



SOUTH AUSTRALIAN STATEWIDE SWIMMING POOL AUDIT - NOVEMBER 2017



Government
of South Australia

Office for Recreation
and Sport



RECREATION
SOUTH AUSTRALIA

AQUATIC OUTDOOR
COMMUNITY, FITNESS & HEALTH

ACKNOWLEDGEMENTS

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Recreation SA wishes to thank Michelle Doyle, CEO Swimming SA and representing the Aquatics Sport Coalition SA (Diving SA, Water Polo SA, Swimming SA), Jan Sutherland, CEO Sport SA, and members of the Recreation SA Aquatics Advisory Committee.

Thanks are also extended to those who participated in the survey and contributed to this report, the results of which have presented an overview of the current aquatic industry and identified matters for future planning consideration.

The collective contribution has assisted in the delivery of a report that presents an overview of swimming pool facilities in South Australia as at November 2017.



DISCLAIMER

The findings in this report are derived from the analysis of a survey completed by representatives of aquatic facilities owned by Local Government/District Councils, the Department of Education and Child Development, Private Schools and the State government. While every attempt was made to provide a comprehensive state wide report, participation was not mandatory.

FOREWORD

Why are the South Australian public swimming facilities so important that they have been the subject of at least three major State Government reviews over a 20 year period? The answer is simple. They provide a safe environment for the public to learn water skills for survival. Once these skills are obtained, they remain with the person for life.

They open the door for many opportunities: one can pursue any number of water based activities across a range of water environments for pleasure, recreation, sport and aqua fitness; the skills open the door to employment in water based industries providing an economic benefit; and entering at the grass roots level, many people forge a career pathway into elite aquatic competition on the international arena.

South Australia aspires to have people living active and healthy lives and feeling part of the community. Recreation and sporting activities are integral to having people being stronger, healthier, happier and safer. Water based activities are key contributors by providing opportunities for improving fitness, offering competition, instilling education, creating recreational and social environments, facilitating rehabilitation, physical and health support and entering the workforce.

This report provides information that can be reviewed by a number of organisations, key stakeholders including State and local government, user groups and individuals all working or active in the swimming pool space that is accessed by the general public. It is seen as being a useful tool for increased participation and developments in the aquatic industry.

The provision of a 2017 'snap shot' is viewed as an integral contributor to informed discussion and decision making when considering the delivery and management of a strategic spread of aquatic facilities across the state. It provides current information that can contribute to ensuring the industry delivers safer venues where risks are minimised and it lends support to the growing demand for aquatic amenities that meet public needs. All of these outcomes are aimed at improving the health and wellbeing of the South Australian community through aquatics based activities.

In its role, Recreation SA intends to use the survey results by providing leadership in the sector through encouraging and promoting relevant swimming pool initiatives all of which benefit of the South Australian community. Recreation SA will also use the survey results to advocate for water safety lessons for all primary school students.

Stu Ferenci
Executive Officer
Recreation SA
April 2018

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EXECUTIVE SUMMARY

This project set out to obtain current data on South Australian aquatic facilities that are accessible to the public. It was intended that information would then be publicly available for mapping, research, analysis and potential planning and development purposes. Further, the information would allow for comparative analysis against similar reports conducted over the past 20 years.

Recreation SA chose to design a survey that captured responses from nearly 100 aquatic facilities. The information obtained provided a healthy snap shot by identifying what is in existence, the changes and challenges pool owners are facing and what is likely to happen over the next 10 years. Information obtained also highlighted gaps that can assist in further planning and funding prioritisation.

It is the intent of this document to enable advocacy and considered decision making around infrastructure development as well as the introduction of initiatives and programs that target the safety and wellbeing of the public accessing the facilities.

Since 1950, the state increased the number of pools particularly in regional areas. These facilities are now ageing and have either closed or are in serious need of redevelopment. Failure to maintain these facilities has the potential of introducing a new demographic that will not be water wise. Being safe in and around water is a critical life skill that ideally is learnt at an early age. 'Learn to Swim' campaigns and 'Watch Around Water' are programs that instil the need to be safety conscious. Added to this is the more recent migration of people from countries where that were land locked or due to cultural reasons, water activity was not a priority. This group, usually referred to as Culturally and Linguistically Diverse (CALD), are now some of the most at risk around water.

The report also highlighted another growing demand that has widespread benefits to the health and wellbeing of the community i.e. while surveys have looked at those who use water for education, recreation, fitness and sport, there is now a need to cater for users undergoing rehabilitation for illness and injury.

And finally, the distribution of pools across the metropolitan and regional areas that had been identified in the past may not have considered the housing explosion that has occurred in the past 10 years. Inner city and suburban redevelopment, and an expansion of housing development into

regional/outer metropolitan areas have resulted in an expectation from residents that modern aquatic facilities will be part of the local infrastructure.

Recreation SA intends to use the information specifically

- To build relationships with stakeholders, members and the aquatic industry
- To better position the organisation to advocate for increased recreational participation, infrastructure development, inclusive recreation, sustainable and accessible facilities and funding; and every child to have access to water safety lessons
- To promote Recreation SA membership, Watch Around Water membership and the Code of Practice for public swimming pools.

Key Highlights

Area of report	Data	Comment
Survey methodology	Response rate i.e. 84 pools (71%) 37% metropolitan 63% regional	Not mandatory, therefore incomplete data for future planning purposes
Age of pool	89% response	<ul style="list-style-type: none"> • Public school data not provided by DECD, relied on Principle of school • Majority of regional pools ageing/outdoor/unheated
Hierarchy	Many did not respond	<ul style="list-style-type: none"> • Misinterpretation around terminology; consistency required • No national classification structure
Ownership/ Management	<ul style="list-style-type: none"> • 30% Local Government/ District Council • 21% DECD 	
User groups	Identification of 5 th user group i.e. Rehabilitation	Insufficient hydrotherapy pools to cater for growing user group
Most popular pool	Main pool with/without diving facility offering Programs for 5 user groups	
Indoor / Outdoor	63% outdoors, many were public school based	Outdoors can mean limited/seasonal use only i.e. only 10% regional pools open all year round

	in regional areas	
Amenities	Increase in number of disability, family and DECD change rooms	<ul style="list-style-type: none"> Increases brought about by legislative changes, State government Education department guidelines Introducing competitive advantage between new pools with the facilities and older facilities that cannot offer these
Increasing patronage	Trend towards locating pool near other community buildings	<ul style="list-style-type: none"> Social and economic gain to have a 'community hub' offering a destination for mixed purposed
Water Safety	<ul style="list-style-type: none"> 44% accredited for Watch around Water program 36% not accredited 20% unsure of which 56% are public schools 	<ul style="list-style-type: none"> 56% of unsure/no did not want further information: unsatisfactory as this is a critical education program
Risk Mitigation	<ul style="list-style-type: none"> 28% did not have a Risk Management plan in place 36% conducted in-house/self-audit only 	<ul style="list-style-type: none"> 8 facilities identified as being 'at risk' according to information supplied Increased risk if in-house/self-audit not conducted properly
Gaps across State	<ul style="list-style-type: none"> 7 gaps identified in 1997; only one has been closed over 20 years New gaps found in Mount Barker, Mount Gambier 	<ul style="list-style-type: none"> Area for greater analysis and planning In metropolitan area, need to take into consideration suburban sprawl, inner city high density, new housing estates Concern that the northern and southern regions of metropolitan Adelaide are not being serviced
Major works conducted over past 10 years	<ul style="list-style-type: none"> 65.9% response; total quantum unavailable as many costs were unknown From information provided \$40M was spent 	<ul style="list-style-type: none"> 3 spent \$15M, \$13M and \$6.8M 10 spent < \$100k 7 spent \$100k-500k
Major works planned over next 10 years	<ul style="list-style-type: none"> 52.9% provided information 	<ul style="list-style-type: none"> 15 seek < \$100k (upgrade facility /improve surrounds) 10 seek \$100k-500k (upgrade facility/improve surrounds) 8 seek \$500k-1M (upgrade facility/increase usage) 6 seek \$1-2M (upgrade facilities/introduce water and/or energy efficiency measures) 5 seek >\$2M

Operational in 10 years	<ul style="list-style-type: none"> • 78% yes • 4% no • 18% unsure 	<ul style="list-style-type: none"> • No: 1 metropolitan State government owned; 1 regional local government owned; 1 private at Mount Gambier • Unsure reflects uncertainty around DECD strategic intent
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Recommendations

In providing the report and the recommendations, Recreation SA suggests a collaborative approach drawing on a number of key stakeholders who are well positioned to assist with progressing outcomes.

Firstly, it is proposed that the SA Water Safety Committee (SAWSAC) be the overarching body that has ownership of the recommendations arising from this report. Currently it is under the auspices of the SA Fire and Emergency Services Commission and has a broad representation of strategic aligned parties. Recreation SA is a member of this Committee and sees merit in being responsible for the Secretariat. To this end, Recreation SA has initiated discussions with senior executives at the Office for Recreation and Sport.

It is then recommended that with support from key stakeholders including the Office for Recreation and Sport, the Department for Education and Child Development (DECD), Local Government authorities, Recreation SA Aquatics Advisory Committee, Pool management e.g. YMCA, Belgravia, designers, private operators, the following be addressed:

1. Data integrity

- That the integrity of the swimming pool database is maintained and kept current. (Refer page 20)

2. Five User Groups

- That, as a minimum requirement, pools either redeveloped or built are designed to cater for the five user groups. (Refer page 28)

3. Pools of the future

- That the standard aquatic facility of the future has as a minimum, a 50 metre indoors heated pool, a diving board, offers programs throughout day that support the five user groups and has segregated change rooms.

- That consideration be given to locating these facilities in ‘community hubs’ for economic and social advantages.
4. **Use of school pools**
- That facilities are not built within schools (public or private) if this limits the availability of the pool to all users.
 - That community access is provided to school pools in regional areas. (Refer page 53)
5. **Regional pools**
- That regional community pools are maintained where a potential closure could result in the reduction of further services in the town and possibly the town itself.
6. **Prospective facility management involved in design**
- That the facility manager is appointed at the time of awarding a pool design to an architect or engineering body. (Refer page 55)
7. **Hydrotherapy pools**
- That hydrotherapy pools are considered to be an economically viable proposition for attaining good health and wellbeing of those users who need rehabilitation such that they become a standard feature when designing new and or redeveloping existing facilities. (Refer page 56)
8. **Segregated change room facilities**
- That facilities receive funding if segregated change room facilities are deemed essential to attracting users and maintaining their safety. (Refer page 36)
9. **Water Safety**
- That further analysis and liaison with other states be undertaken in identifying a best practice approach to the provision of water safety for those in CALD communities. (Refer page 43)
 - That the State Government supports the position that all public swimming pools must be Watch Around Water accredited. (Refer page 45)

As referenced, there are many organisations that are ably positioned to contribute to a vibrant aquatic industry. Recreation SA looks forward to assisting the achievement of these aspirational goals with the assistance of the SA Water Safety Committee, key stakeholders and future funding.

INTRODUCTION, BACKGROUND & CONTEXT

About Recreation SA

Recreation SA is the peak body for recreation in South Australia with Member organisations spanning the Aquatics, Outdoor recreation, Trails, Community, Fitness and Health sectors.

With a vision to increase the participation and profile of active recreation across the state, it provides leadership in the sector through encouraging and promoting recreation for the benefit of the South Australian community. Advocacy, representation on behalf of the industry, policy development and promotion of industry standards and best practice are some of the services offered.

Introduction

In 2016 Recreation SA was successful in a grant application from the Office for Recreation and Sport (ORS) under the 2016-17 Community Recreation and Sport Facilities Program. This program was established to help eligible organisations to either establish or improve sport and active recreation facilities that meet the needs of the community in South Australia.

The Purpose of the grant was to contribute to the State-wide Aquatic Centre Master Plan; and an outcome of the grant was to provide material that would assist with the development of this Plan.

The Office for Recreation and Sport specifically sought information that would enhance a database by reflecting the current number, quality and infrastructure of existing aquatic centres throughout the state.

Recreation SA viewed the project as an opportunity to engage with the SA Aquatics industry to ensure information received would be relevant to support key advocacy matters, and in particular, to identify issues that may impact on the delivery of a strong and vibrant aquatics industry in the future. Through the Recreation SA Aquatics Advisory Committee, a body that represents local government, private providers, swim school providers and aquatic industry services, Recreation SA was able to access a broad membership base in both regional and metropolitan centres.

It is the intent of Recreation SA to further explore and analyse the survey information and to identify initiatives that can be incorporated into the organisation's strategic plan over the next five years.

Aquatic Facility History

Research indicates that over the last 30 years, a significant amount of information has been collated on the aquatic facilities in South Australia. Usually championed by the Office for Recreation and Sport, reports have provided an insight on a range of matters including age of facility, management, attendances, operating costs, user groups, marketing and safety.

Studies conducted in the 1980-90s highlighted that with most of the pools outdoor, there was a growing concern over declining user numbers and escalating costs. Reasons for this included a lack of urban planning in years after World War II where there was a proliferation of pools concentrated in metropolitan locations. Over time these inner suburbs have seen generational change with the younger population starting to move out into areas where there were no pools. People began to afford the 'backyard pool' making the home a recreational water activity space. The older pools began to suffer wear and tear; they did not necessarily meet the more stringent safety requirements and progressive legislative changes that brought in the need for facilities to cater for those who require disability support; and were often viewed as unimaginative and unattractive to use. Rising costs in maintenance, high capital costs of either remodelling or reconstruction and a lack of government funds meant many metropolitan and country councils started to identify ways to address the future provision of suitable facilities.

The general decline in patronage at these older facilities also coincided with the push for indoor or all-weather facilities. Also, a key requirement of users in these decades was the importance of having high quality clean facilities with a range of amenities.

In the 1980-90s the State saw the rising of aquatic based industry groups or associations that collectively sought to consult and discuss trends, identify and introduce best practice, establish criteria for facility management, consider sources of capital funding and the like.¹

It is vital to maintain aquatic facilities. The benefits of aquatic activities for all ages to health and wellbeing in communities cannot be measured.

STARplex

¹ *Provision of Public Aquatic Facilities, prepared by HASSELL and JA Nicholas and Associates Pty Ltd for Local Councils in South Australia, Office for Recreation, Sport and Racing June 1995*

The industry introduced a criterion of users: Recreation, Fitness, Education and Sport, and several popular facilities were benchmarked nationally to identify trends and best practices.

The 2005 report concentrated findings and recommendations around the ongoing sustainability and the future of aquatic infrastructure development. It highlighted the need to consolidate, the sharing of public assets and infrastructure and the distribution. Gaps identified in 1995 in metropolitan and non-metropolitan areas were still relevant in 2005: this report looks at whether the gap has been closed.²

These points are raised to indicate, that where appropriate, findings in previous reports have been carried in to the 2017 review given the current day relevance.

Since the last report, there has been a growing awareness of the need to improve the safety of people who take up aquatic activities. While pools remain a relatively safe environment for users, bodies of open water expose many people to greater risk. This is particularly the case with an increase in users who do not understand water safety given their cultural and linguistically diverse (CALD) background, demographics and socio economic circumstances. Recreation SA is a member of the State Water Safety Committee and is adamant that if the aims of the State Water Safety Plan 2016-2020 are to be met, greater emphasis needs to be put on learning to swim in safe environments with a particular focus on the CALD community. An indoor pool that has introduced safety precautions, minimised risk and provides users with lifeguard supervision sets a solid benchmark.

Also, over the past 10 years there has been the identification of a fifth user group, Rehabilitation: those who use aquatic centres for hydrotherapy purposes. This user group requires warm water (in a hydrotherapy pool) to help with musculoskeletal and neural rehabilitation and is particularly important to the wellbeing of the disabled, injured and aged.

Of late this has become topical in South Australia as the number of available public facilities does not cater for the current market demand. Closures of pools, restricted access to previous users, and an ever increasing number of people having hydrotherapy recommended by treating practitioners as a means of rehabilitation, are putting strain on the public centres. The survey found only 10 responses with this type of pool.

² *Provision of Public Aquatic Facilities, Review of the 1997 Strategic Direction for South Australia Report, Office for Recreation and Sport, March 2006*

Finally, while past reports have reviewed the provision of pools against the local catchment area, and identified the gaps, there was little reference made to future residential planning. Over the last ten years there has been significant change in residential growth: inner city high density living in former industrial sites; suburban subdivision of the “quarter acre block” and a greater “suburban sprawl” into southern regions such as Seaford and Aldinga and around the townships of Mount Barker, Nairne and Strathalbyn in the Adelaide Hills. This shift in demographics has an effect on the location of infrastructure for sport, recreation and physical activity.

Relevant Planning and Policy Frameworks used for this report

This report has been informed by a number of strategic plans, policies and guidelines. Key documents cited below are deemed critical to this project outcome.

South Australia’s Strategic Plan



Strategic Pillar Safe Communities, Healthy Neighbourhoods
Vision South Australia’s neighbourhoods are safe and welcoming. People can live active and healthy lives and feel part of the community.

Office for Recreation and Sport 2017-2021 Strategic Plan

Vision An Active State
Belief Sport and active recreation develops stronger, healthier, happier and safer communities.

- Relevant priority goals**
- South Australians have access to sport and recreation places and spaces that support participation at all levels.
 - It is easy and enjoyable for all South



Australians to participate at all levels and in all facets of recreation and sport.

- Investment in sport and recreation delivers value for the South Australian economy and community.

The survey specifically sought responses to contribute to goal achievement i.e.

- Location of facility (able to be shown visually on a map of South Australia)
- Hierarchy of facility
- Open period and times
- Age of facility
- Indoor/outdoor
- Size of pool, number of lanes
- Ownership (Department for Education and Child Development (DECD), Council, private)
- Management of facility
- Does it cater for a swimming club?
- Ancillary programs offered at the site (e.g. gym)

Recreation SA Strategic Plan

Vision To increase the participation and profile of active recreation in South Australia.

Aquatic Industry To ensure consistent codes and standards, develop the Watch Around Water campaign and to increase communication and advocacy for the South Australian aquatic industry. Specifically, to

- Increase the number of Watch Around Water accredited centres
- Continue to work toward a best practice document for swimming pools in SA
- Advocate for every child to have access to water safety lessons
- Increase communication & advocacy for the SA aquatic industry

Community To facilitate networking and training and to advocate for sustainable and accessible facilities and funding for community recreation.

Under the Aquatics Industry strategy, the survey specifically obtained information around the Watch Around Water campaign, risk management and areas of concern to the aquatics industry. Under the community strategy, the survey obtained issues around facilities, potential training and ongoing funding.

Sport SA Strategic Plan 2016-2018

Along with Recreation SA, Sport SA plays a significant role in driving strategic initiatives that ensure quality facilities are available and accessible for those who wish to pursue aquatic activities as their sport of choice. One strategic pillar is to provide leadership, advocacy and advice in promoting the infrastructure needs for the sustainability of the sport and recreation industry at community, state and national level. Working in collaboration, Recreation SA and Sport SA can present an opportunity to align sport and recreation infrastructure planning and development.

South Australian Regional Level Recreation and Sport Facilities Planning Guidelines, April 2016

These guidelines outline some of the challenges faced for providing sports infrastructure across the state: they include the ageing of facilities, inefficient provision and duplication, increasing expectations, pressure on open space, increasing budget pressures.³

The survey based questions to obtain information around the challenges.



Challenge	Targetted Survey question
Facilities are ageing	Require more redevelopment or replacement to remain fit for purpose, affordable and sustainable to operate and maintain
Inefficient provision and duplication	Councils have traditionally looked at providing facilities in their local areas rather than look across a region

³ Executive Summary, Page 4

Increasing expectations	Pressure from sporting bodies and community for higher standard facilities	
Increasing budget pressures	Now more competitive and difficult to raise capital	<p>A look at the future</p> <p>Will it still be operating?</p> <p>What will it look like?</p> <p>What capital is needed?</p> <p>What is the likely income source?</p>

Water Safety in South Australia, State Water Safety Plan 2016-2020

This Plan provides the framework for ongoing and coordinated commitment to water safety through the collaborative efforts of government and non-government organisations. First developed in 2000 to guide and influence South Australia’s commitment to water safety, the framework is built around four pillars – collaboration, education, legislation and policy, research.

Recreation SA is a major stakeholder of the Plan and actively contributes on the South Australian Water Safety Committee that was formalised in 2006 to promote, guide and provide subject matter advice regarding water safety.



The 2017 survey sought responses which would provide material that contributed to the achievement of specific strategies and the ongoing development of priorities.

In South Australia, the prevention of water-related injuries and drowning remains a high priority. While our State has maintained relatively low numbers of drowning deaths, no deaths are acceptable and all continue to be considered preventable.

*Hon Peter Malinauskas, MLC
Minister for Emergency Services*

Relevant and informed documentation used for this report

Provision of Public Aquatic Facilities, prepared by HASSELL and JA Nicholas and Associates Pty Ltd for Local Councils in South Australia, Office for Recreation, Sport and Racing June 1995

This report was initiated through the concerns of a number of local councils facing increasing pressures to provide aquatic facilities with a growth in popularity for swimming and water activities. The general consensus was that facilities are costly and have been expensive to maintain and manage while trying to maximise use.⁴

It was a comprehensive Australia wide report undertaken with local council input and sought to address trends in swimming pool provision, factors which attract people to use these facilities, hallmarks of successful centres, management and design issues. Data was taken from analysis of 55 facilities Australia wide: in South Australia four centres were highlighted specifically to understand what constituted a ‘successful centre’.



These were all outdoor pools at the time: Thebarton, Burnside, Waterworld, Bordertown. This report viewed it to be an interesting observation if these four centres were revisited. *Refer Appendix 3 - Comparative Data – Twenty Years On.*

Two of the ‘hallmarks’ of successful centres were Management and Design where flexible management provided the ability to respond to the market; and facilities with a range of activities enabled greater participation by user groups. These hallmarks are further explored in this report.

Provision of public aquatic facilities : strategic directions / prepared by Hassell in association with JA Nicholas and Associates, KPMG Management Consulting for Local Councils in South Australia and Dept. of Recreation and Sport 1997

A key focus of this report appears to have highlighted the gaps and oversupply in the provision of public aquatic facilities in the state.

⁴ Foreword, Michael Scott, CEO, Office for Recreation, Sport and Racing, *Provision of Public Aquatic Facilities*

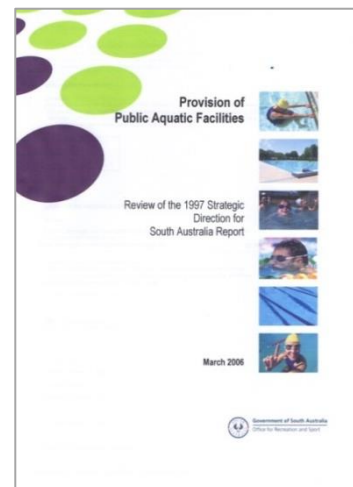
The identified gaps in the metropolitan area were Hallett Cove, Aberfoyle Park, Henley Beach, Outer Harbor, Stirling/Crafers. The identified gaps in the non-metropolitan areas were Mid-Lower South East, South Coast (Victor Harbor), Lower Yorke Peninsula, Ceduna.

This report looks at any measures taken to reduce the gaps. In particular it showcases a facility that has been purposely built to close the gap in the South Coast non metropolitan area.

Provision of Public Aquatic Facilities, Review of the 1997 Strategic Direction for South Australia Report, Office for Recreation and Sport, March 2006

The 2006 report was a review and update of the 1997 report and was undertaken *“to assist with rational planning and informed decision making regarding the provision of public aquatic facilities in South Australia.”*⁵

Specifically the review looked at the location and type of pool in place in 2005, the cost of capital works anticipated on aquatic facilities over the forthcoming 10 years and to identify the expected sources of funding for these capital works.



This report provides information to add to this knowledge base.

CERM PI

For over 25 years, the University of South Australia Business School has been a leading supplier of research in the sport and leisure, tourism and hospitality, and event industry. CERM PI helps clients to understand how performance can be improved through evidenced based research and performance measurement.

Many of the facilities advised of active participation in customer service or operational management surveys that are then available for benchmarking purposes. CERM PI maintains a robust and confidential data driven service and facility owners are more likely to provide sensitive or commercial in confidence material to this service provider.

Any action taken as a result of this survey would be enhanced by accessing current material through CERM PI.

⁵ Executive Summary

AusPlay

AusPlay is a national population tracking survey funded and led by the Australian Sports Commission (ASC). It is a key part of the ASC's Play.Sport.Australia. participation strategy, that aims to get more Australians participating in sport (and recreation) more often.

AusPlay is a continuous survey with fieldwork happening throughout the year. It commenced in October 2015 and captures a wide variety of activities which allows for a distinction to be made between sport related activities (e.g. team sports, athletics, golf) and non-sport related physical activities (e.g. gym activities, bushwalking).⁶

Recent statistics from both the ASC website and the Australian Bureau of Statistics indicate that:

- 17 million Australian adults participate in a sport or physical activity every year.
- 11.6 million Australian adults participate in sport or physical activity three or more times per week.
- 3.2 million Australian children participate in organised sport or physical activity outside of school.
- \$10 billion is spent annually by Australians on fees for participation in sport or physical activity.
- 7% of the adult 14-65 year old group are 'socially engaged' by being highly active in physical activity and sport, recreationally and competitively.
- Four of the Top 20 activities undertaken by Australian adults are water based i.e. Swimming (14.5% of population), Surfing (2.7%), Fishing (Recreational) (2.1%) and Canoeing/kayaking (1.6%).
- The top 4 activities are Walking (42.6%), Fitness/gym (32.1%), Athletics, track and field (15.8%) and Swimming (14.5%).
- More adult women swim (16%) as compared to men (13%)
- In a list of the Top 10 organised/venue activities, swimming ranks second at 8.1% behind fitness/gym centres at 25.6%.

The data available through AusPlay provides another source of relevant information for future aquatic facility planning and development and to assist in the engagement and retention of users.

⁶ www.ausport.gov.au/information/ausplay

METHODOLOGY

Use of a survey

To access the broadest number of aquatic swimming facilities, a survey was deemed the most appropriate tool.

In preference to using hard copies and mailing out, a popular online tool, Survey Monkey, was selected.

In addition, direct calls were made to certain facilities to obtain specific data that was used in this report.

Survey design

Input on survey questions was sought from key stakeholders represented by the Aquatics Sport Coalition SA and the Recreation SA Aquatic Advisory Committee.

To capture information within a reasonable time frame, the survey was broken into five sections and 34 questions.

- Section 1 General Information
- Section 2 Pool Details
- Section 3 Facility usage
- Section 4 Future Direction
- Section 5 Summary

The survey was designed to take a response time of 13 minutes; results indicated an average of 16 minutes. *Refer Appendix 2 for Survey.*

General Information

The questions in this section were designed to capture general information that identified the facility. Much of the data was used for mapping purposes.

However, there were a number of questions relating to safety and risk management. Responses have been explored in *Sections: Water Safety and Risk Mitigation*.

Pool Details

The first three questions in this section were designed to capture an overview of the types of pools at the facility and the programs offered.

The subsequent questions drilled down into the detail of the main pool.

This section was of particular interest to the Aquatics Sport Coalition SA (Diving SA, Water Polo SA, Swimming SA), and the details captured are in line with their requirements.

Facility usage

The questions in this section sought to capture an understanding of the usage, when it was open and the range of amenities on offer.

A finding in the 1995 survey was that successful centres were those that had a greater range of activities that enabled greater participation by user groups.

Future direction

The questions were aimed at identifying whether the facility would be operational in 10 years' time. This time frame is in line with the frequency of the past three reviews (current included). It sought information on possible capital expenditure and the likely source of the funding.

Summary

This section offered participants the opportunity to provide comments for inclusion. Where relevant, these appear throughout the document. Remaining comments provide interesting reflection particularly where user groups are unable to access the facility due to risk and insurance purposes.

Survey participants

In the initial stages of the project, approximately 170 potential survey participants were identified by Recreation SA. On further review, the database had duplication and some facilities were deemed outside the project scope primarily due to the facility being restricted to non-public user groups or it

did not fit the category of being a swimming pool accessible by the public i.e. it was a caravan park or outdoor lake.

Recreation SA determined that the realistic survey database was 120 (approximately).

This report has been written around the submissions of 84 facilities or 71% of the targeted market. *Refer Appendix 4 for a list of contributors.* Of the responses not received, the majority were either in the non-metropolitan area or were private schools/colleges. Regarding the latter, one comment received was that the facility was only available to current students. This may be the case for the lack of responses from others.

To ensure this is an ongoing program, Recreation SA believes it important to capture as much information on public pools as possible. With this in mind, it aims to build on the database and map these extra facilities.

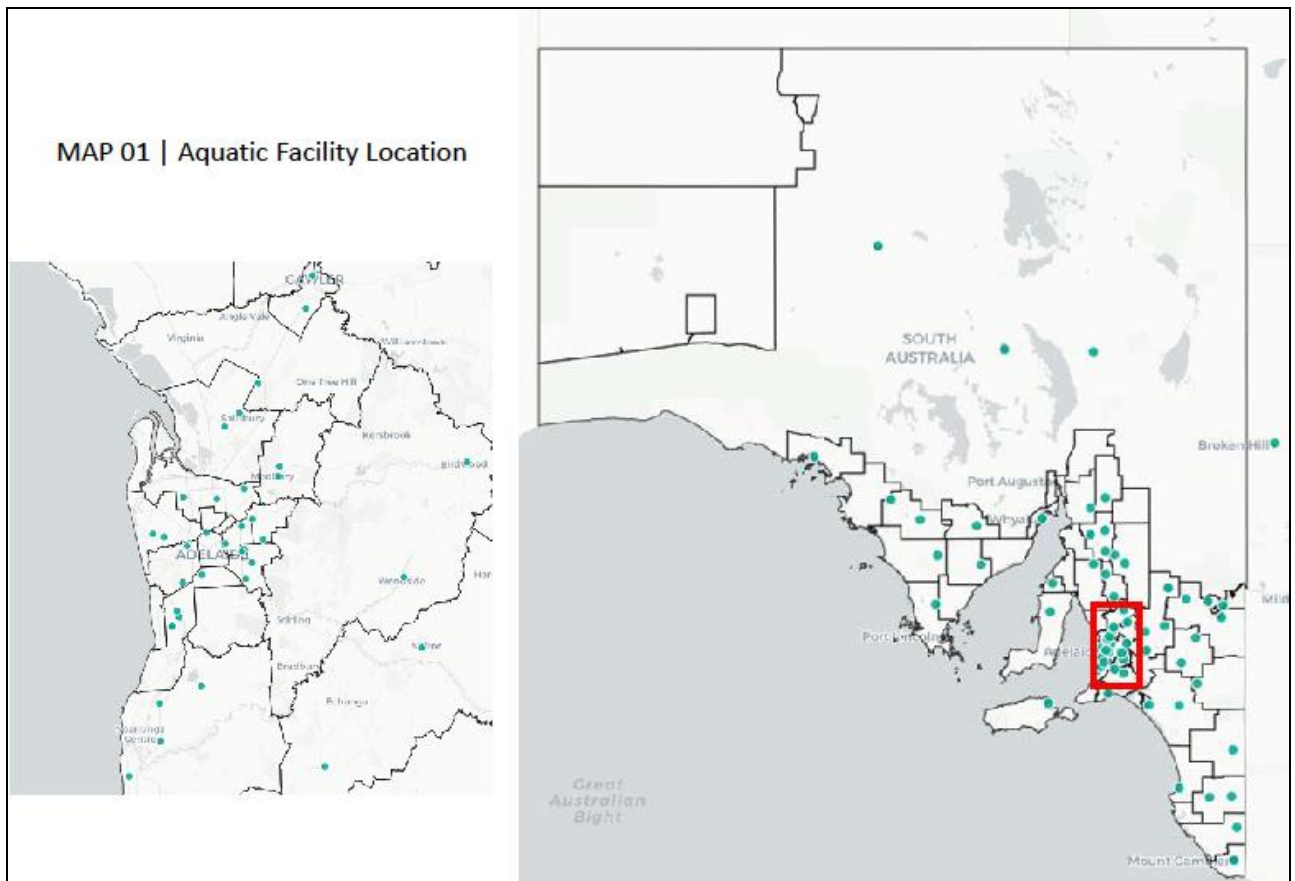
FACILITIES IN THE STATE

Location of the Facility

Using postcodes where 5000-5200 is metropolitan and 5201-5800 is regional, 37% of pools are in the metropolitan area and 63% are in regional areas.

Broken Hill elected to participate in the survey as it is closely aligned to activities in South Australia.

Map 1 highlights the location of the facilities based on the address given. This was converted to longitude and latitude for mapping purposes.



Map 1 Location of Swimming Pools in South Australia

Age of Facility

The age of the facility provides information that can be used for future planning around maintenance, infrastructure, amenities, disability provisions and compliance.

Age information was provided by 89% of the responders. Those facilities where the date of construction was unknown were predominantly located in regional schools (80%). **Chart 1** shows the decades in which pools were built.

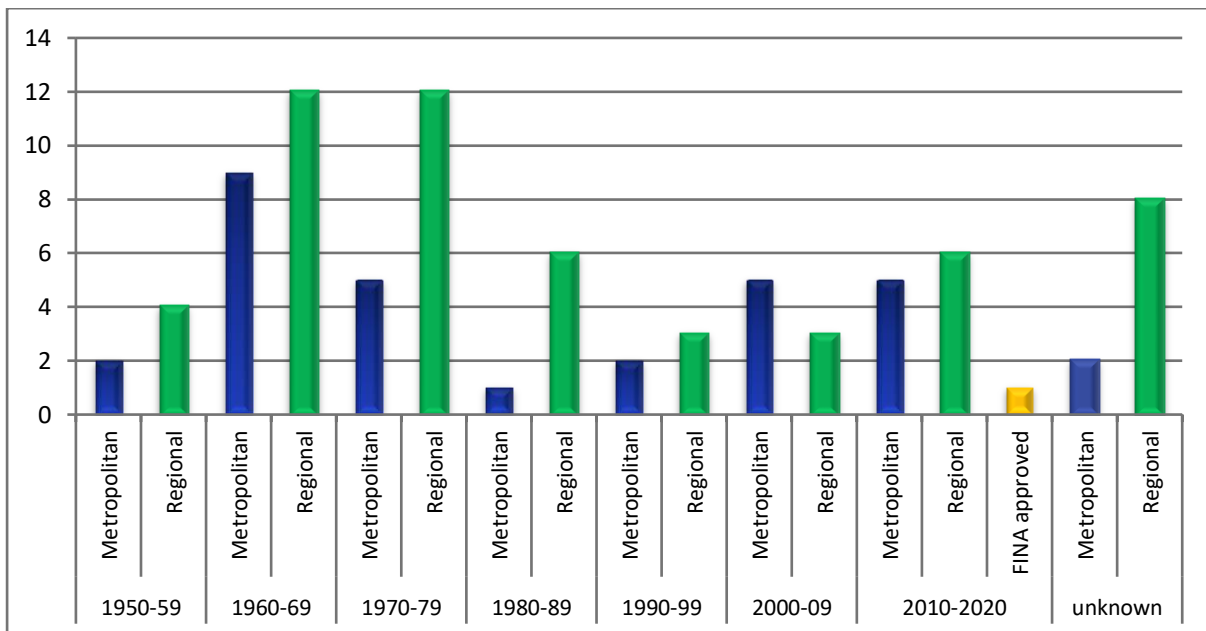


Chart 1 Decades when facilities were built

The oldest facility to be surveyed was the Unley Swim Centre built in 1950. An outdoor pool, over the years it has been maintained and upgraded by the City of Unley to be an inner city pool that is heated and offering a full range of programs and amenities to the local community.



