



Aquatics Facilities 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 [Recreation Aotearoa website](#).

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1. Introduction and overview

Recreation Aotearoa, 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.

The 2025 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 Acknowledgements

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1.2 Guideline contents

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 along with 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 New Zealand standards and legislation relevant to aquatic facilities.

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 4441:2008 – 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

<p><u>Accident Compensation Corporation</u> Telephone: 0800 101 966 Business Helpline: 0800 222 776</p>	<p><u>Inland Revenue Department</u> Freephone: 0800 377 774 Telephone: 04 498 580</p>
<p><u>Charities Commission</u> Telephone: 0508 242 748 info@charities.org.nz</p>	<p><u>Ministry of Business, Innovation and Employment</u> Labour Information and Building Code Administrators Freephone: 0800 20 90 20 Telephone: 04 901 1499 info@mbie.govt.nz</p>
<p><u>Commerce Commission</u> Freephone: 0800 943 600 Telephone: 04 924 3600 contact@comcom.govt.nz</p>	<p><u>Local Government Association NZ</u> Telephone: 04 924 1200 info@lgnz.co.nz</p>
<p><u>Department of Conservation</u> DOC Emergency Hotline: 0800 DOC HOT (0800 362 468) enquiries@doc.govt.nz</p>	<p><u>Ministry of Education</u> Telephone: 04 463 8000 enquiries.national@education.govt.nz</p>
<p><u>Employment New Zealand</u> Freephone: 0800 20 90 20</p>	<p><u>New Zealand Qualifications Authority</u> Freephone: 0800 697 296 Telephone: 04 463 3000</p>
<p><u>Human Rights Commission</u> Freephone: 0800 496 877 Telephone: 09 377 3593 infoline@hrc.co.nz</p>	<p><u>Te Taura Whiri I Te Reo Māori Māori Language Commission</u> Translations and Interpreters Telephone: 04 471 0244 info@tetaurawhiri.govt.nz</p>
<p><u>Privacy Commissioner</u> Freephone: 0800 803 909 Telephone: 04 474 7590 enquiries@privacy.org.nz</p>	<p><u>Work and Income</u> Freephone: 0800 778 008 Telephone: 04 916 3300 information@msd.govt.nz</p>

<p><u>Standards New Zealand</u> Freephone: 0800 782 632 Telephone: 03 943 4259 enquiries@standards.govt.nz</p>	<p><u>WorkSafe New Zealand</u> Freephone: 0800 030 040 Telephone: 04 897 7699 info@worksafe.govt.nz WorkSafe Notifiable Events webpage</p>
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4. Sporting and other organisations

<p><u>Exercise Association of New Zealand</u> Freephone: 0800 668 811 Telephone: 03 373 6390 info@exercisenz.org.nz</p>	<p><u>Skills Active Aotearoa</u> Freephone: 0508 475 4557 Telephone: 04 385 9047 info@skillsactive.org.nz</p>
<p><u>FINA</u> International Aquatic Federation Tel: +41 21 310 4710</p>	<p><u>Sport NZ Ihi Aotearoa</u> Telephone: 04 472 8058 info@sportnz.org.nz</p>
<p><u>New Zealand Canoe Federation</u> Mobile: 021 206 8647 info@canoenz.org.nz</p>	<p><u>Swim Teachers & Coaches Association NZ</u> Telephone: 07 562 2055 exec@nzscat.org.nz</p>
<p><u>New Zealand Red Cross</u> Freephone: 0800 733 2767 Telephone: 04 471 8250 firstaid@redcross.org.nz</p>	<p><u>Swimming New Zealand Education & Safety</u> Mobile: 021 649 998 karen@swimming.org.nz</p>
<p><u>NZ Resuscitation Council</u> Telephone: 04 499 6625 info@nzrc.org.nz</p>	<p><u>St John New Zealand</u> Freephone: 0800 785 646 Telephone: 09 579 1015 info@stjohn.org.nz</p>
<p><u>New Zealand Underwater</u> Telephone: 09 623 3252 andrea@nzunderwater.org.nz</p>	<p><u>Te Mahi Ako</u> Freephone: 0508 475 455 info@temahiako.org.nz</p>
<p><u>New Zealand Waterpolo Association</u> Telephone: 09 476 0376 info@waterpolo.org.nz</p>	<p><u>Underwater Hockey</u> secretary@underwaterhockeynz.com</p>
<p><u>Paralympics New Zealand</u> Telephone: 09 526 0760 info@paralympics.org.nz</p>	<p><u>Water Safety New Zealand</u> Telephone: 04 801 9600 wsnz@watersafety.org.nz</p>

