



# Aquatics Facilities Guidelines

## 3. Customer Care

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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 [Recreation Aotearoa website](#).

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# 1. Introduction

Providing customers with a positive, safe aquatic experience is the goal of every facility. Looking after customers ensures happy customers and repeat business. Customer care covers issues such as service and satisfaction, education, and being aware of the needs of different customer groups.

There is a comprehensive resource on customer care and experience in the Facility Management Manual, including examples of Key Performance Indicators and satisfaction surveys.

## 1.1 Customer service

The role of a facility manager is to provide aquatic experiences for customers. To undertake this role effectively, quality customer service is key to attracting large numbers of customers to the facility. A customer focused facility:

- » Understands the needs of the customers.
- » Demonstrates manaakitanga (care, respect, and hospitality) as a core value.
- » Offers activities and programmes which respond to community needs.
- » Uses effective communication between customers and management.
- » Has a committed team, trained in customer service, which includes meeting the needs of all customers such as disability and inclusion, cultural awareness and gender diverse inclusion.
- » Works alongside customers to support accessibility requirements.
- » Goes the extra mile for customers.

Three major reasons why facilities should use a customer service focus are:

- » It is the best way of attracting customers and keeping them (high return visits).
- » It creates positive experiences for customers by consistently meeting or exceeding their expectations (satisfying needs).
- » It forces management and staff to focus on what the customer wants.

Figure 1: Pool staff member greeting a customer



Customer service puts the facility at the service of customers. It is a way of managing which aims to satisfy the needs, wants and preferences of customers, by offering quality programmes and services which are appropriately priced, scheduled and promoted. Customer service is not something done in addition to managing the facility, it is an approach which affects all management decisions.

## 1.2 Customer satisfaction

The facility manager must determine which customers to serve, what products to provide, and what outcomes need to be achieved. It is not possible to provide programmes and services for everybody, but all services must be of a high quality and relate to customer needs.

Developing a customer service plan involves reviewing existing objectives of the facility and operating environment and identifying future objectives. These future objectives need to include target markets, marketing strategies, and mechanisms for measuring effectiveness such as customer evaluations.

Determining whether the facility is fulfilling its objectives will be key to customer satisfaction. Methods for determining customer satisfaction include:

- » user surveys
- » membership surveys
- » information line
- » mail/phone questionnaires
- » focus groups

- » personal exit interviews
- » point of sale voluntary surveys
- » use of frequent buyer programmes to lock in customers
- » feedback forms.

## Further information

**Template:** [7.1 Feedback form](#)

### 1.3 Customer education

Education in the safe use of the facility is a worthwhile investment, improving the overall safety for both the customers and staff. It must be accepted that some customers will be unaware of potential risks or hazards associated with their visit or activity, especially if they are new to the facility.

Relationships with customers will be enhanced if staff recognise the importance of education as part of their role. Establishing acceptable levels of behaviour must be achieved through positive words and actions. Communicating possible hazards and appropriate behaviour to customers is generally enough to correct unacceptable behaviour.

Appropriate signage is a positive way of improving customer awareness, encouraging desirable behaviour, or warning of potential hazards. Signs should be accessible and chosen to reflect the facility rules, use of equipment and location of amenities. They do not need to be restricted to walls, but can also be included on the floor, on staff uniforms or as structures to reinforce parent/caregiver education.

Facilities can provide new customers with an induction or tour of the facility, highlighting:

- » safety features
- » supervision policy
- » access routes throughout the facility
- » location of changing spaces
- » equipment available for customer use such as swimming aids, hoist, aquatic wheelchairs

- » what support can be provided by staff
- » how to access pools, pool depths and moving water features.

Figure 2: Sign showing pool depth



Figure 3: Pool staff wearing tee shirt asking "Can U C Your Child?"



## 1.4 Customer relations

Customer relations might best be described as developing better communications and understanding. Customer relations occur at all points of customer contact and are a key focus of the facility manager. The manager and staff influence the facility's customer profile by appearance, correspondence, and the way customers are spoken to (face-to-face, over the phone and online). In the eyes of customers, staff are the facility.

Good customer relations must be supported by common sense and efficiency. Five basic rules for good customer relations are:

- » Be courteous and friendly.
- » Be prompt and efficient.
- » Give accurate and up-to-date information and advice.
- » Show genuine interest in the customer's activity or interest.
- » Understand and support individual customer needs.
- » Understand and support aims and policies of the facility.

Remember, the main aim is to encourage customers to have a positive attitude towards the facility, not just towards staff personally. When dealing with customers, staff must support and explain the facility's policies and procedures, and that staff are fully aware of them.

Creating the right image and atmosphere may involve a friendly greeting, clear explanations of facility policies or equipment use, and calm, respectful communication.