Image 1 Extensive shading is a feature at the Unley Swimming Centre

Also built in the 1950's were regional outdoor pools at Gladstone, Jamestown, Spalding, Mount Gambier and Kapunda. The only other metropolitan pool built at this time was the Norwood Swimming Centre. One key initiator for swimming pool growth was the demand arising from the Melbourne Olympic Games in 1956. In the 1960's a number of regional pools were constructed and typically named as the town's Memorial Pool.

During the period 1970-90, of the pools constructed, survey results indicate 71.5% were located in regional areas; 28.5% were in the metropolitan area. This period also saw the first swimming pools at public school facilities as illustrated by the following ownership statistics i.e.

State Government Education Department Ownership	41.4%
Local Government /District Councils	24.2%
Privately Owned	17.2%
State Government	10.3%
Private College/University	6.9%

Since 2000, the majority of pools have been built in the metropolitan area including the construction of one FINA⁷ approved facility (the South Australian Aquatic and Leisure Centre).

Of the pools built since 1950, 65.8% are outdoor of which 42.4% remain unheated. Since 1990, statistics indicate more pools have been built with heating. While the cost of the build is more expensive, heated pools provide greater usage throughout the year.

Chart 2 provides information on the type of heating used in pools: it shows a breakdown by decade. Many of the pools built prior to 1990 are now being modified with heating. The heating now being used in those built prior to 1990 appears to be solar. Gas remains the most popular method of heating. Over the next 10 years, six facilities will be seeking funding support of

We recently commissioned an engineers' report looking at the structure and assisting with some recommendations on maintenance and upgrades, (identifying the needs before wants) Pool complex is aging and while in reasonable condition for the age (almost 50 years), we know that major refurbishment is nearing. Steps are being taken to undertake this strategically, but the pool is a community not for profit facility, so whether a major upgrade is within the capacity of the owners is to be determined. In terms of its age, remains functional and well valued within the community.

Wudinna and Districts Swimming Pool

⁷ Fédération internationale de natation (English: International Swimming Federation)

\$1-2 million to upgrade facilities and introduce more energy and/or water efficiency measures.

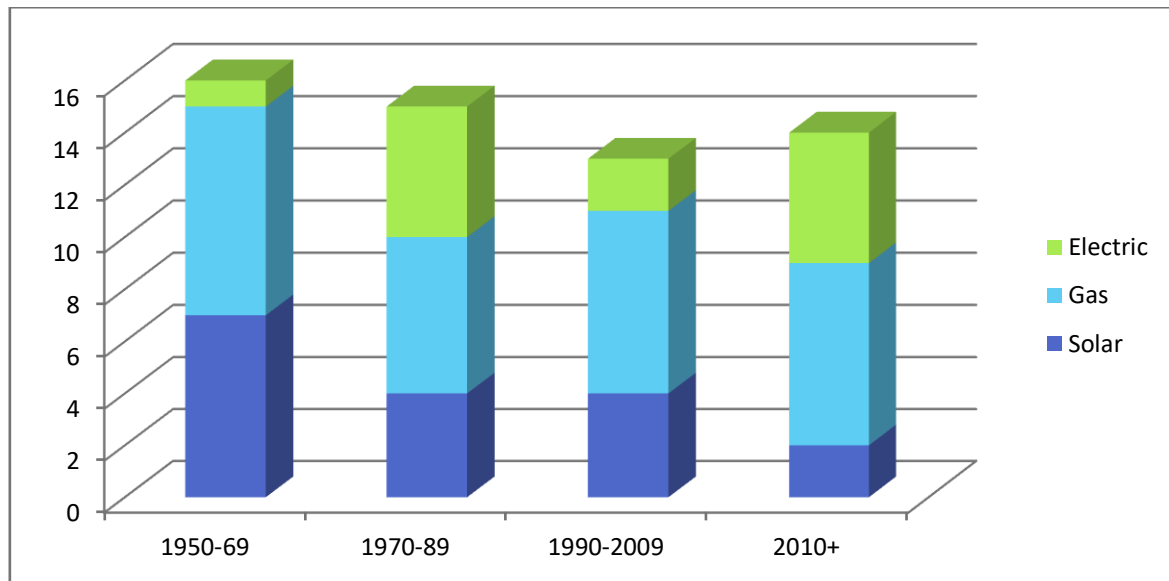


Chart 2 Type of heating now used in pools corresponding to decade of build

Classification or hierarchy of the facility

For data gathering ease, the survey sought information on whether the facility was Metropolitan, Regional or FINA approved. The results are shown in **Chart 3**.

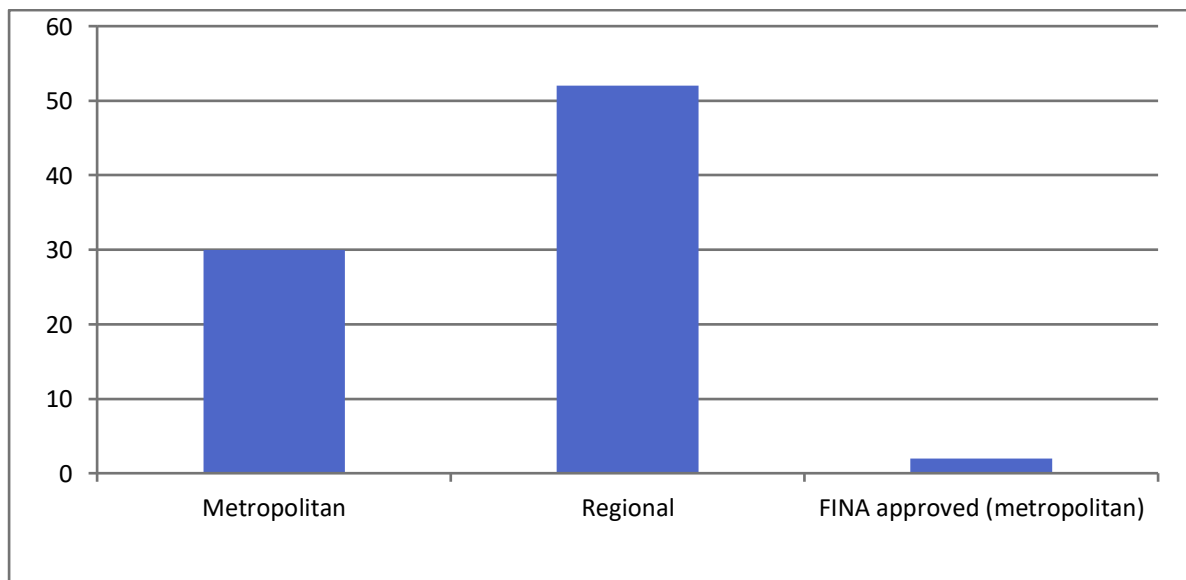


Chart 3 Number of Pools using Classification system of Metropolitan, Regional, FINA approved

This classification criterion is different to that outlined in the Code of Practice, the 1995 and 2005 reports and the South Australian Regional Level Recreation and Sport Facilities Planning Guidelines.

The Code of Practice identified four Groups i.e. Super Centre, Large Centre, Medium Centre, Small Centre where a centre was determined against Description, Patron access, Activity, Staff in attendance, Patronage levels, Facility size and pool configuration, and 'other' (Watch Around Water, signage). As the Code of Practice is not in widespread usage, this classification system may be unknown to many responders.

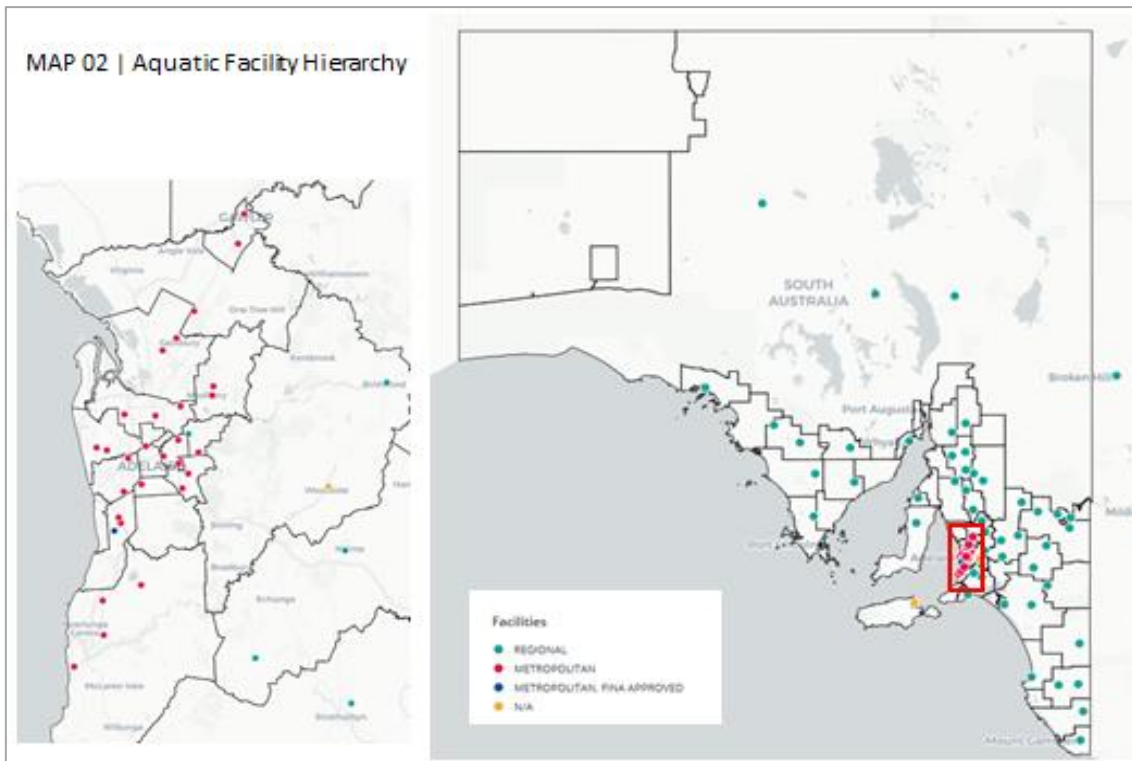
The 2005 report highlighted that in Australia there is no accepted Australian or State-wide standard for classifying facilities. Following an analysis of what happens in other states, it identified four potential categories i.e. State (FINA accredited), Regional, District or Local. However, each of these could be misinterpreted without clear definitions around target markets, facility component mix and type of use.

This report recommended that a classification structure be determined and communicated favouring towards Metropolitan, Outer Metropolitan and Non-Metropolitan.

The South Australian Regional Level Recreation and Sport Facilities Planning Guidelines focused on positioning Regional in a continuum of State/National, Regional, District, Neighbourhood, Local. A number of general characteristics were provided against each hierarchy level.

Until there is widespread understanding of an agreed hierarchy, there will be inconsistency when collecting and recording data.

Using the survey classification, **Map 2** shows the Aquatic Facility hierarchy in the state.



Map 2 Aquatic Facility Hierarchy using classification system of Metropolitan, Regional, FINA approved

Ownership

The majority of facilities are owned and managed by the Local Government or District Council. Refer **Chart 4**.

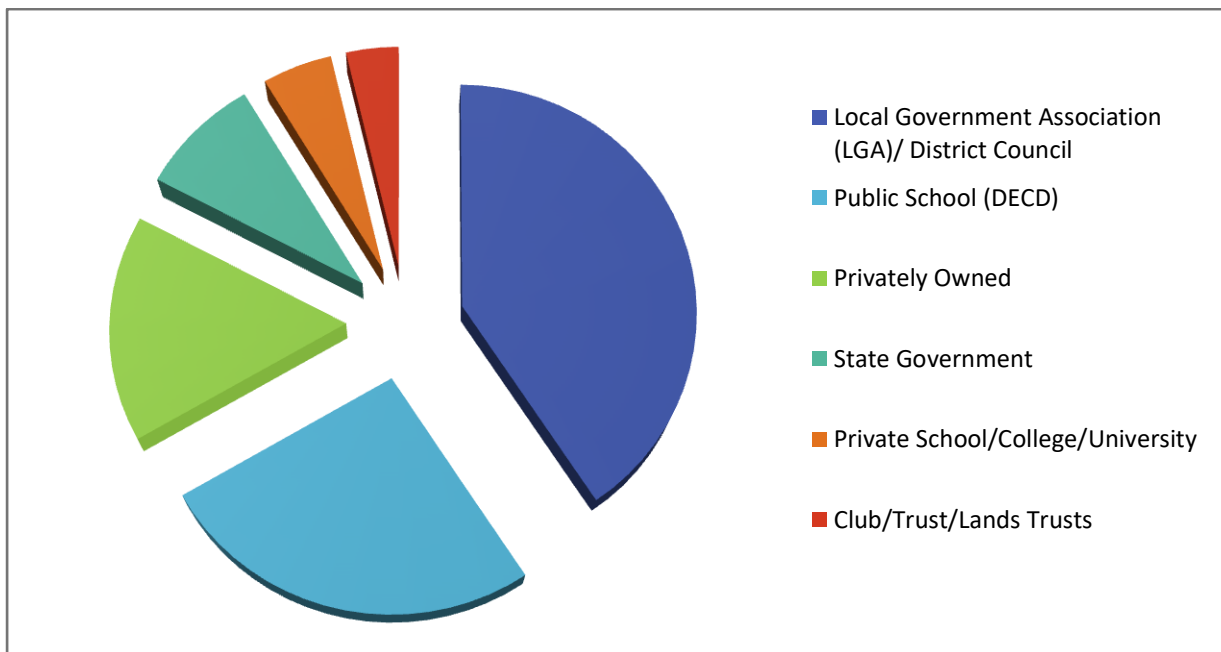


Chart 4 Ownership of Aquatic Facility

When the owner is the State Government or it is a multipurpose large centre, in this instance, the management is outsourced to an external organisation specialised in pool and facility management. These companies understand the legislative requirements surrounding pool operations as well as the need to engage with the local community to ensure the facility delivers to the owners the amenities and programs required while minimising operating costs. As these are commercial contracts, information around the operation of these centres is usually held confidential. Refer **Chart 5** for Management details.

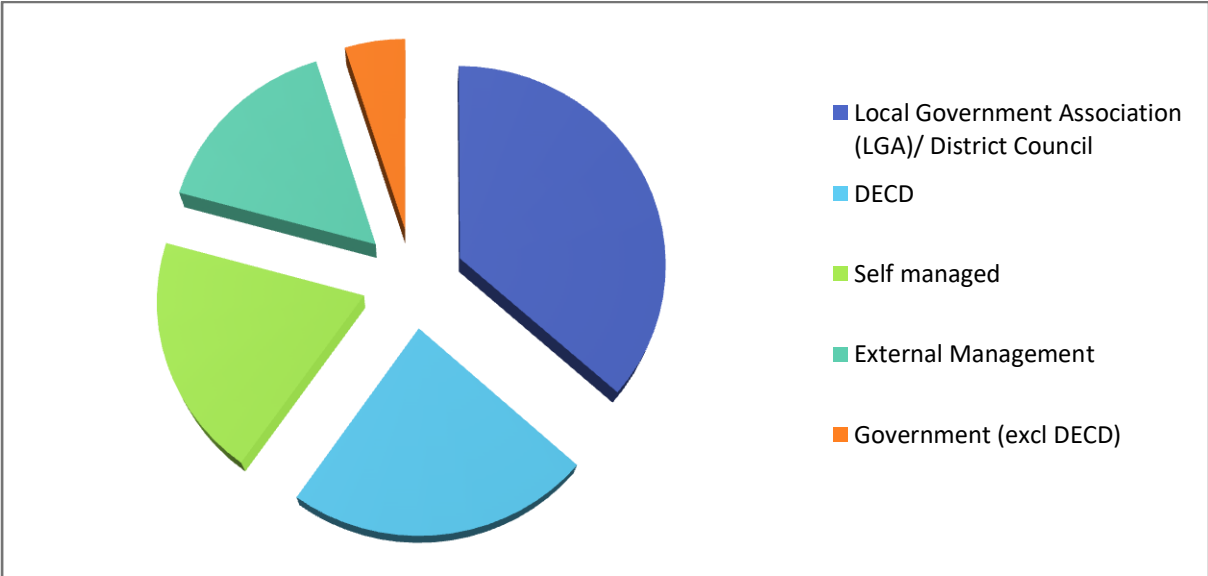


Chart 5 Management of Aquatic Facility

ENGAGEMENT OF USERS

In previous reports consideration was given to the types of user groups that visit an aquatic centre, factors that attract people to aquatic centres, and the range of programs and amenities available. To maximise participation, addressing user group needs are critical to ongoing sustainability. A centre must be able to offer options that cater for the broadest range of users.

Given the diversity of the user groups and the respective wants, a facility may struggle to provide the destination that every user group seeks.

Users of the facility

The 1995 report identified four core market user groups and the associated activities they undertook.

- Recreation
- Fitness (incorporating lap swimmers)
- Education (incorporating swimming lessons)
- Sport (incorporating swimming competition, training and water sports)

It further presented information on what the user valued or sought from a facility.

In the 2005 report this group of user classification was not considered; rather users were students, public, sporting groups and special groups.

In this report, the four user groups were considered important: and, as a sign of change, a fifth group has now been identified i.e. Rehabilitation. This is a growing user group as water activity is becoming a preferred method for strengthening and healing for those undergoing rehabilitation.

The survey sought information to identify users that would fall under the five category groups. Refer **Chart 6**.

User group	Typical activities	Users' prime focus
Recreation	general community activities, school holiday programs, senior citizen groups	design, variety of facilities
Fitness	adult lap swimming, corporate fitness programs, rehabilitation programs, community programs such as aqua-aerobics	ready access, location
Education	school programs, private tuition, learn to swim for children and adults	design and safety
Sports	national and international competitions, club competition, club training , weekly competition, junior sports, school competition, swim squads, water sports such as water polo, underwater hockey, synchronized swimming, diving, canoeing	design most important factor (size, depth and features)
Rehabilitation	hydrotherapy	Heated water, design, access, availability

Chart 6 Swimming Facility User Groups

Questions 7 and 8 were designed to ascertain a list of frequent users so the information could be collated to confirm the five user groups.

Question 7 Does an organised club/group use the facility e.g. swimming club, water polo, Scouts etc?

Question 8 If Yes, to Question 7, please list all organised clubs/groups.

Yes	No	Unsure
61.9%	36.9%	1.19%

The results indicate that the pools were accessed by a vast range of groups, sporting clubs, community and employers. While Swimming Clubs were the highest category of users, organised groups that held swimming programs (VacSwim, schools) rated second highest. Other aquatic based groups included underwater hockey, water polo, diving, water aerobics, surf clubs and surf lifesaving. The type of non-aquatic based sporting groups included gymnastics, indoor/outdoor netball, basketball, football, squash, triathlon. Several pools were heavily used by the local community

(regional pools specifically), Youth groups, Scouts and another group of users were employers and their social clubs. Seniors, those with disabilities, Country Health (part of SA Health) and hydrotherapy groups were also listed. All clubs and groups represent a broad range of people across the state who come together for the benefits that water can offer.

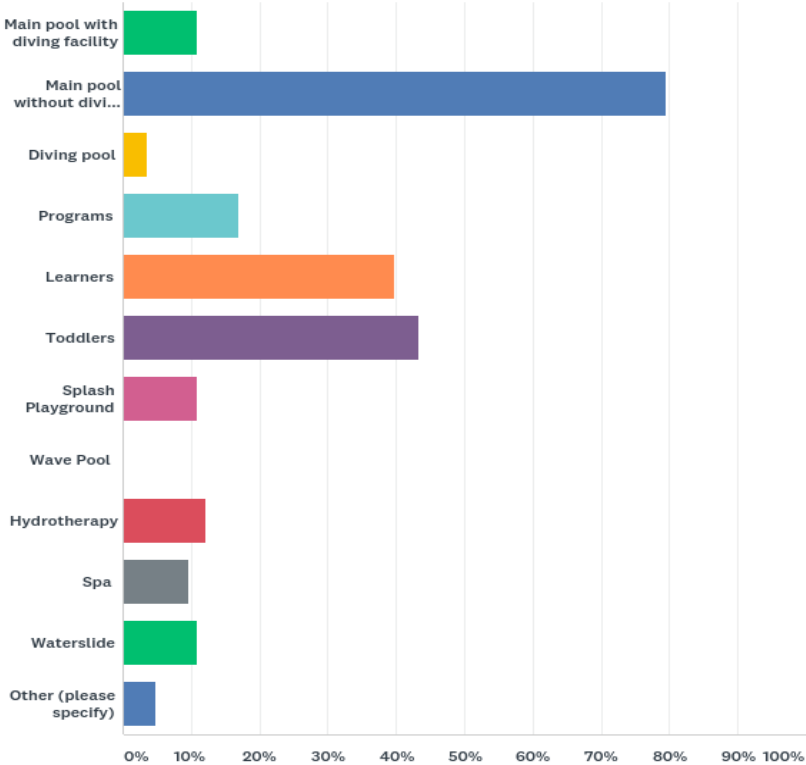
This survey sought to ascertain what was on current offer at facilities: it did not seek input from users.

Types of pools and programs offered at the facility

Information was sought on the types of pools that were in operation, and the range of programs that were offered. These two factors are deemed the most likely to influence the number and type of user.

Question 18 provided the list of pools that were available and Question 19 provided an overview of the programs. These are summarised in **Chart 7**.

Q18 Please advise the types of pools at the facility (select all that apply)



Q19 Please list the programs offered at the facility (select all that apply)

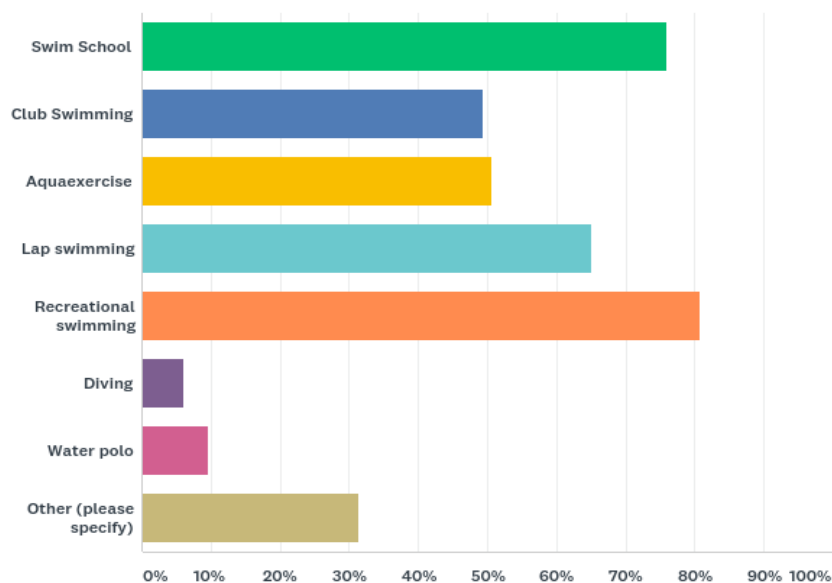


Chart 7 Responses to Questions 18 and 19 regarding types of pools and programs offered

By combining the responses, it was possible to ascertain the type of pools most commonly accessed by the five user groups. Refer **Chart 8**.

Type of Pool	User Group				
	Sport	Education	Recreation/ Social	Fitness	Rehabilitation
Main with diving facility	√	√	√	√	√
Main without diving facility	√	√	√	√	√
Diving pool	√	√	√	√	
Programs	√	√	√	√	√
Learners		√	√		
Toddlers		√	√		
Splash playground			√		
Hydrotherapy		√		√	√
Spa			√		√
Waterslide			√		

Chart 8 Types of pools accessed by various User Groups

The survey found that the most popular main type of swimming pool to generate the most number of users was a pool without a diving board that offered a range of programs i.e. 79.5% offered this facility. This is critical information which can be used in further planning and development of new facilities or when redevelopment is being considered.

The next most popular type of pool was a toddlers (42.1%) followed by a dedicated learners pool (39.7%).

The Rehabilitation user group requiring dedicated hydrotherapy pools are able to access 10 (or 12%) of the venues. For more information on the importance of increasing this number of facilities, refer to the section *Rectifying Gaps: Current Market gap - Hydrotherapy Pools*.

Indoor and outdoor facilities

To cater for user needs, the 1995 survey found that there would be a future demand for all-weather (indoor) aquatic facilities. Against outdoor pools, these pools would attract more users primarily because they offer all year round swimming and can incorporate a number of additional facilities and benefits.

From a financial viability perspective, there was justification to indicate these aquatic centres would be more profitable than outdoor facilities as they could operate 12 months of the year without having seasonal closures where the facility would lay idle. In the survey the majority of pools (63%) were outdoors, many of them school based and predominantly in the regional areas. Refer **Chart 9**.

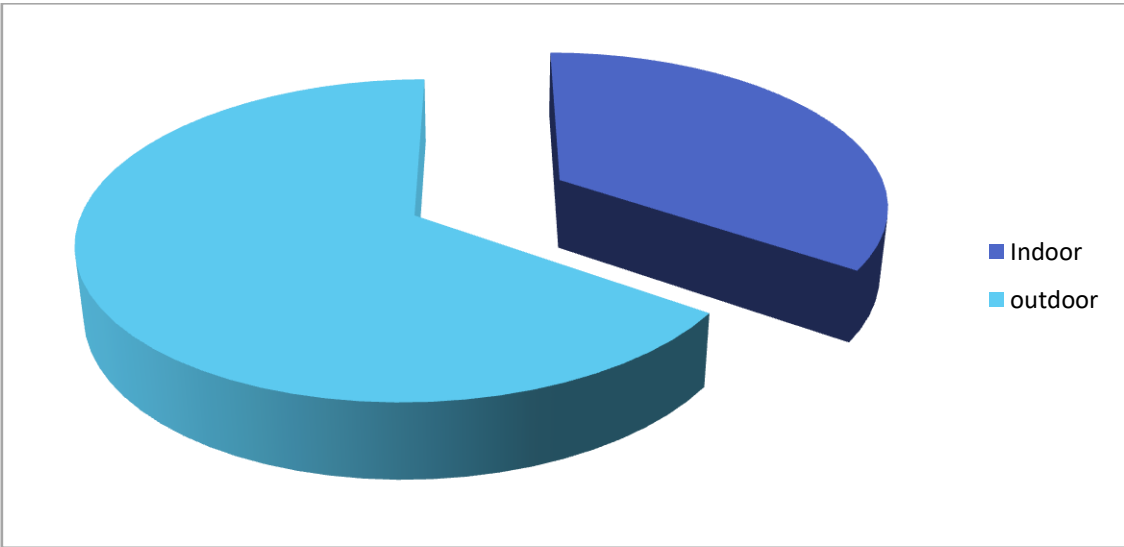


Chart 9 Percentage of indoor and outdoor pools

There is greater patronage if the pool is heated as this caters for a wider range of users. Of the outdoor pools 46% were heated by either solar (61%) or gas (29%). The indoor pools were heated with the majority (68%) located in the metropolitan areas and 32% in the regional areas. Refer **Chart 10**.

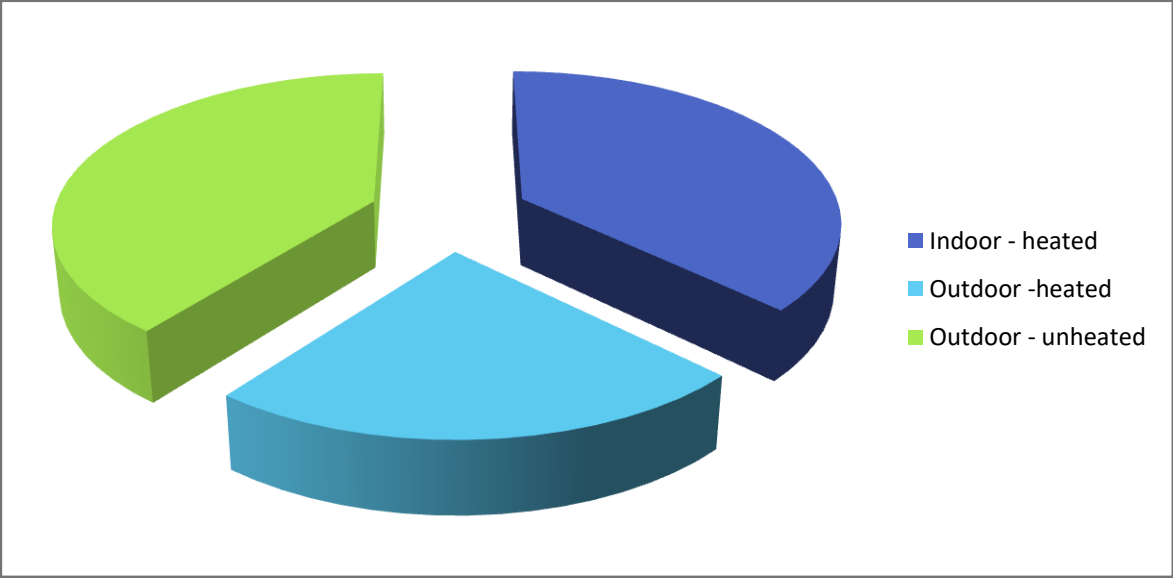


Chart 10 Percentage of pools heated and unheated

There is also greater patronage if the pool can cater for various user groups over the entire year. In the regional areas, only five (10%) pools open all year round: the remaining 90% were deemed seasonal with the prime opening times between October to March. Even then, in some instances the pool was closed if the temperature fell below 20 degrees.

The survey sought details on the temperature of the water against different temperature ranges i.e. under 25 degrees, 25-28 degrees, 29-31 degrees, 32-35 degrees, over 35 degrees. These ranges cater for a different user groups and the comfort of staff and also assist in ensuring the pool operates successfully over its working life.

Competitive swimming and diving, fitness swimming and training	25-28°C
Recreational, adult teaching, conventional main pools	27-29°C
Leisure Pools	28-30°C
Children’s swimming lessons, school swimming lessons	29-31°C
Babies, young children, disabled	30- 32°C
Hydrotherapy and aquatic rehabilitation	32-36°C (ideally 34.5°C) ⁸

⁸ Code of Practice, Pool Water Treatment Authority, United Kingdom

Chart 11 provides a summary of the temperatures of heated pools.

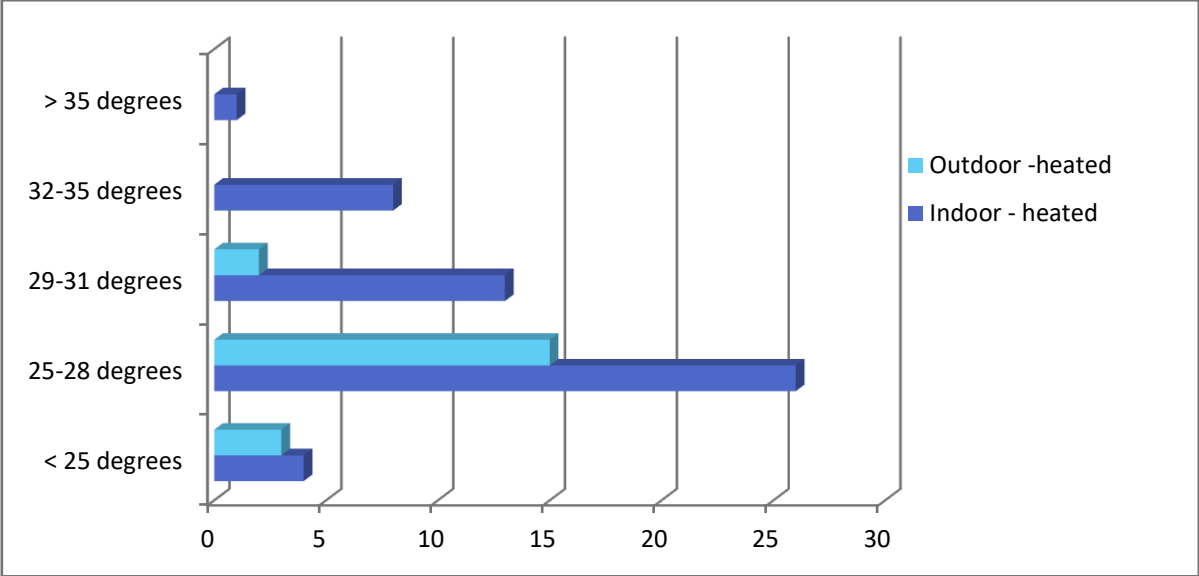


Chart 11 Temperature ranges of heated pools both outdoor and indoor

While there is a move towards higher water temperatures, pool management is also balancing this with the additional risks from warmer water. Unless there is a dedicated water requirement e.g. FINA pools must be between 25-28°, the trend is to have pools heated in the 25-31°C range thereby covering the greatest number of users.

These statistics illustrate that outdoor pools in regional areas are not an all year round option for the users who seek ongoing fitness, sport and rehabilitation options. The pools are primarily used for education and recreation purposes which are more likely to cover a smaller demographic. There is a shortage of indoor facilities in regional areas that provide all year round options for all user groups.

The positive trend is that there has been an increase in the number of indoor pools with 32% of such facilities built in the past seven years. Refer **Chart 12**.

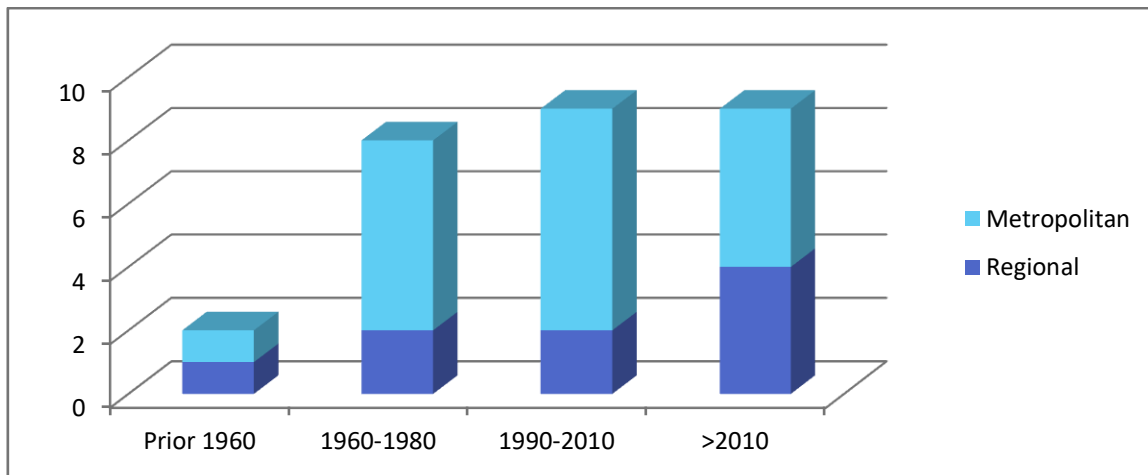


Chart 12 Number of indoor pools built in the past 50 years across the state

Range of amenities at the facility

Over the past 20 years, there has been an increase in the number and range of amenities offered at facilities. Many of these have been introduced both to cater for pool user groups and to extend the recreational and social aspects of visiting a facility. For example the introduction of recreational features lengthens the stay⁹ and provides for other income streams.

