



SINGLETON GYM AND SWIM ADVISORY COMMITTEE

Adopted: 3/12/07

Minute No 478/07

Policy No: 25026.2



SINGLETON GYM & SWIM

POLICY MANUAL

INCLUDING

- A. OPERATING POLICY DOCUMENT**
- B. CRECHE POLICY DOCUMENT**
- C. STAFF POLICY DOCUMENT**
- D. CENTRE HIRE POLICY DOCUMENT**

Compiled by Centre Management
In consultation with SGAX Staff 2000
Revised October 2004

INTRODUCTION

This Policy document has been compiled to clearly set out policies for safe, efficient and courteous running of Singleton Gym and Swim. The document is for the everyday reference by management and staff and is also available to the public.

Additional policies or changes to existing policies will be required from time to time. When developed new or amended policies will be incorporated into the policy manual.

Contents

INTRODUCTION

A.

A. <u>OPERATING POLICY DOCUMENT</u>	6
1. <u>PUBLIC CODE OF CONDUCT</u>	6
2. <u>CLOTHING/DRESS CODE POLICY</u>	6
3. <u>SMOKING/ALCOHOL/DRUGS POLICY</u>	7
4. <u>AGE OF ENTRY</u>	7
5. <u>HEALTH POLICY</u>	7
6. <u>CASUAL GROUP SUPERVISION</u>	8
7. <u>SUPERVISION BY CENTRE STAFF</u>	9
8. <u>USE OF EQUIPMENT POLICY</u>	9
9. <u>COMPLAINTS/SUGGESTIONS MECHANISM POLICY</u>	10
10. <u>PROGRAM BOOKING POLICY</u>	10
10.1 <i>Centre Learn To Swim/Stroke Development</i>	10
10.2 <i>Schools Learn To Swim/ Flipper Ball (centre run)</i>	11
10.3 <i>Schools Fitness Courses/ Aquarobics (centre run)</i>	11
10.4 <i>Casual School/ Group Use</i>	12
10.5 <i>Carnival/Private Bookings Policy</i>	12
11. <u>CANCELLATION POLICY</u>	12
11.1 <i>Memberships –see reverse of membership forms</i>	12
11.2 <i>Learn To Swim/Stroke</i>	13
11.3 <i>Crèche</i>	13
11.4 <i>Personal Training</i>	13
11.5 <i>Squad Fees</i>	13
11.6 <i>Suspension of Term Memberships (Term Memberships May Be Suspended)</i>	13
11.7 <i>Suspension of Direct Debit Memberships</i>	14
12. <u>FEES AND CHARGES POLICY</u>	14
13. <u>LOSS OF MEMBERSHIP CARDS</u>	14
13.1 <i>Upgrading/Transferring Memberships</i>	14
13.2 <i>Transferring To Monthly Billing (Direct Debit)</i>	15
14. <u>LOST PROPERTY POLICY</u>	15
15. <u>CARE OF POSSESSIONS POLICY</u>	15
16. <u>CENTRE COACHING POLICY</u>	15
17. <u>USE OF CAMERAS, VIDEO EQUIPMENT AND MOBILE PHONES WITH BUILT IN CAMERA</u> 16	
18. <u>USE OF TOILETS BY OPPOSITE SEX JUVENILES</u>	17
19. <u>USE OF AIR CONDITIONER POLICY</u>	18
B. <u>CRECHE POLICY DOCUMENT</u>	20
1. <u>HEALTH POLICY</u>	20
2. <u>VACCINATION /IMMUNISATION POLICY</u>	21
4. <u>ACCIDENT POLICY</u>	22
5. <u>BITING POLICY</u>	23
C. <u>STAFF POLICY DOCUMENT</u>	25
1. <u>CODE OF CONDUCT</u>	25
2. <u>CLOTHING / DRESS CODE POLICY</u>	25
3. <u>MEAL BREAKS</u>	26
4. <u>STAFF NOT ON DUTY</u>	26
5. <u>PROFESSIONALISM POLICY (AS PER CODE OF CONDUCT)</u>	27
6. <u>STAFF SICKNESS POLICY</u>	27

7.	<u>ANNUAL LEAVE POLICY</u>	27
8.	<u>DISCIPLINE POLICY</u>	27
9.	<u>COMMUNICATION POLICY</u>	27
10.	<u>STRESS AT WORK POLICY</u>	28
11.	<u>ACCIDENT POLICY</u>	28
12.	<u>OH & S POLICY</u>	28
13.	<u>ALCOHOL/SMOKING/DRUGS POLICY</u>	28
14.	<u>EVACUATION POLICY</u> (- SEE OPERATIONS MANUAL).....	28
15.	<u>FIRST AID POLICY</u> (- SEE OPERATIONS MANUAL/ SAFE WORKING PROCEDURES)	28
16.	<u>PERFORMANCE MANAGEMENT SYSTEM</u>	28
17.	<u>STAFF USE OF FACILITIES POLICY</u>	29
18.	<u>POLICY FOR ORDERING/ PURCHASE OF GOODS</u>	29
D.	<u>CENTRE HIRE DOCUMENT POLICY</u>	30
1.	<u>DEPOSIT</u>	30
2.	<u>FULL PAYMENT</u>	30
3.	<u>RESPONSIBILITY</u>	30
4.	<u>BEHAVIOUR</u>	30
5.	<u>YOUNG GROUPS</u>	30
6.	<u>CLEANLINESS</u>	30
7.	<u>BREAKAGE</u>	31
8.	<u>CANCELLATIONS</u>	31
9.	<u>FIRST AID</u>	31
10.	<u>SUPERVISION</u>	31

A. OPERATING POLICY DOCUMENT

1. PUBLIC CODE OF CONDUCT

- i.** Persons entering the Centre shall do so with due consideration of other users.

There shall be no running in the Centre and around pool areas.