Staff need to model appropriate, inclusive behaviour, including:

- being welcoming and approachable in ways that feel natural and authentic
- engaging with customers using communication styles that support comfort and understanding (for example, some people prefer eye contact, others do not)
- being courteous, calm and firm when required, while remaining respectful
- demonstrating genuine care and manaakitanga for all customers
- being clear, specific and consistent when giving instructions or warnings.

Customer service and experience training should be provided for all staff and should be an ongoing part of their professional development, not just something that is included in the induction process.

## **Further information**

[Disability Confidence, Inclusive Customer Services Training](#)

[YouMeUs Belgravia Leisure Disability Inclusion Course](#)

### Case Study: Demonstrating Manaakitanga and Inclusion – Splash Palace Invercargill



Lifeguards at Splash Palace have built strong relationships with their customers to understand their needs and support their participation within their facility.

Examples of this in practice include:

- » Facility tours for new customers.
- » Assisting customers to put their prosthetic limbs in a safe place while swimming and returning them back to the customer when they are ready to get out.
- » Assisting customers by bringing the water wheelchair in and out of the pool to aid entry/exit when the customer is ready.
- » Looking after a customer's guide dog at reception while they are swimming (with a dog bed and water bowl).
- » Placing bungees at pool-end to guide vision impaired swimmers to the end of the pool.
- » Assisting users with aqua belts and purchasing bigger belt straps to suit all customer needs.

It's the small, attentive details that support everyone to feel included at Splash Palace.

## 1.5 Personnel relations

Before staff can establish good relationships with customers, they must first attempt to understand them and most importantly, accept people's individuality and treat customers as individuals.

Everyone has different backgrounds, abilities, interests and ambitions. To understand each customer as an individual, we must consider all these factors. There are some basic skills staff should practice, to support good personnel relations.

Being a good listener is a useful asset for gaining an insight into customer and staff behaviour and their understanding of the facility and its services. To be respected, staff must be honest and consistent in their work. This means they

must first know the work, and second, treat others with consideration. Sincerity is the key to good personnel relations.

Make it easy for staff and customers to approach management by being accessible and friendly. Staff opinions and way of doing things are the result of many influences.

Being open minded and tolerant are useful assets. Be fair when making decisions that affect others. Staff should ensure that they are aware of the facts and not jump to conclusions or let prejudice affect their judgement. Remaining impartial and being consistent when making decisions is essential.

Resolving conflict between staff, and staff and customers, requires objectivity and sensitivity. Listen to all points of view before judging responsibility. Often potentially troublesome conflicts can be resolved by allowing all parties to air their concerns. Clearly identify any policies, which affect issues raised and ensure that all parties are aware of the rationale behind a decision.

- » Do not display anger or use inappropriate language.
- » Stay calm.
- » Do not intimidate customers.
- » Be culturally aware.
- » Consider individuals' communication needs and preferences.

## **1.6 Promotion through staff**

The purpose of promotion is to tell existing and potential customers about the facility, programmes and services available, and the benefits the facility offers.

It is essential that all staff are informed of all the activities that occur in the facility. They are the facility's key ambassadors.

Promotion does not drive marketing it only communicates it! An effective promotion strategy will result in increased participation and increased revenue. Facility managers must coordinate or plan their promotion campaign rather than adopting an ad hoc approach.

Effective promotion strategies will:

- » Increase knowledge of what is available.
- » Be more persuasive when linked to benefits.
- » Allow decisions to be made on an informed basis.

- » Remind customers of what is available, and the benefits of attending.

Promotion motivates potential customers into visiting the facility and joining programmes using various communication methods. Managers can use a variety of promotional methods including:

- » Personal selling, which involves face-to-face contact with customers. Customers can ask questions about services and programmes and receive answers immediately.
- » Advertising activities and programmes at the facility.
- » Sales promotions that are designed to stimulate earlier and/or stronger target market response in the short term, and can include incentives, samples, coupons, refund offers, contests, demonstrations, etc.
- » Publicity, such as editorial space, detailing the facility and programmes in all media available to customers. This is the most frequently used form of promotion for facilities and involves stories, features and articles in the press, radio and television.

## Further information

[Accessible Marketing and Communications Sport New Zealand](#)

## 2. Understanding customers

### 2.1 Disability inclusion

The latest 2023 Household Disability Survey tells us that 1 in 6 New Zealanders (17%) have been identified as having an impairment. The rate of disability also increases with age, with the disability rate for people aged 65 and over being 35%. Māori and LGBTIQ+ communities also have higher rates of disability.

It is the right of disabled people in Aotearoa to access public facilities without barriers, and to participate in the recreation activities of their choice. Yet we know that disabled people participate less, and in fewer sports and recreation activities compared to non-disabled people (Active NZ, 2023).

It is important that pool facilities are welcoming and accessible to all customers, regardless of their access needs.

