered to provide a lower 'standard' to Council policy or operating procedures, the Council operating procedure and policy will apply.
4) Risk	The <b>Schools Risk Management Plan</b> for the Carnival is to be attached to the Hire Agreement Form when returned to the Centre.  The School is responsible for inspecting the Centre prior to use, to ensure it is safe and accessible for the planned activity.  The School uses the Centre at its own risk.
5) Entry provisions	The School will be charged the amount equivalent to the number of participants, based on the current General Entry fee, and in some cases, the Bulk Entry fee (10 or more persons).  The School and nominated supporting staff will be able to enter the Centre at no charge. An identification badge, or similar, will be required to be prominently worn, to reduce the possibility of misidentification by Centre staff.



	Additional persons are able to gain entry into the Centre on the current 'Spectator' fee.
6) Unstructured Aquatic Activity	If the School is planning to conduct an Unstructured Aquatic Activity (as outlined in the Lake Mac Swim Centre School Carnival Hire Agreement Form definition) they must declare so on the Schedule and select how it is going to manage the activity by selecting Option 1 or Option 2.
7) Pool Rules / Conditions of Entry	The pool rules and Conditions of Entry must be observed at all times by the Hirer. These rules and conditions have been developed to help ensure that the customers enjoy a safe and rewarding experience while visiting the Centre. Any reasonable direction by the Centre staff, including that to reduce the noise level, must be strictly adhered to. It is requested that PA's are not used to play continuous or loud music that may disrupt surrounding residents.
8) Procedure in an emergency	The Centre staff will take control of any major emergency and the School staff and swimmers will be required to follow any directions that are given. The School staff must familiarise themselves with the layout of the Centre and the available emergency exits. Directions from the Chief Warden may be given to event staff to assist with the emergency as required including site control, first aid support etc.
9) First Aid	All injuries that occur in the centre must be reported to the Centre staff. If the injuries require first aid treatment the Centre staff will be available to undertake this role. If the injuries require further treatment i.e. hospitalisation, the Centre staff and teacher-in-charge will consult and determine the best course of action to be taken. It is expected that at least one attending staff member will have current qualifications in CPR and emergency care.
10) Arrival at centre	The School contact person must announce the arrival of the hire group at the reception desk prior to any participants entering the Centre. Pool staff will advise access point for participants and organise induction.
11) Induction	The Schools person in charge, prior to the activity commencing will receive a site induction (toolbox talk)
12) Health Risks	The Schools person in charge will advise the Centre staff if any participants are potential health risks, identify these persons to staff and advise what precautions are in place.
13) Security of Hirer equipment	The School is responsible for ensuring that all equipment brought into the Centre is secure and safe for all users. Council takes no responsibility for any equipment or goods of the School that are lost, stolen or damaged while in the Centre.
14) Race Starting Equipment	Starting pistols may not be used in the Centre – please consult with Centre staff for acceptable starting methods. It is the responsibility of the School to arrange race starting equipment permission from Swimming Clubs or Swim Centres (if available at the Swim Centre).
15) Cleaning and repair	The School must ensure that at the end of the activity, the Centre is left in a clean and tidy condition and that all rubbish has been placed within the appropriate waste receptacles. The School must also ensure that any equipment used is returned in good repair and working order. A charge may be applied if any equipment is returned in a damaged condition.
16) Indemnity	The School indemnifies Council and its officers, employees and agents against any and all claims brought against them in respect of the School's use of the Centre except to the extent that such claim arises out of the negligence of the Council.

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17) Completion of activity	<p>On departure Schools must check-out via QR Code on departure from our Centre at the end of your Carnival. Schools must report to Swim Centre Reception staff for the QR Code to scan to complete this task.</p> <p>Duty of care remains with the hirer for children that remain at the facility at the completion of the activity. Children 10 years and below are not permitted to remain at the centre without being in the care of a responsible adult or person over 16 years of age.</p>
18) Animals	No animals except dogs assisting medically impaired persons are permitted in the Centre.
19) Photography onsite	Patrons are not to take photos of children other than their children without the consent of the parent/guardian of the child.
20) Loss or Damage	The School agrees to reimburse Lake Mac Swim Centres for any loss or damage incurred as a direct result of the activity in the designated area of hire, within reasonable control of or which would be expected to be in the reasonable control of the school, and in breach of this hire agreement, included but not limited to loss or damage to the building or equipment.