The pool rules shall be observed:

- No running
 - No pushing
 - No bombing
 - No backflips/forward somersault/general gymnastic behaviour
 - No littering
 - No abusive language, or swearing
 - No aggressive behaviour.
 - No ball games
 - No resting on lane ropes.
- ii.** The Operating policy is that customers shower before using the pools.
 - iii** The Operating policy is that anyone suffering from stomach upsets/diarrhoea does not use the pools. This is to prevent contamination of the water.
 - iv.** The Operating policy is that all babies wear aqua nappies to prevent faecal contamination.
 - v.** Any faecal contamination or accidents shall be reported immediately.
 - vi.** The Management reserves the right to expel any person from the Centre for inappropriate behaviour.
 - vii.** The Centre has a harassment free workplace policy. Should members of the public be unduly harassing staff members, further action may be taken.

2. CLOTHING/DRESS CODE POLICY

- i.** Customers shall be appropriately dressed for the activity they are doing.
- ii.** No cut off jeans, underwear or heavy tops when swimming. This is for hygiene and safety reasons. Swimmers to be worn at all times.
- iii.** Anyone using the gym shall wear training shoes, t-shirts or singlets. No jeans or outdoor shoes allowed. Tops must be worn at all times.
- iv.** Customers shall use a towel on gym equipment.
- v.** Customers shall wear swimmers in the spa /sauna area.
- vi.** Customers shall wear training shoes when participating in aerobics /using the gym.
- vii.** Customers shall use changing rooms supplied to change.
- viii.** Babies are to be changed in the change rooms and nappy bins used. No nappy changing on poolside.

3. SMOKING/ALCOHOL/DRUGS POLICY

- i.** The whole of the centre and outside area are designated non-smoking in accordance with Council's non-smoking policy.
- ii.** Anyone found smoking will be asked to cease or leave the premises.
- iii.** The Centre does not allow drugs on the premises or grounds. Anyone found taking drugs will be asked to leave the premises. The person may be reported to the police.
- iv.** Alcohol may only be allowed on the premises for a private function out of normal operating hours. That alcohol must not be sold or in anyway contravene any licensing laws. Anyone found with alcohol (except at authorised functions) will be asked to leave the premises.
- v.** There are to be no glass containers on the premises.
- vi.** The management reserves the right to decline entry to the Centre if it believes a person is intoxicated or under the influence of a substance.

4. AGE OF ENTRY

- i.** Children under the age of 10 must have an adult supervising them in all areas of the building.(adult-is a person 18 yrs or over)
- ii.** If a child under the age of 10 has been left unsupervised by an adult, the parents will be contacted. In cases where the parents cannot be contacted the child will be asked to remain in the lounge area until collected or police may be rung.
- iii.** Children under 5 must have an adult in the water with them.
- iv.** Children under 13 are not allowed in the spa unless accompanied by an adult.
- v.** Young children under 5 are not recommended to use the spa/sauna for health reasons. (Exception being Lts students with instructors/parents and/or Special Needs Groups)
- vi.** No children allowed in sauna.
- vii.** Persons under the age of 13 are not permitted in the gym /aerobic area unless part of a supervised Centre program, in the company of a parent or responsible adult or have the permission from the gym supervisor.

5. HEALTH POLICY

- The centre staff (Duty Manager) may contact parents to take home any child who is not well enough to be at the centre.
- If a person is suspected of having an infectious condition or early symptoms of illness, they should not enter the Centre and therefore protect others from unnecessary exposure to the illness.
- Patrons with pre-existing medical conditions should notify staff and/or be wearing medi - alert jewellery.

Infectious Conditions requiring exclusion from the Centre

- Conjunctivitis- until all discharge from eyes has ceased.
- Gastroenteritis
- Febrile/Feverish Conditions
- Chicken Pox- for at least 7 days after first spots appear.
- Measles- At least 5 days from appearance of rash.
- Rubella- At least 5 days from appearance of rash.
- Mumps-At least 10 days after rash appears.
- Diphtheria- Until doctor gives a certificate.
- Whooping Cough-for at least 3 weeks and until medical certificate is produced.
- Glandular Fever- until recovered.
- Infectious Hepatitis-Until medical certificate produced.
- Impetigo (scab by sores) - until sores have healed.
- Giardia - until doctors certificate produced.
- Pediculosis (head lice)-Until treatment with an anti-lice lotion or shampoo and head free of nits.
- Ringworm-Until treatment has begun and medical certificate produced.
- Scabies- as above.

Staff are not authorised to administer medication, including asthma puffers.

6. CASUAL GROUP SUPERVISION

This applies to all groups visiting the Singleton Gym and Swim, on a casual basis. This does not apply when children are taking part in an activity that is organised by the Centre staff.

- All children must be in the ratio of adult: children.

1:2	2-3yr olds
1:4	3-5yr olds
1:8	5-10yr olds
1:15	10-16 yr olds

- All adults will have allocated children whilst at the Centre. They are responsible for that child.
- A group leader/ teacher with first-aid qualification will accompany the group.
- Contact numbers for parents, allergies etc. are to be listed and taken to the Centre.
- All children must maintain appropriate behaviour at all times (see 1 Public Code of Conduct).
- Children must remain in the part of the Centre where their group is. They must not roam around other areas of the Centre. This is the responsibility of the group supervisor.
- All children are advised to wear sunscreen whilst in outdoor areas.

- All children are advised to wear a hat when outdoors and/or out of pools and not under shade . UV protective swim wear is recommended.
- Any accidents while at the Centre must be reported to the Centre staff and accident forms signed by the supervisor and member of staff.
- All schools must present a copy of their own excursion policy to the Centre.

7. SUPERVISION BY CENTRE STAFF

- Staff are on duty to supervise the general areas of the Centre.
- Staff are not expected to supervise individuals. Their responsibility is to the whole area.
- Pool supervision follows the Royal Life Saving Society (RLSS) guidelines for safe operation of pools.
- A gym supervisor is on duty for the safety of gym users and for guidance on usage of equipment and programming.
- Crèche staff are on duty to supervise the child minding.
- The ratio of adult supervision to children in the crèche is as follows:-

<i>Number Children</i>	<i>Number of Adult Supervisors</i>
Up to 10	1
11-20	2
21-30	3

- A Duty Manager will be present in the Centre at all times.

