



Moreland City Council

Policy ID no: DSD-24 CL

Active Moreland Outdoor Pools Operating Hours and Hot and Cold Weather Policy

Date Authorised by Chief Executive Officer or Council:	14 September 2016
Commencement Date:	1 November 2016
Review Date:	1 April 2018
Responsible Department	Social Development

This policy has been authorised.

Nerina Di Lorenzo
Chief Executive Officer

14 September 2016

1 INTRODUCTION

The purpose of this policy is to detail the operating hours of the Active Moreland outdoor pools and the circumstances in which these will vary as a result of hot, cold or extreme weather conditions.

2 CONTEXT

Council adopted the initial Hot and Cold Weather Policy in March 2006 which included a hot weather trigger point for extension of evening hours and a cold weather trigger point for early closure.

The policy has since been reviewed annually, with key changes including:

- The introduction of a trigger to include early open, while retaining the late close;
- Introduction of a trigger for not opening pools on cold days (with the exception of Brunswick Baths and Oak Park Aquatic Centre) and;
- Changing the normal opening time for outdoor pools on school days to 3pm (with the exception of Brunswick Baths and Oak Park Aquatic Centre).

With the commencement of the Single Service Specification in October 2011, data was collated from the 2011-2012 and 2012-2013 summer season on attendances, temperatures and community feedback, which prompted several changes to the policy which was adopted by Council in October 2013. Key changes included alterations to operating hours, confirmation of trigger points and further clarification of hours to ease communication.

Following the implementation of the trialled hours for the 2013-2014 and 2014-2015 summer season and policy review in April 2016, minimal changes have been applied to the policy and the trialled hours have now been adopted. Key changes have included the introduction of the opportunity to close early should there be a significant change between the forecast and actual weather conditions on the day.

Consultation taken in 2016 has led to a change in the policy, allowing the service provider to open pools earlier on hot days where there is community demand has been added.

3 OBJECTIVES

The objective of this policy is to:

- Provide some certainty and consistency in relation to the extended or reduced operating hours based on forecast and daily temperatures for customers and staff;
- Provide flexibility to respond, at short notice, to increases or decreases in community demand, and safety issues, based on weather conditions;
- Ensure that occupational health and safety, public safety and facility preparation issues are considered in decision making for extension of operating hours and;
- Ensure viable financial operations of the outdoor pools.

4 POLICY DETAILS

4.1 Aquatic and Leisure Centres

Moreland City Council owns six aquatic and leisure centres, which are managed by an external service provider under the single service specification:

- Brunswick Baths (BB) – All year operating including year round heated outdoor pool
- Coburg Leisure Centre (CLC) – All year operation, no outdoor pools
- Fawkner Leisure Centre (FLC) – All year operation including seasonal heated outdoor pools
- Oak Park Aquatic Centre (OPAC) – Seasonal heated outdoor pools
- Coburg Olympic Swimming Pool (COSP) – Seasonal non heated outdoor pools
- Pascoe Vale Outdoor Pool (PVOP) – Seasonal solar heated outdoor pools

4.2 Community demand for seasonal outdoor pools

The stand-alone seasonal outdoor pools are primarily used by the community for recreational use associated with warmer weather. This policy allows for extension and reduction of hours of operating in response to weather conditions and the increase or decrease in community demand. This allows for responsive and efficient operation.

4.3 Constraints

Council needs to balance extension of hours with requirements for preparation for the next day of operation, staff availability and safety, including adequate lighting. The pool plant has limited capacity for re-establishing water quality, particularly at centres where it is aged. Water clarity is more difficult to re-establish than water hygiene, however is important to public perception and appropriate supervision of bathers. Therefore adequate water turnover time is important to be able to maximise use of facilities each day. Staff availability is also a critical factor, with a range of occupational health and safety considerations, including minimum overnight break requirements. Therefore, particularly in a 'heat-wave' situation, water turnover time and staff health and availability will be a consideration in deciding whether to implement an extension to hours.

4.4 Communication and advertising outdoor pool operating hours and Hot Cold Weather Policy

The contracted Service Provider must ensure that set operating hours and policy are advertised and communicated via:

- Signage that is easily visible from outside the facility (external walls or glass doors)
- Open flags erected daily
- Signage of facility notice-boards and A-frame boards at entry point
- Information on the Active Moreland website
- Social media – daily updates on Facebook and Twitter
- Membership sales information
- Newsletters (if produced)
- SMS messages (if this function is available)
- Public address and verbal reminders to patrons by staff throughout the day
- Set minimum closing time established upon opening and communicated

Information and advertising to also include redirection to indoor pool options, when outdoor pools are closed due to cold or extreme weather conditions and/ or pool bookings.