## NSW Department of Education - Water Safety Guidelines for Unstructured Aquatic Activity

*These guidelines determine competency for unstructured activities*

### WATER SURVIVAL CHALLENGE – MUST SEE CRITERIA

Elements	SURVIVAL CHALLENGE	MUST SEE	VALIDATION
Entry	Perform a slide in entry. Walk 5 metres through the water	<ul style="list-style-type: none"> <li>Unassisted, hold side of pool.</li> <li>Twist body to face the wall while lowering the body into the water.</li> <li>Feel for the bottom with feet.</li> <li>Walk through the water maintaining balance and control of direction.</li> <li>Head still and eyes open.</li> </ul>	<ul style="list-style-type: none"> <li>Safe controlled form of entry.</li> <li>Allows student to 'feel' the depth of water.</li> <li>Safe controlled movement that student can utilise if unable to swim.</li> <li>Recover to standing position.</li> </ul>
Survival Swimming	Continuously swim 25 metres • Using an action that resembles a stroke.	<ul style="list-style-type: none"> <li>Continuous swim for 25m.</li> <li>Any stroke may be selected, including freestyle, backstroke, breaststroke, survival backstroke or sidestroke.</li> <li>Body position, breathing and arm and leg actions should resemble the chosen stroke.</li> </ul>	<ul style="list-style-type: none"> <li>Appropriate distance to determine swimming proficiency.</li> <li>Proficient swimming of 25m enables student to reach a point of safety in a 50m swimming pool.</li> </ul>
Survival Sequence	Survival Sequence • Survival scull, float and/or tread water for 1 minute in deep water. • Call for help once within the sequence.	<ul style="list-style-type: none"> <li>Attempt controlled hand sculling action.</li> <li>Stationary position.</li> <li>Face clear of the water.</li> <li>Loud clear voice.</li> </ul>	<ul style="list-style-type: none"> <li>The capacity to scull, float or tread water for an extended duration ensures a student can remain in safe position, with face clear of the water, until intervention by lifeguard or rescuer if required.</li> <li>Calling out to alert lifeguard or rescuer that assistance is required.</li> </ul>
Exit	Exit the water unassisted	<ul style="list-style-type: none"> <li>Hold onto the edge of the pool.</li> <li>Move to a point (using hand over hand movements so as not to let go the edge of the pool) in the pool where an exit can be demonstrated.</li> </ul>	<ul style="list-style-type: none"> <li>Not all students will be able to climb out over the edge of the pool.</li> <li>Students must be able to remove themselves from the pool.</li> <li>Students must show the ability to recognise their own capabilities regarding exits.</li> <li>Students must be appropriately accommodated for regarding their individual physical capabilities. (refer DDA)</li> </ul>
Rescue Sequence	Voice Rescue • Reassure the person in difficulty. • Talk to the person in difficulty in an attempt to calm and encourage them all the way to safety. • Call for assistance.	<ul style="list-style-type: none"> <li>Good eye contact.</li> <li>Calm clear instructions.</li> <li>Alerting lifeguard or adult that assistance is needed while still maintaining eye contact with person in difficulty.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced risk to rescuer by not entering the water.</li> <li>Voice rescues are the safest form of rescue and provide reassurance to a distressed individual.</li> <li>Alert an adult that assistance is required.</li> <li>Maintaining eye contact with person in difficulty ensures their condition is monitored until reaching a point of safety.</li> </ul>