Research undertaken for the 1995 report found the following factors attracted users to a centre:

- Cleanliness of the centre
- Quality of the equipment
- Availability of water space
- Friendly and competent staff
- Adequate and secure car parking
- Value for money
- Good design
- User comfort e.g. water and air quality, and
- Other amenities e.g. gym, spa, sauna

By 2005 the kiosk was the most common facility particularly at pools owned by local government. These pools also tended to offer the greatest diversity with waterslides, meeting room, linkage to other sporting facilities and landscaped to include barbecues and playgrounds.

⁹ Provision of Public Aquatic Facilities 1995

This survey provided an extensive list of amenities from which to capture information. Change rooms and showers headed the list of the most wide spread amenity with 92% having female change rooms; 91% with male change rooms. Refer **Chart 13**. It is interesting that 30% of responses are without any change room or shower facilities: these were all located in regional areas. One response (Regional pool) stated there was one toilet only.

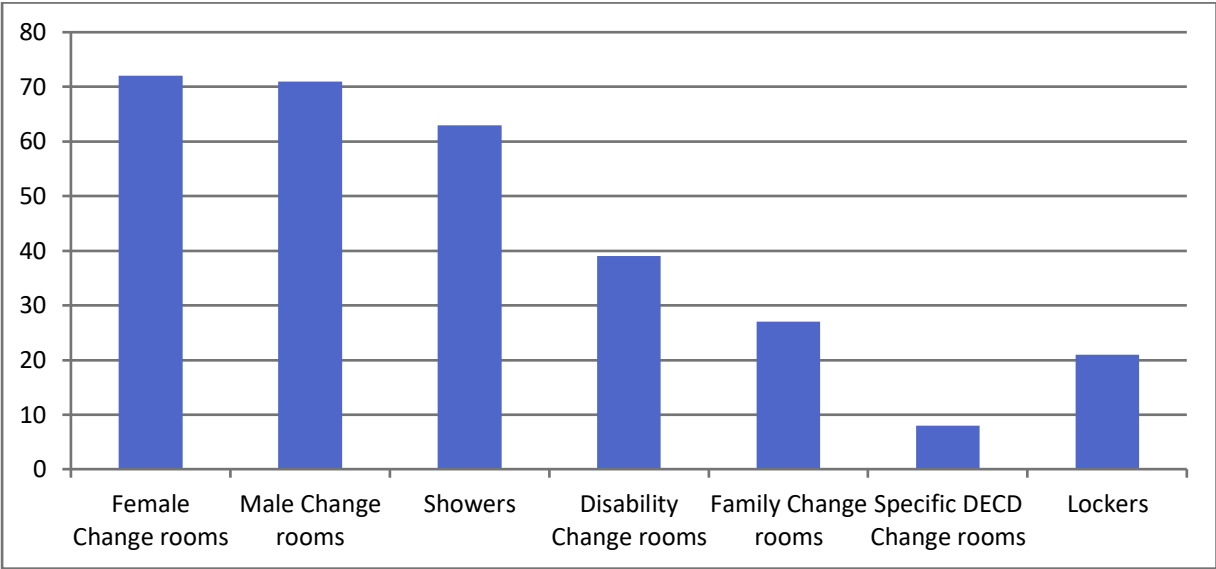


Chart 13 Change room and shower facilities with lockers

The results also show a number of disability, family and Department for Education and Child Development change rooms. These have been a more recent requirement based on legislative and social changes. For example, *The Disability (Access to Premises – Buildings) Standards 2010* came into effect May 2011. This legislation requires that all building approval applications for new buildings or upgrades to existing buildings must comply with guidelines that were created to ensure accessibility to all people thereby removing any discrimination. In pool environments, the Disability Standards focus primarily on access into and out of pools. The survey sought feedback on the type of access afforded to the main pool. The results are shown in **Chart 14**.

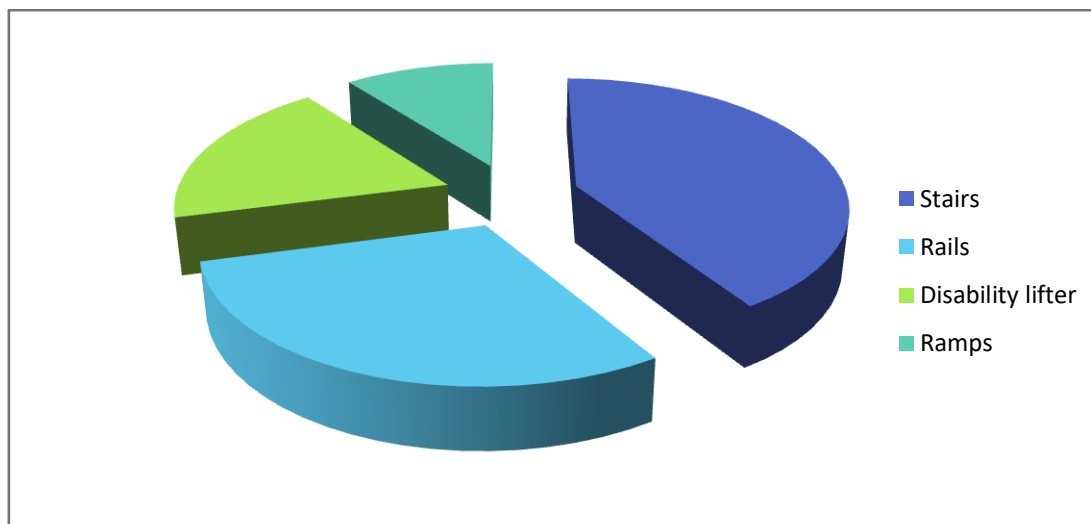


Chart 14 How users access the main pool

‘Guidelines for Change rooms and supervision in a swimming and aquatics context’ were released by the South Australian Department for Education and Child Development in September 2013. These guidelines provide some strategies for consideration by schools when determining how best to manage the changing of students and change rooms and are aligned to the child protection policy and protective practices. The release of these guidelines has generated controversy in the industry and has seen both a rise in competition between centres to attract users and an erosion of revenue. Many of the centres, particularly those older facilities, are not in a position financially or through development capabilities to increase the change room status to cater for Department for Education and Child Development children only change rooms. The newer centres are therefore benefitting from this initiative. To ensure all pools are competitive and can offer the education user group wide coverage with minimal impact, it is appropriate that consideration be given to upgrading facilities with external funding and/or the provision of transport.

Finally, with regard to changerooms, there is uncertainty in the industry around what is the best or most appropriate method of catering children under 7 or 8 years who are with an adult of the opposite sex. Put another way, when it is safe for a child on his or her own to enter a changeroom that is full of adults? The industry believes there needs to be further review of what is appropriate and for Recreation SA to introduce a recommendation in the Code of Practice and/or to encourage facilities have a clearly marked policy that is made available to users.

The next tier of popular amenities is shown in **Chart 15**. For this report purposes, gym/fitness/yoga centre also include responses that advised Physiotherapy, Pilates, Yoga, Stretch Classes and massage were available. Off street parking has consistently been a requirement of users. This can be attributed to many factors including the varying times of the day and night when pools are accessed

by the different users, the potential lack of available public transport, the number of people arriving together to use the pool at the same time, the comfort and ease to move from a wet environment into a vehicle without accessing change rooms.

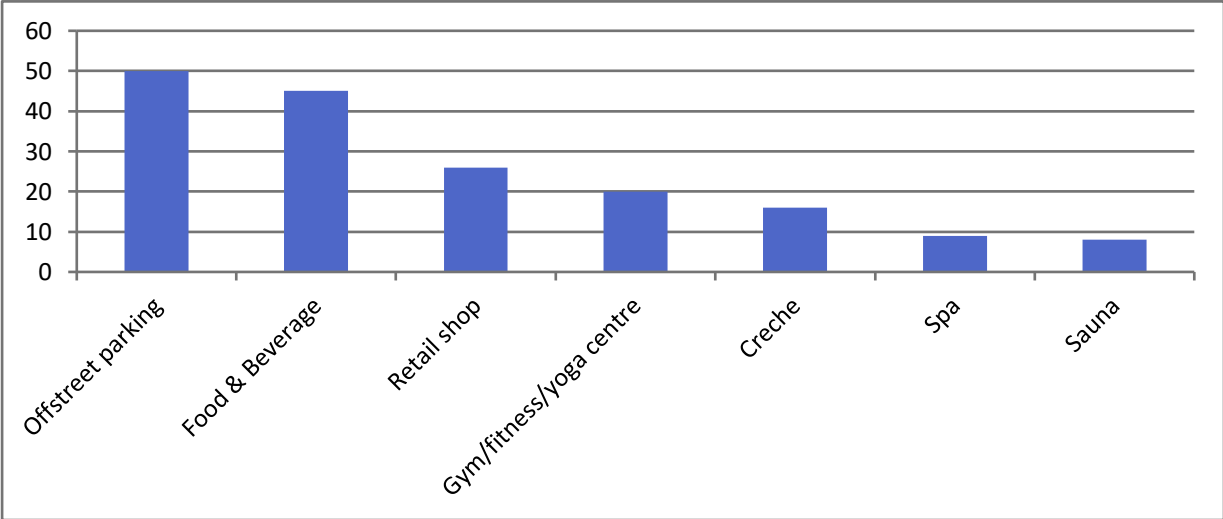


Chart 15 Popular amenities provided at swimming pool centres

The provision of food and beverage remains a popular feature and a number of facilities offer a retail shop. Sometimes the shop provides a range of aquatic clothing and accessories that are not available at any other retail outlet in the area. This is particularly the case for regional facilities.

A number of facilities have continued to broaden their user reach by offering facilities that are not necessarily linked to the aquatic environment; rather they are being made available for a different type of user and representing a community hub or destination for mixed purposes. Facilities with meeting rooms, halls and in one case, a theatre were equally spread across metropolitan and regional pools. There was an equal spread of metropolitan and regional pools adjacent to other sporting facilities. Bordertown is an example of a typical regional town. While it contains eating areas and a playground, it is also adjacent to the RSL Club, the BMX and Skate Park, the Bowling Club and the Memorial Park. Of the pools with barbecue facilities, 78% were in the regional area. The number of pools with additional amenities are shown in **Chart 16**.

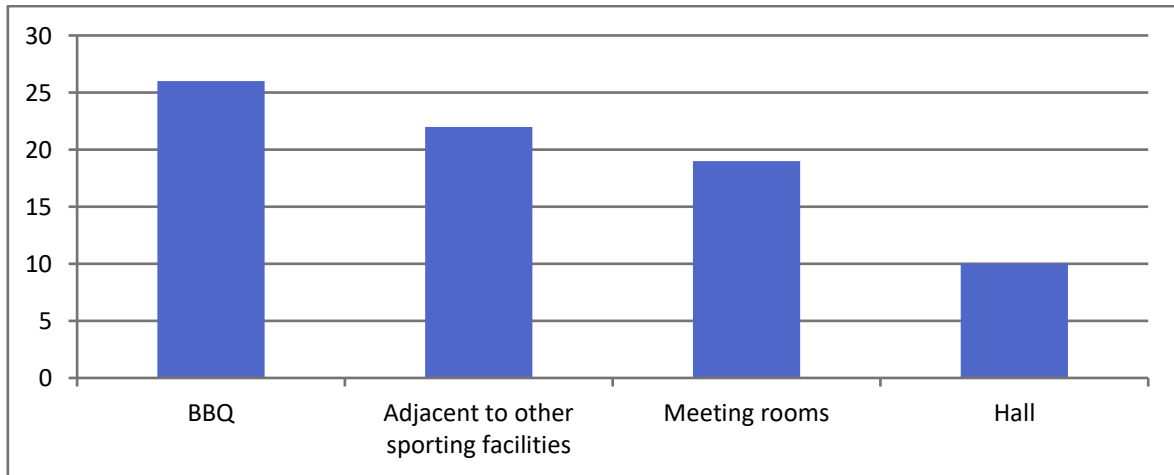


Chart 16 Additional features that are non-aquatic related



Image 2 Bordertown pool has a playground and eating facilities

WATER SAFETY

Recreation SA Code of Practice for Public Swimming Pools in South Australia

The State's first ever Code of Practice for Public Swimming Pools was launched by Recreation SA in 2016 after extensive work undertaken by the Recreation SA Aquatic Advisory Committee with assistance from the Office for Recreation and Sport 'Sport and Recreation Development and Inclusion Program'.



It incorporates all appropriate documentation for operating a public swimming pool and is a document that is specific to the SA Aquatic Industry. It is designed to be viewed as a benchmark for standards and operating procedures with the aim of benefitting all employees and patrons in the aquatic industry. By providing a framework for planning and assessing aquatic environments, creating and maintaining safer venues and minimising risks and hazards, this Practice will assist in developing a positive and safe industry.

This document is designed to be dynamic and respond to the aquatic industry needs. It is reviewed annually to ensure it remains the SA Aquatic Industry's best-practice document. It contributes to the outcomes of the State Water Safety Plan by influencing, establishing and/or reinforcing legislation and policy; educating staff and users; creating and maintaining safer venues, and sharing information through positive collaboration.

Water Safety refers to safety around water and the prevention of drowning deaths and water-related injuries through programs, services and promotions. Water safety relates to the ocean, beaches, lakes, rivers, dams, public and private swimming pools, artificial water features, water tanks, baths or any other body of water.

State Water Safety Plan 2016-2020

The survey questions were designed to capture information against certain elements contained in the Code of Practice i.e.

- Administrative Processes
- Watch Around Water
- Pool Audits
- Recommended policies and procedures

The information obtained serve to inform the progress against some of the Key Result Areas identified in the State Water Safety Plan.

The link to the Plan and the survey is shown in **Chart 17**.

Key Result Area 1: Adopt a life-stages approach			
Objective	Strategy	Action	Survey question
Reduce drowning deaths in children younger than five years of age Pillars: Education	1.1 Strengthen programs that raise awareness and build skills in supervision	1.1.1 Programs are evidence based and aimed at parents, carers and supervisors of children younger than five	Is the facility a registered Watch Around Water Centre?
	1.7 Promote water safety and lifesaving education to school-aged children	1.7.2 Provide high quality water safety programs within schools statewide and influence policy to maintain school participation	Is the facility a registered Watch Around Water Centre?
Key Result Area 2: Address high-risk locations			
Create and maintain safer venues Pillars: Education, Collaboration	2.3 Identify and address risk-management issues in aquatic environments	2.3.2 Through the LGA, encourage local councils to undertake a risk audit of aquatic... environments ... and develop design and management strategies to address issues.	Is there a current documented Risk Management Plan in place? Is your facility independently audited on a regular basis?
		3.4.2 Identify and develop collaborative projects that aim to address program and service gaps or improve existing service delivery	Is the facility member of Recreation SA?
Foster collaboration Pillar: Collaboration		3.4.3 Formulate collective approaches to promote water safety	Is the facility a registered Watch Around Water Centre?

Key Result Area 3: Address key drowning challenges

Influence legislation and policy Pillar: Legislation and Policy	3.3 Implement and promote relevant legislation and policy	3.3.3 Form sub-committees as required to review high-risk demographics with the view to validate current legislation or make recommendations to government for amendments relating to: code of practice (public pools)	Is the facility aware of the Recreation SA Code of Practice for Public Swimming Pools in South Australia released in 2016?
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Chart 17 Alignment between the Key Result Areas of the State Water Safety Plan 2016-2020 and the survey questions

The survey asked whether the facility was aware of the Code of Practice and obtained the following response:

Yes	No	Unsure
66%	11%	23%

One question that has been asked in previous surveys was that around the number and type of staff employed. The Code of Practice outlines the qualifications of supervisory, coaching and instructional staff and the expectations that the collective competencies of all personnel satisfy staffing requirements.

In the list of qualifications, there is no reference to any qualifications for pool operators, or those conducting in-house audits.

Responding to drowning as being one of the leading causes of death in Queensland for children under the age of five years old, Queensland introduced pool safety laws. Supervising young children, teaching them to swim and having effective pool fencing can save lives. Those undertaking the program learn pool safety laws and how to apply these in the role of a Pool Safety Inspector when conducting an inspection of a regulated pool. In Queensland a regulated pool extends to private pools.

This type of qualification could be useful in South Australia, particularly with regard to Local Government/District Councils where staff may be engaged to conduct both public and private swimming pool audits.

Water Safety: Awareness

For sport and recreation to flourish and grow, there needs to be continual evolution and implementation of practical strategies that make environments safe, fair and inclusive for all.¹⁰

Primarily, before the introduction of these strategies, there needs to be a strategy that makes people water safety conscious before they enter the water.

In the year 2016/2017, 15 or 5% of the total Australian deaths due to drowning in Australian waterways occurred in South Australia.¹¹

In South Australia, there are 5 identifiable life stage groups i.e. 0-4, 5-14, 15-24, 25-64 and 65+. There are also 'at risk' groups particularly where there are known drowning challenges.

'Watch Around Water' and 'Learn to Swim' are programs that covers the 'at risk' group of 0-14 year olds.

In South Australia these are not compulsory programs yet in both Queensland and Victoria, compulsory water safety lessons are now being supported for all children under the age of six.

Swimming is one of Australia's most popular past times. We believe every Australian should learn to swim in a safe and friendly environment. Swimming skills, particularly among children are fundamental to every individual's safety and overall motor skill development.

Swimming Australia 'Learn to Swim'

There is a need for prevention strategies that target other 'at risk' groups, specifically

- Rural, remote and Indigenous communities
- Middle aged and older people
- Culturally and linguistically diverse (CALD) communities, including international students and tourists

Strategies are already in place to provide access to swimming lessons to those in the remote Aboriginal communities. For example, there are at least three swimming pools located in the APY Lands.

¹⁰ <http://recreationsa.org/inclusion/>

¹¹ Royal Life Saving National Drowning Report 2016/2017.

For middle aged and older people, many have learnt to swim. The main concern with this group is their potential lack of awareness around pre-existing medical conditions that may have an impact on their fitness and ability in the water.

It is the CALD community where further effort is needed. In South Australia in the last four years, five members of the CALD community have drowned on our beaches. In one month during 2017/18, two deaths occurred at the same beach.



Several strategies are already underway: more are being designed in an attempt to educate and train members of these communities. One successful strategy has been a recent initiative introduced at both the Unley Swimming Centre and Payneham Memorial Swimming Centre. Almost 100 refugees and new migrants are learning lifesaving swimming skills including survival strokes, identifying risks, learning about water safety and how to perform CPR.

Another recent initiative, women’s only swimming sessions, was a program that taught water safety and swim skills for adults and children from CALD communities. Water survival skills were combined with awareness, pool etiquette, protocols, signage, basic first aid and CPR such that the women and children could effectively and confidently integrate into many of Australia’s water recreation and water sports. The “Women only session” was required to be run outside of regular hours so that the centre could be screened from possible male viewing and manned by all women staff.

These programs are not without some barriers or difficulties. For example they can be an expensive outing for a participant from a disadvantaged background as many cannot afford both the entrance fee and lessons; centres need to provide swimming instructors in addition to life Guards; modesty suits for Muslim women can be expensive with many unable to purchase their own. However, where programs are being implemented, centres are attempting to mitigate some of the issues as there is a general belief that these are working and are bringing about increased awareness and overall benefit.

The CALD focus fits within the Recreation SA mission of providing leadership on *inclusive* recreation for all South Australians. Inclusive participation is recognising differences between individuals/groups, and is achieved when all Australians feel engaged, welcomed and provided with an active role to participate.

Child Safety: Watch Around Water Program

The Watch Around Water program was started in 2004 in Western Australia following a spate of tragic drowning deaths involving young children at public swimming pools. In 2006 the program was activated at The City of Unley Swimming Centre, with a few of the larger local government operated facilities following suit in 2007. Recreation SA is coordinator and driver of the program in this State.

Watch Around Water was developed an education and awareness program that is designed to keep children safe at a public pool. The program has the following objectives:

- Prevent drowning deaths and at public swimming pools
- Promote active parental supervision
- Assist aquatic staff to promote safe supervision practices
- Provide a safe aquatic venue for the community

While the program assists aquatic staff to promote safe supervision practices and provides a safe venue for the community to participate in sport and recreation, the key principle is that it is unrealistic to expect lifeguards to provide the constant and close supervision required for each young child at all times. Although lifeguards are present, the responsibility for the supervision of children is one that must be shared between lifeguards and parents or responsible carers.

By being an accredited Watch Around Water centre, public swimming centre management is responsible for enforcing the requirements of the program i.e.

- It is a Condition of Entry.
- Centres are provided with signage, flyers, training and resources to communicate the program's key principles in the most effective way to their patrons.

The program has wider benefits if supervising adults apply the rules no matter the water activity and location. From bathing in a home bath to swimming in the open water, the key principles are the same:

- Children under 5 years must be constantly supervised and remain within arms reach
- Children under 10 years must be accompanied into the facility and constantly supervised by a parent/ guardian
- Unsupervised children (of any age) will be removed from the water if the lifeguard is concerned for their safety.

The survey asked whether the facility was a registered Watch Around Water centre and obtained the following response:

Yes	No	Unsure
44%	36%	20%

Following a review of the 'Unsure' category, it would appear 56% are not registered. Many of these are public schools. Approximately 45% of the No/Unsure responders indicated they did not want any information on the program. While there may be limited parental supervision at school swimming pools, any education program for students is valuable in that it can contribute to knowledge which they hold for life and leads to the reduction in drowning related injuries and potential deaths.



Image 3 Kidsafe SA as an official supporter of the Watch Around Water program.

RISK MITIGATION

Risk Management

Risk Management is a process in which organisations identify, assess and control risks to people, to the organisation or to an asset that could potentially affect their business operations. Typically the first step is to conduct an audit which records, measures, analyses and reports on a particular situation. The aim of the audit is to identify the risks which then become part of Risk Management matrix that enables the consideration and evaluation of risks. By documenting this in a Risk Management Plan, the organisation has the ability to continually review risks and identified mitigation steps.

As an example, a basic risk management plan for a pool facility would seek to ensure the following risks were addressed:

- To ensure workplace is safe and without risks to health
- To ensure the risk of injury or death from electricity is eliminated or minimised
- To minimise risks related to confined spaces
- To eliminate or minimise risks related to manual handling
- To eliminate or minimise risks to health and safety arising from plant
- To ensure maximum number of bathers is not exceeded
- To ensure the chemical parameters and frequency of testing that influence the disinfectant process eliminate or minimise risks to the health and safety of all patrons
- To ensure staff are provided with induction, training, instruction and supervision
- To eliminate or minimise risks through provision of adequate signage¹²

The key regulatory documents covering legislation, standards and guidelines that are relevant to South Australia are outlined in the Code of Practice. They are listed in **Chart 18**.

¹² Public Swimming Pool Legislation in Australia: An examination of the legislation, Australian Water Safety Council, 2007

Water Quality	<ul style="list-style-type: none"> • South Australian Public Health Act 2011 • South Australian Public Health (General) Regulations 2013 • Standard for the Operation of Swimming Pools and Spa Pools in South Australia (developed to assist local councils in the administration of the legislations) • Guideline for the Inspection and Maintenance of Swimming Pools and Spa Pools in South Australia.
Pool Operation	<ul style="list-style-type: none"> • RSLG Guidelines for Safe Pool Operation
Health and Safety	<ul style="list-style-type: none"> • Work Health and Safety Act 2012 • Work health and Safety Regulations 2012 • Dangerous Substances Regulation 2002 • Child Protection Act 1993 • Australian Resuscitation Council RLSS Guidelines
Facility Design	<ul style="list-style-type: none"> • Building Code of Australia 2006 • Australian Standards Handbook HB
Training	<ul style="list-style-type: none"> • Australian Government Department of Education and Training (www.training.gov.au)
Environment	<ul style="list-style-type: none"> • Safe Environment Policy (LGASA)

Mandatory are highlighted in blue

Chart 18 Key Regulatory documents relevant to Public Swimming Pools in South Australia

When designing the survey, Recreation SA believed it important to gauge the degree of user and facility safety at each centre. While the Code of Practice encourages audits as good practice, this was an opportunity to explore whether organisations had taken a ‘best practice approach’ and embedded the audits into a risk plan. Relevant questions asked were:

Question 14 Is there a current documented Risk Management Plan in place?

Question 15 Is your facility independently audited on a regular basis?

Question 16 If Yes to question 15, who conducts the audit?

Question 14 Is there a current documented Risk Management Plan in place?

Yes	No	Unsure	Skipped
72%	8.65%	19.35%	4

Given best practice risk management would cover risks that could potentially result in significant payments as a result of death or injury of users and staff, exposure to insurance claims (public

liability and Workcover) and ongoing pool sustainability, the number of facilities without a plan in place was a concern.

After closer scrutiny of results which included looking at a combination of Questions 14, 15 and 16, eight facilities were identified as being ‘at risk’ according to the information supplied.

Question 15 Is your facility independently audited on a regular basis?

Yes	No	Unsure	Skipped
70%	14.5%	15.5%	2

The majority of the facilities that responded either ‘No’ or ‘Unsure’ were public schools.

Question 16 If Yes to question 15, who conducts the audit?

Inhouse / self audit	Local Government/ District Council	Royal Life Saving South Australia	Lifesaving Victoria	Other	Skipped
36%	21.3%	9.8%	4.9%	27.9%	24

Again a number of the responses under ‘In-house/self-audit’ were facilities linked to the Department for Education and Child Development. These facilities are audited on an annual basis, primarily addressing program procedures for students and Department for Education and Child Development staff and safety issues that could affect students, teachers and spectators. There is scope for this audit to have greater focus on centre operations, risk analysis, incident reports, chemical and plant equipment usage and storage.

After analysis of ‘Other’ responses, many of these were schools that would fall under the audit provisions of the Department for Education and Child Development.

On further scrutiny of Questions 15 and 16, it was apparent that responders were unclear of the question and, if the question was to be asked again, refinement around the wording needs to be considered. In a school situation, a Principal may conduct an audit while the Department for Education and Child Development has overall responsibility for ensuring the facility is regularly audited.

Royal Life Saving has introduced an assessment tool for in-house use across Australia. Based on the Guidelines for Safe Pool Operation, Australian Standards and relevant State and Territory legislation,

this is useful for those personnel responsible for public safety, management and operation of aquatic facilities.

Miscellaneous comments relating to pool safety and risk mitigation.

The pool is very old. There is no Scheduled Maintenance program. The Pump has to be updated. Pavers are in poor condition. Shades are obsolete.

We would love to see a national guideline for pool management that everyone can follow including local council.

I would welcome regular audits to ensure water quality and regular checks on the cleaning of pool deck.

Unfortunately until we are able to arrange public liability insurance, we cannot open our pool to our community.

Due to the risk management process and the lack of clarity around legal responsibility the school made the decision to close the pool for public use in 2014. We are still waiting for further clarity regarding liability.

Training support for regional pool operators would be greatly appreciated as it is difficult and expensive. Eg. chlorine handling, pool operations. I have recently arranged a pool operators course in the South East, with 19 attendees from SA and Victoria, but arranging and hosting these courses is not

RECTIFYING GAPS

In previous reports, findings highlighted a gap in the provision of public aquatics facilities in certain locations. These were summarised in 1997 as being:

Metropolitan Adelaide

Aberfoyle Park / Hallett Cove

Henley Beach / Outer Harbor

Stirling / Crafers

Non metropolitan areas

Ceduna

Lower Yorke Peninsula

Mid Lower South East (Naracoorte)

South Coast (Victor Harbor)

The 2005 report cited that “gaps identified in the 1997 can be said to be still relevant.”

This survey found that at least 13 new pools have been built or substantially rebuilt based on data provided. They include facilities at Marion, Clare, Angle Park, Birdwood, Hackham, Hayborough, Ridgehaven and Campbelltown. Only one of these specifically addressed the gaps identified i.e. Hayborough closed the South Coast gap.

Importantly for the State, The South Australia Aquatic and Leisure Centre was opened in April 2011. While not identified as a gap in referenced reports, this facility has given South Australia the right to hold Olympic standard aquatic sporting events in the state.

A second facility, Fleurieu Aquatic Centre was opened on 23 March, 2017 representing the culmination of over 30 years of planning to achieve a Vision of the Alexandrina Council and the Victor Harbor Council.

A third facility in an inner west suburb was opened in 2016. While it offers a range of services, it has significantly impacted on the sustainability of nearby facilities that have been in operation for many years. The population growth in the western suburbs due to large housing developments on open recreational areas i.e. the former Cheltenham Racecourse and Football Park at West Lakes could benefit from the facility: however, the two pools that are now suffering due to age and lack of competitiveness may require assistance through closer monitoring, planning and funding prioritisation.

The South Australia Aquatic and Leisure Centre and Fleurieu Aquatic Centre facilities represent a strategic outcome in they closed a gap – both are showcased in this section.

Additional gaps

The significant increase in residential development in the southern and eastern hills areas was unforeseen in previous reports.

The City of Onkaparinga is now the largest ‘metropolitan’ council in South Australia. Originally a council supporting the suburbs that were within 25-30 kilometres of the CBD, its ‘metropolitan’ boundary now extends across hills and coastal land, rural farmland, suburban blocks, light industrial areas and vineyards as far south as Aldinga and Willunga, 60 kilometres from the CBD. Most of these urban areas have benefitted from the building of the Southern Expressway and the Seaford Railway line which allow for an hours commute to the CBD.

The Noarlunga Leisure Centre was established in 1991 and is managed by Belgravia Leisure on behalf of the City of Onkaparinga Council. Survey data was not provided to make a comment on whether this facility is meeting the needs of the community.

The Mount Barker District Council, with suburbs and towns also within an hour commuting time from Adelaide, has had substantial urban development. It recognises that infrastructure is not necessarily in place to support this growth and, with regard to its aquatic facility (The Mountain Pool), it is actively pursuing a plan to upgrade/replace the ageing (almost 60 years old) swimming pool. Nearly at the end of its life, this pool is unable to provide the contemporary aquatic and recreation opportunities that the new residents expect.

Currently underway is a project that will

- identify the level of demand for an aquatic/multi-use facility within Mount Barker
- identify best practice in aquatic/multi-use facilities with regards to their functionality, funding, ownership, management structures/processes and most viable components/features
- assess the existing Mountain Pool facility and its ability to meet current and future demand, including its current condition and the estimated costs involved in bringing it to a higher standard (if required)¹³

¹³ www.mountbarker.sa.gov.au/aquatic

One idea being suggested is that the Council consider accessing a pool facility that is being proposed for a new private school soon to be built in Mount Barker. Results obtained from this survey and also supported by other documentation would suggest this is not an ideal solution for the general public living in metropolitan areas. Note: In regional areas this is the most viable option and there needs to be further collaboration between the Department of Education and Child Development and local government authorities/community groups for this to occur.

In the meantime, it would appear residents are travelling to pools in other council areas e.g. Strathalbyn in the Alexandrina Council where figures obtained state an annual patronage of 90,000 compared to 8,000 at The Mountain Pool. Continued usage of the Strathalbyn facility may be to the pools ongoing detriment if this high usage continues.

Closing the gap - The South Australia Aquatic and Leisure Centre

Opened in 2011, the South Australia Aquatic and Leisure Centre has closed the gap by providing a state-of-the-art, FINA compliant, competition and recreation swimming facility.

A study conducted in late 1999 identified a need for an indoor aquatic centre in the inner southern community. Consideration was also given to the fact that South Australia did not have a FINA standard swimming facility and therefore was unable to host swimming championships or provide facilities for elite swimming, training and development.

Built as a collaboration of the South Australian Government in association with the City of Marion and the Australian Government, the \$100,000 million centre now provides all-year round aquatic facilities for the community, athletes and major events.

The Facility Management (YMCA Victoria) ensures the centre adequately caters for user groups and provides a large range of programs and amenities. In particular it has implemented a range of strategies to foster active and engaged lifestyles regardless of age, ability or background. One of the strategies is 'Open Doors' where the YMCA helps people experiencing disadvantage by subsidising the costs of the programs and services.

In the past three years over 3 million people have visited the facility i.e. 900,000 (2014/15), 1 million (2015/16), 1.1 million (2016/17). By comparison, the Adelaide Aquatic Centre, the former centrepiece for swimming in the state, had nearly 2 million visits over this period.



Image 4 The South Australia Aquatic and Leisure Centre

Closing the gap - Fleurieu Aquatic Centre

A joint initiative of the Alexandrina and Victor Harbor Councils, this pool was opened in March 2017 fulfilling a vision as well as closing a gap.

Positioned on the border between the two Council districts, this facility has been embraced by the local communities. Managed by the YMCA (South Australia), Fleurieu Aquatic Centre caters for the five identified user groups (Recreation, Fitness, Education, Sports, Rehabilitation) across a range of demographics.

It attracts users from the community all year round as well as experiencing peak times during school holidays when there is an influx of visitors to the region stretching from Goolwa through to Victor Harbor. The facility offers a safe and guarded swimming/recreational area in what is well known as a dangerous strip of swimming beaches and coastline.

A large proportion of Centre users are in the older demographic range. The facility caters for this demographic in providing programs and a social environment all year round. From Falls Prevention and Strength for Life classes, the participants can also meet socially at the café or during a work out.

YMCA is continually looking at identifying new programs that keep demographics interested. The crèche complements the learn to swim program; for the first time in South Australia there will be a synchronised swimming club based from the centre, other programs include flipper ball, water polo.

Suspended Swim, a program that won a Recreation SA Award and ReLink, a program for at risk youth are further examples of engaging with the community.

As part of the growth strategy, YMCA is also identifying ways to make the current facility more accessible with greater patronage.

There is one feature that has proven to be highly popular and heavily frequented i.e. the hydrotherapy pool. Already after a year, there is talk that this could easily be doubled in size to cater for the demand. Given the health and medical benefits from hydrotherapy, Management has brought in strict access so that the pool is used for its prime purpose rather than being a spa or recreational/social amenity.

With over 70 employees, ranging in age from 16 to 60 year olds, this facility has kept employment in the area and brought economic benefit to the community.