It is the responsibility of all staff – not just one passionate person – to provide an accessible and inclusive experience for customers. All staff should be supported to understand how they can support disabled customers. It is recommended that all staff training includes basic disability awareness and an understanding of how to assist customers with impairments and access needs. Assistance can be provided by staff, with the permission of the customer.

The role of lifeguards is to maintain an awareness of disabled people and people with access needs using the facility. Many people have invisible impairments and the support people need may not always be obvious. It is always best to ask if people need any support, rather than making any assumptions. Where individual supervision is provided, caregivers will need to be made aware of their role and responsibilities compared to the facility staff. If the disabled person is accompanied by a support person, the primary responsibility is with the support person.

The facility Normal Operating Procedures (NOP) should include recommendations for assisting customers with access needs, and the use of specialist equipment, e.g. hoists, water wheelchairs and flotation devices. It is important that staff practice the use of these devices and rescue techniques which can be adapted if needed.

It is also important to include accessibility information on your website or customer education material.

## Further information

[Aquatics Facilities – Accessibility Information for websites](#)

[Disability Inclusivity - Sport New Zealand Inclusivity Hub](#)

**Template:** [7.2 Disability inclusion considerations for Aquatic Facilities](#)

## 2.2 Cultural diversity

The 2023 Census showed that people living in Aotearoa New Zealand identified with a wide range of ethnicities and spoke over 150 languages.

Different cultural groups make up the customer base of any facility. Cultural awareness includes an understanding of the different values, actions and perceptions different cultures can have on a specific situation. What is appropriate behaviour or dress code for one culture will not be appropriate for another, and clearly establishing the expectations and rules of the facility will remove any potentially embarrassing or awkward situations.

Staff training should include cultural issues/needs specific to individual facilities.

Signage in other languages, especially relating to health and safety and customer codes, may also be appropriate if there are a high number of users from a specific language group.

## Further information

[Ethnicity Inclusivity - Sport New Zealand Inclusivity Hub](#)

**Template:** [7.3 Tirohanga Māori considerations for Aquatic Facilities](#)

## 2.3 Gender diverse community

Aotearoa has a large and diverse gender diverse population, with conservative estimates putting the community at around 2-4% of the general population. Gender diverse people have always been a part of our communities and make significant contributions to our country from Members of Parliament to serving our communities in the Forces.

Despite being ever present, large levels of discrimination have created barriers in every-day life. This community is involved in exercise, sport, and recreation at a lower rate than the general population, with only 18% of gender diverse community exercising daily in Aotearoa, compared to 26% of the general population, and only 14% of trans and non-binary people engaging in some kind of organised sport or recreational activity in the last month.

Results from Counting Ourselves, a 2018 study into Aotearoa trans and gender diverse communities, suggested that fear of discrimination was a large barrier to accessing exercise, recreation and sport.

As awareness, acceptance, and the visibility of our gender diverse community grows in Aotearoa, and as the benefits and protective factors of exercise and recreation continue to be more well known, we see greater demand from the gender diverse community to access safe, inclusive, and welcoming recreational facilities and activities.

Recreation and exercise providers have a duty to create a safe environment for all in their community to visit and enjoy.

## Further information

[Trans and gender diverse guidelines for exercise and recreation providers](#)

## 2.4 Breastfeeding

In New Zealand breastfeeding is a legally protected right, even in public spaces. This right is protected under the Human Rights Act as a form of protection against sex discrimination. It is illegal to treat a woman less favourably than another person in education, employment or access to premises or services on the basis that she is breastfeeding.

As aquatic facilities are public spaces, breastfeeding is allowed in all areas of a facility, including in the water. Breastfeeding helps lay the foundations of a healthy life for a baby and makes a positive contribution to the health and wider wellbeing of mothers and whānau/families.

Breastfeeding mothers should only be asked to move from an area they are feeding in (including in the water) if it presents a foreseeable health and safety risk to themselves or others.

Examples of this may be:

- » If they cannot effectively supervise children, they are responsible for.
- » If they are blocking an access or exit route.

- » Near in-water hazards such as the bottom of hydro slides, under diving boards, or in moving water areas such as wave pools or river rides.
- » Near any type of hazards such as broken tiles.

When asking a mother to move from an area it should be made clear that it is for reasons of safety and not breastfeeding, that they are being asked to move.

It is important to educate all staff in this subject so they can deal with any complaints that may arise.

If another patron complains about a mother breastfeeding, they may present several arguments:

- » **Breast milk contaminating water**

The breastmilk presents no health risk to others via the water. Breastmilk is sterile when it leaves the body and is antibacterial and antimicrobial. Any lactating mother will “leak” in the pool. When babies latch to a breast, they form a seal stopping leakage. Pool water is chemically treated and filtered to eliminate pollutants (e.g. perfume, deodorant, skin creams, hair products, sweat, urine, mucous, saliva, hair, dead skin and faecal matter).