## General Conditions and Pool Rules

- Always follow directions of Swim Centre Staff.
- Council Swim Centres are all non-smoking venues.
- Management reserves the right to refuse entry.
- Patrons are to observe pool rules and signage at all times as displayed within the Centre.
- Patrons must pay the applicable fee to enter the Centre. No pass outs will be issued.
- Family entry is defined as being 2 adults (parent/partners) and dependent children up to 18 years.
- Patrons are not permitted to bring glass objects, knives or alcohol into the Centre. Patron's bags may be searched.
- All injuries must be reported immediately to Centre staff.
- It is recommended that no valuables are left unattended. The centre accepts no responsibility for lost or stolen items.
- Parents or guardians may not take children over the age of 8 years into the change room of the opposite sex.
- No pets or animals are permitted in the Centre, with the exception of Guide Dogs and Assistance Dogs.
- Persons with communicable infectious diseases must not use the pool.
- Children are asked to use the toilet prior to swimming.
- Do not enter the pool dirty, showers are available and must be used prior to swimming.
- No soap, detergent or any other substance is to be used in the pool.
- No skateboarding or scootering is permitted within the Centre.
- No running poolside or pushing is allowed.
- Appropriate swimwear must be worn at all times. Adequate and hygienic recognised swimwear made from lycra and nylon must be worn at all times in the water. Infants are required to wear only recognised waterproof aqua nappies plus tight leg swimwear. Rash shirts are the recognised swimwear and not cotton tee shirts.
- Inappropriate swimwear includes and is not limited to denim, cotton, leotards, bike pants, female underwear, boxer shorts, t-shirts, polo's and singlets, street clothes, sport/gym clothes, footwear.



## Supervision Expectations

- The Swim Centre provides trained staff to supervise patron safety and behaviour standards. **They do not replace the supervisory responsibility of parents and guardians of children.** The presence of a lifeguard does not diminish your responsibility as a parent or supervisor.
- Parental / Guardian supervision responsibilities at all Lake Mac Swim Centres include:
  - At a minimum a child under 10 years of age is actively supervised by a person 16 years or older.
  - Parent/caregiver/hirer supervisory staff are dressed ready for action, including unexpected entry into the water.
  - **Children 0-5 years** to be actively supervised at all times within arms' reach in the water.
  - **Children aged 6-10** under constant supervision, with parent/guardian prepared to get wet.
  - **Children aged 11-14 years** - it is recommended that parent/caregivers regularly check on their child by physically going to where they are in or around the water.
- Carers of people with disabilities must notify staff when entering the Centre.
- Do not attempt or allow persons under your responsibility to use facilities beyond your / their level of competency.
- Nomination of number of non-swimmers or weak swimmers and means in which they are to be supervised.



## Behaviour Expectations

- Abusive, disruptive, racists or offensive behaviour and language are not permitted. Offenders will be removed from the Centre.
- All patrons must behave in an appropriate manner with respect to children and around children. Lake Mac Swim Centres **will not tolerate any form of child abuse.** Child abuse is any behaviour that harms a child. It can take many forms, including physical, sexual and emotional abuse, as well as neglect and exploitation. Child abuse is against the law
- Any patrons under the influence of alcohol or drugs will not be permitted into the Centre.
- Patrons are not to take photos of children, other than their own children, without the consent of the parental / guardian of the child.
- Cameras and mobile phones are not permitted in change rooms.
- All patrons must behave in a manner that keeps children safe from physical, sexual or emotion abuse or neglect, or the fear or apprehension of such abuse and neglect.

Only dive in designated areas. No diving in the shallow end is allowed

# EMERGENCY RESPONSE PLANS

## Lake Macquarie Swim Centres

Site Name                      **WEST WALLSEND SWIM CENTRE**  
   EDDEN STREET & WITHERS STREET WEST WALLSEND NSW  
   2286

Site Emergency Contact:    Swim Centre Team Leader

Phone:                            0418 202 874

**AFTER HOURS            02 4921 0333**

## Purpose and Scope

The purpose of this Emergency Response Plan is to provide a site-specific procedure for Swansea, West Wallsend, Charlestown and Speers Point swim centres to deal effectively with emergencies or crises that may arise. It outlines the types of hazards encountered at the site, the roles and responsibilities of relevant personnel, and the measures in place for implementing, testing and reviewing of this plan.

This document has been developed in accordance with **Emergency Management – Process Control Document**.

