



Inverell
Aquatics

INVERELL POOL & ASSHFORD POOLS

Customer Service Charter

Independent Professional Services Policy

Medical Conditions Information Policy

“Information - For School Use Only”



Community Aquatics Pty Ltd

Customer Service Charter

Charter Purpose

This charter;

- ✓ Sets out our promises to customers
- ✓ The customer service standards and programs that customers can expect from Eurobodalla Aquatics
- ✓ How customers can provide feedback if we don't meet these standards
- ✓ Expectations about how customers should interact with Community Aquatics and other customers

This Customer Charter and the standards it upholds are reviewed annually using customer and staff feedback.

Our Values

Our management and customer interaction will reflect values of Respect, Responsibility, Honesty and Caring

Communication & Contacts

The Community Aquatics facilities are various in type, some are seasonal, and some are all-year operations; and as such specific site opening hours and contact details will vary.

Customers are able to attain specific information via:

- ✓ In person: Visiting a facility and speaking with Staff
- ✓ By writing: Community Aquatics
PO Box 982
WINDSOR NSW 2756
accounts@communityaquatics.com.au
- ✓ By web page: www.communityaquatics.com.au

The hours that are available for interviews and appointments, are Monday- Friday: 10am to 4pm

Community Aquatics will acknowledge customer enquiries made by phone/ email/ in-writing within 3 working days. Customers that indicate that they would like a response, feedback will be provided within 10 working days.

Complaints, concerns, comments and compliments are all welcome and can be made using the above stated contacts or via a customer feedback form located within the facility reception area.

Prices

Current information and prices for products and services will be available on our website and from receptions.

Safety

All rostered staff will hold a current certificate and qualifications appropriate to their area of employment. Regular staff emergency evacuation training is held. You may be asked to participate if you are at the facility.

Programs & Facilities

Programs

- ✓ Community Aquatics will provide programs/ services that promote healthy & positive lifestyles
- ✓ Community Aquatics will provide programs/ services for people of all ages, abilities and backgrounds
- ✓ All programs and services will be safe

Facilities

- ✓ All aspects of the facilities will be in a clean and hygienic at all times
 - ✓ Facilities will be well maintained
 - ✓ Necessary repairs and or maintenance will be organised quickly
 - ✓ If part of the Facility is not functional, information will be available at reception when repairs will occur
 - ✓ We will comply with the Guidelines for Safe Pool Operations (Royal Life Saving Society) and other relevant Government guidelines and legislation
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Help Us to help You

Community Aquatics is committed to the well-being and safety of customers and staff. Staff are trained and instructed to always liaise and interact with customers in courteous and respectful manner. We ask our customers to:

- ✓ Treat staff and other customers with courtesy and respect. We do not tolerate anti-social behaviour.
- ✓ Inform the Community Aquatics if there is a problem, or do not understand information we provide
- ✓ Work with us to solve problems
- ✓ Comply with conditions of entry and staff directions
- ✓ Read any applicable terms and conditions of use

Independent Professional Services Policy

Purpose

Community Aquatics Pty Ltd (CA) have a requirement to ensure that all services delivered at all facilities adhere to industry best practice, are delivered at a high standard, meet insurance requirements and abide by the facilities health, safety and emergency action policies.

This policy outlines the extent of services permitted for delivery by volunteers and/ or professionals at a facility managed by CA; but not engaged nor employed by CA.

This Independent Professional Services Policy is reviewed annually and applies equally to persons acting or describing themselves as "Volunteers" or any other "Service Provider" type.

CA retains the exclusive rights to perform and/ or coordinate all commercial and non-commercial services and activities at its facilities for the duration of any Lease with a Facility Owner, according to the conditions of its Lease agreement.

Permissible Services

If you fall under one of the following categories you are automatically approved; pending, i) the facility has appropriate & available space/ access, and, ii) that all conditions of hire are met;

- ✓ Sports coaching and competition by not for profit organisations or an incorporated club
 - ✓ School programs delivered by department of education employees
 - ✓ Registered church, community group and similar recognised not for profit organisations
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Conflicting / Permission Required Services

If you fall under one of the following categories your services are strictly NOT permitted (to be performed) without express written approval by the facility manager.

