

POOL ALONE CASE STUDY NORTH SHORE LEISURE GLENFIELD



Main Pool

AREA DEMOGRAPHICS

The population of the immediate community is 3,884 made up predominantly of European (55%). The remainder of the community is Maori (11%) Pacific (5%) Asian (28%) and 1% remainder listed as other.

The local schools sit in the mid-range of decile ratings between 4 and 7 and the average income is \$22,100 per person. The average spending for households per annum is \$50,640.

Families are made up of 45% couples with children, 36% couples without children, and 18.6% single parent with children.

FACILITY OVERVIEW

North Shore Leisure Glenfield comprises of:

- 25m pool (7 lanes) which grades in depth from 1.2 meters to 4 meters
- Dive well which is separated from the lanes by a movable bulkhead
 - the dive well has one, three, and five meter boards
- Two Hydroslides with a separate splash pool
- Two Spa Pools
- Learn to Swim Pool
- Gym
- Crèche

The pool attendance for the 2010-11 year was 660,858 and for the full facility was 959,792.

CURRENT POOL ALONE POLICY

The Pool Alone Policy as set out below was put in place from 1 June 2011.

Children under 10 must be **ACTIVELY SUPERVISED** by a **CAREGIVER** 16 years or over. **ACTIVELY SUPERVISED** means: Watching your child at all times and be able to provide immediate assistance.

A caregiver 16 years or older must accompany any child under the age of five years in the pool at all times.



INTRODUCTION OF NEW POLICY

A notice (below) was published in the local newspaper 'The North Shore Times' and was displayed on the notice boards of all the North Shore Leisure sites and on the North Shore Leisure website. All staff took a proactive approach in informing customers.



Notice of change to Pool Alone policy

Affecting all North Shore Leisure Aquatic Facilities and The Leisure Centre Hibiscus Coast

From Wednesday, 1st June 2011 all children under 10 years of age must be actively supervised by a caregiver 16 years of age or older. Actively supervised means watching your child at all times while being able to provide immediate assistance.

The above Pool Alone policy is already in place at other Auckland Council aquatic facilities.

The above policies are set in accordance with the Pool Alone guidelines issued by the NZ Recreation Association and endorsed by Water Safety NZ.

Find out more: phone 09 301 0101 or visit www.aucklandcouncil.govt.nz

Auckland Council

How is the policy working?

The policy is working very well at all the NSL sites; there have been minimal disturbances to the lifeguards and the user groups.

There are still cases of children being prompted by their parents to say they are older than what they are. There is less tolerance from lifeguards now to let the policy slide.

All staff agreed with the changes, some even stating 10 may not be old enough – swimming ability also plays a big part, not just the age of the child. The change in policy has enabled staff to educate parents more about why supervision is so important.