In preparing this plan, consideration has been given to the following;

- The nature of the work being carried out at the workplace
- The nature of the hazards at the workplace
- The size and location of the workplace
- The number and composition of the workers and other persons at the workplace

The primary objective of this Emergency Response Plan is to protect persons on site. In the majority of situations, this means evacuating to a safe place and contacting the applicable Emergency Service.

During any type of emergency teamwork and communication is vital. Each member must be aware of his or her own role and of the roles of their colleagues. Follow Standard Operational Procedures closely and if unsure of the appropriate actions to take, speak to your supervisor.

All staff are required to regularly check pertinent communication sources for information sharing and updates. , They must record details of incidents in the Service Now Portal and complete appropriate reports as required.

## Distribution of Emergency Response Plan

Controlled copies of this Emergency Response Plan are to be distributed to the swim centre Team Leader.

## Identification of emergencies

The types of potential emergencies that could occur at the swim centre have been identified through the completion of the Emergency Response and First Aid survey. These emergencies will typically require an evacuation of the swim centre; however, the decision to evacuate the centre will be made by the senior lifeguard on duty or duty supervisor.

These are as follows;

- Fire
- Gas leak
- Environmental spills
- Structural damage to building
- Medical emergency
- Deceased person
- Assault
- Armed hold-up
- Violent or threatening person
- Natural disaster - Storm, flood or severe weather
- Bomb threat
- Suspicious mail/packages
- Power failure
- Contamination – Faecal or Vomit

## Minor Emergency/Incident Procedures

In addition to the emergencies identified above, there are also a range of minor incidents which can occur at the swim centre. These incidents can typically be responded to without the need to evacuate the centre and some examples are as follows;

Incident	Staff Response
Overcrowding	Stop admittance until numbers reduce, Utilize reception staff for supervision as required.
Disorderly behaviour	Ask the person to leave, if they refuse to comply, call the police & record in Service Now portal.
Lack of water clarity/Chemical irregularities	The levels of pool chemicals which must be maintained are detailed in the NSW Health Department "Public Swimming Pool and Spa Pool Guidelines"  Should the water clarity deteriorate, close the centre until conditions improve. In the event of chemical irregularities check the chlorine levels, pH and check filter & plant operation. Close the pool and advise Coordinator Leisure Operations immediately of closure
First aid injury	Treat the person and complete the appropriate forms



## Evacuation Procedure

The Emergency Evacuation Procedure is to be initiated in the event of a major emergency following the decision to evacuate the centre by the team leader, duty supervisor or senior lifeguard.

### Step 1. Alerting wardens - Identifying an emergency

All senior lifeguards are Emergency wardens.

Any person identifying an emergency must take the following action;

- Advise the warden of the emergency and keep other persons away from the area
- Inform the warden of the nature of the incident and whether there has been an injury, loss of life or potential threat to other persons
- Inform the warden of any actions taken or proposed

### Step 2. Assessing the situation

The warden will assess the emergency and determine whether an evacuation is necessary, and if Emergency services are required to be contacted. If an evacuation is required, the warden will raise the alarm to alert all persons by the use of a whistle, air horn, emergency alarm or voice.

### Step 3. Coordinating an evacuation

The warden is responsible for coordinating an evacuation, and they will take the following action, or delegate the action as required;

- Wear Yellow warden vest to indicate who is in control of the evacuation
- Raise the alarm to alert swim centre users to the emergency and the actions required
- Contact Emergency Services and upon their arrival on site, direct them to the incident and provide a handover
- Ensure that appropriate actions are taken in accordance with the Emergency response guidelines, depending on the nature of the Emergency. This will usually require assigning actions to other members of staff
- Coordinate traffic control on site or delegate as appropriate

### Step 4. Controlling traffic

The person nominated to control traffic on site is required to manage access and egress of vehicles on site. This will involve maintaining clear access for Emergency vehicles entering site. Vehicles should not leave the facility unless agreed by the Incident controller of the attending Emergency Services

### **Step 5. Communicating with others**

The warden will make the initial contact with other staff on site by raising the alarm. This is carried out by using the air-horn, whistle or 2-way radio. Further communication during an emergency can be carried out using the emergency mobile phone.