- ✓ Professional Physiotherapy Supervision (services)
 - ✓ Workcover approved rehabilitation programs and supervision
 - ✓ Learn to Swim Lessons, including Stroke Correction and Water Safety (or similar) classes
 - ✓ Swim coaching and other training & fitness activities
 - ✓ Personal Training, including fitness, conditioning and recovery
 - ✓ Group Fitness Instruction, including conditioning, recovery and holistic fitness classes
 - ✓ School programs delivered by non-school personnel (i.e. persons other than teachers)
 - ✓ Sports programs that are not delivered by an incorporated club
 - ✓ Any activity that is broadly delivered by CA
 - ✓ Any activity that is broadly delivered by an existing facility Sub Lessee or Hirer
 - ✓ Any program or service for which business is occurring
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Expectations of Independent Professional Service Providers (Service Provider)

Professionalism and Standards

The Service Provider shall ensure that their services are managed:

- ✓ Efficiently & Effectively
- ✓ In accordance with sound business practice
- ✓ In accordance with relevant statutes, laws (including Regulations and local laws), and codes of practice relating to the services being offered
- ✓ To deliver an excellent level of customer service

The Service Provider shall:

- ✓ Ensure that all staff employed, or voluntary, in the Facility hold/ have qualifications, skills, knowledge and training necessary to carry out their duties and functions in a competent manner
- ✓ The service provider shall not enter into any sub-contract agreement with any third party without the prior written approval of CA
- ✓ Ensure all staff uphold CA's reputation and the rules of the facility
- ✓ Ensure all CA forms are completed and submitted, as requested by CA staff

Insurance and Indemnity

The Service Provider shall;

- ✓ Must hold and maintain appropriate insurances, including; a public liability insurance and professional indemnity insurance
- ✓ A copy of these insurance documents must be provided to CA management on commencement of the activity and as requested
- ✓ Ensuring that all of their employees have and maintain appropriate levels of professional indemnity and public liability insurance in accordance to their specific discipline and professional standards
- ✓ Must indemnify CA against any claim or action arising from its operations and activities at the facility

Safety and Quality Standards

The Service Provider shall;

- ✓ Ensure that any industry standards applicable to the quality and safety of programs, systems and services are observed
- ✓ Comply with the laws and requirements of relevant authorities relating to essential safety measures, occupational health and safety and disability discrimination relevant to the premises or the building

The CA Facility Manager, appropriately qualified Council staff or other delegated persons representing CA may inspect the service, equipment and storage areas at any reasonable time to test the quality systems being used by the Service Provider.

Maintenance & Repairs

To assist with the effective repair and upkeep of the facility the Service Provider should report all faulty items to CA staff, and assist CA staff to ensure all items/ areas are safe for continued use or isolated.

Financial Arrangement: Continuous or Systematic Bookings

Upon acceptance of the booking by CA, the Service Provider shall;

- ✓ Be placed on account and invoiced according to the agreement made at commencement of the booking period
- ✓ Be required to pay all invoices within 7days of issue
- ✓ Maintain their own financial records as required by the Australian Taxation Office

Note: A financial deposit maybe requested at the discretion of any CA Facility Manager

Bookings maybe cancelled without notice should a Service Provider fail to pay an account. CA must abide by all GST requirements.

Financial Arrangement: Casual or One-Off Bookings

Upon acceptance of the booking by CA, the Service Provider shall;

- ✓ Pay the fees as outlined by CA on the Service Providers Confirmation of Booking advice
- ✓ All fees shall be paid prior to commencing the activity; unless prior arrangements have been made in writing with the CA Manager
- ✓ Maintain their own financial records as required by the Australian Taxation Office

Bookings maybe cancelled without notice should a Service Provider fail to pay an account. CA must abide by all GST requirements.

Signage and Advertising

At the discretion and prior approval of the CA Manager:

- ✓ Signage or advertising within the facility can be erected or displayed
- ✓ Brochures and flyers can be placed and displayed at customer service areas
- ✓ Exposure can be provided in the facility's normal promotion program
- ✓ The Service Provider can provide information for the Facility website

All cost associated to signage and advertising remains with the Service Provider.

Program Uniqueness

Service Provider programs and/ or activities should provide our customers with a service that is not currently available at the facility and that our customers could not reasonably participate in through existing activities (exclusive of scheduling, pricing and personnel preferences).