4.5 Monitoring weather forecasts

Staff will monitor the Bureau of Meteorology Melbourne weather forecast daily and for several days in advance to assist with forward planning for hot and cold weather and communication.

The planning trigger for changes to the core hours is based on the Bureau of Meteorology weather forecast for Melbourne, with the forecast being displayed on the Active Moreland website.

Extension of hours includes an earlier open of late close as per section 5.

4.6 Hot weather extensions

4.6.1 Hot weather extension of hours – early open of outdoor pools

The planning trigger to open each centre earlier than the core hours is based on the Bureau of Meteorology weather forecast:

- By 5pm for the next day if the forecast is to be 32 degrees Celsius or higher. This forecast will be monitored early each day to determine if there has been significant change or forecast on the day.
- If a significant change in forecast by 6 am that day to 32 degrees or higher then service provider to attempt to open centre earlier (refer to section 5.3).

4.6.2 Hot weather extension of hours – earlier open of outdoor pools than normal early opening

Centre managers may decide that and outdoor pool open earlier than the extended opening if there is demand, adequate lighting, staff available and adequate time to prepare the centre for day:

- Water quality (both sterilisation and clarity)
- Cleaning
- Stock preparation.

4.6.3 Hot weather extension of hours – late close of outdoor pools

The planning trigger to open each centre later than the core hours is based on the Bureau of Meteorology weather forecast:

- By 5pm for the next day if the forecast is to be 32 degrees or higher.
- Forecast will be monitored early each day to determine if there has been significant change of forecast for the day.
- At opening on the day if the forecast is 32 degrees or higher.
- Forecast will be monitored during the day to determine if there has been significant change to the forecast for the day. Otherwise the late opening hours are set and confirmed on opening.

4.6.4 Hot weather extension of hours – late closure of outdoor pools past 8.00 pm

Centre managers may decide that and outdoor pool remain open later than 8.00 pm if there is ongoing demand, adequate lighting, staff available and adequate time to prepare the centre for next day of operation with regard to:

- Water quality (both sterilisation and clarity)
- Cleaning
- Restocking

4.7 Hot weather option – cancel private (women’s only and men’s only) bookings

In circumstances where there is high demand for use of facilities due to hot weather, centre managers have the option to cancel women’s only and men’s only bookings in order to cater for this broader community demand, including extending hours of operation. Refer to Moreland City Councils Aquatics and Leisure – Community and Single Gender Group Facility Access and Booking Policy for further information.

4.8 Cold weather closure

The planning trigger for considering closing outdoor pools for the next day is when the Bureau of Meteorology afternoon weather forecast has been issued and has forecasted a maximum 23 degrees or lower. This forecast will be monitored early each day to determine if there has been significant change forecast on the day.

Cold weather closure does not apply for Brunswick Baths and Oak Park Aquatic Centre and staff are to communicate to the public these pools are open when other pools are closed.

Outdoor pools will open for bookings and regular programs regardless of cold weather, in consultation with these groups.

4.8.1 Cold weather reduction in hours – early close

- If a significant change is forecast, for 23 degrees or lower by 6am that day then the facility is to close early or may not open at all at the Managers discretion (PVOP, COSP and FLC Outdoor only).
- At opening on the day forecast to be 24 degrees or higher with a late change, the facility may be closed early at the Managers discretion, following confirmation with Council’s Aquatic and Leisure Services Team (PVOP, COSP and FLC Outdoor only).

4.9 Extreme weather conditions – closure

Outdoor pools may be closed at any time for safety reason, including extreme weather conditions such as storms, hail, lightening and high winds, and sometimes with very short notice to patrons.

The service provider will immediately advise Council’s Aquatic and Leisure Services Team on each occasion should a pool be closed due to extreme weather.

4.9.1 Extreme change in forecasted weather conditions – reduction of extended hours

If the forecast and actual weather conditions change extensively during the day and drop below 28 degrees, the hours may revert back to the core hours, at the Managers discretion, following confirmation with Council’s Aquatic and Leisure Services Team.

4.10 Provision for regular/programmed usage

Active Moreland facilities will respond to community demand that can be established for programmed usage that is not impacted, or less impacted, by weather conditions.