Depending on the nature and severity of the incident, the warden will raise the alarm to the department manager at an appropriate time once the situation has been controlled. The department manager will escalate as deemed necessary.

### **Step 6. Accounting for people**

The swim centre is a single level building with multiple bodies water. There are staff offices, plant rooms and storage sheds. Persons in these areas will be initially alerted to the emergency by the alarm.

The warden will delegate other team members to carry out area checks to ensure that all areas are clear and occupants are accounted for.

The warden will also delegate the task of ensuring that persons are directed to the assembly area which is identified on the Evacuation plan.

### **Step 7. Providing First Aid**

Injuries of a serious nature will be prioritised for treatment. Other persons requiring treatment will be assessed and treated by swim centre staff accordingly.

Emergency medical equipment held within the swim centre includes oxygen therapy, spinal board and defibrillator. This equipment is stored on or close to the Emergency Response Cart, along with a First Aid kit. There is also a First Aid room within the swim centre with additional First Aid supplies.

Depending on the nature of the emergency, the provision of First Aid may be carried out within the premises. If an evacuation is warranted, staff will take the necessary equipment to the assembly area and administer treatment as required.

### **Step 8. Assessing that the site is safe to reoccupy following the emergency**

The incident controller will advise the warden when the site is safe to reoccupy.

## Emergency Equipment / Resources – WEST WALLSEND

Description	Number on site	Locations
Evacuation Assembly Map	1	Foyer (Diagram)
Fire extinguishers	4	Kiosk kitchen, Chemical storage vat room, Storage Garage, Swim Club room
Emergency Response guide/Flip chart	1	Lifeguard office
Emergency response plan	2	Lifeguard office, Team Leader office
Air horns	2	Lifeguard office, Storage shed
Emergency mobile phone	1	Lifeguard office
Two Way Radio's	2	Managers Office
Spill kit material	1	Chlorine storage room
Fire blanket	1	Kiosk kitchen
Defibrillator	1	Lifeguard office
Oxy-viva	1	Lifeguard office
Barricades	4	Storage shed/garage
PA System	2	Lifeguard office, Swim club room
Safety Data sheets (boxes)	3	Lifeguard office, Storage shed, Storage room (cleaning closet)

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## Facility / Site Hazards and Emergency Response Procedures

Refer to D09878575 – Lake Macquarie City Council – Emergency Response Guide.

### Emergency Drills

The swim centre Team Leader should make arrangements to conduct a practice drill, with the purpose of testing the team's response to various emergencies. These drills will be carried out at least once per year; unless an actual emergency has occurred within that timeframe.

### Emergency Management Committee

Leisure Services have established an Emergency Management Committee. The members include the Department Manager, Beach and Swim centres team leaders and the Safety and Compliance officer.

The committee is tasked with planning and reviewing the Emergency Response Plans for the beaches and swim centres, including the emergency response procedure and any training associated with the effective implementation of the plans.

The committee is also responsible for the formation of the Emergency Control Organisation for the facilities.

The committee meets annually.

## Emergency Control Organisation

Emergency Role	Position/Location	Name	Office Phone	Mobile Phone
Crisis Controller	Chief Executive Officer (or delegated Executive nominee) who will coordinate the Crisis Management Team	N/A	N/A	N/A
Facility Manager	Swim centre Team Leader	Callie Spurr	X 3033	0419 202 874
Chief Warden	Nominated team members	N/A	N/A	N/A
Area Wardens	Nominated team members	N/A	N/A	N/A
First Aid Officers	Senior Lifeguard or delegate	N/A	N/A	N/A
Site Traffic Controller	Nominated team members	N/A	N/A	N/A
Occupational Health & Rehabilitation Officer	Works Depot Gatehouse Building - Workforce Planning Unit	Shanene Hornery	X543	0417 241 823
Emergency Service	FIRE	Fire Brigade	000 or Mobile 112	
	ACCIDENT (personnel affected)	Ambulance	000 or Mobile 112	
	EXPLOSION	Fire Brigade	000 or Mobile 112	
	BIOLOGICAL THREAT	Fire Brigade HAZMAT	000 or Mobile 112	
	BOMB THREAT	Police	000 or Mobile 112	
	RIOT	Police	000 or Mobile 112	
	NATURAL DISASTER	SES	132500	0418800700
	ENVIRONMENTAL INCIDENT	Fire Brigade HAZMAT	000 or Mobile 112	
Incident Hotline			X1650	