8. USE OF EQUIPMENT POLICY

The management expects that patrons will use centre equipment with respect and care.

- Pool equipment such as floats, pull buoys, flippers and baby bubbles are for use only with Centre programs.
- Casual use of such equipment is discouraged so as to preserve these items for Centre programs.
- Pool equipment such as floats and pull buoys are available for sale.
- Goggles are only lent at the discretion of the Duty Manager. This is to be discouraged for health reasons, eg. Conjunctivitis.
- Underwear and hair brushes etc. are to be thrown away immediately.
- Pool toys and play mats are only available when the pool space permits. These items are to be preserved as much as possible for parties and school holidays.
- The slide is only available when there are no programs in the surrounding pool area.

- Use of Pool Party equipment such as pool inflatable and bouncy castle etc. is limited to specific program times and private hiring and subject to specific monitoring criteria.

9. COMPLAINTS/SUGGESTIONS MECHANISM POLICY

The centre has a proactive complaints/ suggestion mechanism in place to ensure staff are continually striving for excellence and that any shortfalls are dealt with immediately. This ensures that complaints are dealt with in a timely and appropriate manner.

1. All written complaints/ suggestions are recorded in the complaints file.
2. All verbal complaints / suggestions are recorded on a customer feedback form.
3. Suggestion forms will be easily accessible for customers to make comments.
4. All complaints are directed to the Duty manager and/or Manager for action.
5. All written complaints with contact details shall be replied to within 7 working days via written response or telephone and recorded as such on the complaint.
6. All complaints/ suggestions shall be acted on as soon as is practicable.
7. Where no satisfactory agreement can be met then the complainant will be encouraged to contact Council/ Advisory Committee depending on the situation.

10. PROGRAM BOOKING POLICY

The Centre has an obligation to the general public to endeavour to have one lane open for general use wherever possible (special programs and bookings may limit lane space available- in which case a notice will be posted one month before)

The following policies need to be consistent for all in order to ensure consistency.

10.1 Centre Learn To Swim/Stroke Development

- Enrolments are taken only in person.
- Bookings are for the whole term.
- The balance of payment is due at the time of booking lessons.
- See cancellation policy below.
- There is a 20% discount for the 3rd/4th child in the same family enrolling.
- Each person booking will receive a copy of the policies and details of the classes booked.
- All lessons are booked in for generally a 10 week term. In the case of the school term being longer, lessons will commence on the first day of term and run for 10 consecutive weeks. Except for intensive courses that are run during school holidays (usually 9 days). Same policies apply.
- Any cancellations due to centre action will be credited or refunded.
- Learn to Swim lessons are one half-hour per week for the ten (10) weeks of the school term. All lessons are to be booked in for the whole term.
- Stroke Development lessons are one hour duration for the ten (10) weeks of the school term. All lessons are to be booked in for the whole term.
- Late enrolments are welcome, subject to availability. Same policies apply.

- Missed lessons cannot be credited or made up unless due to exceptional circumstances. Applications must be made with the appropriate documentation (eg. doctor's certificate). All such applications are to be made in writing to the Manager.
- Any deviation from Centre policy is at the Managers discretion and is final.
- Enrolments for lessons will be on the 2nd last week of the previous ten (10) week term. All positions on lessons are allocated on a first come basis.
- Under certain circumstances the Centre reserves the right to reschedule classes with due consideration to patrons. Minimum numbers for a group class to run is three (3). If re-scheduled class is not acceptable a refund will be given at no charge.
- all children are under their teacher's duty of care during the lesson. However it is the parent's responsibility to supervise children before and after the lesson time.

10.2 Schools Learn To Swim/ Flipper Ball (centre run)

- As soon as is practicable the school is to give dates and approximate numbers in order to allocate lane space.
- A facility booking form is to be completed and signed.
- 6 weeks prior to the program a more accurate attendance figure is required in order to arrange teachers.
- One week before the program a confirmation of numbers will be required.
- The Centre will invoice the school according to these final numbers for the duration of the course.
- Children will be graded on the first day and put into appropriate groups from beginners to advance.
- For administrative reasons the Centre cannot accept payments weekly. The school should collect all monies and forward a cheque at the end of the course in accordance with the invoice.
- As per Centre Learn to Swim policies, there will be no refunds for non-attendance unless under exceptional circumstances due to places held and teachers arranged.
- Lessons run for a maximum of 45 mins to allow for changing time during busy multi-school days.
- Teachers must supervise children in all areas of the centre at all times in accordance with Child Protection Policies.
- At least 4 hours notice must be given to cancel otherwise one (1) hrs staff charge will be payable.

10.3 Schools Fitness Courses/ Aquarobics (centre run)

- As soon as is practicable the school is to give numbers and dates in order to reserve Centre space.
- A minimum of 15 children is required in order to run a program.
- Lessons run for a maximum of one hour. (including change time)
- A facility booking form is to be completed and signed.
- One week before the program a confirmation of numbers will be required.
- The Centre will invoice the school according to these final numbers for the duration of the course.

- For administrative reasons the Centre cannot accept payments weekly. The school should collect all monies and forward a cheque at the end of the course in accordance with the invoice.
- As per Centre Learn to Swim policies, there will be no refunds for non-attendance unless under exceptional circumstances due to places held and teachers arranged.
- A minimum of 15 children is required to run a program. If there is less than 15 the school may still attend and pay for the minimum number (15).
- Lessons run for a maximum of one (1) hour.
- A teacher must be present during class to aid in supervision and discipline.

10.4 Casual School/ Group Use

- Bookings need to be made as per above in order to reserve pool space.
- Booking forms are to be completed and signed.
- The school may pay on the day or be invoiced.
- On entry the school supervisor will be requested to sign in the number of children. This will be the charge on the day or will be invoiced. Flexibility of payment may be made due to no involvement of Centre organised teachers.

10.5 Carnival/Private Bookings Policy

- A facility booking form is to be completed and signed.
- The group will be invoiced accordingly prior to the event.
- See appendix for conditions of hire.