<p><u>Recreation Aotearoa</u> info@nzrecreation.org.nz</p>	<p><u>Whitewater NZ</u> Mobile: 027 209 6101 whitewaternz@rivers.org.nz</p>
<p><u>Register of Exercise Professionals</u> Freephone: 0800 554 499 Telephone: 03 373 6390 info@reps.org.nz</p>	

4.1 Disability service and sport organisations

<p><u>Autism NZ</u> Freephone: 0800 AUTISM (288 476) info@autismnz.org.nz</p>	<p><u>Halberg Foundation</u> Training and support for young people with physical disabilities office@halberg.co.nz</p>
<p><u>Age Concern</u> Freephone: 0800 652 105 national.office@ageconcern.org.nz</p>	<p><u>IDEA Services</u> Service provider for people with intellectual disabilities Freephone: 0800 442 442</p>
<p><u>Barrier Free New Zealand</u> Technical accessibility design advice, training, and audits executive@barrierfree.org.nz</p>	<p><u>iSign</u> Book New Zealand Sign Language interpreters for face-to-face meetings Freephone: 0800 33 23 22 national@deaf.co.nz</p>
<p><u>Blind Citizens NZ</u> Telephone: 04 389 0033 admin@abcnz.org.nz</p>	<p><u>I.Lead</u> Disabled youth led movement. Telephone: 09 414 5360 ilead@yesdisability.org.nz</p>
<p><u>Blind Low Vision NZ</u> Freephone: 0800 24 33 33 generalenquiries@blindlowvision.org.nz</p>	<p><u>New Zealand Relay Service</u> NZ Sign Language phone and video service Freephone: 0800 4 715 715</p>

<p><u>Blind and Low Vision Education Network NZ (BLENNZ)</u></p> <p>A national network of education services for children and young people who are blind, deafblind, or have low vision</p> <p>Freephone: 0800 BLENNZ (0800 253 669)</p> <p>info@blennz.school.nz</p>	<p><u>Parafed Network</u></p> <p>Regional disability sport organisations</p>
<p><u>Blind Sport New Zealand</u></p> <p>admin@blindsport.kiwi</p>	<p><u>People First New Zealand Ngā Tāngata Tuatahi</u></p> <p>Advocacy by, and for, people with learning disabilities. Easy Read translation service available</p> <p>Freephone: 0800 2060 70</p> <p>ask@peoplefirst.org.nz</p>
<p><u>CCS Disability Action</u></p> <p>Services for the disabled community, plus general disability awareness, accessibility training, and support</p> <p>Freephone: 0800 227 2255</p> <p>info@ccsDisabilityAction.org.nz</p>	<p><u>Special Olympics New Zealand</u></p> <p>Support people with intellectual disabilities in sport and recreation</p> <p>Telephone: 04 560 0360</p> <p>admin@specialolympics.org.nz</p>
<p><u>Deaf Aotearoa</u></p> <p>An advocacy and support organisation by and for Deaf people. Provides NZSL translations and training</p> <p>Telephone: 0800 33 23 22</p> <p>national@deaf.co.nz</p>	

4.2 Other groups and services

- » Council Disability Advisory Groups.
- » Health New Zealand Physiotherapists and Occupational Therapists.
- » Whaikaha, Ministry of Disabled People have a list of [regional and national disability related services](#).