## **Area Warden Zones**

N/A

## **Post Emergency / Evacuation Debrief**

Following an emergency at the swim centre, a meeting will be held with the staff involved to conduct a debrief on the incident. The meeting will be held as soon as possible (at most, within 48 hours) of the incident occurring. The swim centre team leader or senior lifeguard will conduct the meeting, in conjunction with staff who were involved in the emergency response. Representatives from the Safety management team may attend the debrief meeting as required.

The Post Emergency Evacuation / Drill Debrief Meeting Form will be used to document the meeting, and this document is available as a meeting template in Microsoft Word.

It will remain the responsibility of the team leader or senior lifeguard to ensure all actions from the debrief are recorded in action items of meeting minutes indicating task, responsibility and timeframe, and that corrective actions are reported as such to the Incident Hotline for recording. The completed Post Emergency Evacuation / Drill Debrief Meeting Form record will be saved in TRIM

## SHALLOW WATER DIVING INFORMATION & RISK ASSESSMENT

### PART 1 – WATER DEPTH

West Wallsend Swim Centre advises the following information regarding shallow water diving. This is particularly pertinent to relay events or other activities where diving in shallow water may be a scheduled carnival event or activity.

Carnival Pool – 25m			
DEEP END DEPTH	Metres: 1.50	SHALLOW END DEPTH	Metres: 1.00
Starting Block height above water	mm: 500	Concourse height above water	mm: 150
OTHER INFORMATION:			

#### SUGGESTED SAFE WATER ENTRY TECHNIQUE

Based on the Royal Life Saving Guidelines for Safe Pool Operation Guideline SU22 the following entry is suggested:

DEEP END	Competitive Dive Start Permissible	SHALLOW END	Competitive Dive Start Permissible
OTHER INFORMATION: If you undertake Competitive Dive starts please ensure appropriate induction, training and competitor announcements are undertaken in accordance with DET or Industry requirements.			

### PART 2 – RISK IDENTIFICATION / ASSESSMENT / CONTROL

DATE	LOCATION 50m pool
IDENTIFICATION	
ASSESSORS	Swim Centre Team Leader
WORK AREA	25m pool
HAZARD DESCRIPTION	Risk of steep dive into shallow end of pool causing possible head/neck injury.

ASSESSMENT	
CURRENT CONTROLS	Non-elite swimmers require clearance from Hirer
LIKELIHOOD DETAILS	Very likely – could happen at anytime
CONSEQUENCE DETAILS	Permanent disability or ill health (possible death)
LEVEL OF RISK: A1 Extreme	
PROPOSED CONTROLS	BY DATE
ELIMINATION	Diving blocks are not provided at shallow end
SUBSTITUTION	
ENGINEERING	
ADMINISTRATION	Basic carnivals are a deep end start. Relays are able to have competitive dives at shallow end. Hirer to provide prior instruction in safe diving techniques.
LIKELIHOOD DETAILS (After proposed controls implementation)	Very unlikely – could happen but probably never will
CONSEQUENCE DETAILS (After proposed controls implementation)	Permanent disability or ill health (possible death)
LEVEL OF RISK: D1 Moderate	

#### APPROVAL TO IMPLEMENT CONTROLS & RESPONSIBLE PERSON

RESPONSIBLE PERSON	NAME	BY DATE	STATUS
Team Leader	Callie Spurr	On-going	Implemented
ADDITIONAL ACTIONS TO BE TAKEN:			