11. CANCELLATION POLICY

Cancellation policies apply to memberships, Learn to Swim enrolments both private and centre group, Crèche, Personal Training and Stroke / Squad fees and all centre programs that incur a cost.

In all cases no refunds can be backdated unless under exceptional circumstances.

Cancellations by Management will be refunded or credited.

11.1 Memberships –see reverse of membership forms

- There is a cooling off period allowed for new members joining. This is 7 days during which they may have a full refund if they change their mind.
- Beyond 7 days there is a pro-rata refund minus an administration fee (currently \$10) for cancelling the membership.
- Cancellations of a Direct Debit membership require two weeks notice in order that documentation and processing by can be done before the next payment is due.
- Memberships may be transferred to another person, which incurs an administration fee (currently \$10).
- A member may change their membership within 7 days at no extra charge. After 7 days there is an administration fee (currently \$10), which covers admin charges to change documents, database and card.

- No refunds or suspensions of memberships can be backdated unless accompanied by appropriate documentation (eg. doctor's certificate).
- Suspension of a membership incurs a fee of \$5.00/month
- Maximum Suspension time for Direct Debit memberships is 4 months in any 12 month period.
- Failed D.D. payments incur a failed fee payment as per Council's fees and charges.
- D.D. memberships that fail will be frozen until the account balance is settled at the centre.

11.2 Learn To Swim/Stroke

- There is a cooling off period of 7 days as per memberships where the customer may cancel with no refund costs. Beyond this refunds will incur a fee.
- In such cases there will be a pro-rata refund minus an administration fee (currently \$10). This is to cover costs of refund processing and changing lessons where applicable if this reduces the class to less than the minimum numbers.
- There are generally no refunds or credits for missed lessons. Application for credits or make-up lessons due to exceptional circumstances may be made if accompanied by appropriate documentation (eg. doctors certificate) an up to a maximum of 2 per term. In such cases the centre should be contacted prior to the lesson. All applications should be made in writing to the Manager.
- Refunds cannot be backdated if there has been no notice of absence.
- No refunds or credits are given for holidays, trips, school camps or strike days etc.
- Refunds are given in the form of a council cheque.

11.3 Crèche

Places in the crèche should be cancelled as early as possible. Crèche places are in high demand and limited. If a person consistently cancels late or does not turn up they may be liable to pay the fee on the next visit.

11.4 Personal Training

Personal Trainers operate from Gym and Swim but are not employed by G&S. Personal Training bookings and payments are handled by the P.T.'s. Clients have to be members of the centre to be able to utilise this service at the G&S.

11.5 Squad Fees

Cancellations or refunds cannot be back dated once monthly fees have been paid unless in exceptional circumstances (eg. doctors certificate) and at the discretion of the manager in line with centre policies.

11.6 Suspension of Term Memberships (Term Memberships May Be Suspended)

These are available on 3 month, 6 month and 12 month memberships as follows:-

3 month	7 days available
6 month	14 days available
12 month	28 days available.

Suspension of membership is available upon application in advance and completion of a suspension form. Each suspension will be of at least 7 days. Suspensions may not be backdated unless under medical circumstances.

To cover costs of changing cards and administration a fee will be charged (currently \$5), cards must be handed in for the period of the suspension.

Longer suspensions will be granted in cases of exceptional medical circumstances.

11.7 Suspension of Direct Debit Memberships

Fees are charged to the customer for suspensions. Currently these fees are:-

\$5.00 per month

Customers are able to suspend membership's for up to 4 (four) months in any one year. Suspension of memberships is available upon application in advance and completion of a suspension form. At least 2 (two) weeks notice must be given. Minimum suspension is 1 month. Your membership will re-start automatically at the end of your nominated suspension term. The suspension fee is direct debited from client account.

. Membership card must be held by centre for duration of suspension. A two (2) week suspension is allowed at 1/2 normal monthly fee. Suspensions may not be backdated unless under medical circumstances.

12. FEES AND CHARGES POLICY

Centre's fees and charges are set by council annually in its Management Plan. Changes to fees and charges can be made by Council after advertising for 28 days and consideration of public comments.

Any variations to fees for special promotions or new program charges are to be authorised by Singleton Shire Council General Manager. (eg. One month special membership).

Any requests to vary fees for special reasons are to be made to the Centre Manager only.

13. LOSS OF MEMBERSHIP CARDS

There is an administration fee for replacing membership cards as per Council's fees and charges. Currently the fee is \$5.

13.1 Upgrading/Transferring Memberships

If a member wishes to upgrade a membership after the seven (7) day period there is a nominal administration fee (currently \$5).

13.2 Transferring To Monthly Billing (Direct Debit)

If an existing term member wishes to transfer onto the monthly billing membership system there will be a 50% reduction in the administration fee if the member transfers before their existing expiry date. (Within one week of it expiring).

14. LOST PROPERTY POLICY

Centre management will maintain a system to record lost property and to ensure there is a means of disposing of lost property that is not claimed.

Valuable Lost Property

- This is to be recorded in the lost property book and the valuables placed in the safe.
- Valuables are to be kept for 3 months and then forwarded on to the Police.

Non- valuable Lost property

- This is to be recorded in the lost property book. Non valuables are placed in the lost property basket.
- Once a week the lost property basket is cleared out and placed in a bin for storage.
- Once a month the lost property bin is cleared out and sent to St. Vincent de Paul Charity shop.
- Underwear, combs etc. are discarded immediately.

15. CARE OF POSSESSIONS POLICY

The centre cannot accept responsibility for loss or damage to possessions unless through negligence on the part of centre staff.

Staff cannot look after customer's possessions in any way.

Customers are encouraged to take care of possessions and keep valuables to a minimum when using the Centre.

16. CENTRE COACHING POLICY

All coaching at the centre is to be part of a centre run program, instructed by centre employees.

There is to be no private coaching at the centre, whether paid or unpaid.