Conditions of Entry & Supervision

General Conditions of Entry for Service Providers

All persons participating in the Service Providers activities and entering the facility must agree to abide by the Conditions of Entry listed below – but not limited to the below. It is the sole responsibility of the Service Provider to ensure their participants/ customers/ clients/ staff are made aware of the Conditions of Entry:

- ✓ All persons must follow the directions of facility's CA Staff
- ✓ CA facilities are Alcohol Free Zones
- ✓ CA facilities are Smoke Free Zones
- ✓ Any behaviour deemed by CA Staff to be hazardous to them or other patrons is strictly prohibited
- ✓ Any behaviour deemed by CA Staff to disturb the peace is strictly prohibited
- ✓ All persons entering the facility authorise CA Staff to obtain and/ or administer any medical assistance they deem necessary (and permitted by the patient) should the need arise. All persons entering the facility must also agree to pay all medical expenses incurred on their behalf
- ✓ All persons entering the facility understand that it is their responsibility to gain relevant medical clearance or necessary advice for participation within an activity the facility. Service Providers assume full responsibility for all their own participants and take full responsibility of any injury, illness, loss or damage to them personally and/ or property that may directly or indirectly result from participation in the Service Providers program. In doing this, Service Providers guarantee to hold CA, Council staff and CA representatives indemnified to the fullest extent permissible by law (other than gross negligence) against any claim or demands made by or on my behalf for any injury, loss or damage from any cause whatsoever, while participating in the Service Providers program
- ✓ No swearing, offensive or abusive language
- ✓ Persons with infectious or contagious disease are not be allowed in the water, change rooms or health centre
- ✓ Persons believed to be under the influence of drugs or alcohol are not permitted into the facility

Parental Supervision

- ✓ Parental/ Guardian supervision is essential at all times
- ✓ Children under 10 years must be actively supervised by a person 16 years or older
- ✓ Parents and guardians should actively supervise their children at all times and as such should be dressed ready to take action, including unexpected entry to a pool
- ✓ At minimum the Service Provider will assume full parental/ guardian responsibilities for all persons participating within their program – according to the RLSSA Keep Watch Program
- ✓ CA Staff are not to be used as a substitute for proper parental/ guardian supervision

Child Protection Requirements

The Service Provider must be aware of their responsibilities for child protection under NSW Legislative requirements: Principal Acts: Children and Young Persons (Care and Protection) Act 1998

All Staff or volunteers engaged by a Service Provider must meet the screening requirements of the above stated Act.

CA staff;

- ✓ May request evidence of appropriate staff/ volunteer screening at any time
- ✓ May conduct their own investigation about a person's Child Protection check accreditation. The Service Provider must provide additional information as required to complete this process
- ✓ Maintain full independence from the Service Provider regarding Child Protection requirements. CA Staff may report any actions by the Service Provider to the appropriate authorities, at minimum, according to the concept of "Reasonable Grounds"

Policy Application and Review

This Independent Professional Services Policy is reviewed annually. This policy applies equally to all Service Providers and/ or persons acting or describing themselves as either "*Professional or Volunteer*".

Underpinning Policy Philosophy

Upon application, all prospective Service Providers must not assume that their activities/ programs will be accepted in full. CA facilities are community assets, and as such; access is shared between many users. Facility access is not confirmed until CA has provided advice in writing.

Medical Conditions Information Policy

Upon enrolment, patrons are requested to supply details regarding their health and ability to participate.

Regarding children, it is the child's parents or nominated guardian's responsibility to ensure that children with a medical condition fully disclose this information on the enrolment form and throughout the enrolment process.

When a diagnosed medical condition is disclosed;

- The CA Staff member responsible for the program or service to ensure the following;
 - Relevant Staff are aware of the diagnosed medical condition of patrons.
 - Patrons with a specific health care need, allergy or relevant medical condition that require a medical management plan, provide a management plan upon enrolment or before attending the facility.
 - Patrons who require a medical management plan will not be able to stay at the facility if the plan is not available or is out of date (more than 12 months old).
 - Parents/ guardians are aware to inform staff of any changes to their child's restrictions and provide an updated anaphylaxis or other management medical plan from their doctor when applicable.
 - A minimum of 2 copies of the plan for each medical condition; one located with the patrons enrolment information and the other filed alphabetically within the facility 1st Aid Room.
 - In the event of an incident relating to the specific health care need, Staff will follow the patron's individual medical management plan and will call an ambulance if symptoms accelerate or become life threatening.
- The Facility Manger will to ensure the following;
 - Where relevant, develop and implement local safe work practices to ensure that the Patron does not attend the service without medication prescribed by his/ her medical practitioner in relation to their specific health care need or medical condition
 - Develop a communication plan to ensure that relevant staff members are informed about the medical conditions policy and the medical management plan and risk minimisation plan for the Patron

Medical Conditions Information

CA must ensure that a copy of the medical condition's information document is provided to the parent or guardian of a child, or Patron participating in a program or service if the provider is aware that the child has a specific health care need, allergy or other relevant medical condition, within a timely manner.