## Lake Macquarie City Council Risk Assessment Swim Centres General - School Carnivals



This document is a **Generic (controlled) activity Risk Assessment**

<b>Work Area / Location</b>	<b>Swim Centres</b>				<b>Find</b>	Locate this document via the Full Controlled Document search on the Backyard				
<b>Assessed By</b>	Callie Spurr, Ryan Strickland, Frances Fraser	<b>Approved By</b>	Special Project Officer - Smart Beaches - Tony Blunden - 25 September 2020	<b>Date Due for Review</b>	September 2023	<b>Audience</b>	Departmental - Swim Centre Staff			

WHS Aspects	Possible WHS Impacts	Initial Risk Rating	Control Measures (first consideration should be seeking ways to <b>Eliminate, Substitute, Isolate or Engineer out</b> the hazard before implementing administrative controls or PPE)	Timeframe to implement (based on initial risk rating) *	Responsible Position/s	Residual Risk
Carnival attendees not following instructions provided by swim centre staff	Incident resulting in injury to carnival attendees	C3 = L	<ul style="list-style-type: none"> <li>Install suitable warning signs within swim centre</li> <li>Ensure concise &amp; clear instructions are given to group and leaders regarding centre rules, expected behaviours</li> </ul>	Prior to start of carnival	Duty Supervisor/L ifeguards	D3 = VL
Carnival attendees come into contact with equipment that is not fit for purpose	Incident resulting in injury to carnival attendees	C3 = L	<ul style="list-style-type: none"> <li>Ensure that all required equipment is available and in good working order</li> </ul>	Prior to start of carnival	Duty Supervisor/L ifeguards	D3 = VL
Supervision of activities during carnival	Inadequate supervision of activities may result in injury or death to patrons	C1 = H	<ul style="list-style-type: none"> <li>Ensure sufficient staff rostered on duty</li> <li>Call in additional lifeguards as required</li> <li><b>Use of Supervision Matrix in place through Swim Portal</b></li> <li></li> </ul>	Prior to start of carnival	Duty Supervisor/ Senior Lifeguard	D1 = M

<u>Likelihood</u>	<u>Consequence</u>	<u>Risk Rating</u>	<u>Timeframe *</u>	<u>Consequence if hazard occurs</u>	<u>Likelihood</u>			
<b>A</b> = Almost Certain (Expected to occur )	<b>1 = Catastrophic</b> = Extreme pollution; Death or permanent disability; > \$500,000	<b>E</b> = Extreme	- Immed. - <24hr	<b>1=Catastrophic</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>B</b> = Likely (Will probably occur)	<b>2 = Major</b> = Severe pollution; Long term illness or serious injury; \$50,000 to \$500,000	<b>H</b> = High	- < 7 days	<b>2=Major</b>	E	E	H	M
<b>C</b> = Possible (Might occur at sometime)	<b>3 = Moderate</b> = Significant pollution; Medical attention & off work; \$10,000 to \$50,000	<b>M</b> = Moderate	- < 30 days	<b>3=Moderate</b>	E	H	M	L
<b>D</b> = Unlikely (Not likely to occur)	<b>4 = Minor</b> = Low level pollution, First aid treatment; \$0.00 to \$10,000	<b>L</b> = Low	- < 6 mths	<b>4=Minor</b>	H	M	L	VL
		<b>VL</b> = Very Low	- <12 mths		M	L	VL	VL

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Diving from starting blocks	Injury to patrons	C2 = M	<ul style="list-style-type: none"> <li>Restrict diving if water depth is shallow</li> <li>Relays to have starts from in the water at shallow end of pools</li> <li></li> </ul>	As required		D2 = L
Unstructured aquatic activities that are unplanned	Swim centre staff are unprepared and may not have allowed for adequate numbers of lifeguards to ensure appropriate supervision Serious injury or death	C1 = H	<ul style="list-style-type: none"> <li>Schools to prepare a risk assessment for any proposed unstructured activity and attach to hire agreement forms</li> <li>Unstructured activities to be further defined in carnival agreement form to include 'mass continuous swim activity'</li> <li>Ensure any proposed unstructured activity is raised to the Duty Supervisor or Team Leader for review prior to approval of the activity</li> </ul>	At time of booking, prior to confirmation of booking		D1 = M

