

AQUATIC FACILITY GUIDELINES

1 Introduction



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The Aquatic Facility Guidelines have been developed for use by aquatic managers. They provide detailed information covering the management and operation of an aquatic facility.

This document is a companion document to the Facility Management Manual which can be found on the Sport NZ website and the NZ Recreation Association website:

<http://nzrecreation.co.nz/index.php/facilities-home/facilities-guidelines>



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1 Introduction and Overview

The NZ Recreation Association (NZRA), representing the aquatics facility industry, recognises the need to have up-to-date industry standards and guidelines. These Aquatic Facility Guidelines outline the current best practice in the industry.

With support from Water Safety New Zealand and Sport NZ, the 2010 guidelines have been updated with contributions and advice from industry personnel. The scope has been broadened to include a wider variety of aquatic facilities (thermal and spa pools, hospitality and school pools) and special pool features such as hydro slides, wave pools, and lazy rivers.

These guidelines have been produced in electronic form for easy navigation through the information. They contain case studies, templates, examples of signage and links to other sources of relevant information. Managers can download and customise templates to create documents like checklists, normal operating procedures and emergency action plans.

1.1 Guideline contents

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|-----------|---|
| Chapter 1 | Introduction and Contacts: provides contact details for all organisations relevant to the aquatic industry. |
| Chapter 2 | Health and Safety: provides information pertaining to PoolSafe, legislation, risk management and hazard awareness, emergencies, equipment, customer hygiene, faecal incidents and cryptosporidium, common injuries and first aid. |
| Chapter 3 | Customer Care: includes topics of customer service, satisfaction, education, disability awareness, customer safety code, FAQs from customers, privacy and photography. |
| Chapter 4 | Facility Operation: covers topics relating to normal operating procedures, supervision of facilities and activities, and communication. Customer requirements, location and equipment issues relating to childcare and fitness suites and gyms are also included as is information specific to the operation of school and community pools, hospitality pools and thermal pools. |
| Chapter 5 | Plant Operation: includes information on water quality, water treatment procedures, filtration systems and cleaning. |
| Chapter 6 | Facility Management: contains information on asset management. |
| Chapter 7 | Personnel: includes legislation, recruitment and selection, training and development, managing staff, staff presentation and protection, problem solving, and information on staff qualification and training. |
| Chapter 8 | Facility Development: covers topics of the planning process, pool specifications, design and facility upgrades. |
| Chapter 9 | Legislation and Standards: lists all NZ standards and legislation relevant to aquatic facilities. |

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2 Definitions

These guidelines have been developed specifically for public aquatic facilities, but do provide useful information for other aquatic facilities, especially relating to health and safety obligations and legal requirements.

The following definitions are derived from NZS 5826:2010 – *Pool Water Quality* and NZS 4441 – *Swimming Pool Design*.

2.1 Aquatic facility

An aquatic facility means any facility, which includes a pool(s). A pool means any water retaining structure, wholly or partially of artificial construction and generally having a circulation and filtration system, designed for recreational, training or therapeutic swimming.

2.2 Public aquatic facility

A public aquatic facility means any pool other than domestic pools. This category includes commercial, school, institutional, club, hospitality industry, community and local authority pools. This definition does not differentiate between local authority, community, trust, school or private facility ownership.

2.3 Domestic pool

A domestic pool means any pool located in the grounds of a private dwelling and intended to be used by members of the household and their invited guests.

2.4 Geothermal aquatic facility

Any pool which uses geothermal water, i.e. water which emerges from the ground at an uncontrolled temperature generated by geological forces. This includes recirculating systems and unfiltered, non-recirculating (“fill and draw”) systems.

3 Government Contacts

Accident Compensation Corporation
Tel (04) 816 7400
Business Helpline 0800 222 776
thinksafe@acc.org.nz
www.acc.org.nz

Charities Commission
PO Box 30112
Lower Hutt 5040
Tel 0508 242 748
info@charities.org.nz
www.charities.govt.nz

Commerce Commission
Tel (04) 924 3600 or 0800 943 600
Fax (04) 924 3700
contact@comcom.govt.nz
www.comcom.govt.nz

Department of Building & Housing
Tel (04) 494 0260
Fax (04) 494 0290
info@dbh.govt.nz
www.dbh.govt.nz

Department of Conservation
Tel (04) 471 0726
Fax (04) 381 3067
enquiries@doc.govt.nz
www.doc.govt.nz

Employment Relations Infoline
0800 20 90 20
www.dol.govt.nz

Human Rights Commission
PO Box 12 411
Thorndon
Wellington
Tel (04) 473 9981 or 0800 496 877
Fax (04) 471 6759
infoline@hrc.co.nz
www.hrc.co.nz

Inland Revenue Department
0800 377 772
Tel (04) 498 5800
Fax (04) 498 5801
www.ird.govt.nz