- » **Unhygienic for baby (ingesting chemically treated water)**

When attached to the breast the baby forms a seal, so there is less likelihood of them ingesting water than when they're swimming in it.

- » **Risk of baby vomiting**

A baby can vomit at any time, even an hour or two after feeding. The mother is far more aware of their baby's tendency to vomit after feeding than anyone else, their instincts should be trusted.

- » **No food or drink policy**

This rule is to minimise the risk of solid foods and drink contaminating the pool water. Breastmilk does not pose the same contamination risks to the water. Breastfeeding is not just for feeding but also a source of comfort for a baby, helping them to learn to be calm in and enjoy the water.

- » **It's indecent**

It is illegal to ask a mother to stop breastfeeding on the grounds of indecency.

Here are some examples of how to deal with questions around breastfeeding (taken from the Australian Breastfeeding Council Fact Sheet on Breast Feeding at the Pool).

## Tips for dealing with questions

- » Stay Calm – listen to the person’s concern without judgement or showing frustration.
- » Explain the law – politely let them know that breastfeeding is natural and a legally-protected right, even in public spaces.
- » Support the mother – if the mum hears the complaint, assure her that she is welcome to breastfeed wherever in the facility.
- » Provide education – kindly explain that breastfeeding is natural and the pool supports all families.
- » De-escalate the situation – if necessary, lead by example and show that your facility is a friendly inclusive space by treating all visitors with respect.

### To the person making the complaint

“I do hear you, but we are a family-friendly facility, and we make sure all parents feel welcome including breastfeeding mothers”.

“Breastfeeding is totally normal, and mums are allowed to feed anywhere including in the pool”.

“It’s against the law to ask a mum to stop breastfeeding. I know it might not be something you are used to but there is nothing wrong with breastfeeding in public spaces and we cannot ask the mother to stop”.

“We really want everyone to feel welcome at the pool nursing breastfeeding mums, I hope you can understand”.

“Thanks for letting me know, but mums are welcome to breastfeed in this facility. Let’s make sure everyone has a good time”.

### To the mother (only if she asks)

“You are absolutely fine to breastfeed here, we are a family-friendly facility, and this is a welcoming space for you”.

### 3. Customer safety code

Important water safety rules need to be cued, promoted, reinforced and discussed where relevant and applicable to ensure additional preventative measures are taken on top of supervision.

A ‘Swimming Pool Customers’ Safety Code’ may assist in encouraging more responsible behaviour. Codes can be displayed as a sign or provided as a handout for customers.

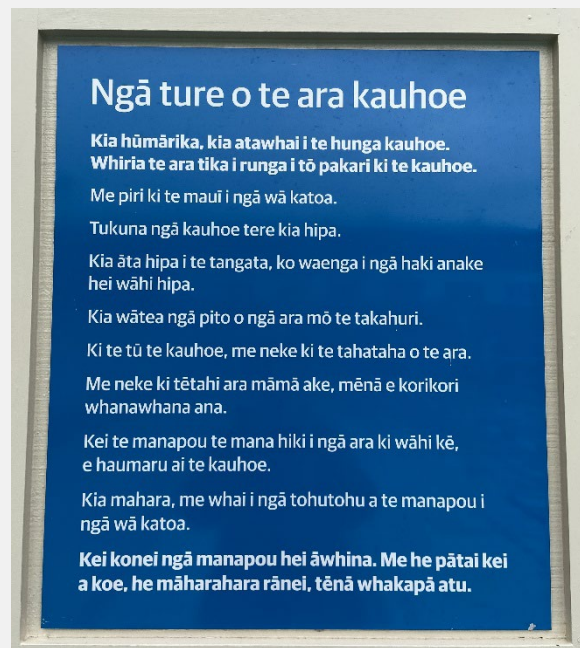
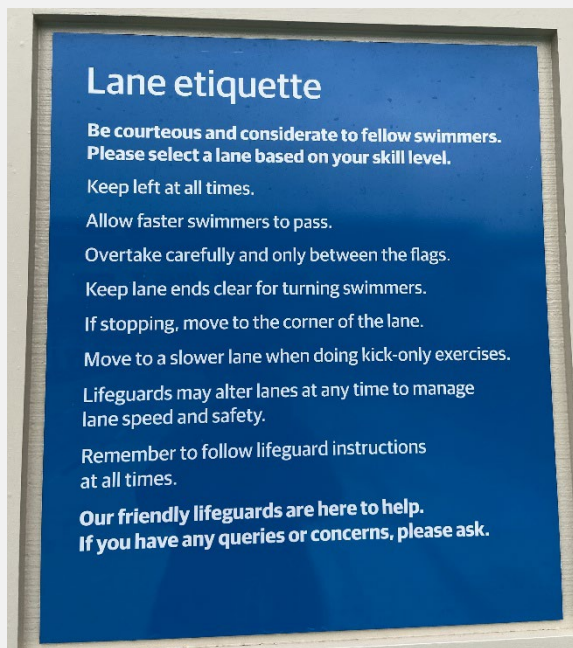
Ensure that the safety code is accessible for all pool users. This includes providing information in [plain language](#) and [alternate formats](#) such as easy read, large print, audio, braille, NZ sign language, and other languages.