Asthma

It is the responsibility of the Patrons to;

- Provide the facility with a current Asthma Action Plan, authorised by their General Practitioner - annually
- Ensure they have asthma medication with them or provided to Staff upon entry, is clearly labelled with the Patrons name (including the spacer equipment if applicable)

It is the responsibility of Staff to;

- Oversee the safe self-administration of medication if the Patron is over pre-school age and the required authorisations and practices are followed, in strict accordance with the CA Administration of Medication Policy. Keep a copy of the Patrons asthma action plan. In an emergency evacuation, it will be taken by the staff to the evacuation point.
- If at any time a Patron does not respond to their asthma medication as per the individual asthma plan instructions, the emergency asthma procedure will be implemented immediately.
- In the event of the emergency asthma procedure having no immediate effect an ambulance will be called.
- All asthma and other medication is to be clearly labelled and brought to the facility with the Patron on each visit. Medication that needs refrigeration is kept in an appropriate fridge in a clearly labelled container. Patrons requiring this service may liaise with the Facility Manger about long term permanent storage at the Facility.

Allergy Management

It is the responsibility of the Patrons to;

- Disclose on enrolment if there are any environmental or food intolerances and any allergic reaction signs and symptoms that Staff should be aware of
- Provide the Facility with a current medical plan from their doctor outlining the nature of the allergy, any subsequent reaction identification information and first aid details required for an allergic reaction.
- Ensure they have appropriate medication with them or provided to Staff upon entry, is clearly labelled with the Patrons name.

It is the responsibility of Staff to;

- Be aware of Patrons requirements, copies of individual management plans are kept with the medication, on display in an appropriate staff area, and with the Patrons's enrolment form for staff information.
- If a child has an allergic reaction whilst at the service, staff will follow the child's individual allergy action plan and will call an ambulance if symptoms accelerate or become life threatening.

Anaphylaxis Management

NOTE: Anaphylaxis is the most serious form of allergic reaction and can be fatal.

It is the responsibility of the Patrons to;

- Disclose on enrolment if there are any environmental or food intolerances and any allergic reaction signs and symptoms that Staff should be aware of
- Provide the Facility with a current medical plan from their doctor outlining the nature of the allergy, any subsequent reaction identification information and first aid details required for an allergic reaction.
- Ensure they have appropriate medication (epi-pen) with them or provided to Staff upon entry, is clearly labelled with the Patrons name.
- Children diagnosed at risk of anaphylaxis will not be able to stay at the facility if the Epi-pen or other Auto-injection device is not available or is out of date.

It is the responsibility of Staff to;

- Undertake anaphylaxis "Epi-Pen" use training
- Be aware of Patrons requirements, copies of individual management plans are kept with the medication, on display in an appropriate staff area, and with the Patron's enrolment form for staff information.
- If a child has an allergic reaction whilst at the service, staff will follow the child's individual allergy action plan and will call an ambulance if symptoms accelerate or become life threatening.

Diabetes Management

It is the responsibility of the Patrons to;

- Provide the facility with a current medical plan, authorised by the Patrons doctor. This must include any subsequent reaction, identification information and first aid details.
- Ensure they have appropriate medication (epi-pen) with them or provided to Staff upon entry, is clearly labelled with the Patrons name.
- When specific written authority has been provided by the parent or guardian or authorised nominee, a Child may administer medication themselves.
- All sharps are to be disposed of in the facility sharps container by the Patron
- In an emergency, the Patrons Diabetes Management Plan will be followed and if symptoms accelerate an ambulance will be called.

It is the responsibility of Staff;

To undertake education and training on management, sharps disposal and any handling of medication as deemed appropriate by Facility Manager in collaboration. The education and training may be provided by the parent or guardian of the child, if deemed appropriate. Any training will be documented and signed by all attending Staff and/or Management.

In the event that no staff member is able to be present to confidently assist the administer of insulin or other medication, and/or if symptoms accelerate an ambulance will be called.

Definitions

- Anaphylaxis: Anaphylaxis is a rapidly progressing, life-threatening allergic reaction to a contagion, typically nuts or tree nuts.
- Diabetes: A disease in which there is usually too much sugar in the blood which needs to be regulated by the administration of insulin or other glucose regulator.
- Allergy- a hypersensitive state acquired through exposure to a particular allergen, reexposure bringing to light an altered capacity to react
- Asthma - A chronic inflammatory disease of the airways. In those susceptible to asthma, this inflammation causes the airways to spasm and swells periodically so that the airways narrow. Obstruction to air flow either resolves spontaneously or responds to a wide range of treatments.