

### Ruby Whalan Memorial Pool

Main Street, Cudal 2684

Season Opening Date: Saturday, 9 November 2024

Unsupervised Access Hours: 6am – 7pm, everyday

Open To the Public (Pool Attendants On-site):

4pm – 6pm Monday, Wednesday, Friday

2pm – 6pm Saturday & Sunday

Swim Club only:

4.30pm – 7pm Tuesday & Thursday



In 2024 Council is rolling out an Unsupervised Pools Program.

This program is designed to provide Cabonne community members with more flexible and increased access to local pools during non-staffed hours – something that has been raised by the community.

This initiative aims to promote health and well-being by offering convenient swimming opportunities and encouraging responsible pool use.

Similar Programs run at other Council owned pools across Australia.

The information below aims to answer some key questions from the community regarding the Program.

Council will continue to provide supervised hours at all Cabonne pools.

#### Q How do I get access to an Unsupervised Pool?

**A** To gain access to unsupervised pool, community members must purchase a season or 10-visit pass through the **Active World app**.

This pass grants access to all Cabonne pools during unsupervised hours.

- **Prerequisites:** All applicants must be aged 18 or older and complete a pool induction (details below).

- **Costs:** Pass prices vary; please go to Council's website for the latest pricing.

- **Purchase Steps:**
  - Download the Active World app from the App Store or Google Play.
  - Create an account and buy a season pass or 10-visit pass.
  - Book an induction through the "book appointment" tab or directly with the pool.
  - Complete the required in-person induction.
  - Upon completion, an access fob will be issued for pool entry.

#### Q What is involved in the pool induction?

**A** The induction process must be conducted in person at any the selected pool which includes:

- **Safety Training:** Participants are trained on pool safety, equipment use, emergency protocols, and facility rules.
- **Entry fob:** After the induction, participants receive an entry fob for access during unsupervised hours.

There is no requirement to complete a swim test.

#### Q Which pools are included in the Unsupervised Pools Program?

**A** The program includes all seven Cabonne Council pools.

- **Village season pass holders** will only have access to the five village pools in Yeoval, Cumnock, Cudal, Eugowra and Manildra.
- **Town season pass holders** will have access to all seven pools including Molong and Canowindra pools.

#### Q Can I swim on my own?

**A** The safety of all pool users is a priority for Council.

The following protocols have been developed to ensure safety during unsupervised hours:

- **Swimmer Companions:**
  - Swimmers must be accompanied by at least one other person.
  - This can be a fellow swimmer, friend, family member or someone watching from the deck.
  - **Swimming alone is not permitted.**
  - Council is encouraging connections with other pool users to form community swimming groups.
- **Age Restrictions:**
  - Only individuals aged 18 and over can access the pool during unsupervised hours.
  - Children under the age of 18 are considered swimmer companions if they are accompanied by a parent or carer. The child must have a season pass or 10-visit pass to scan in.

### Q How does the pool entry fob work? Can family members use it?

- A**
- The fob provides passholders with access during unsupervised hours. It is activated upon completion of the induction.
  - Users must scan their fob at the entry gate to gain access to the pool.
  - Family Access: Fobs are non-transferable and valid only for the individual who completed the induction. Each eligible family member must obtain their own fob.

Unauthorised use of fob's will result in the cancellation of access.

### Q Can children under the age of 18 access the pools during unsupervised hours?

- A** Children under the age of 18 can only access unsupervised pools if accompanied by a parent or carer.

Children under the age of 18 are considered **swimmer companions**, however they must be able to contact emergency services if required.

### Q Are there access restrictions to the pools?

- A** Unsupervised hours apply only when pool attendants are not present.

Entry is restricted to season pass or 10-visit pass holders ONLY during these times.

Access to pools during unsupervised hours is only available with a valid fob.

### Q Can I get a single entry during unsupervised hours?

- A** No. Access during unsupervised hours is limited to users that have either a 10-visit pass or a season pass.

Single entry visits are not available due to the requirement to complete the induction.

Single visit users wishing to utilise the pool must do so during supervised hours.

### Q What hours will I be able to access the pool with my unsupervised entry?

- A** Unsupervised pool entry is available from 6 AM to 7 PM at all seven Cabonne pools.

The pool will not be accessible during user group bookings, such as for swimming clubs or school groups.

### Q What should I do in case of an emergency?

- A** Community members accessing a pool during unsupervised hours will be encouraged to have their mobile phone with them when accessing the pool.

In emergencies, users should dial 000 via their mobile device and contact emergency services immediately.

Council staff should also be notified as soon as possible.

Rescue tubes are also available at all pools.

All pools will be monitored by CCTV cameras.

### Q What security measures are in place at unsupervised pools?

- A**
- **Security Cameras:** All pools are monitored by CCTV.
  - **Emergency Contacts:** Emergency contacts are posted at each pool. Users will be asked to familiarise themselves with emergency procedures during the induction.

### Q What should I do if I witness a breach of rules or an emergency?

- A**
- **Witnessing an Emergency:** In the unlikely event of an emergency pool companions should contact emergency services. Following this, if the user is able to provide first aid they should do so.
  - **Reporting Emergencies:** Contact emergency services. Report incidents to Cabonne Council staff as soon as possible.
  - **Reporting Breaches:** Contact Cabonne Council by phone or email to report any rule violations.

### Q Are there any amenities available during unsupervised hours?

- A** Yes. Change rooms - including toilets and showers - will be accessible.

There will be no access to kiosk or other staffed services during unsupervised hours.

### Q Can I use a Fitness Passport for unsupervised pool entry?

- A** Fitness Passport holders are eligible for this program but must complete the induction process.

Fitness Passport holders will be required to purchase a \$2.50 entry fob to access the pools during unsupervised hours.

Fitness Passport holders will also be asked to scan the Fitness Passport QR Code upon entry.

### Q Can I top up my 10-visit pass?

- A**
- **Topping Up:** Passes can be topped up directly via the Active World app.
  - **Costs:** Top-up fees are equivalent to standard pass fees; please consult the app for specifics.

### Q Will there be lifeguards at the pool at all times?

- A** No. Lifeguards and pool attendants will only be present during designated hours.

During designated hours kiosk and other services will be available.

At all times, it is the responsibility of parents or carers to supervise their children.

### Q Why is Council running unsupervised pool entry?

- A** The cost of staffing seven pools at the hours required by the community is prohibitive.

Council is aiming to maximise access to the pools whilst also managing the operational costs of the pools.