Image 5 Landscaped grounds around the Fleurieu Aquatic Centre

One lesson for future development of aquatic facilities is that consideration be given to appointing a facility manager at the time of awarding the design. Working together and using their combined expertise and knowledge, a project team with this composition will be able to satisfy user groups without the need for extensive consultation; will have a design with best practice features and will ensure the introduction of revenue streams across the facility that bring financial gains.

Current Market gap - Hydrotherapy Pools

One type of pool that did not feature in previous reports was the hydrotherapy pool. This is not surprising for it is only a recent trend that has seen an increase in the use of these specialised pools to support individuals realising major health and wellbeing benefits.

Now a significant recommendation from treating health and medical practitioners including physiotherapists, the most common form of hydrotherapy is a pool containing heated water which provides a non-weight bearing exercise and strengthening environment.

- Health issues facing the ageing population such as osteoarthritis, bursitis, diabetes and obesity can be treated.
- People who have been injured or are recovering from surgery can be advised to use the facility.
- Those with disability and restrictive movement find the buoyancy enables physical exercise with unrestricted movement and minimal pain.
- The soothing water environment assists those with learning, sensory or profound difficulties.
- In addition to the seniors, those undergoing rehabilitation, those with special needs, the pool is also accessed for pre and ante natal classes and for 'water baby' sessions.



Image 6 Hydrotherapy pool at Fleurieu Aquatic Centre

Having people return to work quicker, less reliance on medication or visits to medical professionals, increasing the wellbeing of the senior demographics, more autonomy and self-confidence for those with special needs - all of these serve to reduce the escalating costs in the health system and contribute to the State Vision of having people 'live active and healthy lives and feel part of the community'.

An ideal hydrotherapy pool is heated to 34 degrees; it may/may not have jets; it needs ramp access or, if not feasible, easy access. Lifters offer best practice for those who are wheelchair bound. The facility must be indoors; it uses a considerable amount of space and it is costly to run in comparison to other types of pools. Further, it differs from other pools in that there is an increased disinfectant level to compensate for the accelerated loss of disinfecting agent due to the increased water temperature.

Users of hydrotherapy pools represent one of the most diverse groups that visit an aquatic centre: it will continue to be a growing group in the future and facilities looking to increase participation and revenue may need to scope such a facility into future plans.

THE PAST 10 YEARS AND THE NEXT 10 YEARS

Specific survey questions aimed to ascertain whether the facility had conducted major capital works over the previous 10 years and would it be operational in 10 years' time. It sought information on further capital expenditure and the likely source of the funding.

Question 21 Please outline any major works conducted to upgrade the main pool since 2007. Provide approximate dates and costs where possible.

65.9% (56 responders) provided information. Many were unable to provide dates and costs: however the list supplied indicates significant investment particularly over the past five years. Refer **Chart 19**.

Year	Type of Major work	Approximate Cost
2017	New solar system to heat water	\$27,000
2017	Remediation - new concrete beam surrounding pool edge, resealed and tiled	\$173,665
2017	Complete re surfacing and exterior rendering; replaced all rails	?
2017	New water return to pool and fibreglass repairs	\$80,000
2016	New filtration system	\$50,000
2017	Grouting, tiling and painting; Remedial repair work on balance tank	?
2016	New Pump	?
2014	New Plant Room	?
2017	Skimmer boxes repaired; Area around pool, sides and painted with rubber compound	\$32,000
2013	Resurface of pool bottom of pool	
2016	Fibreglass coating put on the surface	?
2016	Geo Exchange heating system	?
2015	Expansion joints replaced, filter media replaced, new circulation pumps, epoxy painted gutters, filters and balance tank	?
2016	Patching areas that lifted on the base of the pool	\$36,000
2012	Pool repainted and outside rendered	
2015/17	Centre channel repair; Replacement of Open Gravity Filter Sand; Replacement of Chemical Controllers; Replacement of plant room pumps and roof	\$300,000
2014/17	Overhaul of filtration system and chemical dosing equipment and solar pumps replaced	\$35,000
2015	Complete repaint of facility; Blue I UV added	?
2015	Pool surface painted but now 10% of the pool surface is at risk	?
2015	Repairs to floor of pool	?
2009	Major upgrade	\$15 million
2015	Extension of decking and extra family change room	
2015	Removed gas chlorination and fitted granular hopper feed	?
2014	Removed pool sides and installed wet deck	
2008	Replaced filter system	

2014	Major plumbing and surface upgrade	\$250,000
2014	Facility upgrade (original pool shell remains, wet deck and ramp added to main pool, re-tiled and waterproofed, new filtration system)	\$6.8 million
2014 2011	New change rooms Drained pool resurfaced and painted	?
2013/14	Re-tiled, accessible ramp installed	?
2013	Major facility redevelopment completed by the Office for Recreation & Sport	?
2013 2006	New filtration system Pools relined	\$110,000 \$150,000
2010	Refined with shade area near toddler pool updated, canteen updated, Pool area painted and new lights installed	?
2008/10	Upgrade over 3 stages	\$13 million
2007/2008	Tiled	\$60,000
2015 2014 2012 2011 2007	Hoffman Controller New Chlorine pump & New Pump Pool heater and regulator replaced Pool liner Thermal pool blanket, sand in filter	?
2007	Inside surface repainted	\$14,000
2006	Floor tiles replaced previous flooring on concourse	?
2005	Upgrade/renovation inside and out	\$210,000
?	New pool liner, plant equipment, solar heating	\$60,000
?	Bottom rescreed and tiled; repainted the learners pools.	\$80,000
?	Upgrade to Changerooms, Exterior and Internal areas	\$200,000
?	Brand new facility - however capital reactive and improvement plans are annual	?
?	Extensive shading, paving of surrounds	?
?	Liner replaced; New Pump; Pool Cover.	?
?	Lining installed; Wading pool closed down	?
?	Lining repairs	?
?	Minor works of grouting and expansion joints. Major pipework replacement to all pools.	?
?	New piping has been replaced, new equipment in the plant room	?
?	Pool has been dredged	?
?	Re grout/silicone pool bottom	?
?	Relining the inside of the pool	?
?	Resurfaced the bottom of the entire pool; new diving blocks installed	?

Chart 19 Expenditure over the past 10 years

Question 26 In 10 years' time is the facility planned to be fully operational?

Yes	No	Unsure	Skipped
78%	4%	18%	7

No response

Three facilities are considering closure i.e. in the metropolitan area, Strathmont Centre (built in 1970 and owned by the State Government) and in the regional area, Cambrai Swimming Pool (built in 1962 and owned by the Mid Murray Council) and a privately owned facility at Mount Gambier (built in 1955). There is a further aquatic centre in Mount Gambier which could cater for the users; however this is also under review for ongoing viability. The loss of the facility at Cambrai would have serious consequences for the community. This facility is highlighted below.

The Cambrai pool built in 1962 has been a meeting place, play space and educational/training facility for Cambrai, Sedan, Sanderston and Black Hill residents for more than 50 years. Over the past three years, the Mid Murray Council has injected capital into a new Plant Room, a new Pump, some grouting, tiling and painting and remedial repair work on the balance tank. It recently conducted an engineering review of the facility resulting in the recommendation that there needs to be major construction works due to significant leaking and compliance issues. This pool could potentially close within 5 years although the Council is seeking alternative options and as such it will conduct a feasibility study this year to seek feedback and make further recommendations.

If it goes ahead with a major refurbishment the plan would be to

- *upgrade filtration, the pool, the building and equipment*
- *Improve surrounds e.g. landscaping, recreational areas, off street parking*
- *Increase usage by increasing the catchment area, having a swimming club presence and extending opening hours*
- *introduce major energy and water efficiency measures*

The anticipated budget for this type of reconstruction would \$1-2m with funding coming from a combination of Local Government, the Office for Recreation and Sport, the community and private sources.

While it currently operates seasonally and with a catchment of 1000-2000 users, it represents a vital service in a regional centre with the pool providing for a range of different programs, catering to all ages, with a focus on fun in the water, water safety, rehabilitation and increasing healthy activity. To cease operation would be a potential nail in the coffin for the town and surrounding community.

With ever increasing costs involved in providing aquatic facilities for public use and the delivery of effective learn to swim programs hopefully there will be support to ensure the smaller and independently run facilities will be able to remain viable.

Sherriffs Swim

Unsure response

Of the 16 responses that were unsure, 3 were in the metropolitan area with the remainder in regional centres. The largest group were facilities run by Department for Education and Child Development and located within schools where the main use is for education purposes. Comments provided indicated uncertainty based on the strategic intent of Department for Education and Child Development.

Closures of regional swimming centres are of concern if there are limited opportunities in neighbouring communities. Using pools at schools to provide water safety for the young contributes to ensuring a population that can participate in aquatic based activities. Refer **Chart 20**.

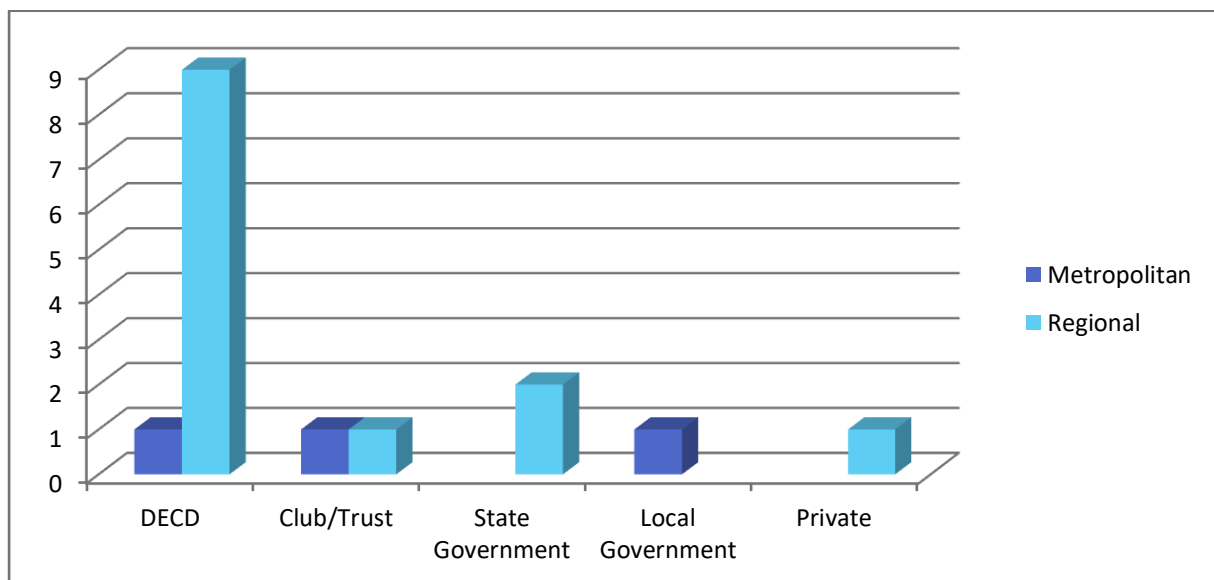


Chart 20 Location and Ownership of pools that may possibly close

The pool at the Meningie Area School built in 1976 needs significant work done to maintain its operation. While it anticipated it will be viable over the next few years, there is no guarantee of its suitability extending to 10 years and little likelihood of funding being available to repair it.

Meningie Area School

Question 28 In 10 years' time is the facility planned to be fully operational? If yes, what will it look like? Responders were able to select from a range of options: these are shown below.

Much the same	51.43%
Upgraded facilities (e.g. filtration, pool, buildings, pump shed, equipment, disability changeroom upgrade with a lifter, new lifter to access main swimming pool, upgrade to salt chlorinated system, transformed into an indoor pool)	47.14%
More energy and / or water efficiency measures	37.10%
Improved surrounds (e.g. landscaping, recreational areas, off street car parking)	35.71%
Same Management structure	35.71%
Increased usage (e.g. increased catchment area, swimming club presence, extended opening hours, increase in fitness space)	30.00%

Responders were then asked whether they would be seeking funding assistance to assist with the changes proposed and the likely source of the assistance. The results are shown in **Chart 21**.

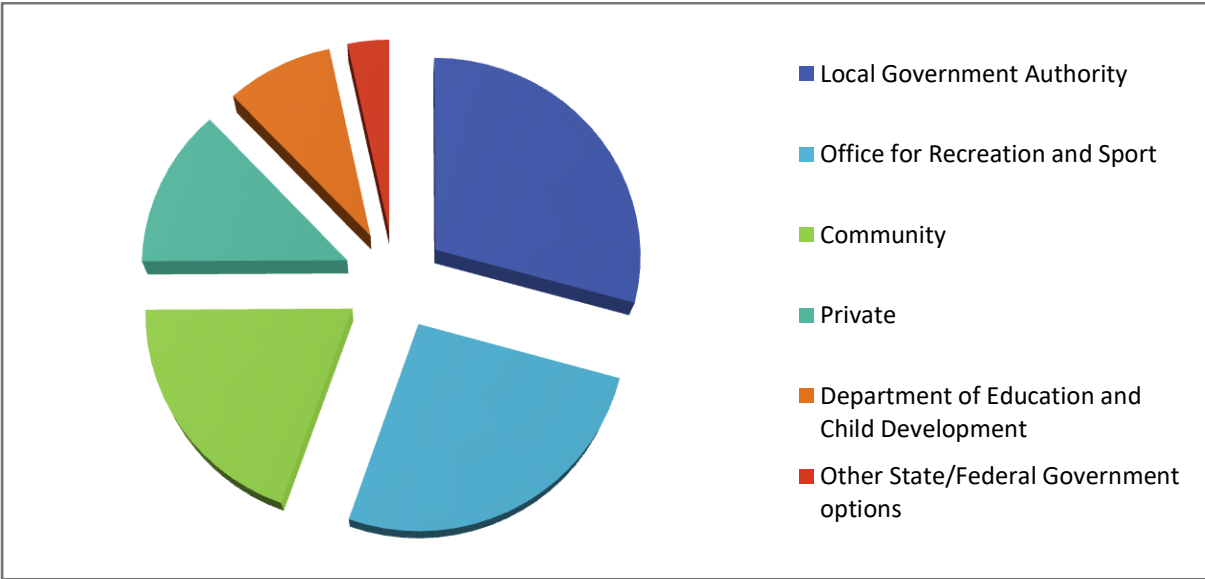


Chart 21 Likely funding source for future development

52.9% (44) of respondees provided an indication of the quantum of funding they would be seeking. Refer **Chart 22**.

There are significant opportunities for funding bodies to collectively make a financial commitment that satisfies the needs of over a third of the pools, the majority of which are in regional areas.

Aside from the facilities seeking amounts in excess of \$2M, if the 39 facilities received the funding sought over the next 10 years, the cost would be \$26M or \$2.6M per year. Expressed in such terms, this appears a small amount to ensure swimming pools remain viable.

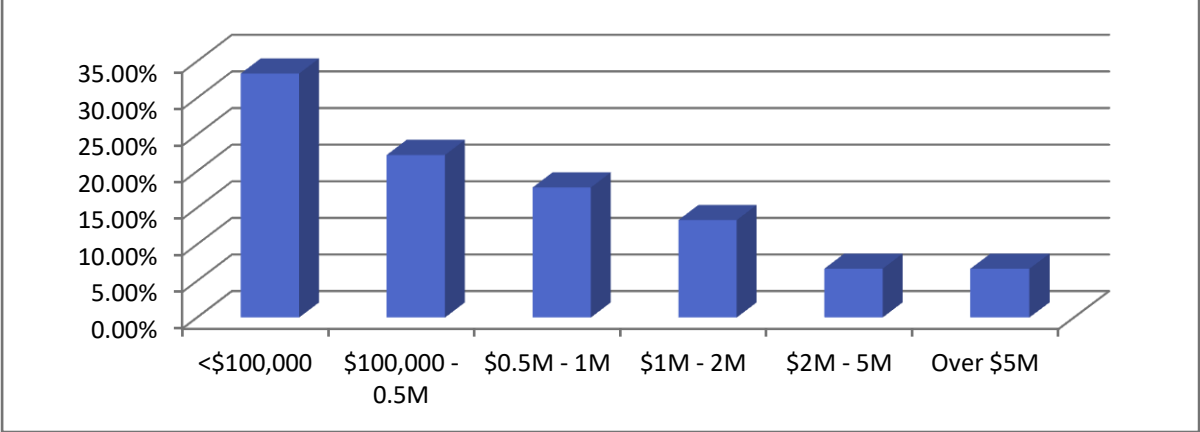


Chart 22 Quantum of funding to meet needs

- Of the 15 facilities seeking under \$100,000, 80% (12) are in regional areas. The majority wish to upgrade facilities and improve the surrounds. Using the highest cost in the bracket, the maximum capital commitment would be \$1.5M.
- Of the 10 facilities seeking \$100,000 - \$500,000, 90% (9) are in regional areas. Again the majority wish to upgrade facilities and improve the surrounds. The maximum capital commitment would be \$5M.
- Of the 8 facilities seeking \$500,000 – \$1,000,000, 37.5% (3) are in regional areas. This group wish to upgrade facilities and increase the usage.
- Of the 6 facilities seeking \$1-2 million, 4 (66%) are in regional areas. This group wish to upgrade facilities and introduce more energy and/or water efficiency measures.
- Five facilities are seeking amounts in excess of \$2,000,000. They intend to use funding to make the improvements in the shaded areas shown in **Chart 23**.

	Upgraded facilities (e.g. filtration, pool, buildings, equipment)	Improved surrounds (e.g. landscaping, recreational areas, off street car parking)	Increased usage (e.g. increased catchment area, swimming club presence, extended opening hours)	More energy and / or water efficiency measures
Norwood Swimming Centre	√			
Gawler Aquatic Centre	√			
SA Aquatic and Leisure Centre			√	√
Payneham Memorial Swimming Centre	√	√	√	√
Marion Outdoor Pool	√	√	√	√

Chart 23 Planned development at five Aquatic facilities

PATHWAYS FOR FUTURE PRIORITIES

During the development of the Statewide Aquatic Master Plan several recommendations were identified for consideration by Government, Industry stakeholders, Local Government Authorities, DECD and other interested organisations. If taken into consideration when developing or deliberating on the use of public Aquatic Facilities in the future, these are likely to bring increased benefit, greater collaboration and ongoing integrity in the industry.

Recreation SA is not required to facilitate any of the recommendations. However, as part of its advocacy role, the organisation would be willing to assist relevant industry groups work towards achieving the proposed outcomes. If given specific responsibility, Recreation SA would require additional financial support.

Recommendations

In providing the report and the recommendations, Recreation SA suggests a collaborative approach drawing on a number of key stakeholders who are well positioned to assist with progressing outcomes.

Firstly, it is proposed that the SA Water Safety Committee (SAWSAC) be the overarching body that has ownership of the recommendations. Currently it is under the auspices of the SA Fire and Emergency Services Commission and has a broad representation of strategic aligned parties. Recreation SA is a member of this Committee and sees merit in being responsible for the Secretariat. To this end, Recreation SA has initiated discussions with senior executives at the Office for Recreation and Sport.

It is then recommended that with support from listed parties, the following be addressed:

Data integrity

- That the integrity of the swimming pool database is maintained and kept current. (Refer page 20)

Five User Groups

- That, as a minimum requirement, pools either redeveloped or built are designed to cater for the five user groups. (Refer page 28)

Local Government/District Councils, Private Developers, Pool management e.g. YMCA, Belgravia

Use of school pools

- That facilities are not built within schools (public or private) if this limits the availability of the pool to all users.
- That community access is provided to school pools in regional areas. (Refer page 53)

Department for Education and Child Development, Local Government/District Councils, Private Developers, Pool management e.g. YMCA, Belgravia

Regional pools

- That regional community pools are maintained where a potential closure could result in the reduction of further services in the town and possibly the town itself.

SA Water Safety Committee, Local Government/District Councils, Department for Education and Child Development, Private Operators

Prospective facility management involved in design

- That the facility manager is appointed at the time of awarding a pool design to an architect or engineering body. (Refer page 55)

SA Water Safety Committee, Local Government/District Councils, Private Operators

Hydrotherapy pools

- That hydrotherapy pools are considered to be an economically viable proposition for attaining good health and wellbeing of those users who need rehabilitation such that they become a standard feature when designing new and or redeveloping existing facilities. (Refer page 56)

Local Government/District Councils, Designers, Private Operators

Segregated change room facilities

- That facilities receive funding if segregated change room facilities are deemed essential to attracting users and maintaining their safety. (Refer page 36)

Office for Recreation and Sport, SA Water Safety Committee, Recreation SA Aquatics Advisory Committee, Pool management e.g. YMCA, Belgravia

Water Safety

- That further analysis and liaison with other states be undertaken in identifying a best practice approach to the provision of water safety for those in CALD communities. (Refer page 43)

SA Water Safety Committee, Department for Education and Child Development, AUSTSWIM and the Australian Water Safety Councils 2016-2020 Strategy

- That the State Government supports the position that all public swimming pools must be Watch Around Water accredited. (Refer page 45)

Recreation SA has Watch Around Water as a strategic focus: it has already received funding from the Office for Recreation and Sport to facilitate this recommendation.

As demonstrated, there are many organisations that are ably positioned to contribute to a vibrant Aquatic Industry. Recreation SA looks forward to assisting the achievement of these aspirational goals with the assistance of the SA Water Safety Committee and future funding.

Recreation SA has also identified a number of initiatives and actions arising from this study that fits under the aquatic strategic focus. Subject to funding and resources it is the intention of the organisation to progress these as part of the role it has in providing advocacy and leadership in the aquatic industry space.

APPENDICES

- Appendix 1 Information on Pools -Maps
- Appendix 2 Survey Questionnaire
- Appendix 3 Comparative Data – Twenty Years On
 - Bordertown (Tatiara) Memorial Swimming Pool
 - George Bolton Swimming Centre Burnside
 - Thebarton Aquatic Centre
 - Waterworld
- Appendix 4 List of Contributors

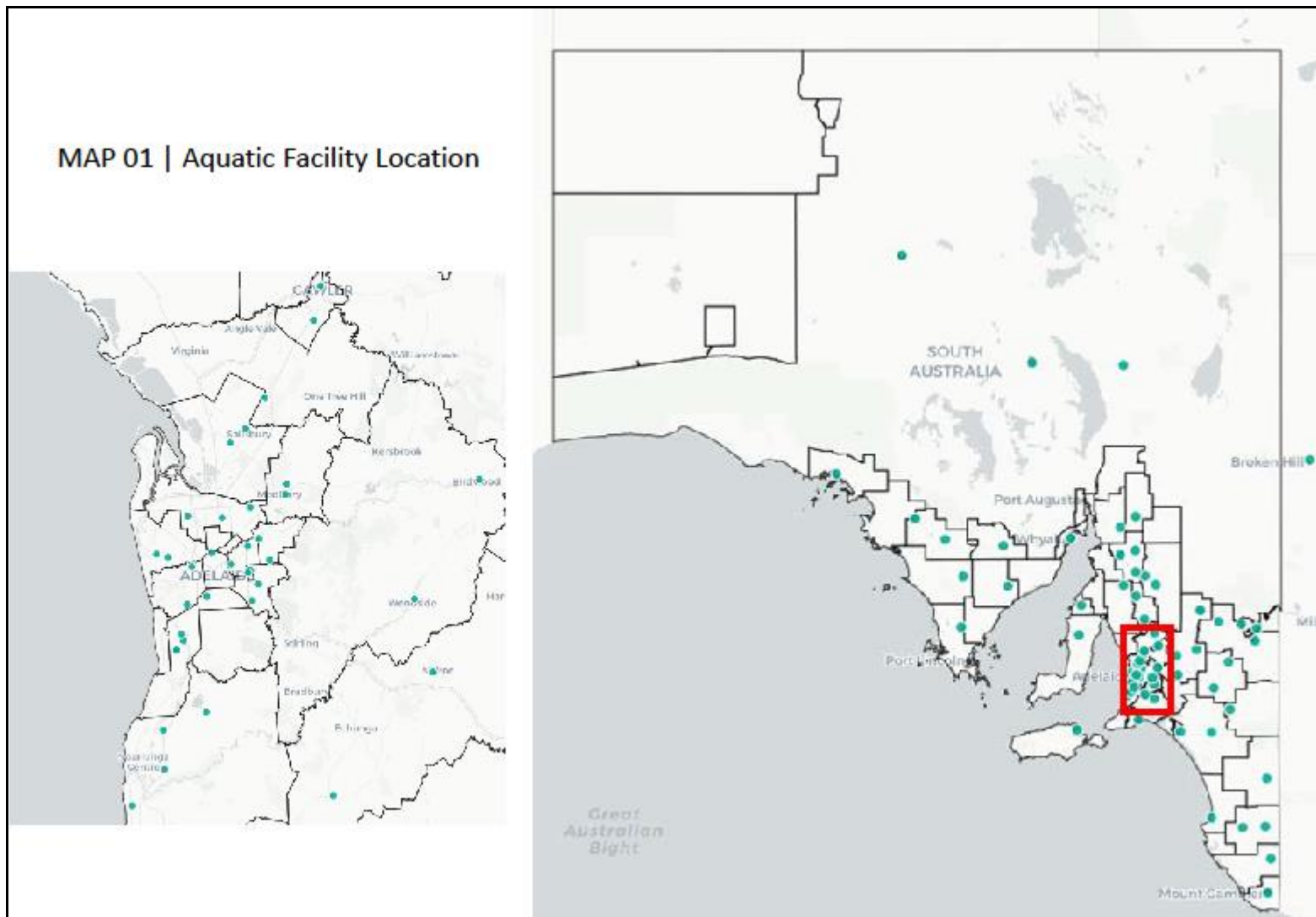
Appendix 1 – Information on Pools - Maps

The following maps were prepared using the data gathered in the survey. They will be made available on the Recreation SA website for general access.

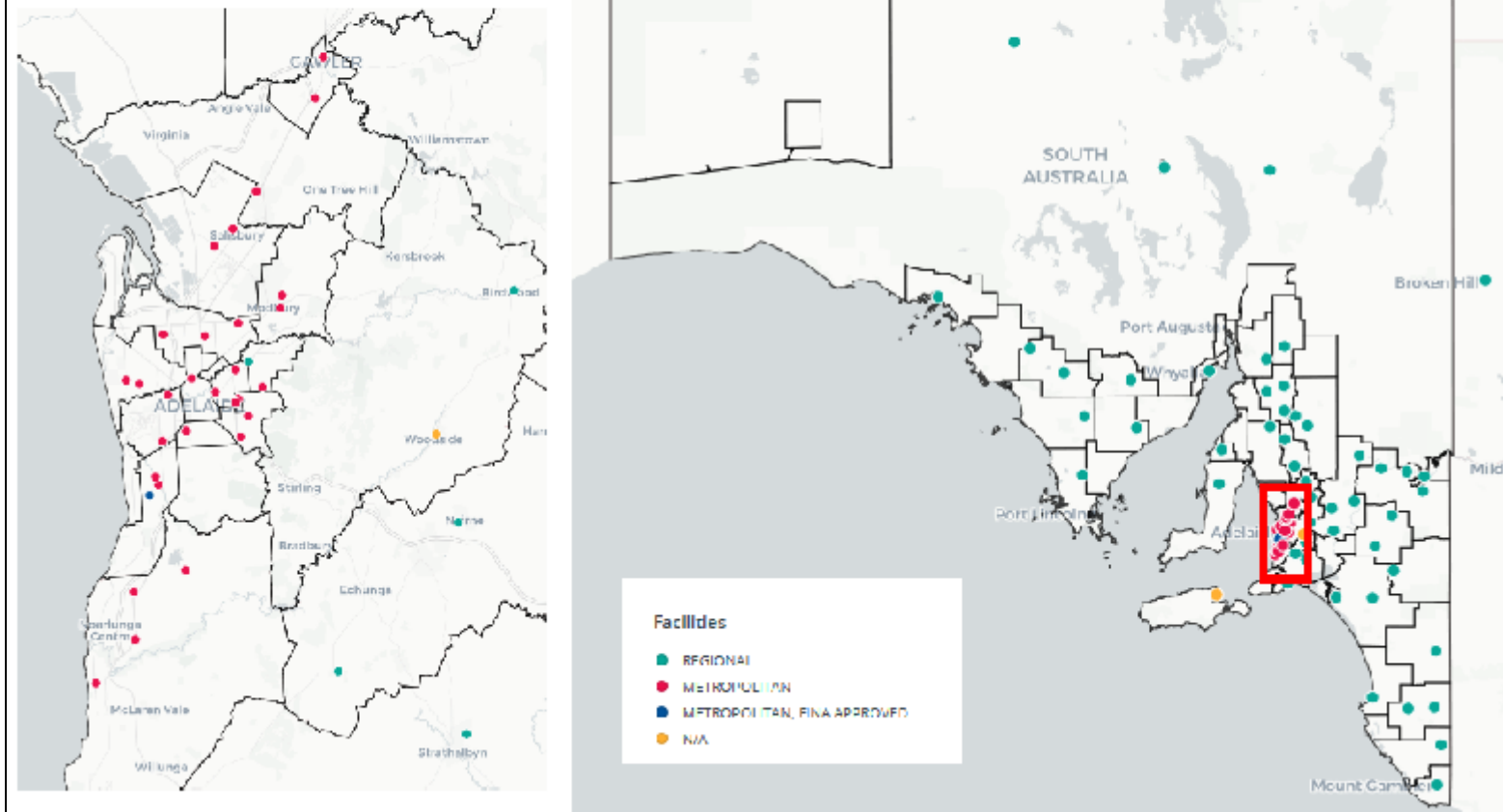
Using the functionality of the mapping tool, when the information is loaded on to the website, each facility can be clicked and a popup will provide descriptive information relevant to that specific data point. The following maps are included in this report.

Map	Survey question	Map Number
Location of Facility	Question 1	(1)
Hierarchy of Facility	Question 3	(2)
Opening Times of Facility	Question 23	(3)
Age of facility	Question 2	(4A & 4B)
Type of Pool	Question 18	(5A, 5B, 5C & 5D)
Indoor/Outdoor Main Pool	Question 20	(6)
Size of Pool and Number of lanes (Main Pool)	Question 20	(7A, 7B, 7C, 7D, 7E)
Ownership of the Facility	Question 4	(8)
Management of the Facility	Question 6	(9)
Other users of the facility (i.e. swim club)	Question 7 & 8	(10)
Programs offered at the facility	Question 19	(11A, 11B, 11C, & 11D)
Does the facility have disabled access?	Question 25	(12)
Other amenities/programs at the facility (gym, canteen etc.)	Question 25	(13A, 13B, 13C, 13D, 13E, 13F, 13G, 13H, 13I & 13J)
Hydrotherapy pool locations	Question 18	(14)

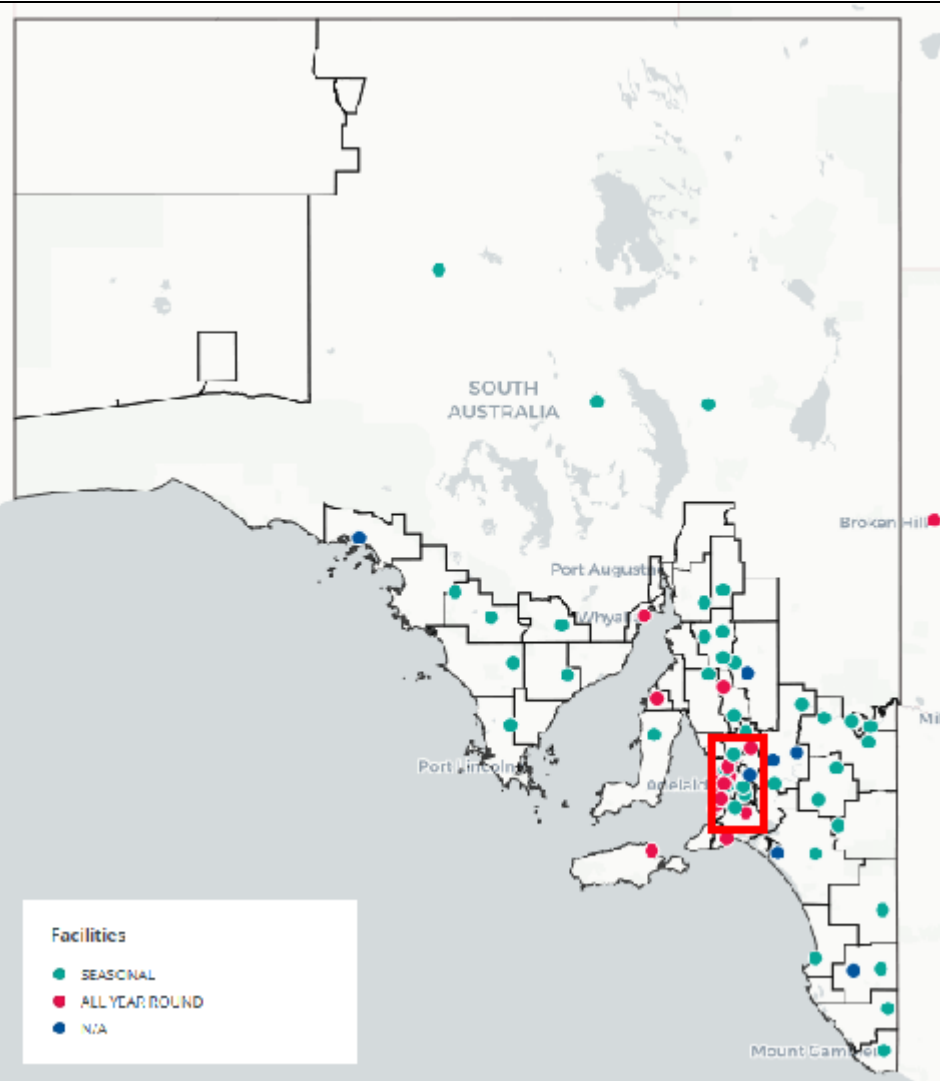
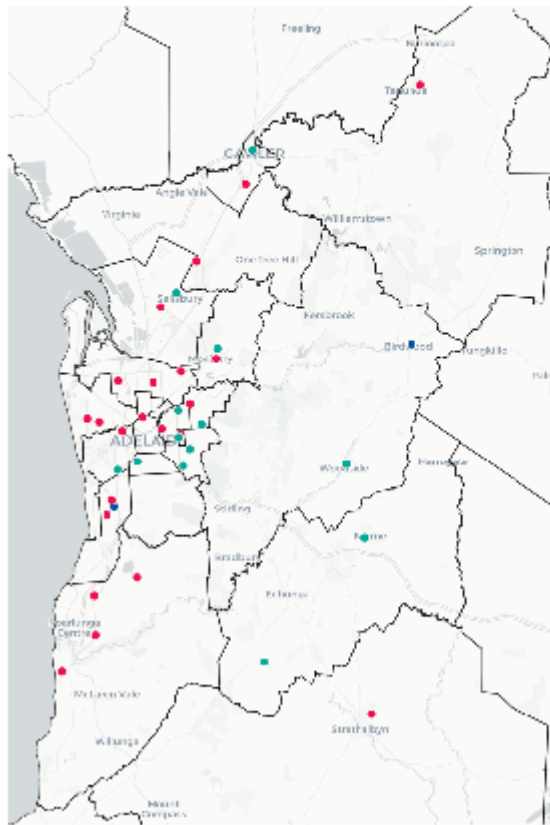
MAP 01 | Aquatic Facility Location