E.g. Opening for dedicated lap swimming squad, who have purchased season passes and have regular attendance either outside core operating hours or regardless of cold weather conditions when the centre would otherwise be declared ‘closed’.

4.11 Reporting

Operators will be required to document in their monthly reports the days/times the pool hours were extended or reduced, associated maximum temperatures, weather conditions and attendances.

5 OUTDOOR POOL HOURS OF OPERATION

5.1 Core Hours

Outdoor Pool	Brunswick Outdoor Pool	Fawkner Outdoor Pool	Coburg Olympic Swimming Pool	Pascoe Vale Outdoor Pool	Oak Park Aquatic Centre
Summer Season	1 November to 31 March	1 December to 31 March	1 December to 31 March	1 December to Mid March	1 November to 31 March
School Term - Weekdays	6 am – 9 pm	3 pm – 6 pm	3 pm – 7 pm	3 pm – 6 pm	6 am – 11 am 3 pm – 7 pm
Weekends and Public Holidays	8am – 8pm	12 pm – 6 pm 12 pm – 5 pm	12 pm – 6 pm	12 pm – 6 pm	8 am – 6 pm
School Holidays - Weekdays	6 am – 9 pm	12 pm – 6 pm	11 am – 7 pm	12 pm – 6 pm	6 am – 7 pm

Outdoor Pool	Brunswick Outdoor Pool	Fawkner Outdoor Pool	Coburg Olympic Swimming Pool	Pascoe Vale Outdoor Pool	Oak Park Aquatic Centre
Winter Season	1 April to 31 October	Closed	Closed	Closed	Closed
Monday to Thursday	6 am – 8 pm	NA	NA	NA	NA
Friday	6 am – 7 pm	NA	NA	NA	NA
Weekends and Public Holidays	8 am – 6 pm	NA	NA	NA	NA

5.2 Special Feature Operations (Minimal hours – may be extended due to sufficient demand and managers discretion)

Outdoor Pool	Brunswick	Fawkner	Coburg Olympic	Pascoe Vale	Oak Park
<p>Toddlers Pool</p> <p>Open if 26° C and above predicated 5pm day prior</p> <p>Later close id 32° C and above and if sufficient demand and light available</p>	<p>'Splash Pad' Hours as per 50m outdoor pool based on demand</p>	<p>Season and hours as per 50m outdoor pool</p>	<p>Season and hours as per 50m outdoor pool</p>	<p>'Splash Pad' Hours as per 33m outdoor pool based on demand</p>	<p>Season and hours as per 50m outdoor pool</p>
<p>Learners Pool</p> <p>Open if 26° C and above predicated 5pm day prior</p> <p>Later close id 32° C and above and if sufficient demand and light available</p>	<p>NA</p>	<p>Season and hours as per 50m outdoor pool</p>	<p>Season and hours as per 50m outdoor pool</p>	<p>Season and hours as per 33m outdoor pool</p>	<p>Season and hours as per 50m outdoor pool</p>
<p>Dive Pool</p> <p>Open if 28° C and above predicated 5pm day prior</p> <p>Later close id 32° C and above and if sufficient demand and light available</p>	<p>NA</p>	<p>NA</p>	<p>School Term Weekdays 3 pm – 6 pm</p> <p>Weekends and Public Holidays 12 pm – 6 pm</p> <p>School Holidays Weekdays 12 pm – 6 pm</p>	<p>School Term Weekdays 3 pm – 6 pm</p> <p>Weekends and Public Holidays 12 pm – 6 pm</p> <p>School Holidays Weekdays 12 pm – 6 pm</p>	<p>NA</p>
<p>Water Slide</p> <p>Open if 28° C and above predicated 5pm day prior</p> <p>Later close id 32° C and above and if sufficient demand and light available</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>	<p>School Term Weekdays 3 pm – 6 pm</p> <p>Weekends and Public Holidays 11 am – 6 pm</p> <p>School Holidays Weekdays 11 am – 6 pm</p>