17. USE OF CAMERAS, VIDEO EQUIPMENT AND MOBILE PHONES WITH BUILT IN CAMERA

1.0 Introduction

1.1 This policy is designed so that it complies with the OH&S Act 2000 and therefore ensures the Health, Safety and Welfare of employees and customers whilst attending Council's Recreation and Leisure Facilities and specifically pertains to the use of cameras, video equipment and mobile phones with built in cameras and video recording capabilities.

1.2 To comply with requirements of the Children and Young Peoples Act 1998.

1.3 To adhere to the requirements of Local Government Practice Note 15 – Water Safety.

1.4 To observe the Royal Life Saving Society of Australia Guidelines for safe Pool Operation.

2.0 Objective

2.1 To provide guidance to staff with regard to the use of cameras, video equipment and mobile phones with built in camera and / or videoing capabilities by customers whilst attending Council facilities to ensure customer privacy

2.2 To eliminate the use of technology which allows those with inappropriate intentions to record images electronically and / or transmit images directly on to their PC or via the Internet from their mobile phone.

3.0 Work Procedure

3.1 To protect customer privacy and ensure the appropriate use of cameras and video equipment, the use of such equipment is restricted to personal use only and images should not be taken of facility users at large. (Or without express permission or consent).

3.2 It is recognised and granted that parents may take photographs of their child/children) during, for example, a swimming lesson, birthday party or other activity during a visit to the facility, so long as the privacy of other patrons and families using said facility is not encroached upon.

3.3 Should staff have concerns that equipment is not being used appropriately they should observe what is occurring and then approach the person concerned and politely make them aware of Councils requirements.

3.4 Should the equipment continue to be used in an inappropriate or suspicious manner staff should consider further action by either: - (i) requesting the person leave the centre and/or (ii) call the police.

3.5 Photographic equipment is not permitted to be used in the change room areas under any circumstances. This action will protect the privacy of all patrons.

3.6 Mobile phones are not permitted to be used in change room areas under any circumstances. This action is intended to protect the privacy of all patrons.

3.7 Signage advising of these requirements is displayed at entrances to the change rooms and is there to ensure the privacy of all customers.

18. USE OF TOILETS BY OPPOSITE SEX JUVENILES

In accordance with Industry standards i.e. Practice Note 15. - Water Safety - Department of Local Government and from recommendations made by the Royal Life Saving Society of Australia this centre has requested that patrons and parents who are accompanying and supervising young children must comply with the following centre policy:

IF your child is **male** and **over** the age of **seven (7)** **do not** take them into the female change rooms.

IF your child is **female** and **over** the age of **seven (7)** **do not** take them into the male change rooms.

In either case patrons are requested to utilise the disabled change room to shower and dress children and themselves, if they choose to do so, after swimming.

We also request **ALL** children of school age and adults to change in the applicable change room (as above) and **not on pool deck.**

This is requested for you and your child's protection and privacy and in accordance with Singleton Council Child Protection Policy.

Exemptions **may** be made for special needs and or disabled children depending on age.

Staff sincerely hopes that this policy does not offend and trust that patrons will understand that this decision has been made in good faith and in accordance with current Industry practice.

19. USE OF AIR CONDITIONER POLICY

*SINGLETON COUNCIL
SINGLETON GYM & SWIM OPERATIONS MANUAL 2004*

AREA: Gym and Aerobics Room

PROCEDURE TITLE: Use of Air Conditioners
*RELATED POLICY: Use of Air Conditioners in
Gym and Aerobics Room*

MATERIALS/FORMS:
DATE: 29/11/2007

REASONING:

Due to on-going issues within the Aerobics and Gym areas regarding the use and operation of Air Conditioning and a formal request by patrons/members for a standard to be set and adhered to.

ISSUES:

During warmer months air conditioners are being turned on too late in the day to effectively cool rooms to an acceptable temperature.

While some patrons prefer doors to be left open this negates the effects of air cooling and room temperature increases to uncomfortable levels anyway.

Flies become a problem when doors are left open.

OH&S issues with people becoming overheated during exercise.

RESPONSE:

After review by Staff the following operational standards have been recommended:

Air conditioners will be started and left on in the Gym on those days when the minimum daily temperature is predicted to exceed 32°C.

Air Conditioners in Aerobics area to be pre – set to come on at specific times prior to classes to ensure rooms are cool for exercise on days when the minimum daily temperature is predicted to exceed 32°C (GF co-ordinator responsibility).

All doors and windows are to be kept closed at all times when air conditioners are on.

As many fans as required to be turned on to keep air fresh and moving.

Air Conditioners to be set at 20°C minimum.

Air Conditioners are to be operated by Duty Managers and or Gym Supervisor only.

Deviation from operational policy and procedure must be first approved by the Duty Manager on the day.

Air Conditioners are not to be left on overnight. Fans may be left on to circulate air and refresh the room.

Windows must be closed where no insect screens are fitted.(Moths, insects tend to set off alarms.

REASONING:

To conserve energy and maximise cooling.

To preserve plant and equipment.

Enhance Patron comfort.

Uniformity of process and common knowledge.

For Operational Procedure as stipulated by this policy please refer to document “Use of Air Conditioners”.

5. That the current opening hours of the Gym and Swim as has been the practice be continued in the present form except for a trial of opening on New Years Day, 2008, 10.00 a.m. to 6.00 p.m. on the basis that a special Event Day determined by the staff to celebrate New Years Day be held and that a report be provided to the Gym and Swim Advisory Committee on the result of the day including success, attendance and costs.

B. CRECHE POLICY DOCUMENT

The following sections cover policies related to the function of the child minding section of the centre.

The child minding service runs for a maximum of 2 hrs per day.