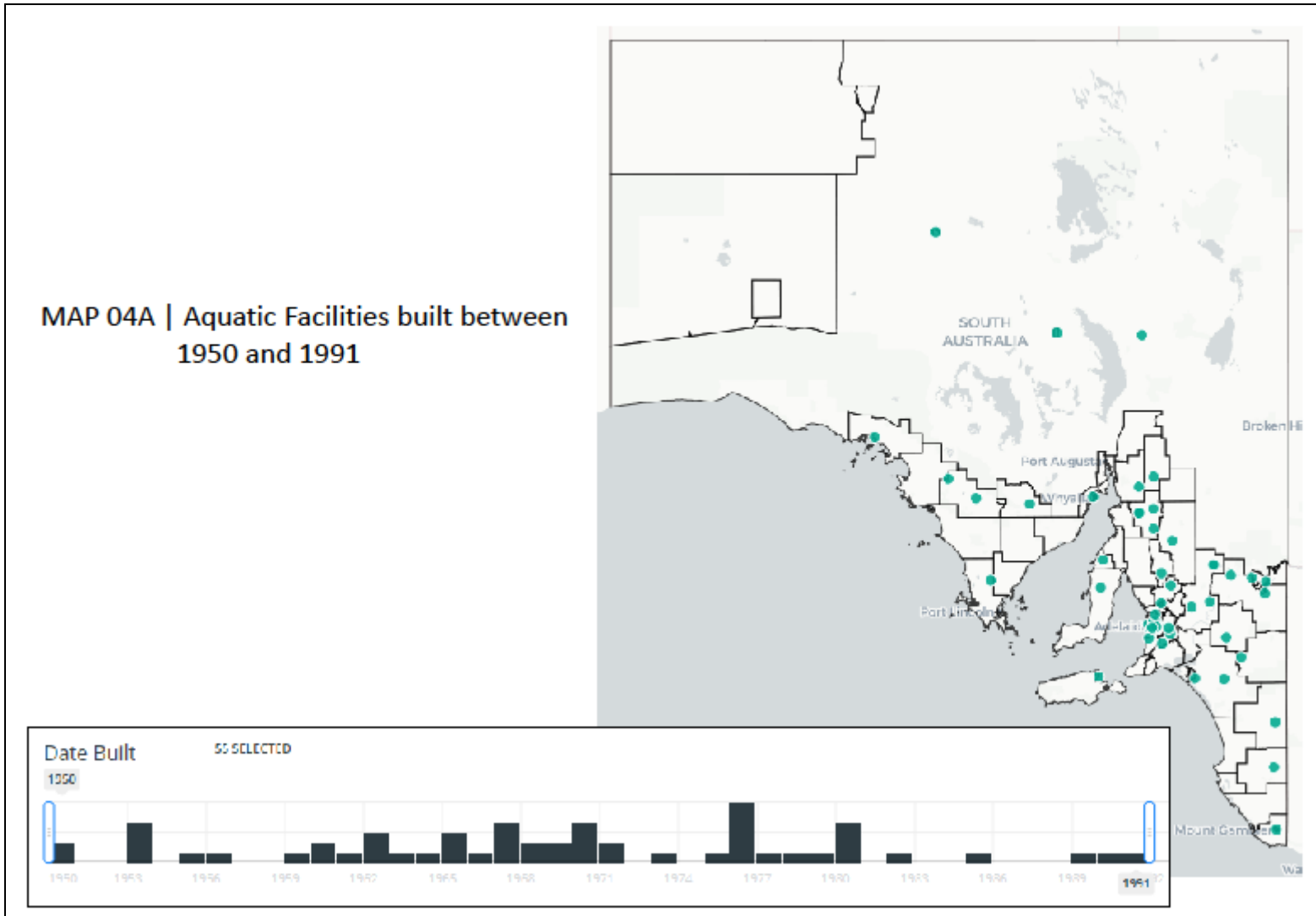
MAP 02 | Aquatic Facility Hierarchy



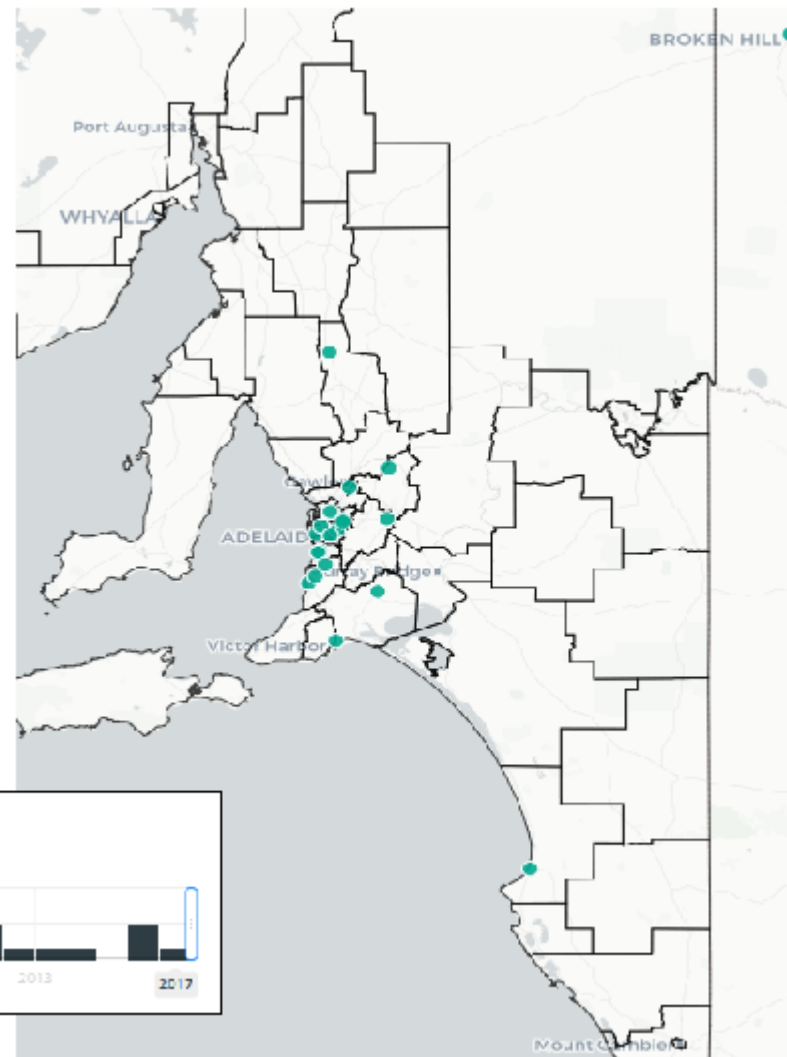
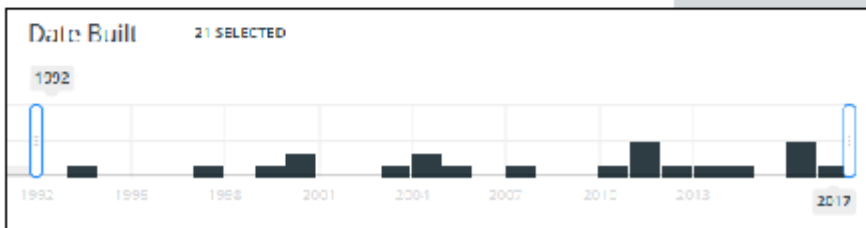
MAP 03 | Aquatic Facility Opening Seasons



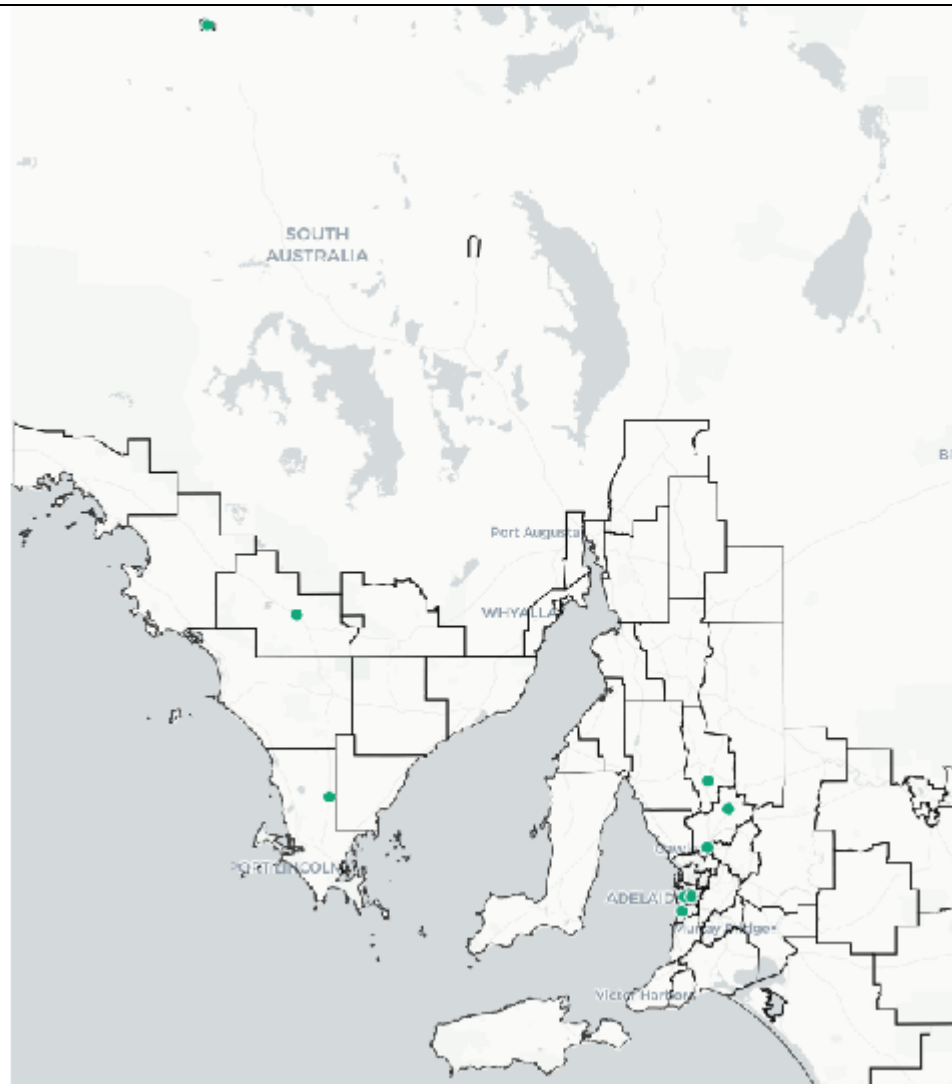
MAP 04A | Aquatic Facilities built between 1950 and 1991



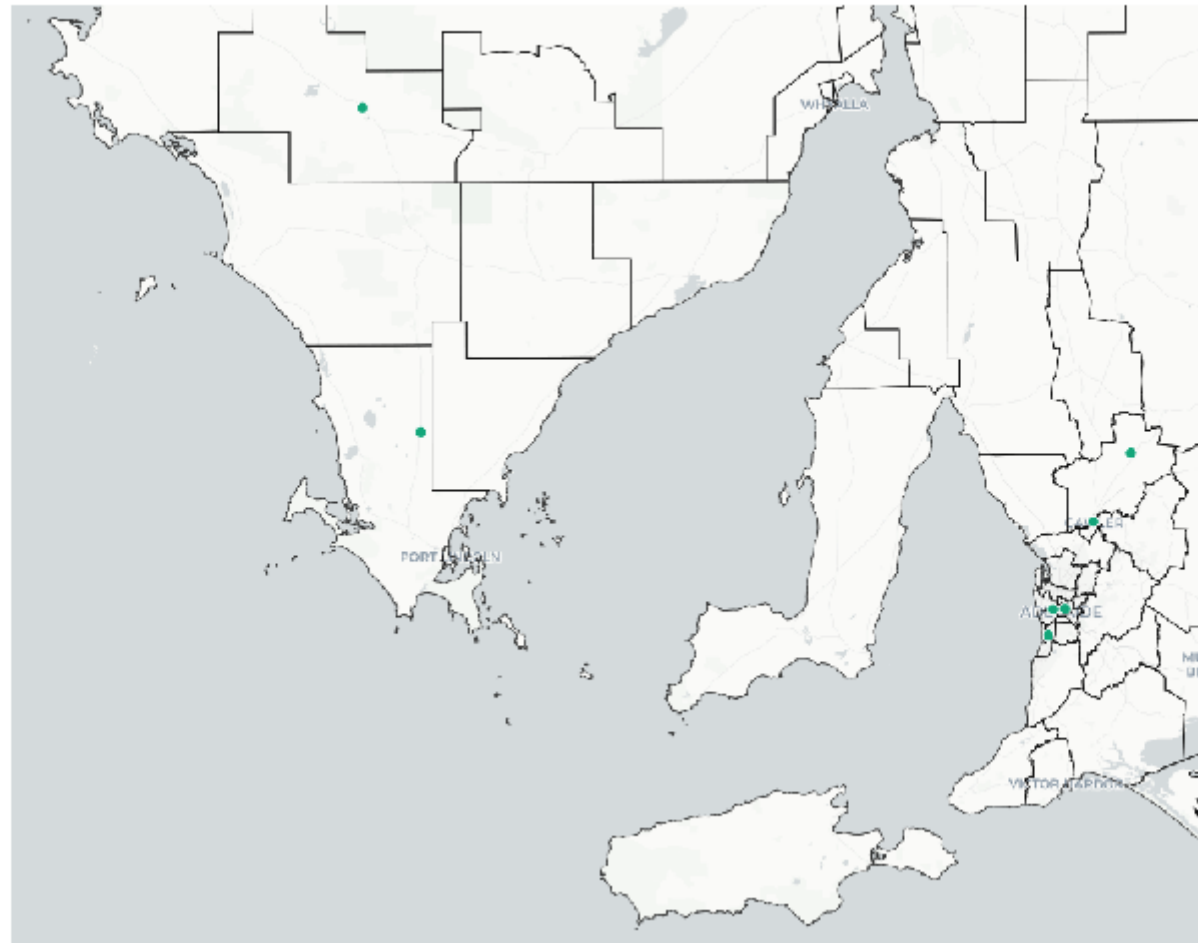
MAP 04B | Aquatic Facilities built between 1992 and 2017



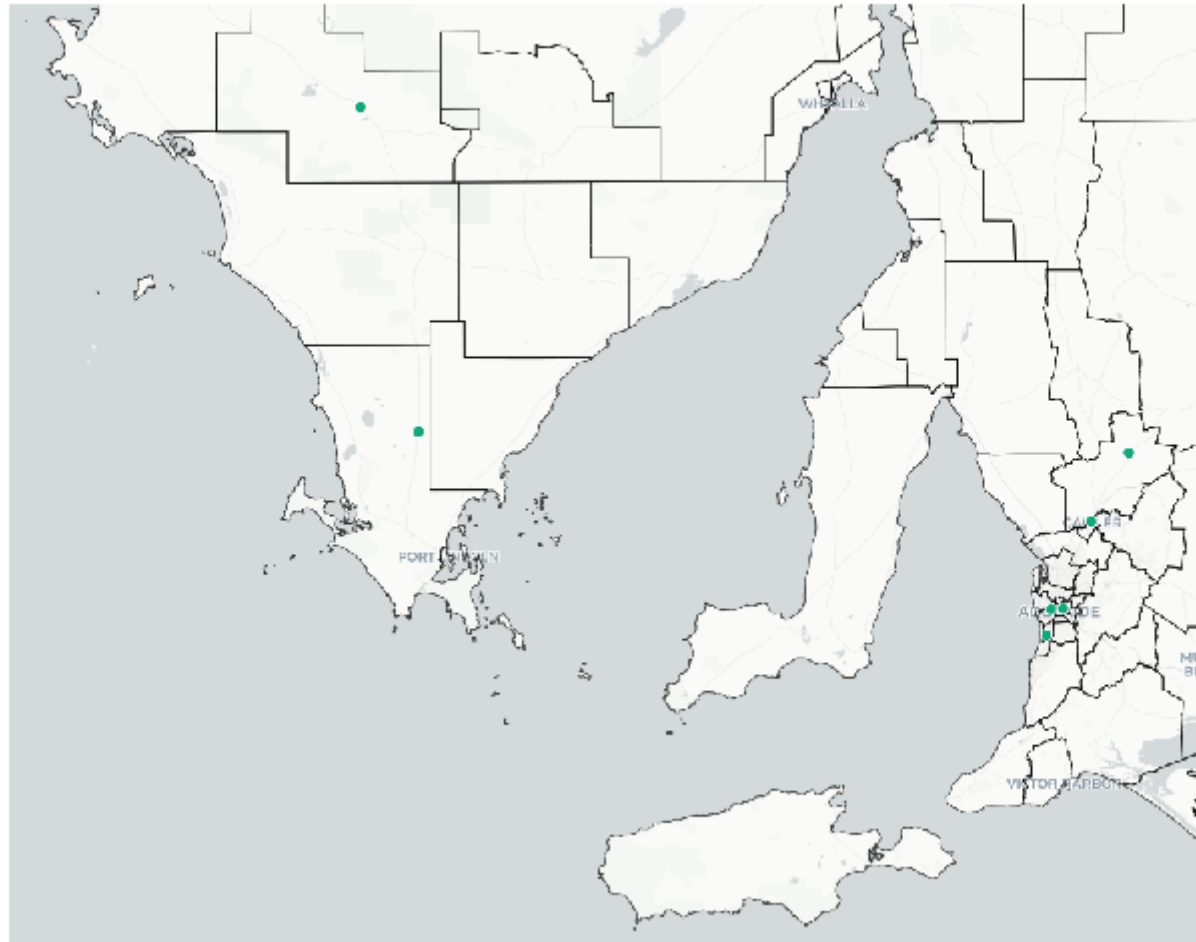
MAP 05A | Pools with Diving Facilities



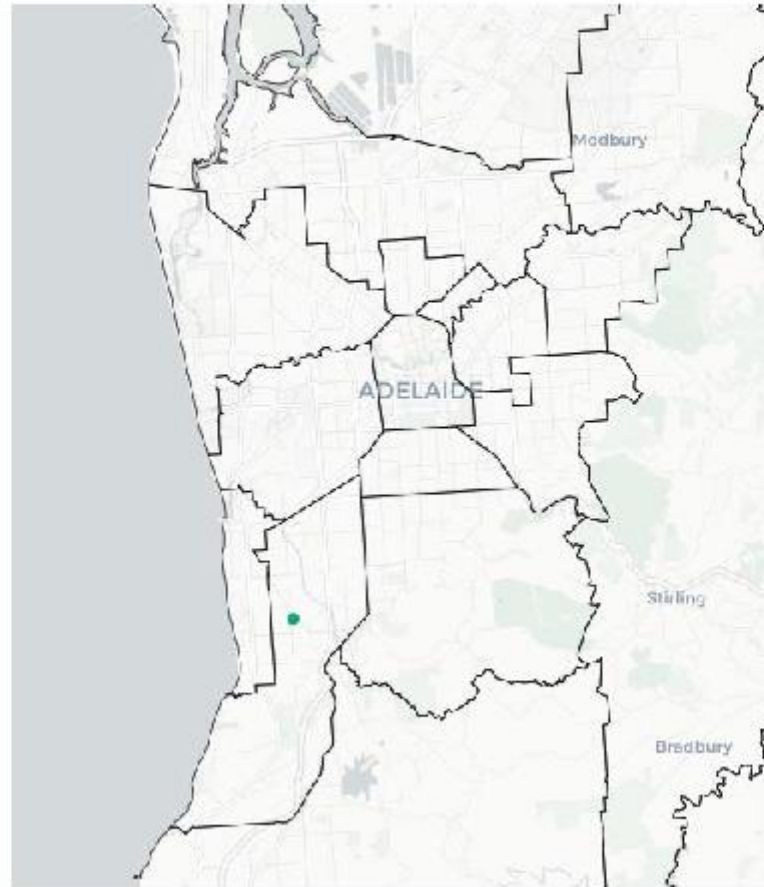
MAP 05B | Facilities with Learners Pool



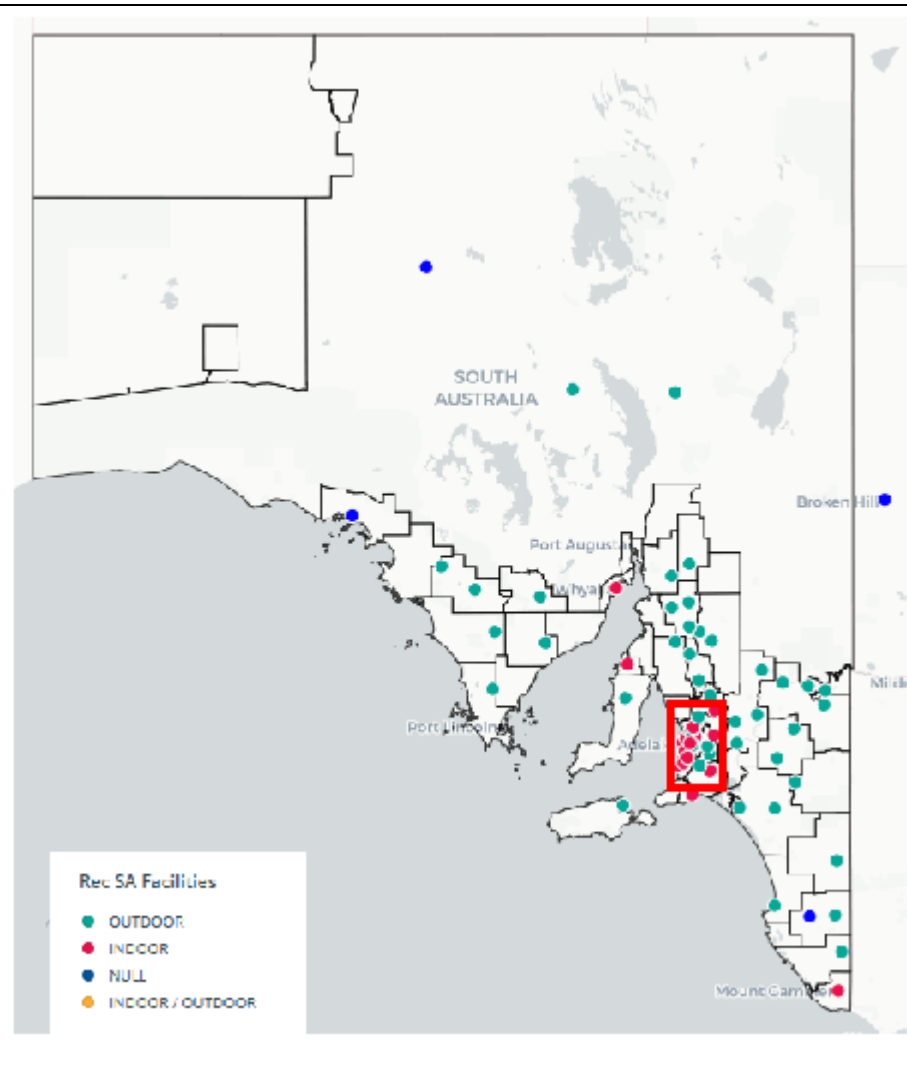
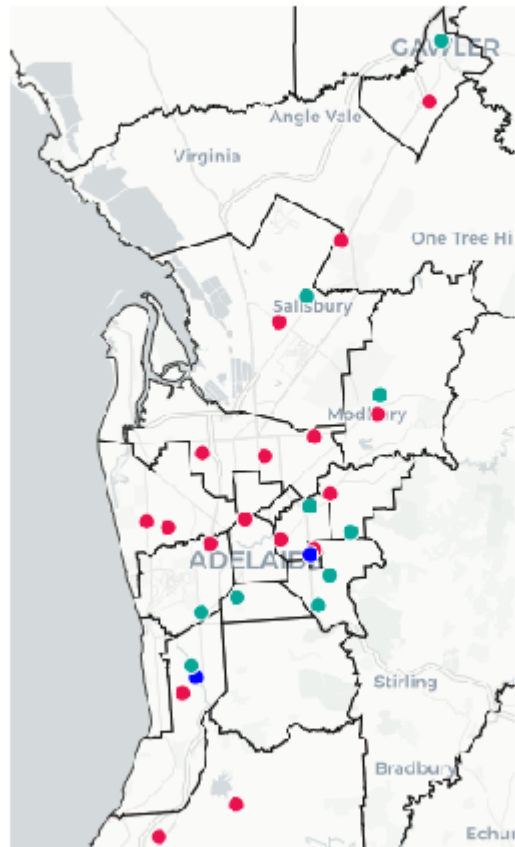
MAP 05C | Facilities with Toddler Pool



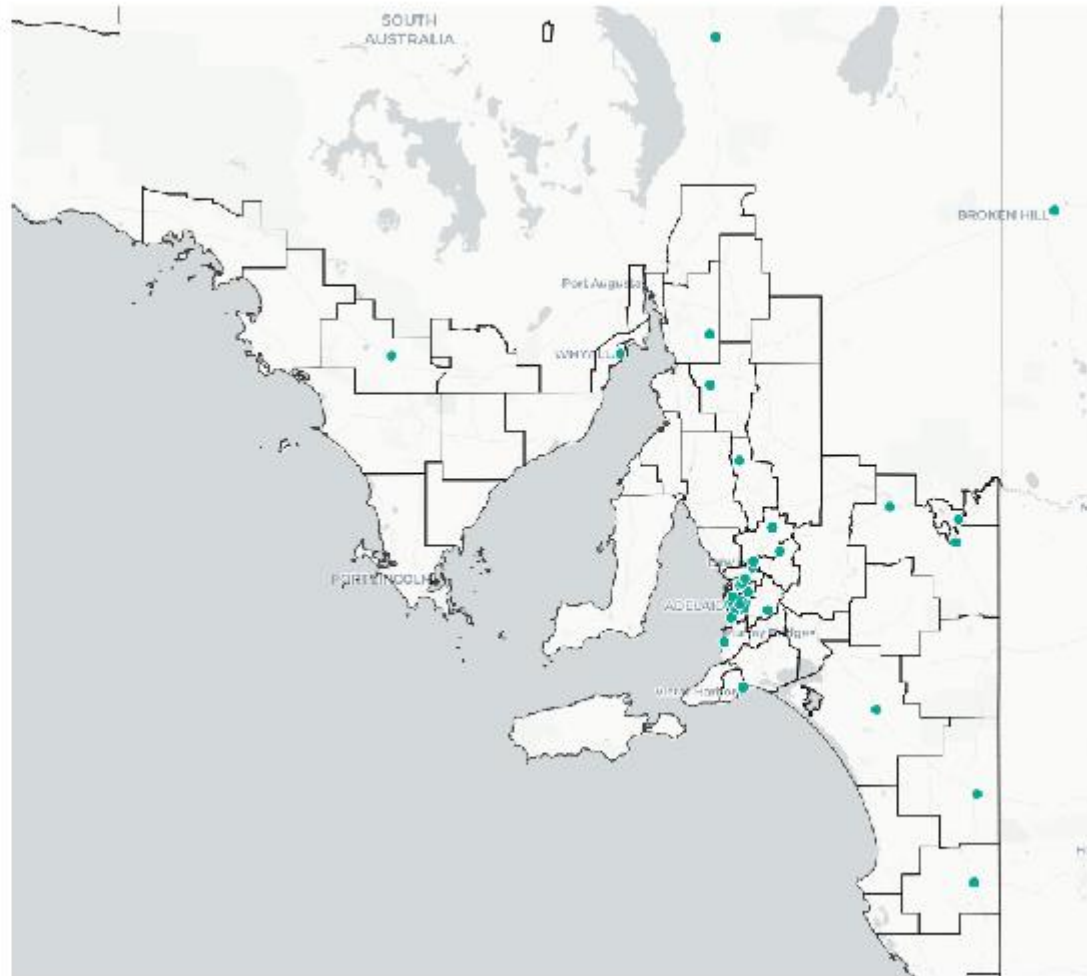
MAP 05D | Facilities with Splash Playground, Spa, Waterslide



MAP 06 | Aquatic Facility Main Pool Type



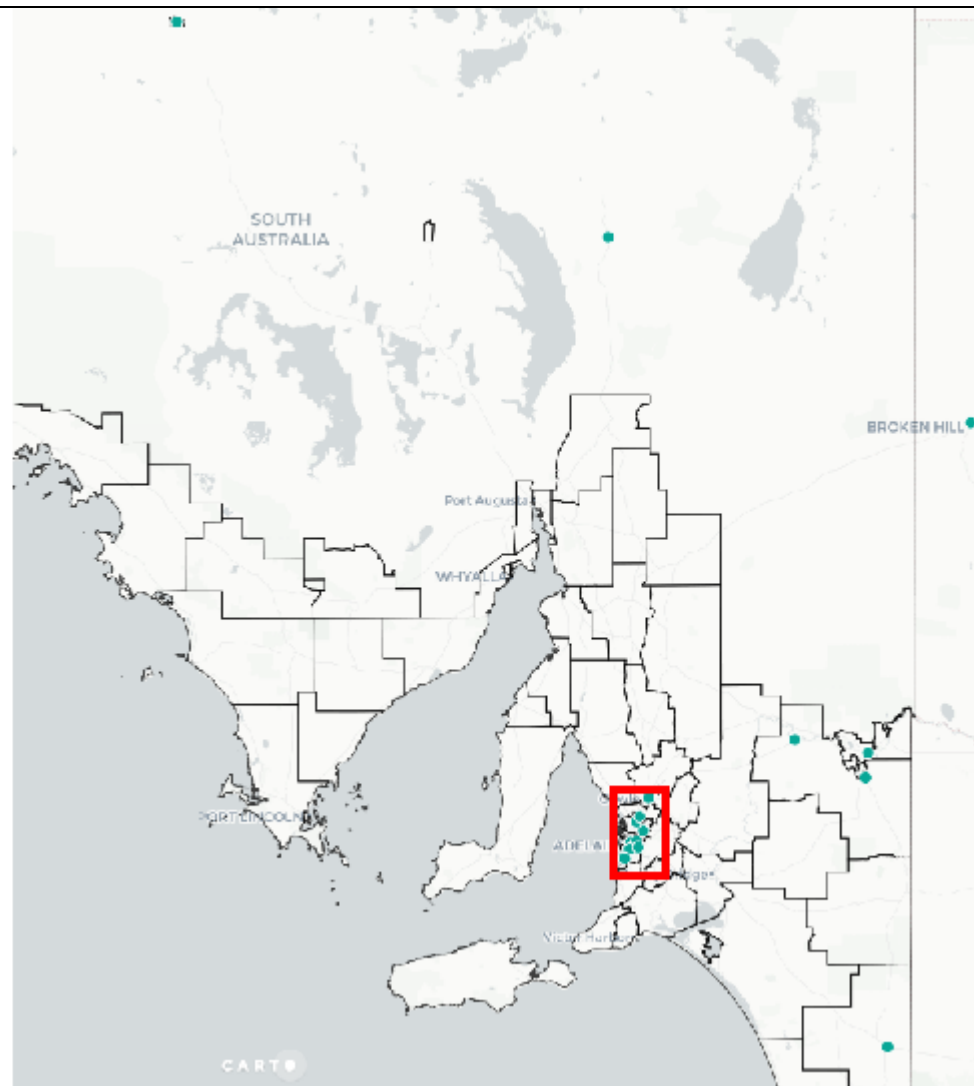
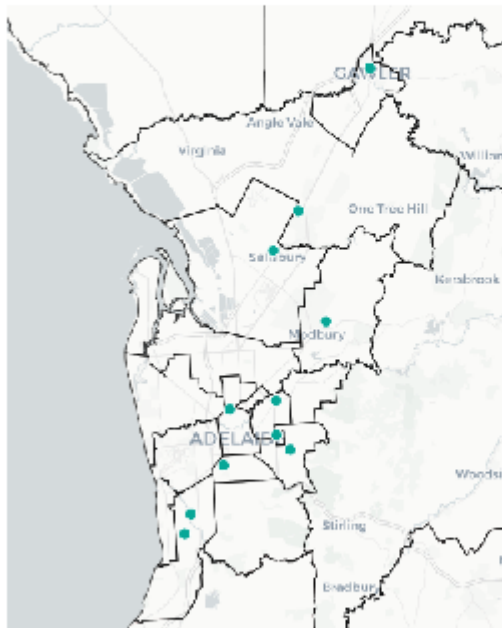
MAP 07A |
Facilities with 6-10 lanes



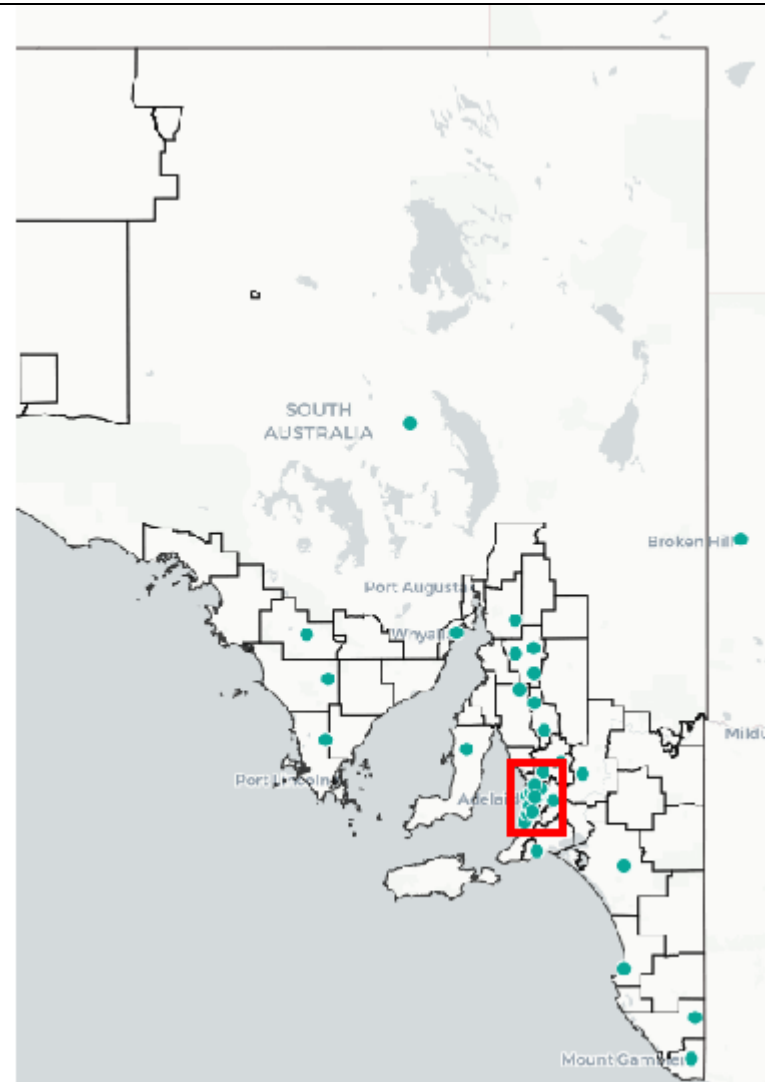
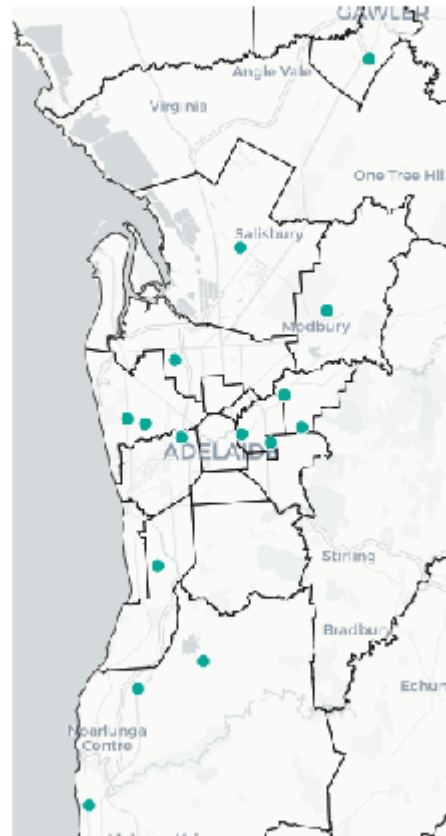
MAP 07B |
Facilities with > 5 lanes