Labour Information
Ministry of Business, Innovation and
Employment
Tel (04) 915 4400 or 0800 20 90 20
Fax (04) 915 4015
www.mbie.govt.nz

Local Government Association
PO Box 1214
Wellington 6140
Tel (04) 924 1200
info@lgnz.co.nz
www.lgnz.co.nz

Ministry of Economic Development
Companies Office
Private Bag 92061
Auckland 1142
Tel 0508 266 726
Fax (09) 912 7787
info@med.govt.nz
www.med.govt.nz

Ministry of Education
Tel (04) 463 8000
Fax (04) 463 8001
info@minedu.govt.nz
www.minedu.govt.nz

New Zealand Qualifications Authority
Tel (04) 463 3000 or 0800 697 296
Fax (04) 463 3112
www.nzqa.govt.nz

Occupational Safety & Health
Tel 0800 20 90 20
Fax (04) 499 0891
www.dol.govt.nz

Privacy Commissioner
PO Box 10094
Wellington 6143
Tel (04) 474 7590 or 0800 803 909
Fax (04) 474 7595
enquiries@privacy.org.nz
www.privacy.org.nz

Standards New Zealand
Private Bag 2439
Wellington 6140
Tel (04) 498 5990 or 0800 782 632
Fax (04) 498 5994
enquiries@standards.co.nz
www.standards.co.nz

Work and Income
0800 778 008
Tel (04) 916 3300
Fax (04) 918 0099
information@msd.govt.nz
www.workandincome.govt.nz

WorkSafe New Zealand
PO Box 165
Wellington, 6140
Tel (04) 897 7699 or 0800 030 040
Fax (Serious Harm notification forms
only): (09) 984 4115
info@worksafe.govt.nz
www.business.govt.nz/worksafe

4 Sporting and Other Organisations

AUSTSWIM Aotearoa
Esther@AUSTSWIM.co.nz
www.AUSTSWIM.co.nz
Tel 0508 AUSTSWIM or 029 770 5252

Exercise Association of New Zealand
PO Box 22114
Christchurch 8140
Tel (03) 373 6390 or 0800 66 88 11
info@exercisenz.org.nz
www.exercisenz.org.nz

FINA (International Aquatic Federation)
www.fina.org.nz

New Zealand Canoe Federation
PO Box 14040
Christchurch
Tel 021 206 8647
Fax (03) 310 7627
info@canoenz.org.nz
www.canoenz.org.nz

New Zealand Recreation Association
PO Box 11132
Wellington 6142
Tel (04) 801 5598
info@nzrecreation.org.nz
www.nzrecreation.org.nz

New Zealand Red Cross
Tel (04) 471 8250
Fax (04) 471 8251
national@redcross.org.nz
www.redcross.org.nz

New Zealand Underwater
PO Box 875
Auckland 1140
Tel (09) 623 3252
Fax (09) 623 3523
nzu@nzunderwater.org.nz
www.nzu.org.nz

New Zealand Waterpolo Association
PO Box 302 145
North Harbour
Auckland 0627
Tel (09) 476 0376
Fax (09) 479 6104
www.waterpolo.org.nz

Order of St John
Tel (09) 579 1015 or 0800 785 646
www.stjohn.org.nz

Paralympics New Zealand
1 Cleveland Rd
Parnell
Auckland 1052
Tel (09) 526 0760
Fax (09) 526 0762
info@paralympics.org.nz
www.paralympics.org.nz

Register of Exercise Professionals
PO Box 22374
Christchurch 8140
Tel (03) 373 6390 or 0800 554 499
Fax (03) 373 6398
info@reps.org.nz
www.reps.org.nz

Resuscitation Council
PO Box 10443
Wellington 6143
Tel (04) 499 6625
Fax (04)499 6626
info@nzrc.org.nz
www.nzrc.org.nz

Skills Active
PO Box 2183
Wellington 6011
Tel 0508 475 4557
Fax (04) 385 7024
info@skillsactive.org.nz
www.skillsactive.org.nz

Swim Coaches & Teachers Association
16 Bathurst Crescent
Pyes Pa
Tauranga 3112
Tel (07) 562 2055
info@nzscat.org.nz
www.nzscat.org.nz

Swimming New Zealand
PO Box 302145
Auckland 0751
Tel (09) 478 2916
info@swimmingnz.org.nz
www.swimmingnz.org.nz

Sport NZ
PO Box 2251
Wellington 6140
Tel (04) 472 8058
Fax (04) 471 0813
info@sportnz.org.nz
www.sportnz.org.nz

Underwater Hockey
PO Box 17311
Greenlane
Auckland 1546
www.underwaterhockey.com

Water Safety New Zealand
PO Box 10 126
Wellington
Tel (04) 801 9600
Fax (04) 801 9599
wsnz@watersafety.org.nz
www.watersafety.org.nz

Whitewater NZ
PO Box 284
Wellington 6140
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whitewaternz@rivers.org.nz
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