Environmental Aspects	Possible Environmental Impacts	Initial Risk Rating	Control Measures (first consideration should be seeking ways to <b>Eliminate, Substitute, Isolate or Engineer out</b> the hazard before implementing administrative controls or PPE)	Timeframe to implement (based on initial risk rating) *	Responsible Position/s	Residual Risk
N/A						

Quality Aspects	Possible Quality Impacts	Initial Risk Rating	Control Measures (first consideration should be seeking ways to <b>Eliminate, Substitute, Isolate or Engineer out</b> the hazard before implementing administrative controls or PPE)	Timeframe to implement (based on initial risk rating) *	Responsible Position/s	Residual Risk
Book school in for carnival/event	Incorrect date/double booking may result in customer dissatisfaction	C3 = L	<ul style="list-style-type: none"> <li>Ensure bookings are added to Swim PortalEnsure school completes and returns booking form</li> </ul>	In place, Ongoing	Swim Centre Manager	D3 = VL

Likelihood	Consequence	Risk Rating	Timeframe *	Consequence if hazard occurs	Likelihood			
					A	B	C	D
<b>A</b> = Almost Certain (Expected to occur )	<b>1 = Catastrophic</b> = Extreme pollution; Death or permanent disability; > \$500,000	<b>E</b> = Extreme	- Immed. - <24hr	<b>1=Catastrophic</b>	E	E	H	M
<b>B</b> = Likely (Will probably occur)	<b>2 = Major</b> = Severe pollution; Long term illness or serious injury; \$50,000 to \$500,000	<b>H</b> = High	- < 7 days	<b>2=Major</b>	E	H	M	L
<b>C</b> = Possible (Might occur at sometime)	<b>3 = Moderate</b> = Significant pollution; Medical attention & off work; \$10,000 to \$50,000	<b>M</b> = Moderate	- < 30 days	<b>3=Moderate</b>	H	M	L	VL
<b>D</b> = Unlikely (Not likely to occur)	<b>4 = Minor</b> = Low level pollution, First aid treatment; \$0.00 to \$10,000	<b>L</b> = Low	- < 6 mths	<b>4=Minor</b>	M	L	VL	VL
		<b>VL</b> = Very Low	- <12 mths					

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List all <b>Hazardous Chemicals</b> to be used in this process. <b>Note:</b> All Hazardous Chemicals must be accompanied by a <b>Hazardous Chemical Risk Assessment</b> . Refer to <b>Hazardous Chemical – Process Control Document</b> for guidance.	
N/A	

The following people were consulted in the development of this risk assessment

Team Members	Team Name and / or Position
Callie Spurr	Swim Centre Team Leader – West
Ryan Strickland	Swim Centre Team Leader – East
Frances Fraser	Risk & Safety Advisor

Dissemination and Acknowledgement (How is this Risk Assessment to be communicated to ALL staff undertaking this task)

Method eg: Site Specific Induction or RA Training &/OR a Toolbox Talk, Team meeting etc	Evidence of dissemination eg: saved to TRIM, &/OR details recorded in Daily Diary or Worker Training Passport.

Document References (Acts, Regulation, Codes of Practices, Related Risk Assessments – including Hazardous Chemical, Manual Handling etc)	
Swim Centre Emergency Response Plans	DLG – Practice Note 15 – Water Safety
Swim Centres Procedures Manual	RLSS Guidelines for Safe Pool Operations
NSW Dept Health: Public Swimming Pool & Spa Pool Guidelines	

<u>Likelihood</u>	<u>Consequence</u>	<u>Risk Rating</u>	<u>Timeframe *</u>	<u>Consequence if hazard occurs</u>	<u>Likelihood</u>							
<b>A</b> = Almost Certain (Expected to occur )	<b>1 = Catastrophic</b> = Extreme pollution; Death or permanent disability; > \$500,000	<b>E</b> = Extreme	- Immed. - <24hr	1=Catastrophic	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>				
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Generic Activity, Product or Service Risk Assessment Form (Controlled Document) Version 13.					<b>VL</b> = Very Low	-	<12 mths	4=Minor	M	L	VL	VL

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