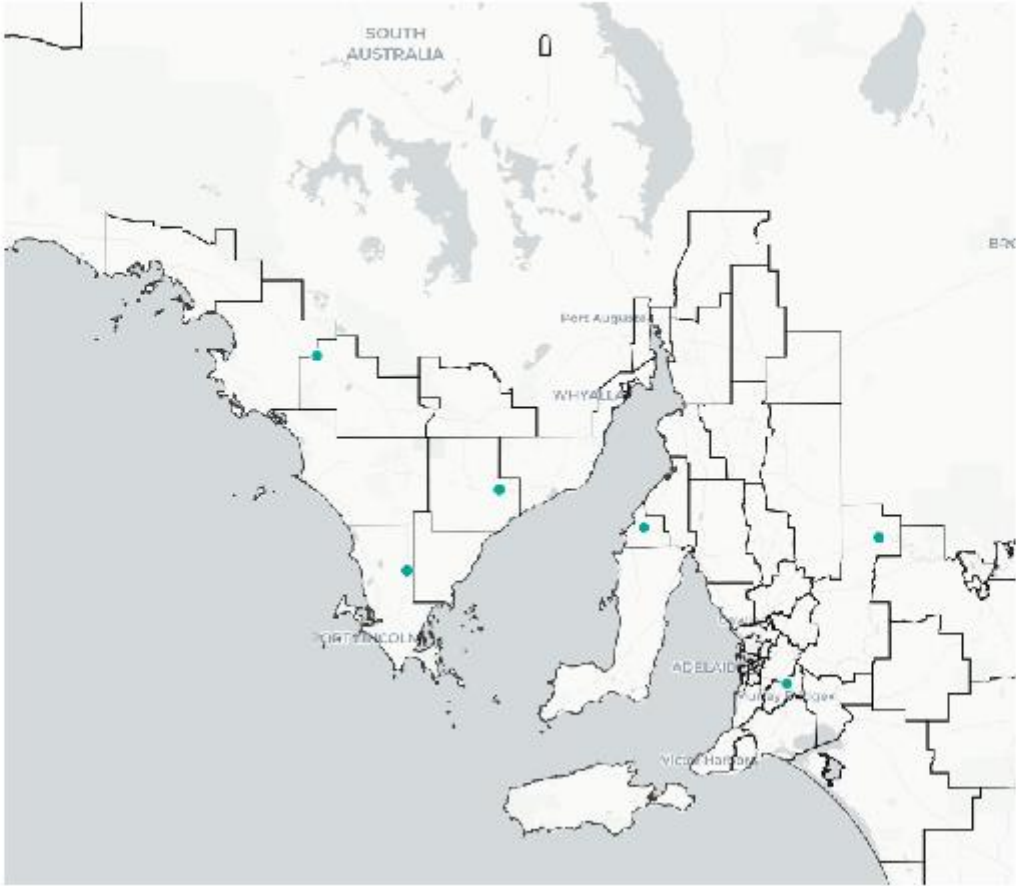
MAP 07C | Facilities with 50m Pools



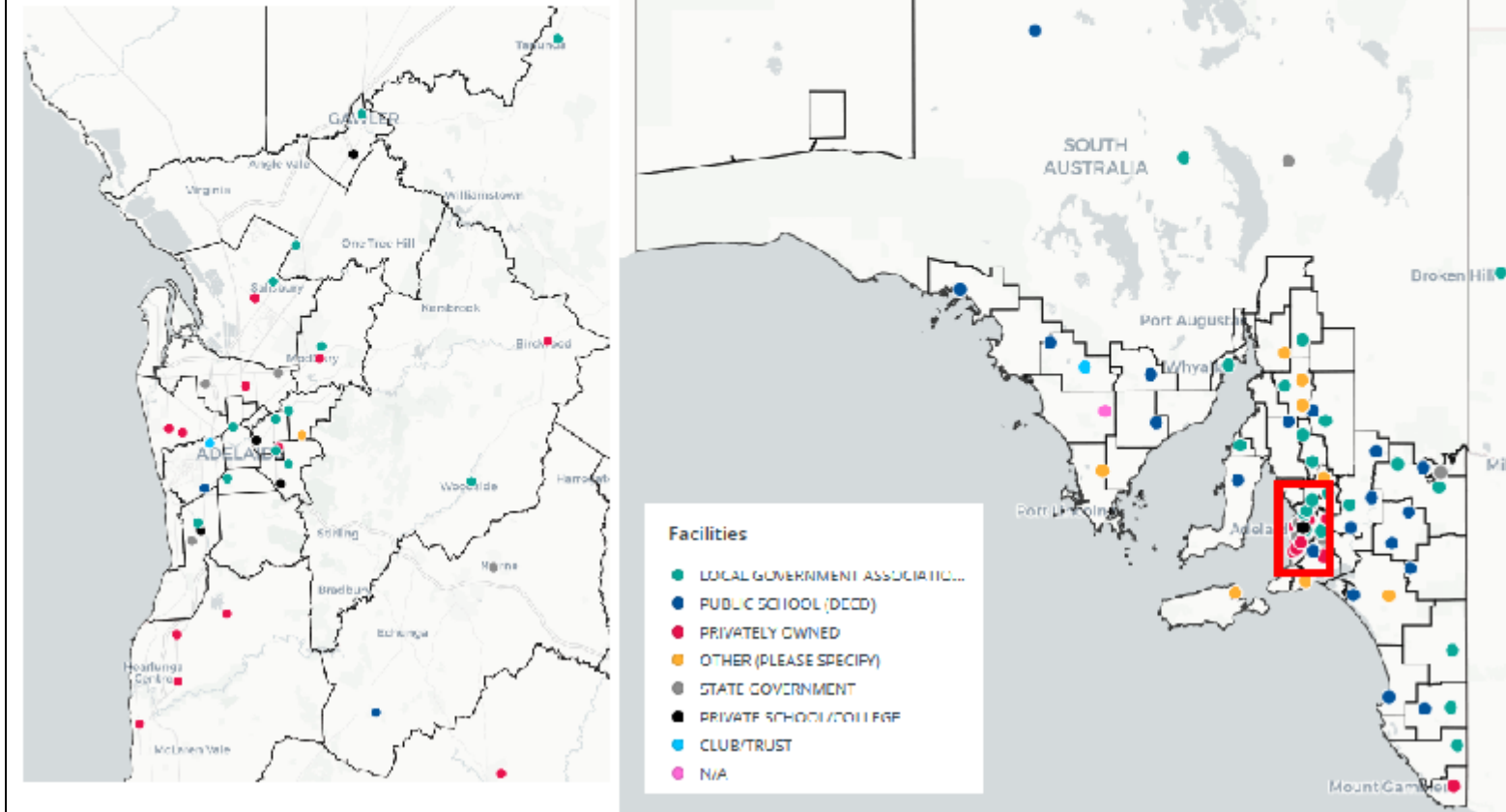
MAP 07D | Facilities with 25m Pools



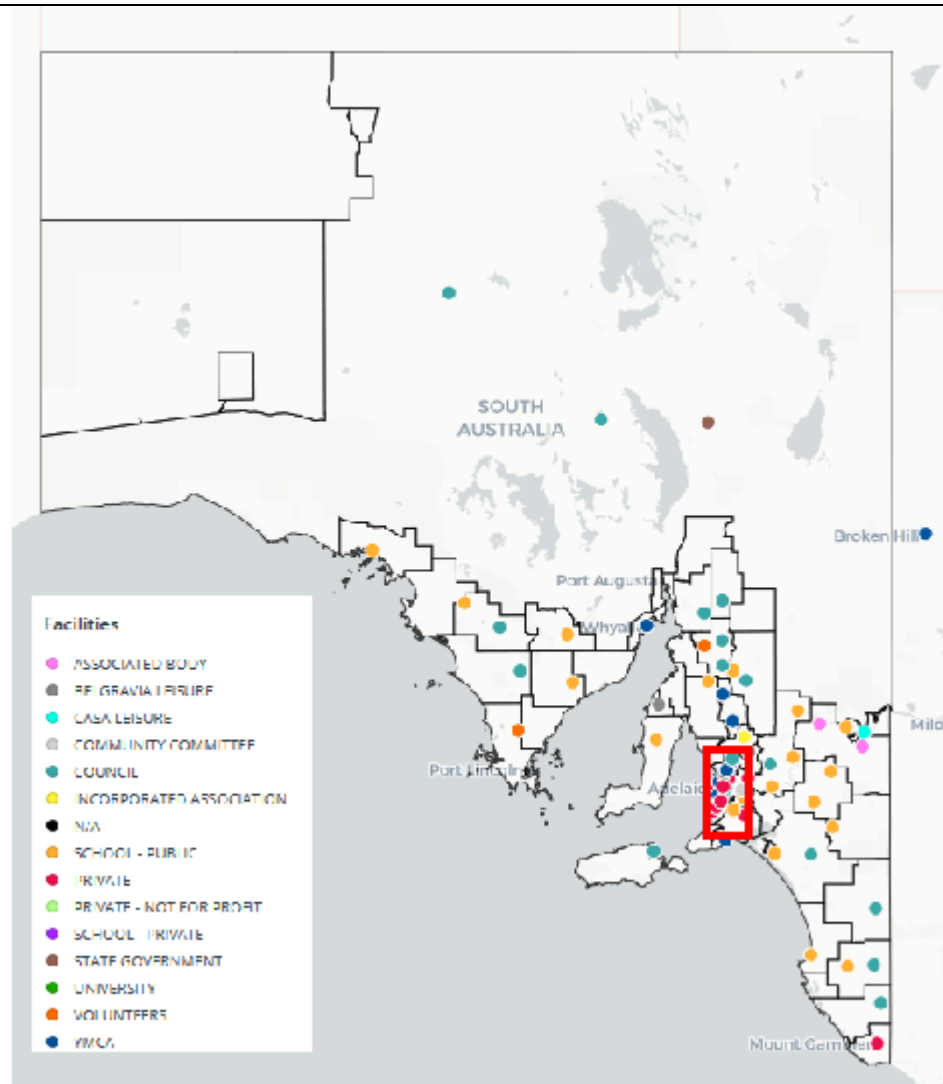
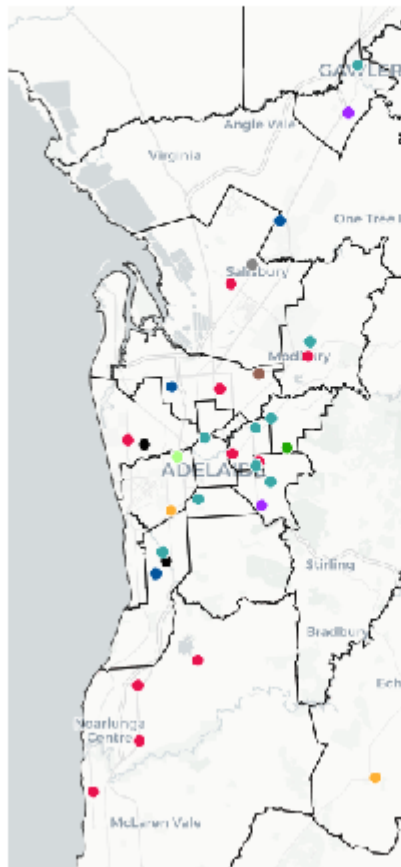
MAP 07E | Facilities with 10m Pools



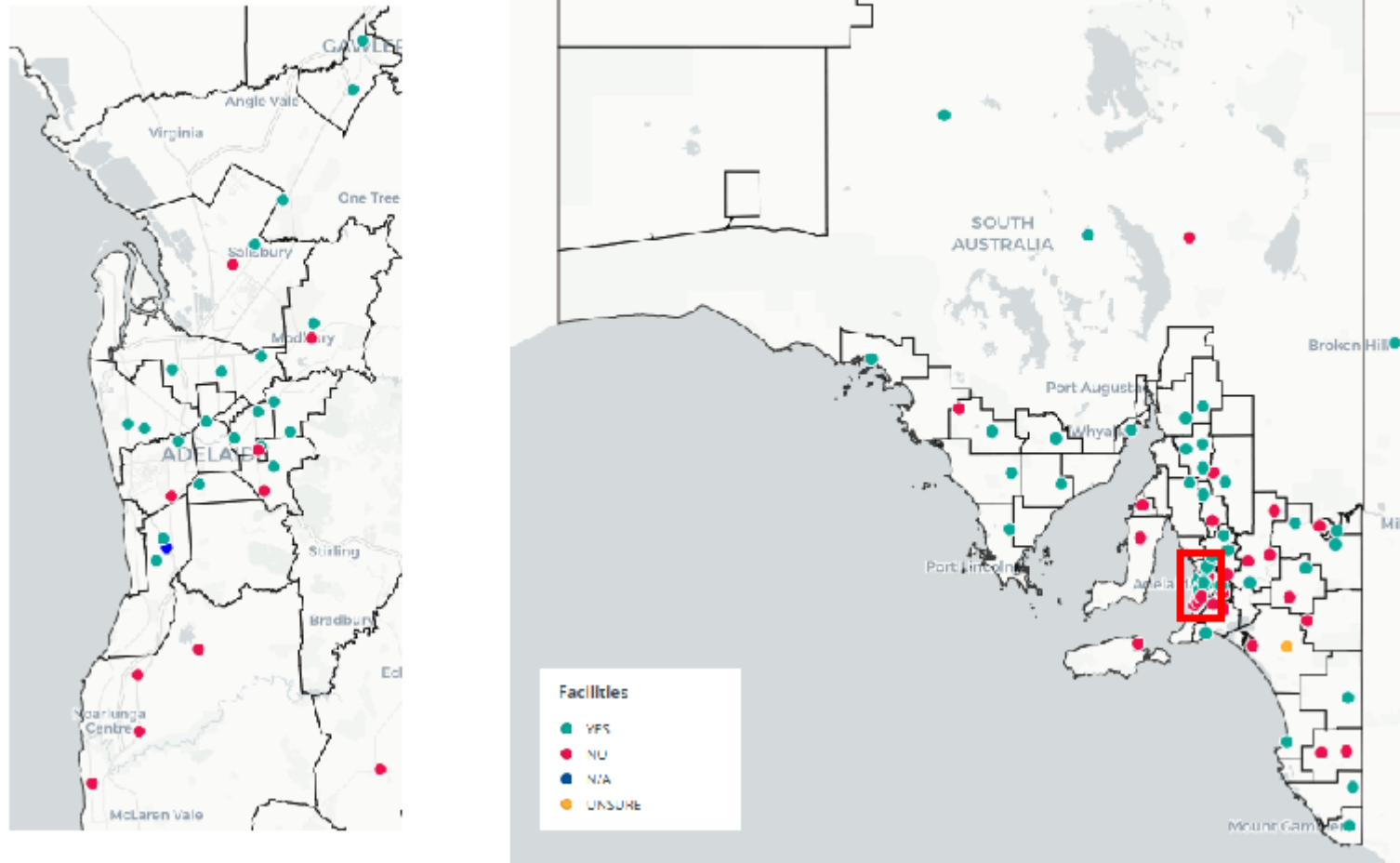
**MAP 08 |
Ownership of Aquatic Facility**



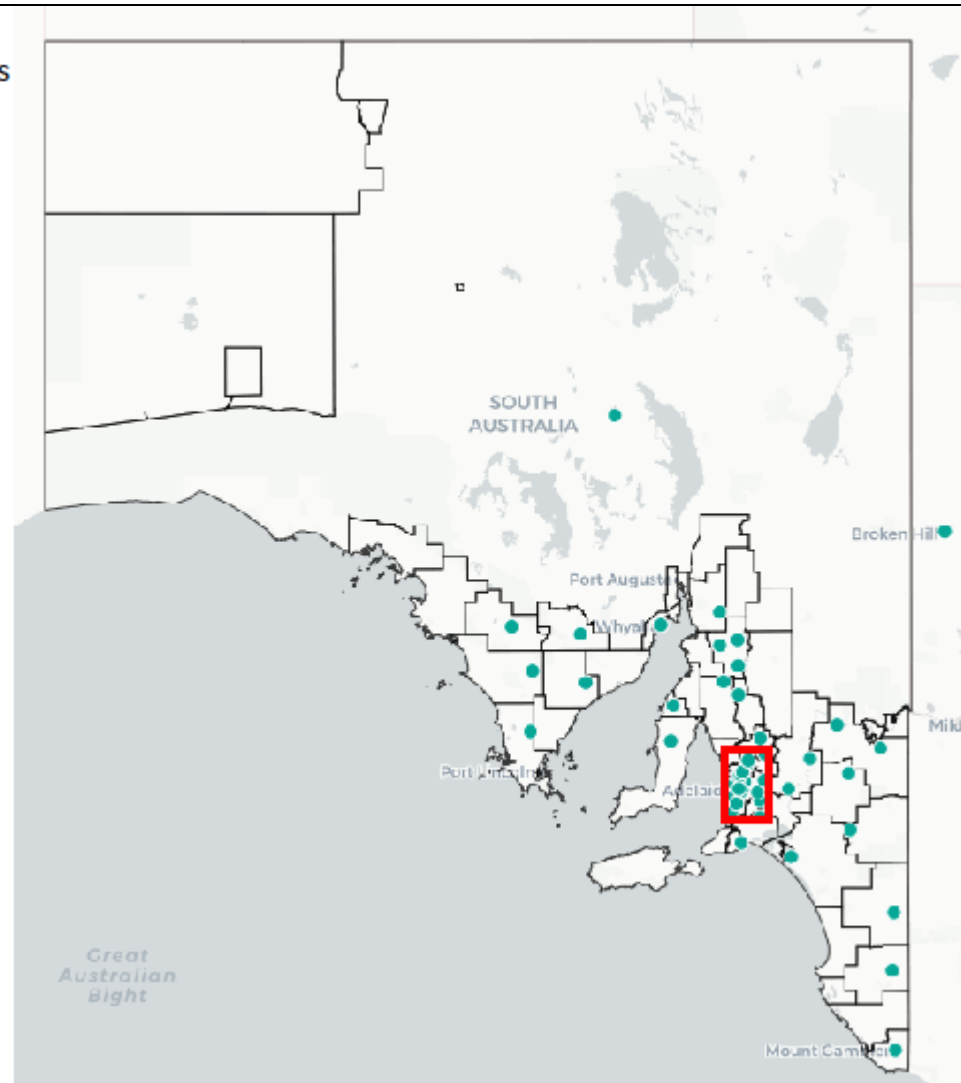
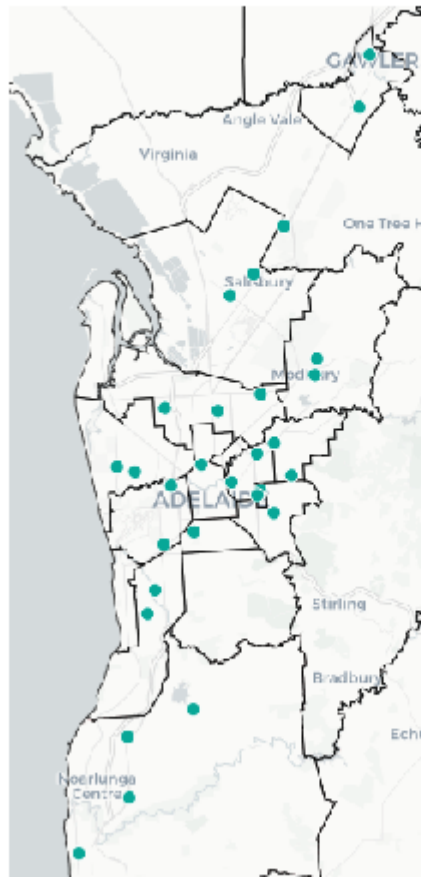
**MAP 09 |
Management of Aquatic Facility**



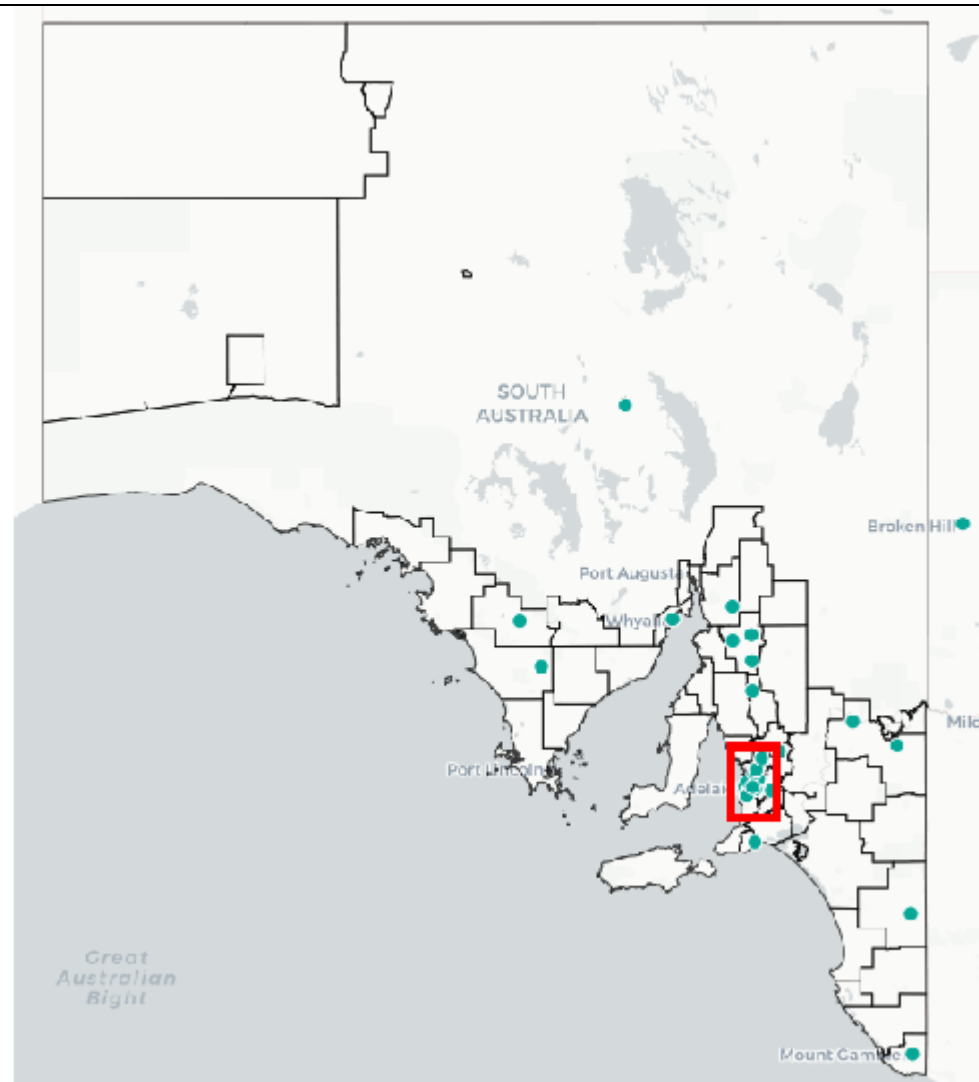
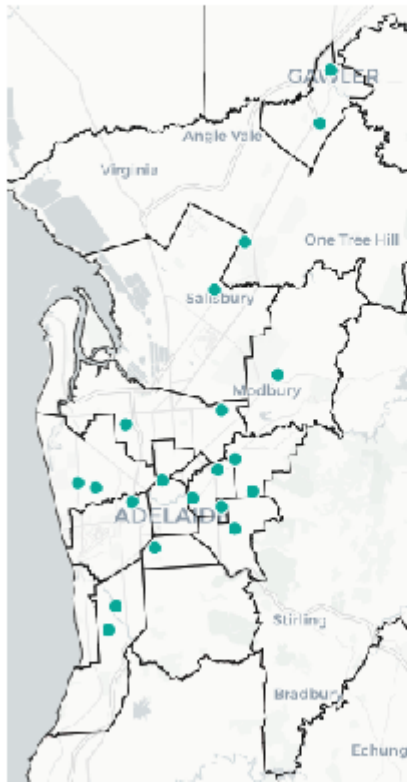
**MAP 10 |
Facilities Used by Organised Clubs**



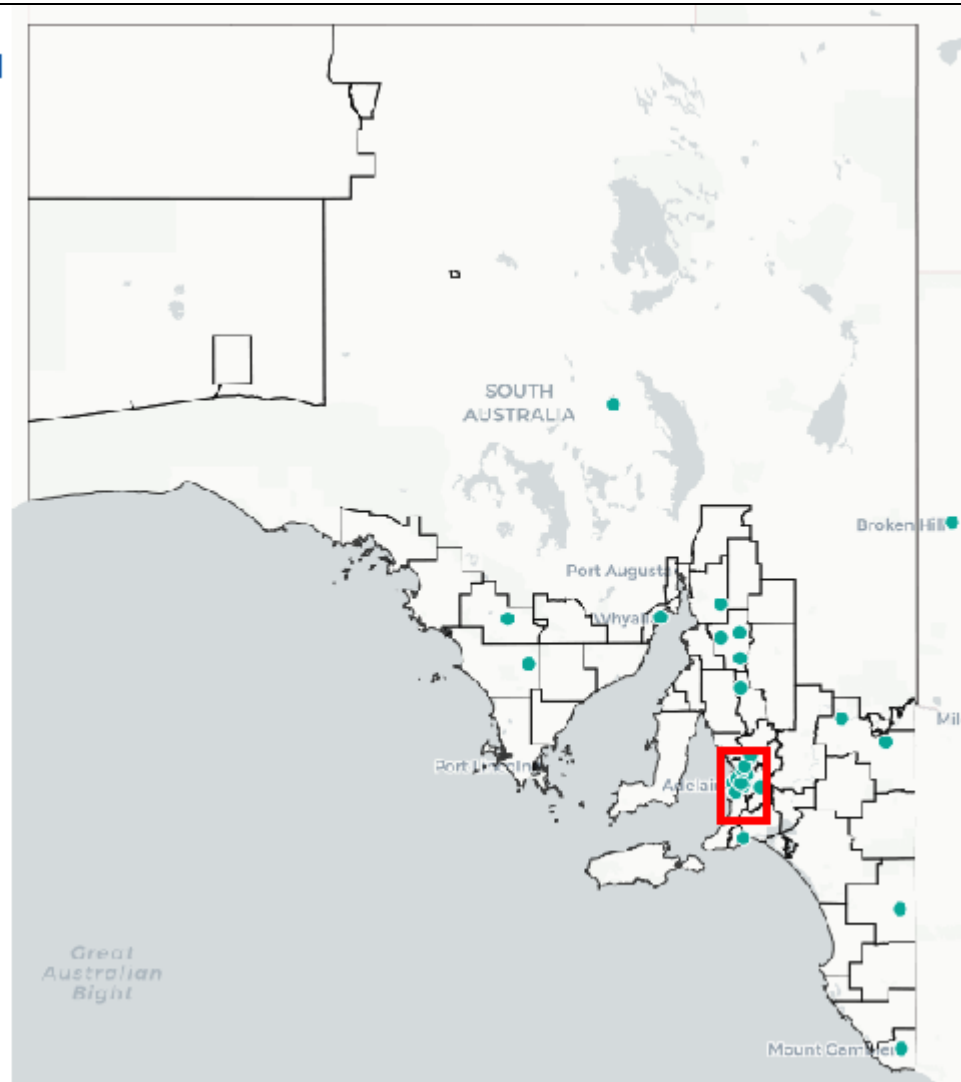
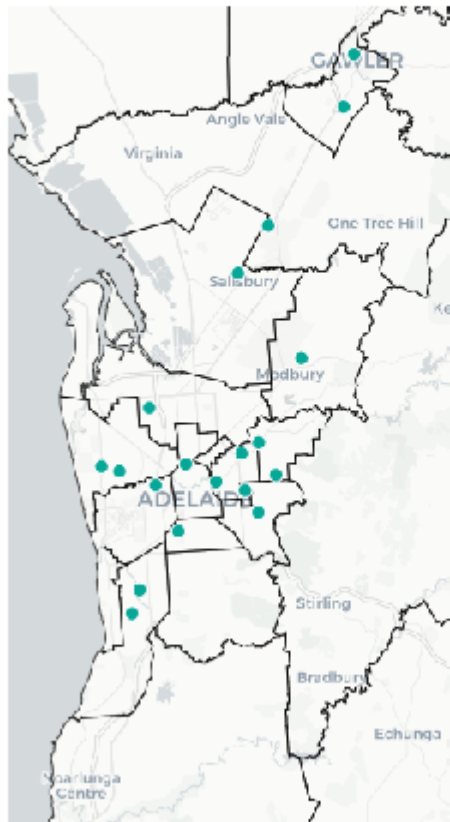
MAP 11A | Facilities with Swim Schools



MAP 11B | Facilities with club swimming



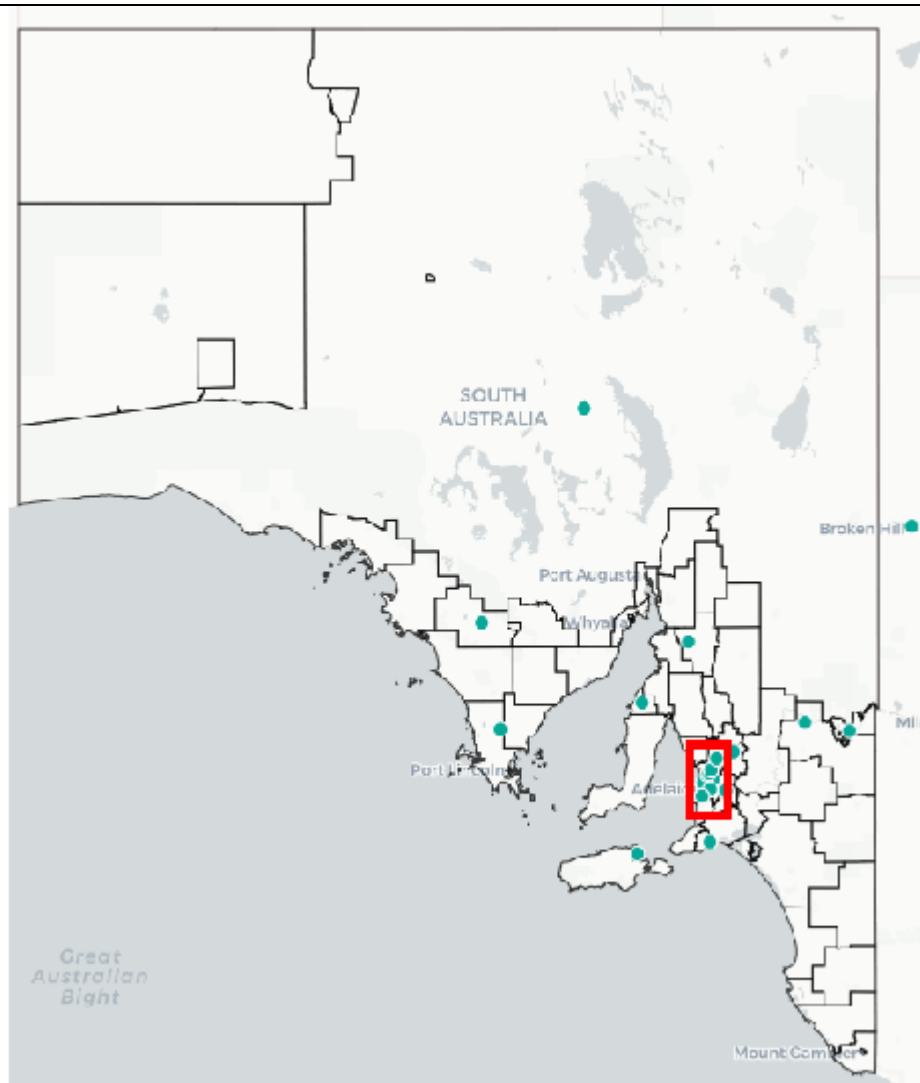
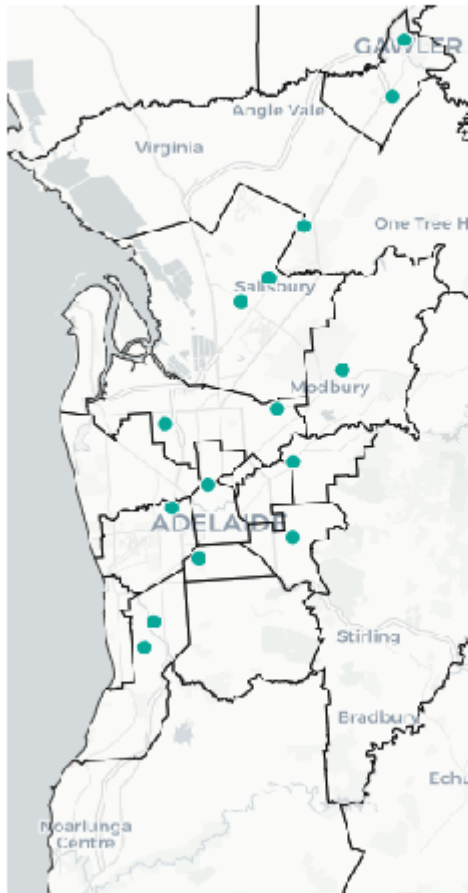
MAP 11C | Facilities with Recreational Swimming