[Te Taura Whiri i te Reo Māori](#) (Māori Language Commission) have a register of translators on their website for translating safety codes and other important information. It is important to work alongside your local iwi for any te reo translations.

Some examples that may be applicable are:

Figure 4: Examples of customer safety pool signs





## Further information

[Blind Low Vision NZ - Accessible Signage and Spaces](#)

**Template:** [7.4 Customer safety code](#)

## 4. Privacy

Protecting customers' details is very important and the release of any information should not occur without the consent of the person involved. Care must also be taken of any potential custodial conditions of a child. This particularly relates to customers who may be part of a swim school or holiday programme.

### 4.1 Photography and mobile devices

Facilities should have clear policies on the use of photography both poolside and in the changing room. Photography should not be permitted in changing room areas.

Photography or motion recording devices used by professionals or newspaper reporters should only be allowed if approved by the facility manager, and the photographer should wear a clear name badge identifying themselves to customers. Organisations must obtain signed permission from customer if they are to be photographed or filmed by professionals for marketing or communications.

Parents taking photos of their children poolside may be permitted, but staff may need to monitor that there is no inappropriate behaviour and be aware that other customers may become defensive if there is a risk of their child being photographed.

Facility booking Terms and Conditions should clearly state the policy of photography and recordings. An example of this could be:

"To ensure the privacy of all our customers, no cameras, mobile devices with camera or other recording equipment is to be used in the facility without the prior permission of management".

### Further information

**Template:** [7.5 Photography and mobile recording device policies](#)

## 5. Security

To ensure the safety of customers and staff, there may be times when the facility manager is required to issue a trespass notice. This may occur if a member of public creates an unsafe environment to other customers or staff, through aggressive and threatening behaviour. Although not required, it is recommended that this is undertaken in writing.

If a written trespass notice is issued, complete three copies of the trespass notice:

- » Give a copy to the person the trespass notice is served to.
- » Give a copy to the nearest police station or attending police officer, to enter into the police records database.
- » Keep a copy on file.

A notice is considered served once it is handed to the person for whom it is intended. If they refuse to accept it and it drops on the ground, it is still considered served. Keep that copy and note down that the person refused to accept the notice.

Management is required to give a reasonable time for the trespasser to leave. If the person stays or takes an unreasonable time to comply, call 111 and ask for Police.

If someone comes back after they have been given a trespass notice they will have committed an offence. Call 111 and ask for Police.

### Further information

[NZ Police Trespass Notices](#)

#### Templates:

- » [7.6 Trespass notice](#)
- » [7.7 Security incident report](#)

## 5.1 Crowded places strategy

The New Zealand Government has developed **Protecting Our Crowded Places from Attack: New Zealand's Strategy** to help owners and operators of crowded places protect the lives of people working in, using and visiting their crowded

place. The Strategy intends to preserve the public's use and enjoyment of crowded places, while ensuring that their safety has been considered.

Making crowded places safe from attack is consistent with Te Tiriti o Waitangi (The Treaty of Waitangi), which governs the relationship between Māori-the tangata whenua-and everyone else and ensures that Māori and Pakeha (non-Māori) rights are protected.

The Strategy enables a consistent approach to protecting crowded places throughout New Zealand and uses responses that are in proportion to the threat.

## **Further information**

[NZ Police Crowded Places Strategy](#)

## 6. FAQs from the public

### **Q: Why do I need to vacate the pool when there's been a faecal accident?**

A: We have procedures to follow to ensure we comply with the NZ Pool Water Quality Standard. It's all about keeping you safe and we will re-open as soon as we can.

A: Faecal matter is a carrier for infectious diseases such as Cryptosporidium and Giardia. The pool is closed to allow staff to extract the offending objects and allow the pool water to circulate through the filters to ensure the water is clear of any contaminants before allowing swimmers back in. This also allows us time to increase chlorine levels to kill any remaining bugs and germs. This process ensures that the risks of getting any illness associated with faecal matter are reduced if not eliminated.

### **Q: Why do I need to get into the pool with my kids?**

A: Getting into the pool with your children is not only fun but also helps your children to learn water safety and confidence. We have an under 8 policy to safeguard your children, as our team cannot possibly watch every single child at all times.

A: Because the active supervision rules are that under 5s need a parent in the water actively supervising them. We don't make the rules, we just enforce them.