Normal Crèche times are:

Monday/Wednesday/Thursday	1st Session – 9.00 – 10.30am
	2nd Session – 10.30am -11.30am
Tuesday/Friday	1st Session - 9.00 – 11.30am
Saturday	1st Session - 9.00 - 11.30am

- Parents are to complete a registration card on the first visit and produce immunisation documents. Minimum age for children attending Creche is 8 weeks if immunised (see immunisation policy on next page).
- Children are to be left no earlier than 5 minutes before the commencement of the crèche times.
- Parents should have their children marked off the attendance register.
- Crèche cards must be produced to swipe off crèche session at time of attendance.
- If a casual visit is paid for the receipt is to be given to the crèche worker.
- Parents must pick up their children promptly at the end of the session.
- If a parent remains at the centre with a child, the parent must supervise the child and not allow the child to roam around other areas of the centre.
- Parents are requested to cancel any crèche places not required ASAP in order to allow spaces to be filled by those waiting. If a space is not cancelled by 8.00am on the day of booking/or there is a no show the person will be charged for that session. A session will be removed from card holders who fail to attend without due notice.
- Parents are to remain in the centre when their children are in the Crèche.
- It is recommended that if a child has sickness/cold/vomiting then they should not attend crèche.
- Parents who have not immunised their children will have to sign a form to that effect.

1. HEALTH POLICY

The centre staff (Duty Manager) may contact parents to take home any child who is not well enough to be at the centre.

If a person is suspected of having an infectious condition or early symptoms of illness, they should not enter the centre and therefore protect others from unnecessary exposure to the illness.

Infectious Conditions requiring exclusion from the Centre:

- Conjunctivitis- until all discharge from eyes has ceased.
- Gastroenteritis
- Febrile/fever Conditions
- Chicken Pox- for at least 7 days after first spots appear.
- Measles- At least 5 days from appearance of rash.
- Rubella- At least 5 days from appearance of rash.
- Mumps-At least 10 days after rash appears.
- Diphtheria- Until doctor gives a certificate.
- Whooping Cough-for at least 3 weeks and until medical certificate is produced.
- Glandular Fever- until recovered.
- Infectious Hepatitis-Until medical certificate produced.
- Impetigo (scabby sores) - until sores have healed.
- Giardia- - until doctors certificate produced.
- Pediculosis (head lice)-Until treatment with an anti-lice lotion or shampoo and head free of nits.
- Ringworm-Until treatment has begun and medical certificate produced.
- Scabies- as above.

Staff are not authorised to administer or provide medication this includes asthma puffers.

2. VACCINATION /IMMUNISATION POLICY

The most reliable way preventing some infectious diseases is through immunisation or vaccination. Through immunisation we strive to protect the people who are immunised, children who are too young to be immunised and the children who have been immunised but did not respond to immunisation. If a child has not been immunised through parent's choice then they must also be protected through exclusion from care during some outbreaks.

Procedure

The following procedures together with the National Health and Medical Research Council guidelines will help to minimise the spread of infectious diseases within the centre.

- Immunisation status of each child is to be kept at the centre
- A photocopy and sighting of the child's immunisation book on enrolment.
- Display wall charts to encourage immunisation.
- Child care workers are encouraged to have all childhood vaccinations and 10 yearly boosters for Tetanus and Diphtheria.
- Children who are not immunised shall be excluded from care if they are well during an outbreak of some infectious diseases.

- Recommended exclusion period are based on the time that a person with a specific disease might be infectious to others.
- Diseases such as Diphtheria, Hepatitis A, Polio, TB, Typhoid and Paratyphoid require a medical certificate before they can be readmitted to the centre.
- The centre's exclusion guidelines are to be strictly adhered to and displayed for parents to see.
- The local public authority is to be notified if there is any confusion or doubt about exclusion.

CHILDREN NOT IMMUNISED

- Children attending crèche who have not been immunised will be excluded from care during pandemic outbreaks of infection.
- All parents who bring in un-immunised children to crèche do so at their own risk and the Gym and Swim will not accept responsibility for contagious infection.

3. SICKNESS WHILE IN CARE POLICY

In the event that a child becomes ill during the program the following policy is to be put into practice.

Procedure

- Staff are to inform the parent and ask them to remove the child from the crèche.
- The child is to be comforted at all times.
- Staff must be satisfied that it is safe for the child to return to the crèche before allowing the parent to return to their activity.
- Staff will advise the parent to take the child home and seek appropriate medical help.

4. ACCIDENT POLICY

The protocol for accidents or incidents is the same as the centre's general accident Procedure (see Operational Procedures Manual)

- Staff are first –aid trained to deal with minor injuries.
- Staff are to remain calm and supportive.
- The parent/ guardian/ nearest of kin is to be notified.
- A report form is to be completed and signed by the parent/ witness. Staff member.
- Any major accidents ie. Unconsciousness, ambulance requested will need a major incident form completed. A detailed report is also required from the staff member concerned.
- With major accidents the Manager is to be informed. In their absence the Council is to be informed with a copy of the report within 8 hrs.

5. BITING POLICY

Life to a toddler can be both challenging and frustrating. There are so many objects to explore and emotions to express. Unfortunately, biting can become the tool to release anger, fear or to express excitement.

As carers and parents the main aim is to provide a safe and stimulating environment, one in which children can develop into individuals. A biting epidemic can cause anxiety for all concerned.

Children become fearful of being bitten, parents apprehensive about leaving a child and staff frustrated and guilty that a child has been bitten.

Apart from the emotional turmoil that biting creates there may also be a risk of cross infection from one child to another. These cases are extremely rare, however if it does occur the following procedures are to be adhered to:

Procedure- non –Broken skin

- Gloves to be worn at all times.
- Wipe bite mark with diluted bleach or antiseptic wipe.
- Write incident in the accident report file, to be shown to parent upon collection and to sign.
- Write a message beside the child's name on the signing in sheet.

Broken Skin

- Gloves to be worn at all times.
- Wipe bite mark with diluted bleach or antiseptic wipe in first aid kit and cover
- Notify the Duty Manager.
- Duty manager to notify parent.
- Parent then decides if they wish further medical attention.
- Bite needs to be recorded on child's record card/ in diary.
- Doctor may contact the Manager in respect to the risk factor of the biter.
- Incident report to be completed.
- Decision made as to child's acceptance into crèche.