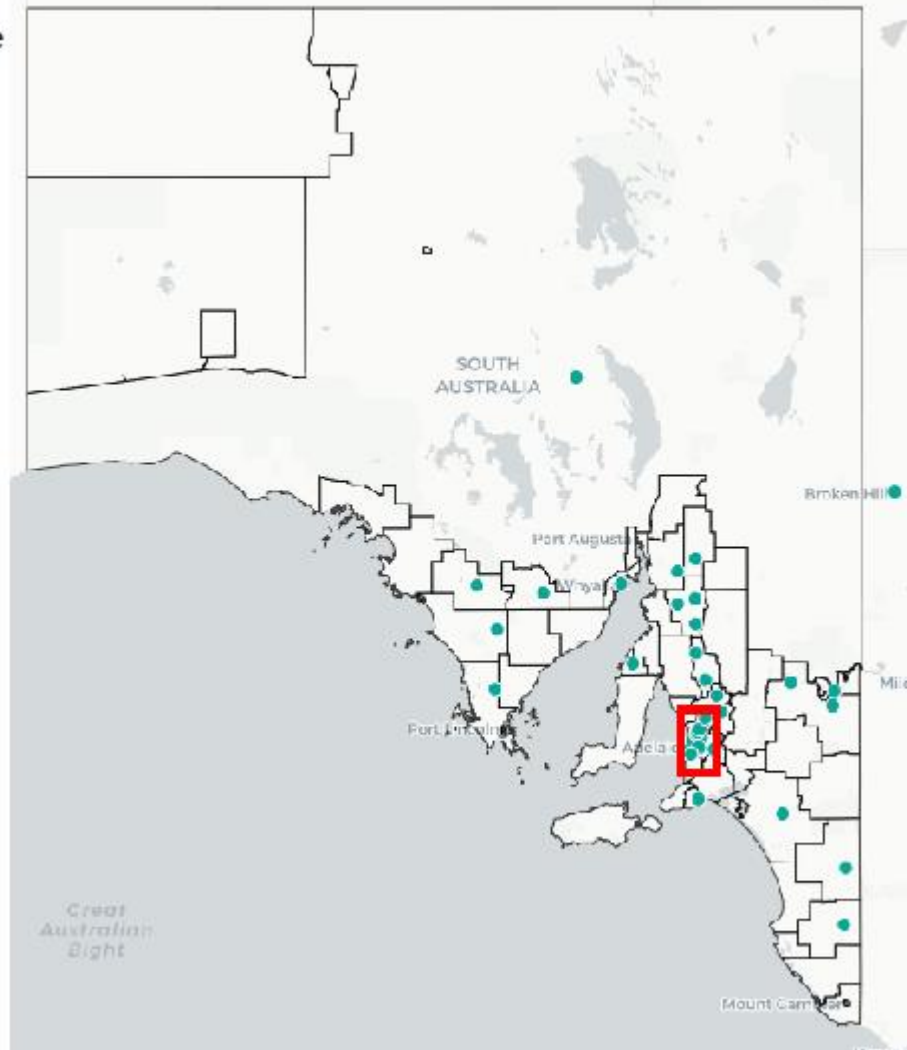
MAP 11D | Facilities with Aquaexercise



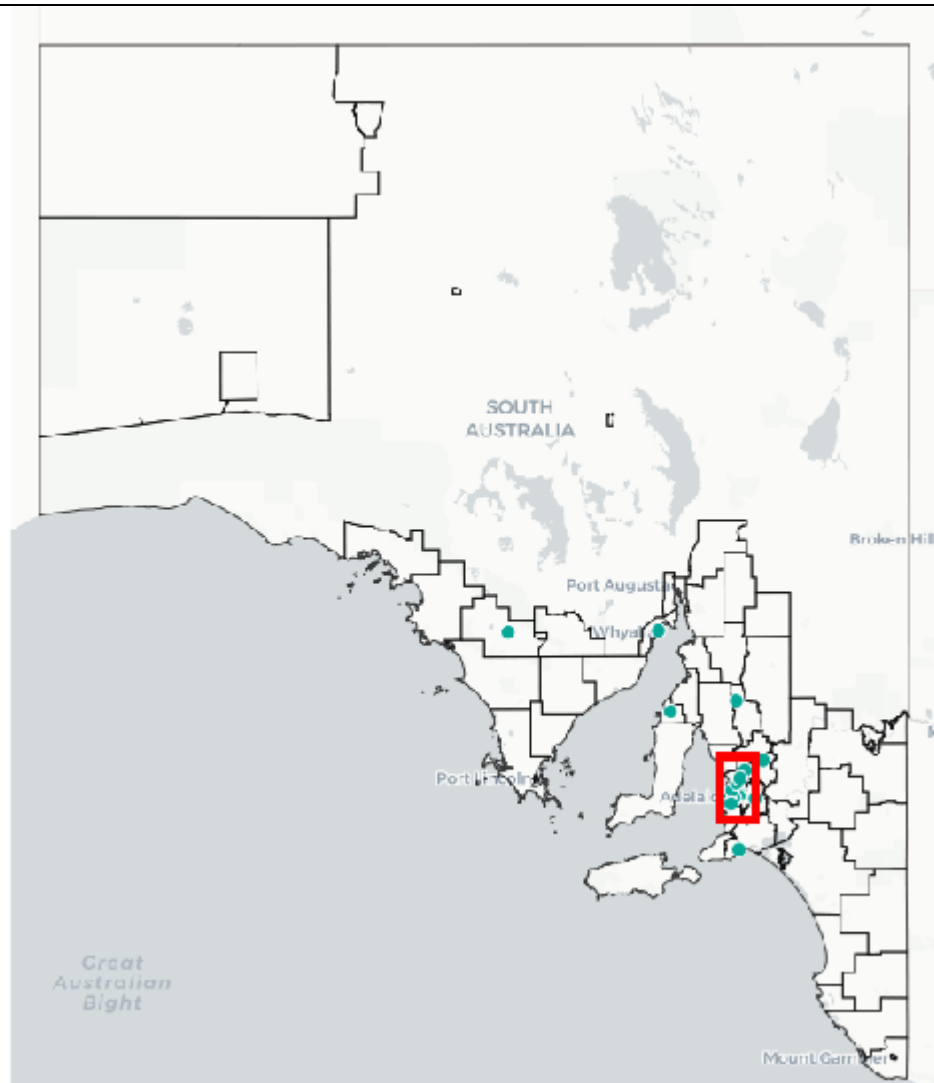
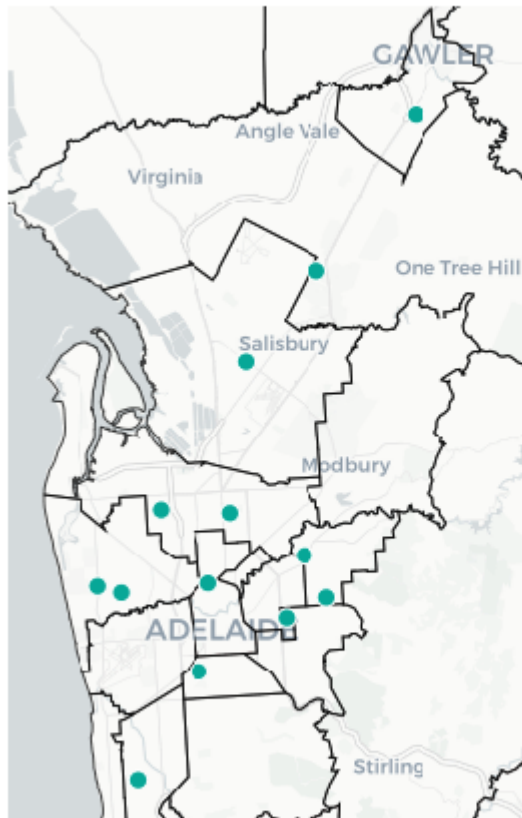
MAP 12 | Facilities with Disabled Access



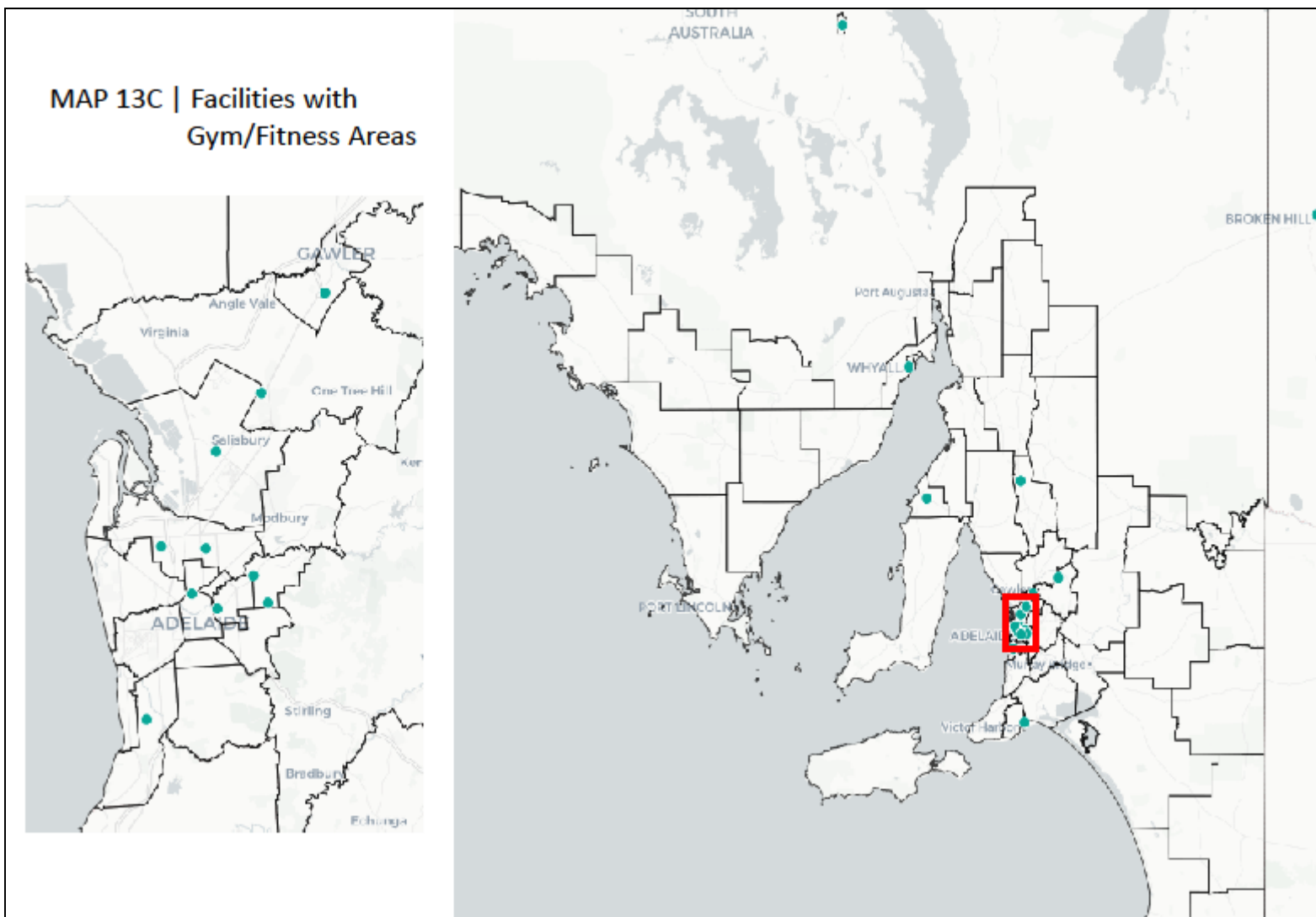
MAP 13A | Facilities with Food & Beverage



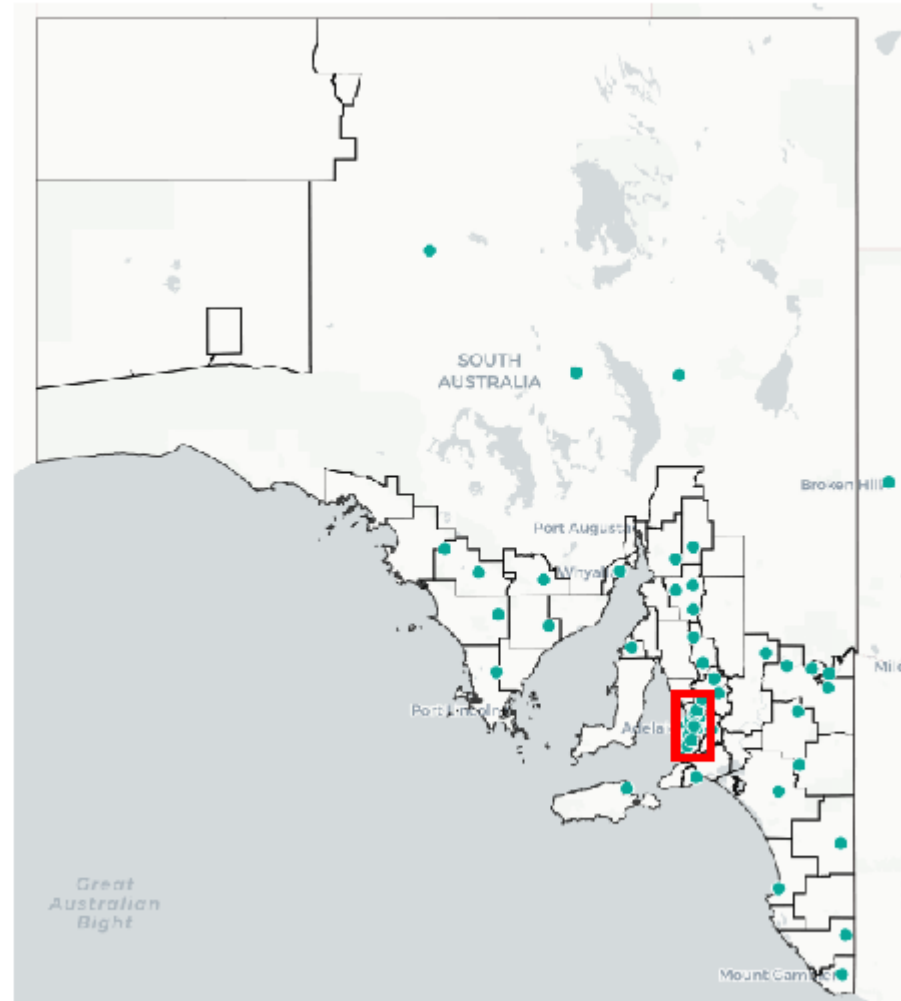
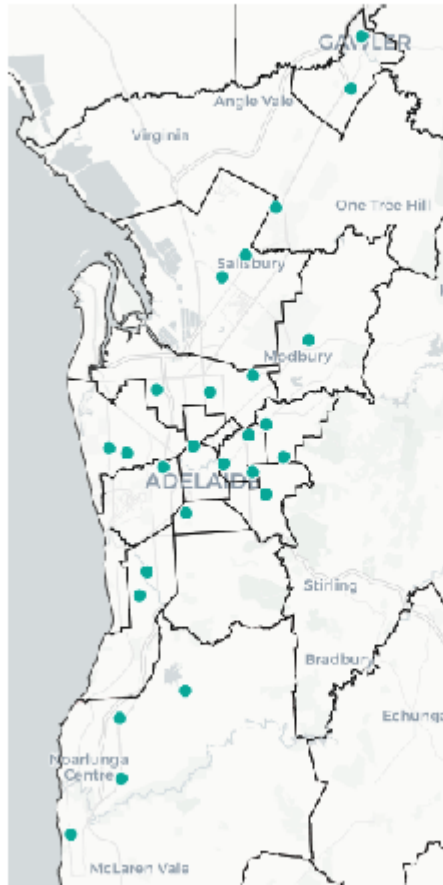
MAP 13B | Facilities with Retail Shop



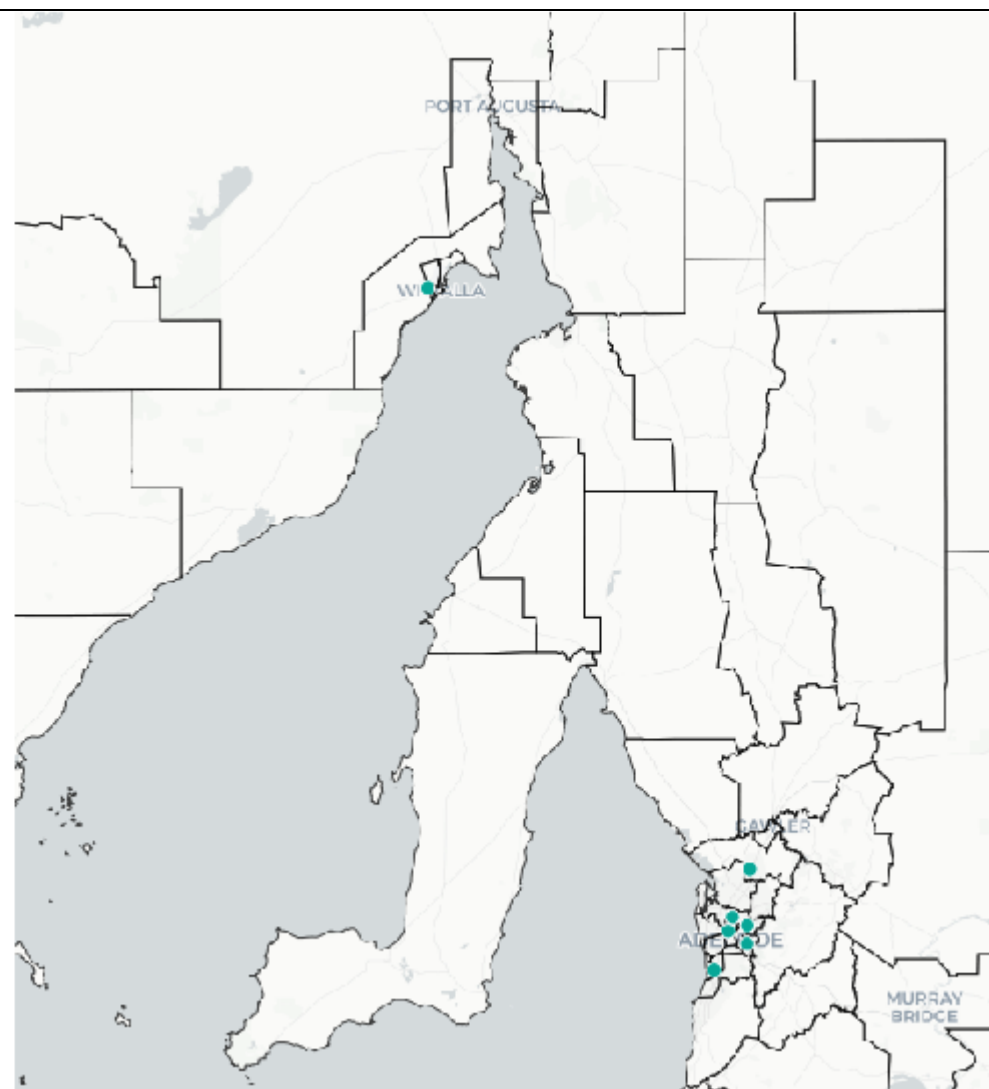
**MAP 13C | Facilities with
Gym/Fitness Areas**



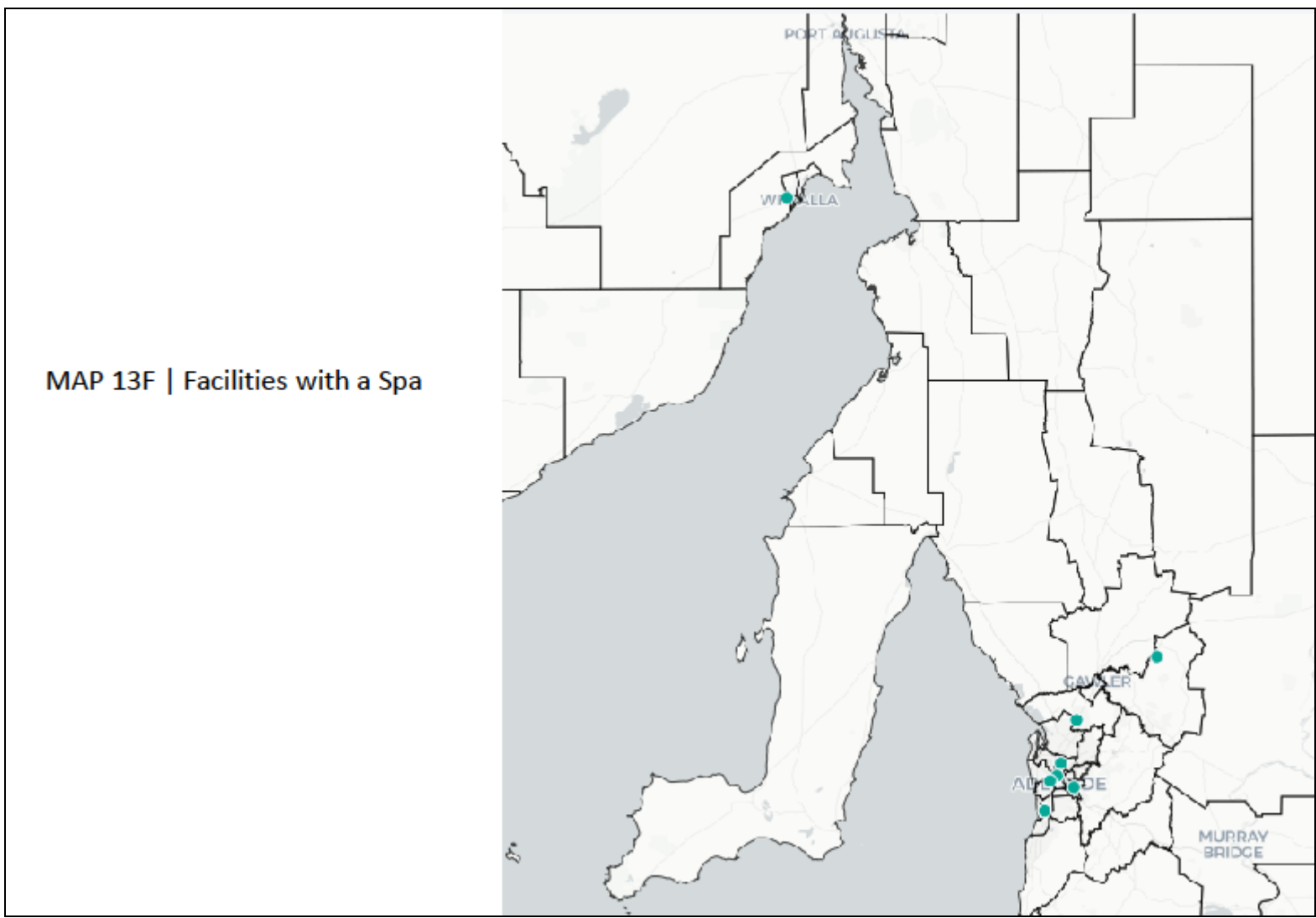
MAP 13D | Facilities with Showers



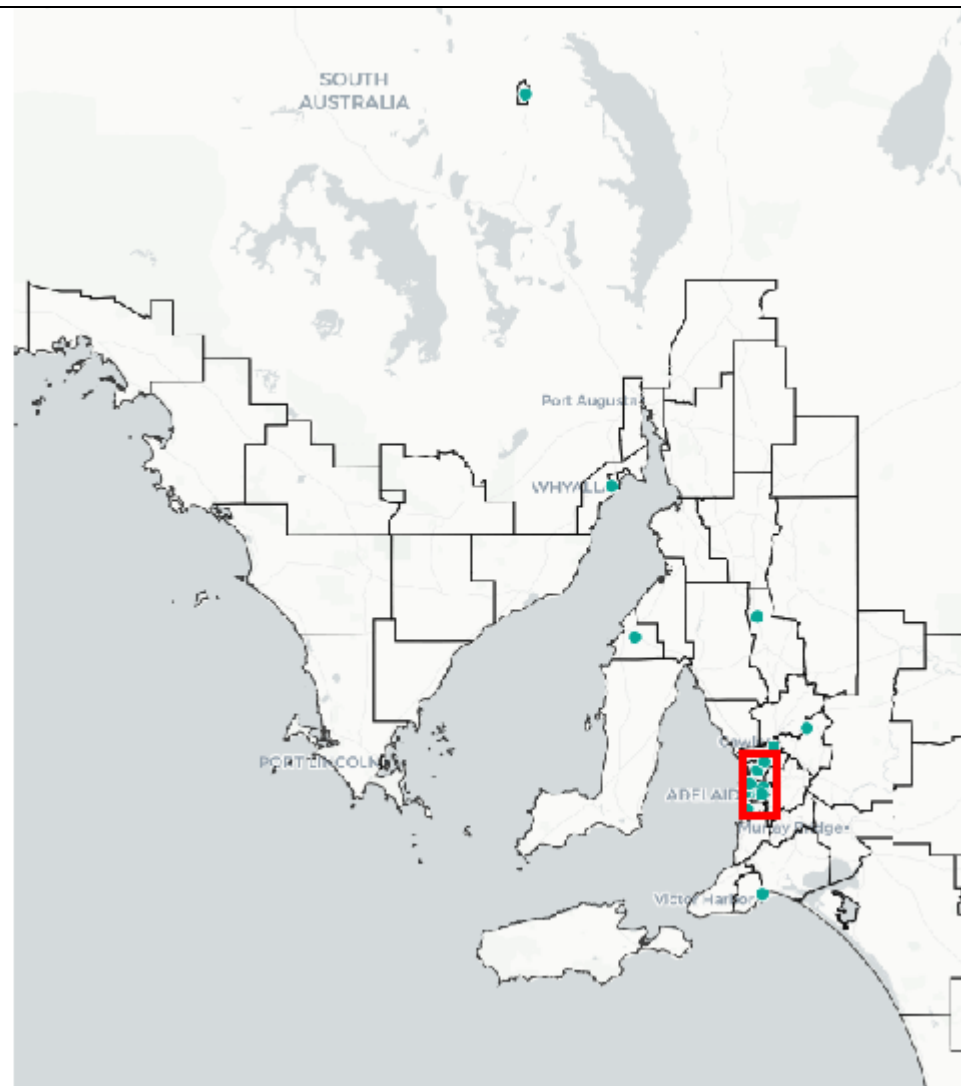
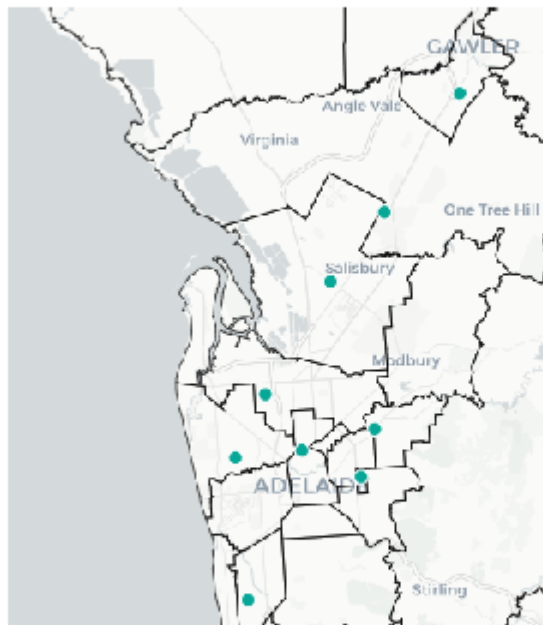
MAP 13E | Facilities with a Sauna