A: We require an adult over 16 to hop in with under 5s. If you choose to not hop in then your child will have to get out, and that would be a shame. We don't want that to happen.

### **Q: Why can't I take photos of people in the pool?**

A: You need to be careful of taking photos in a public environment especially if there are children present. We do not allow photos, as we want every child to be safe and secure within our facility.

A: People can be a bit self-conscious when they are in their togs, so we ask you only take pictures of your own friends and family.

A: You can take photos of people at our facility as long as they are with your group. Please delete any photos that have anyone else at all in them including staff.

**Q: What chemicals are in the pool and what will they do to my skin, swim wear, eyes, hair?**

A: We use as few chemicals as possible to maintain our pool water quality. Chlorine is the main chemical that is used within our pool and is used to kill bugs and germs. The amount of chlorine used in the pool is low as we have UV filtration systems to remove 99% of the bugs. The other main chemical used is sodium bicarbonate (which can be used in your baking at home), which helps us to control the alkalinity and pH within the pool. The chemicals within the pool should not have any adverse reactions to you unless you are sensitive to the chemicals.

A: We use Chlorine to make the water safe. We test the levels of chlorine every three hours, and I know the levels are good today.

**Q: How come we must leave the pool when there's a power (gas/electricity) outage?**

A: If the power outage occurs at night or the facility has limited natural lighting, lifeguards must evacuate the pool as there is not enough lighting for them to safely supervise the pool area.

A: If the outage occurs over an extended period, the pool filtration system becomes affected. The length of time it takes for the quality of water to be affected depends on the size of the pool and the number of customers in the pool.

A: Lifeguards can't see into the water properly and the circulation of the water through the filters keeps the water safe. Without the circulation, we can't have people in the pool as we cannot guarantee it is safe.

**Q: How come we must leave the pool when there's a cut in the water supply?**

A: If the water is cut off to the pool for more than 10–15 minutes, customers will be asked to vacate the premises due to health and safety reasons as there will be no water supply to changing rooms for showers or toilets.

**Q: How do we know that the water quality of this facility is up to standard?**

A: We are continually testing the pool water throughout the day to maintain the NZ Pool Water Quality Standards, which is a legal requirement for all public pools.

A: Staff have been trained on how to maintain pool water quality so that the water is safe and enjoyable for all.

A: We are a PoolSafe® facility and test our water every three hours and the spa every two hours. If anything isn't up to the standard we close the pool.

**Q: Which health conditions (scabies, school sores etc) would stop someone swimming in the pool?**

A: Any medical condition that is easily spread. If you have experienced diarrhoea or vomiting within the past 48 hours you should also avoid using the pools.

A: Anything contagious, we don't want to share your bugs.

# 7. Templates

[7.1 Feedback form](#)

[7.2 Disability inclusion considerations for aquatic facilities](#)

[7.3 Tirohanga Māori considerations for aquatic facilities](#)

[7.4 Customer safety code](#)

[7.5 Photography and mobile recording device policies](#)

[7.6 Trespass notice](#)

[7.7 Security incident report](#)

## 7.1 Feedback form

### What do you think?

We are dedicated to making your time at this facility an enjoyable experience. If you have any comments, suggestions, compliments or complaints, please take a minute to fill in this feedback form. We appreciate your thoughts and take them seriously.

Thanks for your time.



**Comments/feedback/ideas:**

**Facility Visited:**

**Date:**

**Time:**

If you would be happy for us to discuss your feedback further, please provide your details below:

**Name:**

**Address:**

**Phone:**

**Email:**

Please place in the drop box provided or you can post to:

[provide address]

## 7.2 Disability inclusion considerations for aquatic facilities

Below is a set of reflective questions around disability inclusivity practices at your facility. This is not an exhaustive list but is a start point to assist in evaluating your accessibility provisions at your facilities.

### Communication

It is important that all pool users can understand safety messages relating to your facility, regardless of users' language preferences or communication needs. Consider the following points:

- » **Staff training** – What support and training have customer-facing staff received to effectively communicate safety messages to all patrons, regardless of language preferences, or communication needs? Have you considered staff disability awareness training or basic New Zealand Sign Language training relevant to your facility?
- » **Accessibility of safety signage/key messaging** – Is the facility safety messaging, such as signage and online information, currently accessible for all users, so that everyone can understand key messaging? The following guidance will help make it more accessible:
  - Using large, plain text with a distinct colour contrast between the text and background.
  - Signage at an appropriate height for wheelchair users, and people of short stature.
  - Critical information such as EAP provisions and messaging is presented in different formats.
  - Using illustrations and simple vocabulary to facilitate understanding.

### Hazards

There are some hazards that are more common and can present additional risks for disabled people within pool facilities.

- » **Surfaces** – How does your facility test the slip-resistance of surfaces in wet areas/pool decks/changing facilities?
- » **Steps and changes in depth on pool floor** – Are these clearly marked on edges?