6. BOOKING POLICY

- Bookings can be made up to 2 weeks in advance. Names and ages of children plus contact phone number must be supplied.
- There is a maximum of 3 babies per 1 carer, 6 babies per 2 carers and 8 babies per 3 carers.
- There is a maximum of 10 places in total per 1 carer, 20 per two carers and 30 per 3 carers.

- Bookings must be made for both sessions if the parent wishes to attend the centre during times that cross over both sessions.
- Cancellations must be done by 8.00am at the latest on the day of booking otherwise a session fee will be charged and/or a deducted from memberships. No shows without warning incur the same costs as if child attended .
- Parents must attend reception before crèche and have their child's name ticked off on the daily bookings register.
- Membership cards/numbers/names must be provided by those with session cards.

7. HATS/SUNSCREEN/SHOES POLICY

- Parents are to provide sunscreen, hats and shoes if children are to be allowed to play outside. Without these items children will be forced to remain indoors.

8. FOOD/DRINKS POLICY

- Parents are encouraged to provide healthy foods for the child to eat in crèche. We discourage provision of chips/lollies and/or soft drinks.
- There is specific morning tea times for the children- fruit juice and fruit and/or healthy snacks are recommended
- If you are brining a baby or toddler to the crèche with a bottle and/or pacifier please ensure item is clearly marked with child's name.
- If a child has a special toy that provides them with extra security and confidence please feel free to allow the child to bring any such item.
- Please discourage child from wanting to bring valuable toys or items to crèche as this can cause jealousy and/or competition for said toy. Also this will prevent unnecessary damage or accidental loss of toy.
- Please label all children's possessions clearly with their name.

C. STAFF POLICY DOCUMENT

There are detailed descriptions of policies relating to staff in the Council's Staff Manual. Copies of this are available on request for staff.

Some policies do not apply to the functions of the centre. There are other additional policies which the centre has produced with specific relevance to the Gym and Swim Centre.

1. CODE OF CONDUCT

See staff manual and Code of Conduct policy document

Staff both on and off duty shall:

- Refrain from commenting on Centre or Council policies unless in direct relation to work.
- Not gossip about other members of staff. Any issues should be raised with the appropriate person or supervisor.
- Refrain from entering into any debate or opinions with customers relating to work.
- Behave in a professional, positive and friendly manner at all times

Specifically the Code of Conduct requires the following:

“Staff shall give effect to lawful policies of the Council, whether or not they agree with or approve of them”.

Specifically

Code of Conduct states in section 6.3- Conduct of Members and staff the following:

- Personal behaviour
- Honesty and Integrity.
- Performance of duties.
- Compliance with Lawful Orders

2. CLOTHING / DRESS CODE POLICY

Staff shall appear smart, clean and appropriately dressed for their position at all times.

- Staff shall wear uniform at all times when on duty.
- Name badges are to be worn at all times.
- Navy Blue or Black trousers/tracksuit bottoms/ tights or shorts are to be worn. No skirts or jeans.
- Staff must wear appropriate dress applicable to the job descriptions and goals of the policy i.e. staff are requested not to wear unsuitable attire such as skirts when they may have to attend on poolside or clean areas.

- For hygiene and safety reasons staff are asked to wear hair tied up, particularly on poolside duties where this could be a safety hazard and restriction.

3. MEAL BREAKS

Employees are not paid for lunch break.

Permission to leave the premises is at the manager's discretion. If this length is over 15 minutes, this will be unpaid – i.e. To go and get lunch.

The following policy applies only to those staff working a minimum of 7 hour shifts. There is no provision for meal breaks during shifts of less than 5 hours.

Council's policy and practise on the question of coffee/tea breaks is as follows:-

- There is no award provision for such breaks and they are allowed as a matter of convenience and good practise to staff.
- Coffee/ tea breaks should be taken whilst working.
- No drinking or eaten should be taking place in public areas or reception. Food breaks should be taken in the staff room.
- A period of no more than 10 minutes is allowed to enable staff to obtain drinks and have a short break, either at their work area or in the spare rooms. (not at reception)
- The counter and customers must continue to be serviced.
- Congestion in the office should be kept to a minimum, hence breaks to be taken in the staff room.
- Please do not distract other workers during breaks.
- Co-operation in this matter by staff is appreciated yet expected.
- All rostering of staff with shifts longer than 5 hours must include meal break.
- All staff working shifts longer than 5 hours must provide evidence of meal break and start, finish times on time sheet.

4. STAFF NOT ON DUTY

To avoid customers perceptions of overstaffing please pay regard to the following:

- When not on duty, or in between shifts please do not wear uniform.
- Please do not congest the office unless you have a work related need to be there.
- Please do not congregate around reception unless asked to help.
- Please use the staff room for breaks or if you are waiting for work to start.
- Please remember people are at work for a specific reason and be productive, rather than an opportunity to chat and socialise.

5. PROFESSIONALISM POLICY (as per code of conduct)

Staff are expected to conduct themselves in a professional manner at all times and to refrain from comments regarding council and operations to members of public, regardless of your opinion. Refer to Code of Conduct document in Staff Manual.

6. STAFF SICKNESS POLICY

Casual Staff - Where possible it is the responsibility of all casual staff to find cover for any work they cannot do. If this is not possible or no cover has been found staff must inform the Duty Manager as soon as possible. Please inform the Duty Manager accordingly in order to alter rosters.

Full-time staff - Staff must inform the Manager or Duty Manager as early as possible. At least 3 hours before the start of an afternoon shift and as early as possible for other shifts.

Sickness forms will need to be completed and authorised by the Manager for payment. Sickness longer than 2 days will require a doctor's certificate.

7. ANNUAL LEAVE POLICY

Staff should apply for annual leave as early as possible using the annual leave request forms. This is only confirmed by the Managers signature. The number of annual leave days requested will be checked by the manager before authorisation and with consideration of the requirements of the centre. Staff should not apply for annual leave in excess of current entitlements.

Time in Lieu –is to be kept to a minimum as part of time management.