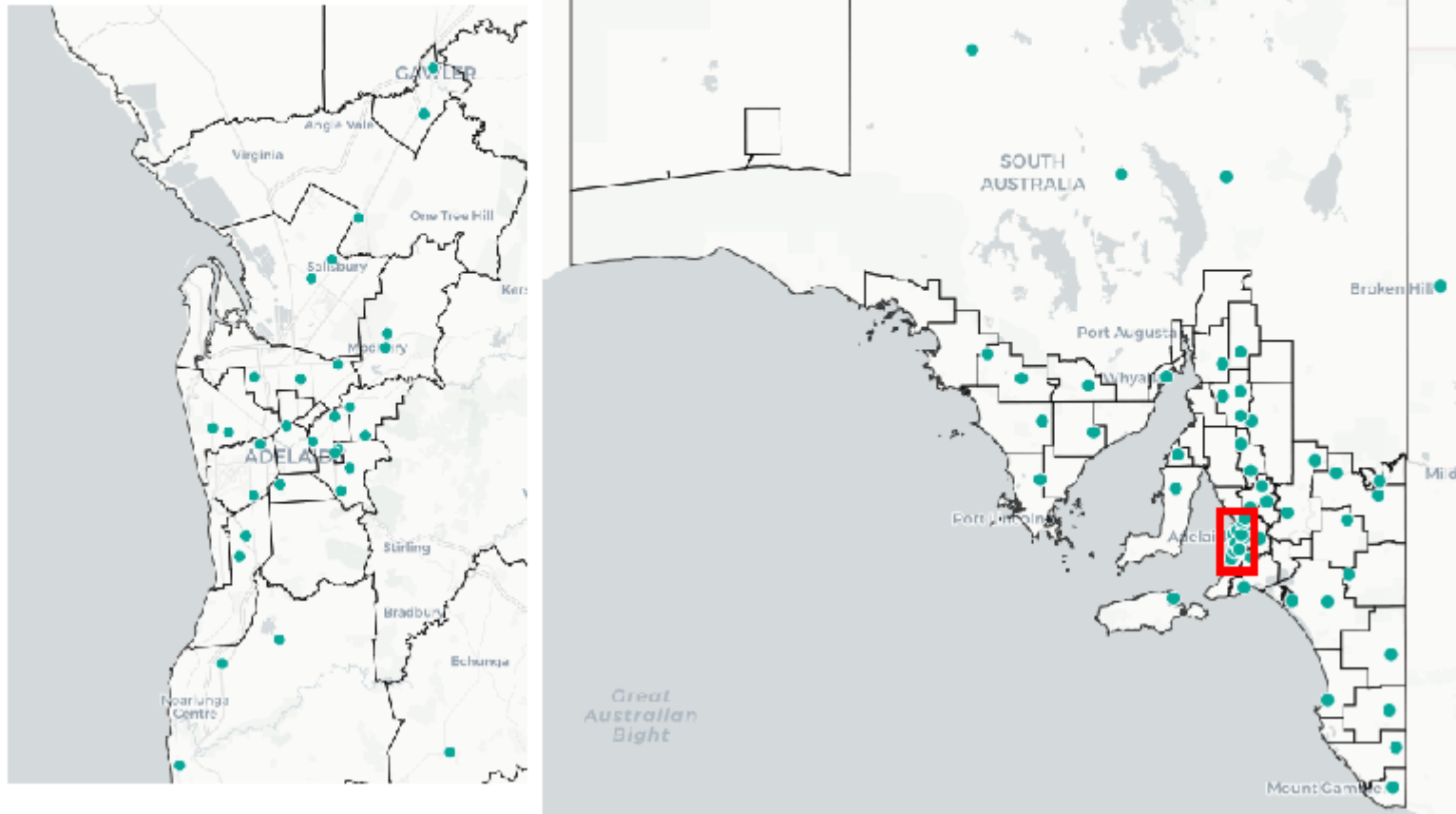
MAP 13F | Facilities with a Spa



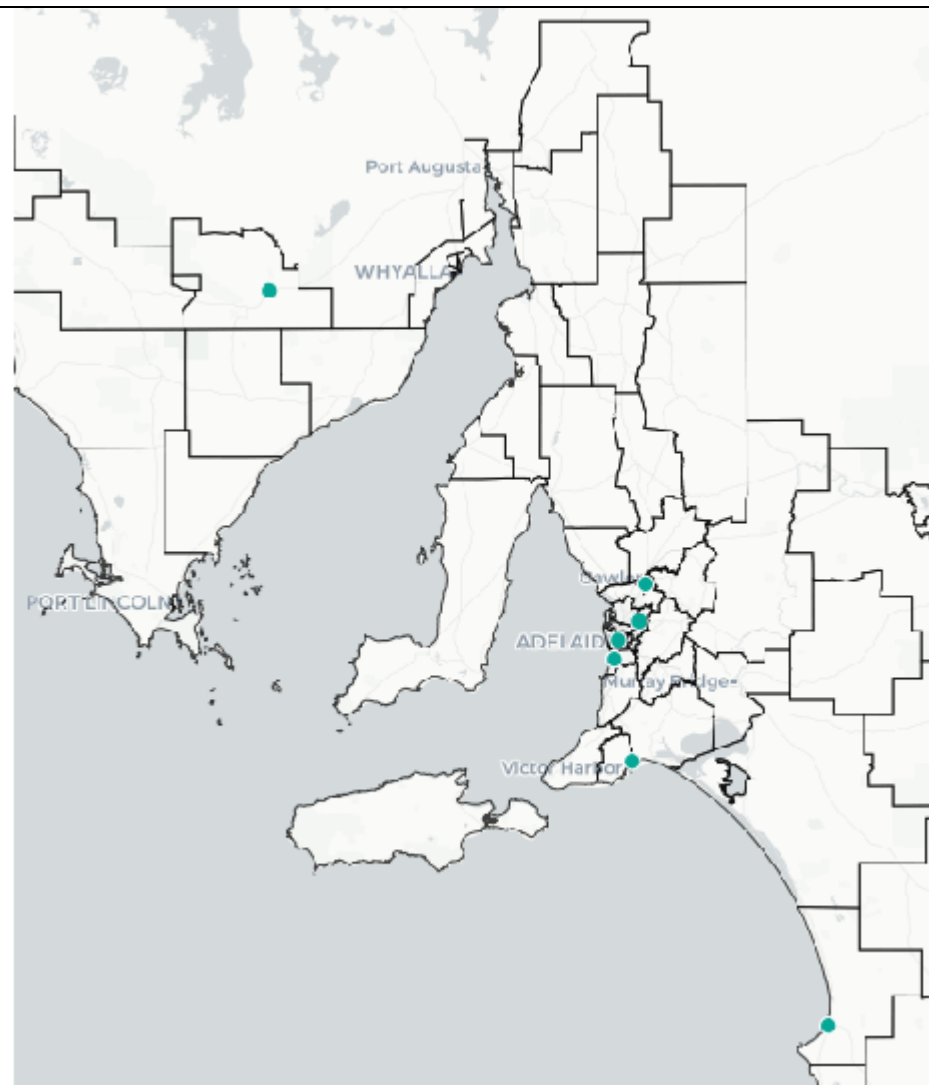
MAP 13G | Facilities with a Creche



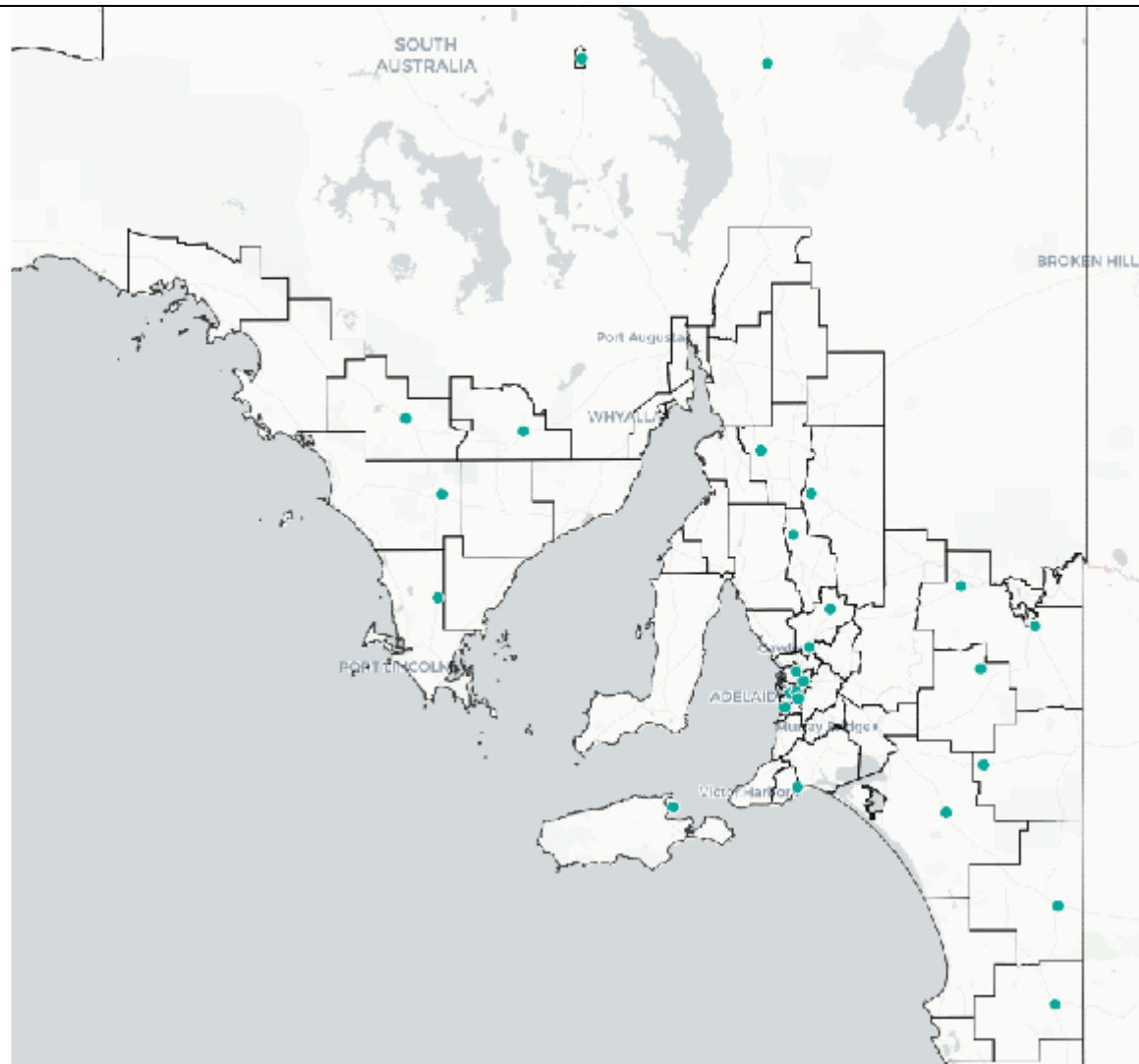
MAP 13H |
Facilities with Changerooms



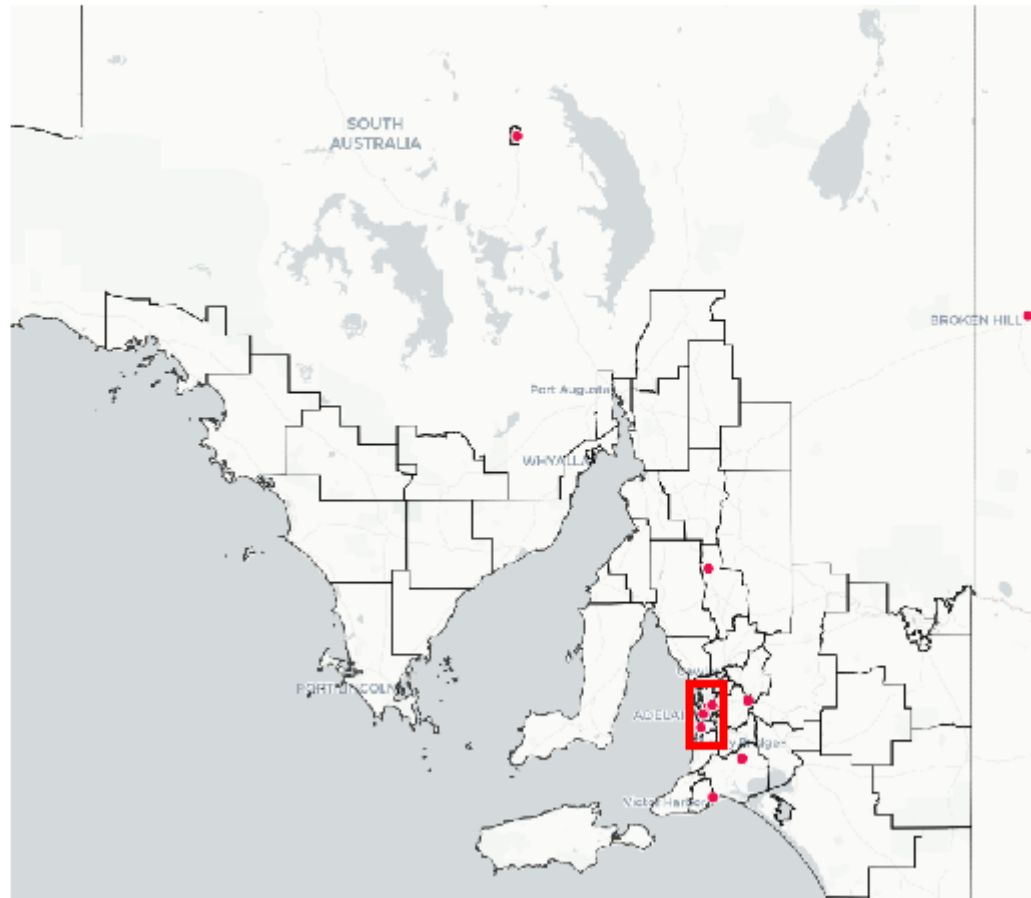
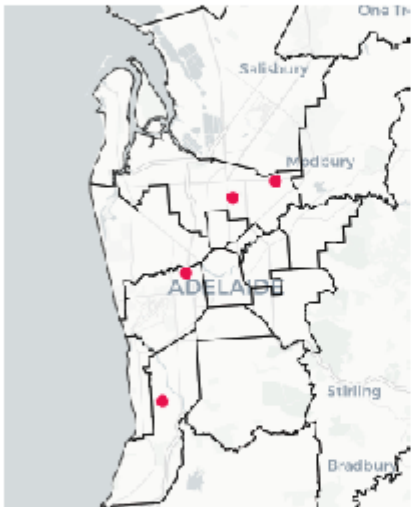
MAP 131 | Facilities with Specific DECD Changerooms



MAP 13J |
Facilities with BBQ's



MAP 14|
Hydrotherapy Pools





2017 South Australia Statewide Aquatic Facilities Audit

Welcome to this Survey

Recreation SA has received funding from the Office for Recreation and Sport (ORS) to conduct a 10 year statewide swimming pool audit. Results obtained will provide Recreation SA with information regarding the current state and future demands for public swimming facilities in South Australia. The project is a collaboration and particular thanks to Sport SA, Aquatics Sports Coalition SA (Swimming SA, Water Polo SA, Diving SA), Department for Education and Child Development, the Recreation SA Swimming Advisory Committee and the Office for Recreation and Sport.

The survey has been designed to be brief: it offers the opportunity to explore areas in more detail as required. It is divided into the following sections:

- Section 1 - General Information
- Section 2 - Pool Details
- Section 3 - Facility Usage
- Section 4 - Future Direction
- Section 5 - Summary

Your participation is encouraged: to thank you for your contribution we are offering a number of free products and services to a random selection of participants. Refer Section 5 for more details.

Thank you for participating in our survey. Your feedback is important. The information will be collated and presented as a report to ORS and made available to all project participants.



2017 South Australia Statewide Aquatic Facilities Audit

General Information

1. Facility Location

Name of Facility	<input type="text"/>
Street Address	<input type="text"/>
Suburb	<input type="text"/>
Postcode	<input type="text"/>
Facility telephone	<input type="text"/>
Email	<input type="text"/>
Website	<input type="text"/>

2. When was the facility was built?

3. The facility is classified as

- Metropolitan
- Regional
- FINA Approved

4. Who owns the facility?

- State Government
- Local Government Association (LGA)
- Public School (DECD)
- Private School/College
- Privately Owned
- Club/Trust
- Other (please specify)

5. The facility is situated on land owned by

- Freehold
- Council
- Crown
- Education
- Other (please specify)

6. Who manages the facility? (Please insert name of management entity)

7. Does an organised club/group use the facility eg swimming club, water polo, Scouts etc

- Yes
- No
- Unsure

8. If Yes to question 7, please list all organised clubs/groups.

9. Is the facility aware of the Recreation SA Code of Practice for Public Swimming Pools in South Australia released in 2016?

- Yes
- No
- Unsure

10. Is the facility a registered Watch Around Water Centre?

- Yes
- No
- Unsure

11. If No/Unsure to question 10, would you like more details about the Watch Around Water program?

- Yes
- No

12. Is the facility a member of Recreation SA?

- Yes
- No
- Unsure

13. If No to question 12, would you like more information about membership of Recreation SA?

- Yes
- No

14. Is there a current documented Risk Management Plan in place?

- Yes
- No
- Unsure

15. Is your facility independently audited on a regular basis?

- Yes
- No
- Unsure

16. If Yes to question 15, who conducts the audit?

- In house/self audit
- LGA
- Lifesaving Victoria
- Royal Life Saving South Australia
- Other (please specify)



2017 South Australia Statewide Aquatic Facilities Audit

Pool Details

We wish to obtain details that give an overview of the facility ie pools, other facilities on site. Where there are multiple pools, we ask that you list all types. However specific details are only required for the 'main' pool ie the largest and most frequently used for aquatic activities.

17. How many pools are at this facility? (include spa pools)

25. Amenities offered (please select all that apply)

- Food & beverage area
- Retail shop
- Gym/fitness centre
- Showers
- Sauna
- Spa
- Female Change rooms
- Male Change rooms
- Family Change rooms
- Disability Change rooms
- Specific DECD Change rooms
- Creche
- Disability access to a pool
- Lockers
- BBQ
- Offstreet parking
- Meeting rooms
- Hall
- Adjacent to other sporting facilities
- Other (please specify)

18. Please advise the types of pools at the facility (select all that apply)

- Main pool with diving facility
- Main pool without diving facility
- Diving pool
- Programs
- Learners
- Toddlers
- Splash Playground
- Wave Pool
- Hydrotherapy
- Spa
- Waterslide
- Other (please specify)

19. Please list the programs offered at the facility (select all that apply)

- Swim School
- Club Swimming
- Aquaexercise
- Lap swimming
- Recreational swimming
- Diving
- Water polo
- Other (please specify)

20. Main pool details (select all that apply)

- Indoor
- Outdoor
- Unheated
- Heated: < 25 degrees
- Heated: 25-28 degrees

- Heated: 29-31 degrees
- Heated: 32-35 degrees
- Heated: >35 degrees
- Solar Heated
- Gas Heated
- Electrically Heated
- UV treated
- Length: 50 metres (or equivalent in yards)
- Length: 25 metres (or equivalent in yards)
- Length: 10 metres (or equivalent in yards)
- Other length not specified
- Width: 25 metres (or equivalent in yards)
- Width: 15-25 metres (or equivalent in yards)
- Width: 5-15 metres (or equivalent in yards)
- Width: less than 5 metres (or equivalent in yards)
- Other width not specified
- Depth shallow end: < 1 metre
- Depth shallow end: 1-2 metres
- Depth shallow end: 2-3 metres
- Depth deep end: < 1 metres
- Depth deep end: 2-3 metres
- Depth deep end: > 3 metres
- Diving blocks: both ends
- Diving blocks: shallow end
- Diving blocks: deep end
- Salt Chlorinated water
- Chlorinated water
- Concrete
- Fibreglass
- Myrtha lining
- Above Ground
- Water polo goals
- Lane ropes

- Number of lanes: < 5
- Number of lanes: 6-10
- Race timing mechanism available
- Access: stairs
- Access: rails
- Access: ramps
- Access: disability lifter

21. Please outline any major works conducted to upgrade the main pool since 2007: provide approximate dates and costs where possible.



2017 South Australia Statewide Aquatic Facilities Audit

Facility Usage

Responses here will assist in understanding the availability of the facility and what services are offered to the users and visitors.

22. Please provide the number of visits for the past three years (where known)

2016/2017	<input type="text"/>
2015/2016	<input type="text"/>
2014/2015	<input type="text"/>

23. What are the Opening Hours?

- All year round
- Seasonal

24. Please provide details of opening/closing hours.

25. Amenities offered (please select all that apply)

- Food & beverage area
- Retail shop
- Gym/fitness centre
- Showers
- Sauna
- Spa
- Female Change rooms
- Male Change rooms
- Family Change rooms
- Disability Change rooms
- Specific DECD Change rooms
- Creche
- Disability access to a pool
- Lockers
- BBQ
- Offstreet parking
- Meeting rooms
- Hall
- Adjacent to other sporting facilities
- Other (please specify)



2017 South Australia Statewide Aquatic Facilities Audit

Future Direction

This section aims to capture what is planned for this facility over the next 10 years. For example, you plan to carry out major capital works; you plan to close; you intend to conduct an audit to ensure compliance.

26. In 10 years time, is the facility planned to be fully operational?

- Yes
- No
- Unsure

27. If No to question 26, what changes are planned?

- Closure
- Reduced Opening hours
- Different Management structure
- Other (please specify)

28. If yes to question 26, what will it look like? (select all that apply).

- Much the same
- Upgraded facilities (eg filtration, pool, buildings, equipment)
- Improved surrounds (eg landscaping, recreational areas, off street car parking)
- Increased usage (eg increased catchment area, swimming club presence, extended opening hours)
- More energy and / or water efficiency measures
- Same Management structure
- Other (please specify)

29. Will you be seeking funding assistance to achieve any of the above improvements?

- Yes
- No
- Unsure

30. Where will you source funding from?

- Local Government Association
- Office of Recreation and Sport
- Community
- Private
- Other (please specify)

31. If you plan to make improvements, please estimate the total cost over this 10 year period.



2017 South Australia Statewide Aquatic Facilities Audit

Summary

This is the final section where you can add any comments. We thank you for your contribution. In appreciation of the time you have given, your response will be entered into a draw. Five entries will be randomly selected.

32. Please provide any comments you would like to bring to our attention.

33. If your entry is selected, which of the following would you prefer?

- Recreation SA Organisational Membership, for one site, for one year
- Full audit of the swimming pool against the Code of Practice
- Watch Around Water Resources to the value of \$150.00

34. Contact Information of the person completing this survey.

Name	<input type="text"/>
Position	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Appendix 3 - Comparative Data – Twenty Years On

Bordertown (Tatiara) Memorial Swimming Pool

Located in the township of Bordertown 270 kms from Adelaide, is a seasonal outdoor pool. Run by the Tatiara District Council, the pool was built in 1967. It featured in the 1995 'Provision of Public Aquatic Facilities'. At that stage the pool had a goal to operate all year round on a cost recovery basis. No progress was evident when compiling this snapshot. However, in 2014/15 over \$250,000 was spent on solar heating.

Over 20 years, both the catchment and the user numbers have declined although there is now an increasing group of new arrivals (CALD) where water safety lessons have been identified as a priority.

	1995		2017
FACILITY			
Outdoor: 6 lane x 50m x 15 m	Depth 0.9m - 3.4m	Outdoor: 6 lane x 50m x 15 m	Depth 0.9m - 3.4m
Outdoor: Toddlers Pool 25m x 25m	Depth of 30cm	Outdoor: Toddlers Pool 25m x 25m	Depth of 30cm
Kiosk		Kiosk	
		Playground	
		BBQ	
		Solar heating 2014/15	
No planning process in place. Advisory committee to intervene and create the process		Maintenance only since 1995	
		Removed diving boards due to OHS requirements - not listed in 1995 report	
		Strategic plan for future development is scheduled for April 2018.	
Open 128 days	12noon - 6pm	Open 126 days	2pm-7pm
CATCHMENT & USERS			
Demographics			
5,000 people within a 5km radius		Bordertown population is 2792 - does not include regional surrounds	
		No 5 km radius figure available	
18,500 users per year		9,000 users per year	
Recreational users	85% of users	Recreational	70% of users
Learn to swim	10% of users	Learn to Swim/DECD/New arrivals	25% of users
Sports programs	5 % of users	Sporting groups and other events	5% of users
		High increase in migrants needing water safety lessons	
Direct Competition			
n/a		Highway Christian Centre - Indoor Pool - LTSW competition	
		Council assists to encourage Winter learn to swim	
MANAGEMENT & STAFFING			
Council owned		Council Owned	
Managed by JA Nicholas & Associates			
1 x Fulltime		Manager - Seasonal Employment	
1 x Part-time		2 Council staff to cover the opening hours	
1 x casual			
Staff appointment determined on availability of suitable and willing staff			
No autonomy for Management as there is the requirement to report to the Council Advisory Committee and seek approval prior to decision making process.			
FINANCES & PRICING			
Adult	\$2.50	Adult	\$7.50
Children	\$1.50	Children	\$3.50
Family Season Pass	\$110.00	Family Season Pass	\$210.00
Single Season Pass	\$60.00	Single Season Pass	\$130.00

Entry fees based on historical data without Policy

Centre ran at a deficit - Recorded \$14,267 loss

MARKETING

One marketing emphasis only - to the community users.

PROGRAMMING

Recreation/Family
School
Club Swimming
Lap Swimming

CUSTOMER SERVICE

No Customer Service Training in place
Evaluates customer service through feedback
No formal structure for dealing with complaints

Family Season Pass \$210.00

Single Season Pass \$130.00

Centre runs at a loss - current is approx \$70,000 pa which does not include capital expenditure.

Last year capital expenditure approx \$250,000; \$38,694 total income

Face Book and other Social Media

Word of mouth

VACSWIM - Self programmed

Watch Around Water

DECD

Aqua

Learn to Swim

Lap Swimming

Birthday Parties

New Arrival Programs

Special Events

Sporting Groups

In house training



George Bolton Swimming Centre Burnside

Considered “to be the rolls Royce of outdoor aquatic centres in South Australia”¹⁴, this centre was built in 1965. Managed by the City of Burnside, there was no substantial investment in the facility until after 2005 when there was the potential of \$700,000 to be spent on improvements. This plan changed significantly as a major upgrade of \$6.8 million took place in 2014 and a number of features were introduced that further enhanced this facility. One striking feature over the 20 years has been the use of the internet and social media for marketing purposes.

	1995	2017
FACILITY		
Outdoor: 7 lane x 50m (Depth 1m - 1.8m)	Heated 26.1 degrees	Outdoor: 7 lane x 50m (Depth 1m - 1.8m) Heated 27 degrees
Outdoor: Learners Pool 20m x 18m (Depth 0.6m-0.9m)	Heated 26.1 degrees	Outdoor: Learners Pool 20m x 18m (Depth 0.6m-0.9m) Heated 27 degrees
Outdoor: Toddlers Pool - 84m2 (Depth 140mm-570mm)	Heated 26.1 degrees	Outdoor: Toddlers Pool - 84m2 (Depth 140mm-570mm) Heated 27 degrees
Creche		No creche
Kiosk + small swim shop		Café Kiosk + small swim shop
Aquatic Aids available		Interactive water play equipment
		Playground & BBQ
		Steam Room x 2
		All access change rooms
		Indoor Spa
Open 163 days per year - Seasonal		Open 163 days per year - Seasonal (weather dependent)
CATCHMENT & USERS		
Demographics		
Upper Socio economic climate		Upper Socio economic climate
Users from across metro area - Not based upon 5km radius		Users from across metro area - Not based upon 5km radius
Total users 111,816 per annum		Total users 96,192 per annum
Casual swimmers	59% of users	Casual swimmers n/a
Lap Swimmers	19% of users	Lap Swimmers n/a
Group and dry facility users	6.7% of users	Group & dry facility users n/a
Direct Competition		
No relative competition		Outdoor pools at UNley, Norwood, Payneham, Magill, Tea Tree Gully Indoor pools at ARC Campbelltown, Adelaide Aquatic Centre
In winter most patrons go to Adelaide Aquatic or other indoor facility		
MANAGEMENT & STAFFING		
Council Managed and Operated		
21 Staff		54.8 Staff
1 x Full Time Manager		3 Full time Council employees (Manager x1 Assistant x 2)
2 x Full Time Assistants		50 Casual
18 Casual		
Manager has complete decision making		
High quality and well trained staff		
FINANCES & PRICING		
Adult & Children (2+)	\$3.00	Adult & Children (2+) \$7.50
Spectators	\$1.70	Spectators \$5.50
Concession	\$2.40	Concession \$6.50
Multi Visits 25 Concession	\$60.00	Various multi passes now available
Family Fee to be developed for following season		

¹⁴ Provision of Public Aquatic Facilities, page 1.30

Centre retains small profit (\$11,858) which is considered not the normal due to high expense of pool operation

Plans for additional indoor development by community
Plans refocused to substantial upgrade

Plans for more water space necessary for school programs

MARKETING

Brochures
Radio
Information leaflets
Word of Mouth

2017 Management questions 1995 recorded profit
No plans for further development

Word of mouth greatest marketer: clean, professional & friendly environment
Social media (Facebook): used to provide updates/events to followers and general platform to view activities
Internet (City of Burnside website): pool received 21,229 views 2016/17
Quarterly magazine/newsletters to 40,000 residents
Email membership base
Yellow pages
Cross promotion through key user group websites and VACSWIM
Eastern Courier stories and photos
Prominent signage
Marketing collateral at Centre
Trip Advisor: #2 things to do in Burnside with 4.5/5 rating

PROGRAMMING

Learn to Swim
Fitness Classes
Aqua-aerobics
Life Saving Classes
School Holiday Program
Dollar Days

Learn to Swim
Fitness Classes
Aqua-aerobics
Life Saving Classes
School Holiday Program
Dollar Days

CUSTOMER SERVICE

Customer Service Program developed by City of Burnside.
Inhouse training every 6 weeks



The learner's pool features underwater observation windows down the deeper end with new mosaic artwork to view from inside the pool. The pool has stepped entry with a sloped depth from 0.7 to 0.9 metres with shade over part of the pool.



The pool has a depth from 0.7 to 0.9 metres. There is either ramp or step entry into the pool. An aquatic wheelchair is available at the pool to assist with entry.

Thebarton Aquatic Centre

Founded in 1912, the Henley and Grange Swimming Club is the oldest swimming club in South Australia. Formerly located at the Henley Pool (built in 1934), the Henley and Grange Swimming Club took ownership of the Thebarton Aquatic Centre in 1994. At the time it was a 25 metre outdoor pool. By 1995 it had been converted to an indoor pool and heated. One of the only pools open all year round (closed on public holidays), it provided the inner west suburbs with an indoor venue for several years. Now dated, it is competing against newer pools being built in the western suburbs.

1995

FACILITY

Indoor: 7 lane 25m x 12.5m
 Heated 27-28 degrees
 Indoor: Learners Pool 12.5m x 5m
 Heated 30-32 degrees
 Kiosk
 Male/ Female toilets & change rooms
 Aquatic Aids available

Open 7 days
 Closed Public Holidays, Christmas / New Year Period

CATCHMENT & USERS

Demographics

Lower socio-economic climate
 High % non-English speaking people
 Gentrification in process
 Total attendance 103,500 per annum
 Learn to swim 60% of users
 Sport Users 22% of users
 Recreation 9% of users

Direct Competition

Atlantis Swim Centre – Marion
 James Aquatic Centre - Seaton

MANAGEMENT & STAFFING

Owned/Operated by Henley and Grange Swim Club
 Privately owned: no government subsidy/funding
 Grant dependent for development

2017

Indoor: 7 lane 25m x 12.5m
 Heated 27-28 degrees
 Indoor: Learners Pool 12.5m x 5m
 Heated 30-32 degrees
 Reception & Shop
 Male/ Female toilets & change rooms
 Hydrotherapy Pool
 Disability Change room
 Single unisex toilet
 2x small function room
 Staff room
 Courtyard – seating & birthday party area
 UV filtration
 Large scale exhaust / ventilation system
 Pool resurfacing
 Solar
 Open 7 days
 Closed Public Holidays, Christmas / New Year Period

Medium socio-economic climate
 Medium % non-English speaking people
 Increased young families to the area
 Total attendance 200,000 – 260,000 per annum
 Learn to swim 40% of users
 DECD 30% of users
 Sport Fitness 10% of users
 Hydrotherapy 15% of users
 Recreation 5% of users

Seaton Swim Centre, Findon Swimming Centre
 Adelaide Aquatic Centre, Parks Swim Centre
 West Lakes Learn to swim/Hydrotherapy

Owned/Operated by Henley and Grange Swim Club
 Privately owned: no government subsidy/funding
 Grant dependent for development

Governed by Board/Committee
 29 Staff employed
 1 x Full time Manager (reports to Board)
 24 Casuals
 4 x Volunteers – Board/Committee

FINANCES & PRICING

Adult Entry	\$2.50
Concession	\$2.00
Family	\$7.50
Multi Visits 30	\$60.00

Thebarton must be profitable to maintain operations as there is no government subsidy.
 Reliant on Grant funding for large maintenance projects or specialised programming.
 Centre is currently profitable - no amount provided

MARKETING

Main emphasis on Learn to Swim & Club swimmers (82% users)
 Learn to Swim most profitable
 Letterbox Drops & promotion to schools for DECD users

PROGRAMMING

Learn to Swim	Club
DECD	Triathletes
Aqua-aerobics	Restart Over 50's
Lap Swimming	Aussie Masters

CUSTOMER SERVICE

No implementation of staff customer service training
 Customer service is evaluated by continued custom and word of mouth advertising

Governed by Board/Committee
 52 Staff employed
 1 x Full time Manager (reports to Board)
 1 x Full-time Pool Operator
 Casuals
 Volunteers consisting of Board/Committee/maintenance
 Sports & Fitness Contractors
 Physio Contractor

Adult Entry	\$7.20
Concession	\$6.20
Multi Visits 10	\$72.00
Multi Visits 30	\$218.00
Multi Visits 60	\$430.00

Thebarton must be profitable to maintain operations as there is no government subsidy.
 Reliant on Grant funding for large maintenance projects or specialised programming.
 Although there has been significant profits recorded since 1995 in the last 12-24 months, Centre has not been profitable without funding assistance. Loss of clientele linked to opening of a new centre in the catchment area.

Main emphasis based on Learn to Swim /Schools/ Club/ Fitness/community programming
 Learn to Swim most profitable
 Due to falling numbers/increased competition, more strategic approach to marketing necessary including: Shopping Centre promotions, social media, increased variety of programming, inschool promotions, minor sponsorships, greater customer relations
 Has tried to create a flexible booking system rather than a rigid impersonal system

Learn to Swim	Club
DECD	Triathletes
Aqua-aerobics	Hydrotherapy
Lap Swimming? Not shown	Aussie Masters
New Arrival	Sports Rehabilitation
Accredited Training for First Aid and Life Guards	

Ongoing in-house training.
 Continued assessment and re-assessment of policies and procedures. Has had a 'Family Friendly' approach to service and information provided.

It is a tired pool and difficult to compete with new developments in the catchment area. It has relied on developing value-add concepts and increasing the programming to attract wider clientele base. However, in 2017 there has been a shift in focus which has seen the introduction of cost savings and a reduction in programming options.



Waterworld

Waterworld is a premier outdoor swimming centre in Adelaide's north-east offering a wide range of facilities and amenities that attract users. Significant improvements have been made to the facility over the past 20 years and many of the plans mooted in 1995 have come to fruition. Even over the past three years, another \$450,000 has been injected into the facility; this follows an earlier upgrade in 2012.

1995		2017	
FACILITY			
Outdoor: 8 lane x 50m x 20m - Depth 1.00 x 1.80m	Heated to 27 degrees	Outdoor: 8 lane x 50m x 20m - Depth 1.00 x 1.80m	Heated to 27 degrees
Outdoor: Learners Pool 15m x 20m - Depth 1.5m	Heated to 27 degrees	Outdoor: Learners Pool 15m x 20m - Depth 1.5m	Heated to 28 degrees
Outdoor: Toddlers Pool 200m ² - Depth 10cm-40cm	Heated to 27 degrees	Outdoor: Toddlers Pool 200m ² - Depth 10cm-40cm	Heated to 28 degrees
1 x 80 metre water slide		3 x 80 metre water slides	
		8.5 m slide tower	
		Inflatables	
		Interactive Water Splash Park	
Kiosk leased independently		Kiosk operated by Centre	
BBQ facilities		4 electric BBQ facilities	
Playground		Playground (redeveloped on old 80 m slide site)	
Shelters		Shelters	
		3 shade sails	
		Undercover picnic tables and seating	
		Adjacent to skate park (part of Modbury Sporting Hub built by Tea Tree Gully Council)	
		New clubrooms for Tea Tree Gully Swimming club	
Undertaken a Total Quality Management structural review: outlines vision 'to be the most popular outdoor community swimming centre in metropolitan Adelaide'		Vision remains same	
Open 160 days per year - Seasonal	5am-8pm M-F 6am-6pm Sat/Sun	Open 160 days per year - Seasonal	6am-7.30pm M-F 7am-6pm Sat 9am-6pm Sun
CATCHMENT & USERS			
Demographics			
20,000 - 30,000 catchment within 5km radius			
Also attracts people from Golden Grove and Elizabeth			
Classify their region as middle socio-economic climate			
High number of seniors - adjacent nursing home are users			
Annual users: 90,000 (approximately)		Annual users: 181,241 (approximately)	
Casual (recreational) users	64% of users	Casual users	145,535
Lap Swimmers	15% of users	Lap Swimmers	
Program Learn to swim/Education	0.7% of users	Program LTSW/Education	605
Concessions	8% of users	Concessions	23,678
Sports Programmes	3% of users	Sports Programmes	11,351
Other Programmes e.g. vacation swimming	8% of users	Other Programmes	252

Direct Competition

Three private Learn to swim within the 5km radius

Establishment of ARC in Campbelltown initially took away LTS numbers: since reach new time high level
LTS competition at Clovercrest, Golden Grove, Paragon, ARC

Three public pools in neighbouring Elizabeth and Salisbury

MANAGEMENT & STAFFING

Recreation Business Unit is a Council delegated authority which manages recreation facilities in the City of Tea Tree Gully

Management unchanged

1 x Full time Manager

1 x Full time Manager

1 x Full time Assistant Manager

1 x Aquatic Services Team Leader

19 casuals i.e. cashiers/receptionist x 2;
pool attendants x 17

Customer experience and Event Team Leader

Aquatic Program Team Leader

3 x Casual Duty Managers

32 Life guards

FINANCES & PRICING

Adult & Children	\$3.00
Children 0-3years	\$2.50
Lap swimmers	\$2.50
Pensioners	Free

Adult	\$8.50
Child	\$7.00
Concession	\$7.00
Family	\$26.00
Spectator	\$4.00
Aged pensioner	Free

Centre ran at a loss of \$43,000

20187/18 projected income of \$1.35M; Expenses \$1.5M

Only recorded profit was the year that coincided with the building of the waterslide. Management learnt that the increase and development of new activities and services attracts the clientele.

MARKETING

Focus governed on numbers and categories: marketing begins with the opening of each new season and includes pamphlets, local print media, radio, 2 for 1 offers, school concessions, special events concessions picnic and family days)

Similar marketing strategy

PROGRAMMING

Learn to swim	Snorkelling
Club Swimming	Lap Swimming
Royal Life	Family and Fitness
SCUBA Diving	Vacation Care
Canoeing	Sporting Clubs training

Strength for Life	Birthday Parties
Bootcamp	Learn to swim
Aqua	Canoeing
School Programs	Snorkelling
OSHC	

CUSTOMER SERVICE

The Recreational Business Unit has a customer service philosophy which is discussed through regular meetings.

Customer satisfaction recorded through feedback and Council City Wide survey.



Appendix 4 - List of Contributors

Recreation SA acknowledges the contribution made by the following swimming centres.

Adelaide Aquatic Centre	Magill Pool UniSA
Adelaide Hills War Memorial Swimming Centre	Mannum Community College
APY and Yalata Pools	Marion Outdoor Pool
Aquadome	Meadows Primary School
ARC Campbelltown	Meningie Area School
Barossa Aquatic and Fitness centre	Morgan Primary School
Blue Dolphin Swim Centre	Nairne School pool
Booborowie Primary School Swimming Pool	Naracoorte Swimming lake
Booleroo Centre Memorial Swimming Pool	Norwood Swim School
Brinkworth Primary School Pool	Norwood Swimming Centre
Broken Hill Regional Aquatic Centre	Orroroo Swimming Pool
Burra Swimming Pool	Parafield Gardens Swim School
Cambrai Swimming Pool	Paragon Swim Centre
Ceduna Area School Pool	Payneham Memorial Swimming Centre
Central Yorke School	Penola Swimming Pool
Cleve Community Pool	Plympton Primary School
Cooper Pedy Area School Swimming Pool	Riverton Outdoor Pool
Coonalpyn Soldiers Memorial Swimming Pool	Roxbylink
Copper Coast Sport and Leisure Centre	SA Aquatic and Leisure Centre
Cummins & District War Memorial Swimming Pool	Salisbury Recreation Precinct
East Murray Area School	Seaford Swimming School
Findon Swim School	Seaton Swim Centre
Fit Life Health & Fitness	Seymour College
Fleurieu Aquatic Centre	Spalding Pool
Gawler Aquatic Centre	Sherriffs Road Swimming Centre
George Bolton Swimming Centre Burnside	St Peters College Burchnall Sports Centre
Geranium Primary School Swimming Pool	STARplex Swim Centre
Gladstone Memorial Pool	Strathmont Centre
Harry Tickle Memorial Swimming Pool	Sue Pryor Swimming
Hayden Stoeckel Swimming Pool	Swan Reach Area School
Jamestown Swimming pool	Swimskool
Jump swim schools Hackham	Tatiara Memorial Pool
Kapunda Swimming Pool	The Parks Recreation & Sports Centre
Karcultaby Area School	The Swimming Shed
Karoonda Area School Pool	The Valleys Lifestyle Centre
Kimba Area School Pool	Thebarton Aquatic Centre
Kingscote Rock Pool	Unley Swim Centre
Kingston Community School Pool	Waikerie Inland Swimming Pool
Kingston-on-Murray Primary School	Waterworld
Leigh Creek Swimming Pool	Westswim
Lock & District Swimming Centre	Whyalla Health & Leisure Centre
Lucindale Area School	Wudinna and Districts Swimming Pool