- » **Crowding in lanes/lane line collisions** – Are these hazards currently noted in your hazard registers?

## Accessibility equipment

Without appropriate, fit-for-purpose equipment or infrastructure, accessing a pool or spa can be a significant barrier, preventing participation entirely in some cases, for pool users with mobility impairments.

Does your facility have an NOP for hoist (ceiling and/or poolside) use? Ensure it makes provision for the following:

- » Relevant staff training.
- » Daily checks.
- » Maintenance schedules.
- » Emergency procedures/protocols.

## Mental health

Mental health incidents, and incidences of harassment and discrimination, are risks which should be considered within aquatics facilities.

- » How are these incidences currently recorded and responded to at your facility?

## Supervision of accessibility features

Is the supervision of different accessibility features or equipment (i.e. ramps, hoists) currently considered in facility schematics?

## Emergency action plans

What provisions are currently included within EAPs for supporting disabled people in an emergency? Is this included in staff training?

## Emergency signals

It is important that everyone at your aquatic facility can be alerted appropriately in the event of an emergency. Are your current emergency alarms effective for the Deaf and Hard-of-hearing community, who might not be alerted by an auditory alarm?

- » Does your facility have both auditory and visual emergency evacuation signals? For example, flashing or vibrating emergency alarms, as well as auditory alarms?

## 7.3 Tirohanga Māori considerations for aquatic facilities

Below is a set of reflective questions around tirohanga Māori considerations at your facility. This is not a complete list but can be used as a start point for discussion around how you can incorporate Te Ao Māori into your facility operation.

### Matua Rautia – Collective Care Philosophy

Emphasising inclusivity and strengthening relationships with all whānau and pool users can be enhanced using Matua Rautia – Collective Care Philosophy. Consider:

- » How can your facility integrate the Matua Rautia philosophy into child supervision practices to emphasise a whānau-centred approach?
- » What strategies can be developed to provide cultural competency training to staff that highlights the importance of manaakitanga and its role in child supervision?
- » How might pool staff effectively communicate guidance on child supervision strategies that prioritise whānau involvement and inclusivity?

### Embracing Te Ao Māori in EAP

Your Emergency Action Plan (EAP) could be thoughtfully updated to encompass culturally appropriate protocols and co-designed alongside mana whenua, local custodians, stewards, community? Consider:

- » How can you incorporate culturally sensitive protocols, including the integration of karakia (traditional incantations, invocations etc) and tikanga-based practices, to ensure that emergency response procedures enhance, respect and reflect Te Ao Māori values and customs?
- » In what ways can lifeguards be trained to effectively include karakia and tikanga-based practices in emergency response procedures, fostering a more inclusive and culturally responsive approach during critical situations?
- » How can a collaborative process be established to engage and work with local mana whenua to develop protocols within the EAP that align with their cultural perspectives, and ensure appropriate handling of events where tapu (sacredness) is breached or heightened, fostering mutual understanding and respect?

## Key steps in dealing with an emergency

Your emergency procedures should be aligned with Te Ao Māori, including consultation with mana whenua and tribal authorities.? Consider:

- » Are whakawātea, rāhui, and whakanoa practices integrated for cultural support?
- » Do the key steps outlined in the facility's emergency response plan include consultation with mana whenua or tribal authorities to ensure culturally appropriate procedures and processes are integrated, and to seek guidance on matters like whakawātea, rāhui, and whakanoa activities?
- » How can you ensure that the emergency response plan is updated to incorporate the involvement of mana whenua or tribal authorities, fostering a collaborative approach that acknowledges and respects Te Ao Māori principles during times of crisis?

## 7.4 Customer safety code

Swimming is fun and enjoyable, but pools can be dangerous. Water presents a risk of drowning and injury can be sustained from the hard pool surfaces or the misuse of equipment. To ensure your safety, and the safety and enjoyment of other pool users, the [POOL NAME] management have established the following code of behaviour for all pool users.

- » Always obey the pool's safety rules and listen to the instructions of pool lifeguards. They are there to assist you to have a good and safe time.
- » Always check the depth of water before entering the pool as every pool is different. Look for hazards such as diving boards, water slides, or steep slopes into deeper water.
- » No running, jumping, or diving into the pool.
- » Only enter the water when wearing appropriate swimming costume or swimming nappies.
- » Never swim alone. It's more fun with family and friends.
- » Never swim while under the influence of alcohol or drugs.
- » Never swim immediately after eating a meal.
- » Take additional care if you have medical conditions such as epilepsy, asthma, diabetes or a heart condition.
- » Avoid holding your breath and swimming long distances underwater.
- » Return pool equipment to the storage area.
- » Boogie boards, surf boards and kayaks are not to be used in this pool.
- » Ensure the pool gate is securely closed when you leave.
- » If you see someone in difficulty, get help immediately,
- » Only enter the water when parent or caregiver is present.