- Any time in lieu leave must be approved by manager prior to working and not retrospective of hours worked.
- Any Time in lieu accrued is to be taken within the month, and must be applied for and approved by the manager. A

8. DISCIPLINE POLICY

The manager, in consultation with appropriate co-ordinators will follow the guidelines as set down by council.

9. COMMUNICATION POLICY

Communication and co-operation between all levels of staff is to be encouraged. Any grievances and feedback regarding staff should be addressed to the manager. Two – way communication is to be constantly encouraged.

Channels of communication regarding operations of the Centre are via personal contact, memos, meetings and use of hand-over diaries.

10. STRESS AT WORK POLICY

Should any member of staff be suffering stress, the manager is to be informed of all reasons related to stress and action sought to correct issues.

Staff are requested to record in writing matters relating to stress at work to provide evidence for Council and manager if requested.

11. ACCIDENT POLICY

(See “Operations Procedure Manual/ Safe Working Procedures.”)

Accidents to staff are to be reported immediately and the yellow NSCA forms to be completed. These are kept in the office.

Staff must also provide copy of risk assessment done and work method statements for any new task they carry out.

12. OH & S POLICY

See Council OH & S manual and OH & S handbook.

13. ALCOHOL/SMOKING/DRUGS POLICY

Any member of staff found to be under the influence of alcohol or drugs will be suspended immediately and appropriate action taken in line with council policy.

No staff are to smoke while on duty.

14. EVACUATION POLICY (- see Operations Manual)

Staff are to be given a copy of the Emergency Evacuation procedures on employment and following site induction and are expected to become conversant with them. Staff are expected to attend programmed Evacuation drills.

15. FIRST AID POLICY (- see Operations Manual/ Safe Working Procedures)

Any First –Aid incident is to be reported immediately. Staff are to follow all OH & S guidelines when dealing with First- Aid incidents.

This includes handling of sharps and body fluids. It is the responsibility of staff to keep themselves familiar with such procedures.

16. PERFORMANCE MANAGEMENT SYSTEM

Performance Appraisals are conducted on staff annually. This is a two-way communication to highlight areas of achievement and attention. The assessment is done formally and is kept on file. This is used to place staff in the Council Salary System to manage the ongoing performance of staff, and to reward staff for

exceptional performance. Job descriptions and Core Competencies form the basis of the assessment. Action Plans for the assessment period are reviewed, and new Action Plans resolved for the following period.

Assessment of staff is an ongoing process and other staff discussions will take place as necessary.

17. STAFF USE OF FACILITIES POLICY

Staff are encouraged to use the centre facilities as part of their ongoing training and development.

Staff are required to work at least 2 hours per week on a regular basis to qualify for use of the centres facilities as part of staff training.

Staff not fulfilling this criteria must pay for use of the centre as per public. This forms part of Councils' Code of Conduct policy.

It is expected that staff become familiar with all areas of the centre and participate in programs, particularly in their area of work. Staff are not to use the centre at peak times if this reduces space available to the public.

Training logs located in the staff room are to be completed on each visit.

18. POLICY FOR ORDERING/ PURCHASE OF GOODS

All staff must receive approval from the Manager to order goods. Consideration of the budget along with customer service is a priority.

All the appropriate order forms and documentation must be completed and signed by the Manager.

19. EMPLOYEE ASSISTANCE PROGRAM

This counselling program is available to all staff for both work related and personal issues if so requested. Please see your Manager or contact the Council H.R. Officer. Any discussions will be strictly confidential.

All issues are to be dealt with summarily and not retrospectively to ensure credibility. Staff shall where applicable should seek advice from manager/ H.R.O. ASAP from time of issue.

D. CENTRE HIRE DOCUMENT POLICY

1. DEPOSIT

A deposit of 1 hour's fee must be paid upon booking of the pool.

2. FULL PAYMENT

Remaining payment must be made in full one (1) week prior to date of the event.

3. RESPONSIBILITY

It is the responsibility of the hiring party to ensure:-

- Behaviour of patrons is regulated so as not to disturb others and to ensure personal safety; **NO RUNNING, PUSHING, BOMBING, ETC;**
- The Centre is left in the same state of cleanliness and tidiness as at arrival. Toilets are to be particularly checked before departure from the Centre for wet toilet paper on walls, floors and the roof.

4. BEHAVIOUR

The Centre's Operating Policy document applies.

Other Singleton Gym and Swim patrons should not be inconvenienced by the conduct of participants involved with the proposed event(s). It is therefore the responsibility of the group leaders/organisers to ensure appropriate behaviour is enforced. It is extremely important that any inappropriate or unsafe behaviour ceases immediately, and/or the offenders involved leave the premises.

5. YOUNG GROUPS

Groups of children should be supervised by a responsible adult, with the ratio of one adult per 15 children. Where possible both male and female supervisors where male and females involved, Supervisors are obliged to accompany children in their care in all areas of the Centre, including changing rooms.

6. CLEANLINESS

All rubbish produced by the group must be placed in bins provided, and areas maintained in a neat and tidy state. Any food and perishable waste is to be taken to the main rubbish bins outside. The area is to be cleared up at the end of the function.

7. BREAKAGE

Equipment breakages and/or other problems should be reported to Singleton Gym and Swim Centre staff immediately. Any equipment damaged during the course of the event(s) must be paid for by the group. No glass is permitted on the premises.

8. CANCELLATIONS

Failure to provide 48 hours notice of booking cancellation will result in appropriate fees being charged. If events are cancelled less than one (1) week before the event a fee of one (1) hours pool hire is applicable. In the case of school groups using the pool for two (2) or more activities, which involves the use of two (2) separate staff, at least 24 hours notice is required if there is any reduction in numbers. If there are less than 18 participants, only one activity will be provided.

9. FIRST AID

As stated in the Facility Booking Sheet, it is the responsibility of the organisation hiring the facility to provide and administer first aid to people involved directly with their activity. There are qualified staff members to help and provide first aid equipment.

10. SUPERVISION

If hiring in normal times the hirer needs to provide monitoring of the doors to screen private participants – doors are not lockable due to being emergency Fire Exits.