## 7.5 Photography and mobile recording device policies

### Filming and photographs at [POOL NAME]

- » At [POOL NAME] we want everyone to enjoy their time here and find an abundance of photographic or filming opportunities. If people wish to take photos of public or staff within the facility, please ensure they ask for permission from the people involved first as we do not wish to upset users and must also meet the requirement of the privacy act
- » No cell phones or other mobile devices with camera capability are to be used in the changing areas or on poolside.
- » Customers are to be requested to use their cell phones or other mobile devices in the reception area only.

### Use of camera equipment or mobile devices by the public

If a member of the public wishes to either take photos or video coverage, for their own personal record while visiting this facility, permission must be granted by the team leader, or most senior person present at the time. Permission can only be given if all people featuring in the coverage are aware and agreeable to being on film.

This means if a member of the staff sees someone using photograph equipment or mobile recording devices it is their duty to check permission has been obtained.

This policy has been established to protect our customers' privacy; in the age of the internet it is crucial that the question is asked.

### Use of camera equipment or mobile recording devices by facility staff

If a member of the staff wishes to take photographs or video coverage for promotional purposes, permission needs to be obtained from all the public and staff involved and people need to be notified where the material will be displayed, e.g. newspaper, displays. If written confirmation is required, an official permission form can be obtained from the manager. This is for situations such as:

- » When the filming or photography features close ups of children.

- » The photo or video coverage is going to be used for mass distribution, e.g. television advertisement or brochure production.

## **Use of camera equipment or mobile recording devices by commercial operations**

If a film crew or commercial photographer wishes to obtain coverage at this facility, permission must be granted by the facility manager, or in the event that they are not available, one of the team leaders.

## 7.6 Trespass notice

### NOTICE OF WARNING TO STAY OFF PREMISES IN COMPLIANCE WITH THE TRESSPASS ACT 1980

This notice is issued to: \_\_\_\_\_

Of: \_\_\_\_\_

In accordance with the Trespass Act of 1980, Sections 3 and 4, you are hereby warned to stay off the premises legally occupied by: \_\_\_\_\_

\_\_\_\_\_

which is located at: \_\_\_\_\_

**FOR A PERIOD OF TWO YEARS** from the date of issue of this notice.

You are warned that should you for any reason enter onto the property located at:

\_\_\_\_\_

within this period, you commit an offence under the Act and are liable to arrest prosecution. Should you be convicted of the offence you are liable to a fine not exceeding one thousand dollars **\$1,000**, or to imprisonment for a term not exceeding three months (3 months).

You are advised that under the Trespass Act 1980, Section 9, you are required to give your correct name and address to any person authorised under the Act to ask for it. The maximum penalty following conviction for not providing your correct name and address or refusing to do so is a fine not exceeding five hundred dollars **\$500**.

**You are advised that this notice was issued to you by a person entitled to do so being the lawful occupier in terms of the Trespass Act 1980, Section 2.**

Date of issue: \_\_\_\_\_

Issued by: \_\_\_\_\_

Occupation: \_\_\_\_\_

Signature: \_\_\_\_\_

## 7.7 Security incident report

1. To be completed by incident reportee		
<b>Name:</b>		<b>Unit:</b>
<b>Report Date:</b>	<b>Reference No:</b> (from security provider)	<b>Incident Type:</b>
<b>Initiator's Details</b> (position title, office location, contact details)	<b>Incident Details</b> Date: Time: Location:	<input type="checkbox"/> Theft/dishonesty <input type="checkbox"/> Assault/threats <input type="checkbox"/> Suspicious behaviour <input type="checkbox"/> Inappropriate communication <input type="checkbox"/> Unauthorised access/insecure premises <input type="checkbox"/> Parking/driving/vehicles <input type="checkbox"/> Damage/graffiti <input type="checkbox"/> Other: _____ _____
<b>Risk Priority</b> <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low		<b>Signature:</b>
<b>Description of Incident:</b>		

<b>2. Additional information</b>
<b>Details of other witnesses:</b>
<b>Description of suspects/offenders:</b>
<b>Vehicle Details:</b>
<b>Property details (damage or loss):</b>
<b>Other Information:</b> (e.g. CCTV footage available, offender known)

### 3. Action required

**Please outline what resolution you are seeking:** (e.g. reported for awareness, seeking further security assistance, full investigation, ongoing support)

**For information only:**  Yes  No

**Please send this report by email to the Security Manager at:**  
[insert contact details]

#### **Details of person provided a copy of this report:**

- Security Manager
- Immediate Manager
- Security Provider
- Police (Reference Number: \_\_\_\_\_)
- Risk and Assurance

#### **Attachments:**

(detail any additional information attached to this report, e.g. photos, copies of correspondence, phone records)