5.3 How Weather Extended Hours

Outdoor Pool	Brunswick	Fawkner	Coburg Olympic	Pascoe Vale	Oak Park
Early Open School Term - Weekdays Hot Weather (if 32° C and above predicted 5pm day prior as per 4.6)	NA	<i>May be extended earlier if sufficient demand and at managers discretion</i>			1 pm – 7 pm
	Already open 6 am	1 pm – 6 pm	1 pm – 7 pm	1 pm – 6 pm	Already open 6am, hot weather extension would extend hours to open throughout day
Early Open Weekends and Public Holidays Hot Weather (if 32° C and above predicted 5pm day prior as per 4.6)	NA	<i>May be extended earlier if sufficient demand and at managers discretion</i>			NA
	Already open 8 am	10 am – 6 pm 10 am – 5 pm (PH)	10 am – 7 pm	10 am – 6 pm	Already open 8 am
Early Open School Holidays - Weekdays Hot Weather (if 32° C and above predicted 5pm day prior as per 4.6)	NA	<i>May be extended earlier if sufficient demand and at managers discretion</i>			NA
	Already open 6 am	10 am – 6 pm	10 am – 7 pm	10 am – 6 pm	Already open 6 am
Late Close All outdoor pools / all areas Hot Weather (if 32° C and above based on sufficient demand and manager discretion)	NA weekdays Already close at 9pm weekdays	Late close (8.00pm) if staff and sufficient light available	Late close (8.00pm) if staff and sufficient light available	Late close (8.00pm) if staff and sufficient light available	Morning session 6 am – 1 pm Late close (8.00pm) if staff and sufficient light available
	<i>May be extended past 8.00 pm if sufficient demand and at managers discretion</i>				

5.4 Cold Weather Reduced Hours

Outdoor Pool	Brunswick	Fawkner	Coburg Olympic	Pascoe Vale	Oak Park
Closure Cold Weather (if 23 °C or below predicted midday prior as per 4.8)	NA Open every day all year round (except Christmas Day, Good Friday and adverse Weather	Closed other than bookings or regular programs	Closed other than bookings or regular programs	Closed other than bookings or regular programs	NA Open every day all season (except Christmas Day, Good Friday and adverse Weather
Early Open Adverse Weather (as per 4.9)	May close when safety compromised by strong adverse weather conditions such as storms or high winds.	May close when safety compromised by strong adverse weather conditions such as storms or high winds.	May close when safety compromised by strong adverse weather conditions such as storms or high winds.	May close when safety compromised by strong adverse weather conditions such as storms or high winds.	May close when safety compromised by strong adverse weather conditions such as storms or high winds.
Early Closure Cold Weather Change (if 23 °C or below reduce hours and close early as per 4.8)	NA Open every day all year round (except Christmas Day, Good Friday and adverse Weather	Early close other than bookings or regular programs	Early close other than bookings or regular programs	Early close other than bookings or regular programs	NA Open every day all year round (except Christmas Day, Good Friday and adverse Weather
Reduction of Extended Hours Cold Weather Change (below 28 °C, reduce the extended hours and operate as per the core hours as per 4.9)	May reduce extended hours, based on insufficient demand				

5.5 Public Holidays and Special Occasion Hours

Outdoor Pool	Brunswick	Fawkner	Coburg Olympic	Pascoe Vale	Oak Park
Melbourne Cup Day	8 am – 8 pm	NA	NA	NA	8 am – 6 pm
Christmas Eve	Close at 6 pm	Close at 6 pm	Close at 6 pm	Close at 6 pm	Close at 6 pm
Christmas Day	Closed	Closed	Closed	Closed	Closed
Boxing Day	8 am – 8 pm	12 pm – 5 pm	12 pm – 6 pm	12 pm – 6 pm	8 am – 6 pm
New Years Eve	Close at 6 pm	Close at 6 pm	Close at 6 pm	Close at 6 pm	Close at 6 pm
New Years Day	Open at 12 pm	Open at 12 pm	Open at 12 pm	Open at 12 pm	Open at 12 pm
Australia Day	8 am – 8 pm	12 pm – 5 pm	12 pm – 6 pm	12 pm – 6 pm	8 am – 6 pm
Labour Day	8 am – 8 pm	12 pm – 5 pm	12 pm – 6 pm	12 pm – 6 pm	8 am – 6 pm
Good Friday	Closed	Closed	Closed	Closed	Closed
Easter Saturday	8 am – 6 pm	12 pm – 5 pm	12 pm – 6 pm	NA	8 am – 6 pm
Easter Monday	8 am – 6pm	12 pm – 5 pm	12 pm – 6 pm	NA	8 am – 6 pm
Anzac Day	1 pm -6 pm	NA	NA	NA	NA
Queen's Birthday	8 am – 6pm	NA	NA	NA	NA
AFL Grand Final	8 am – 6pm	NA	NA	NA	NA

5.6 Applicable School Term and School Holiday Dates

Summer Season	School Term Dates	School Holiday Dates
2016/2017*	Monday 3 October 2016 – Tuesday 20 December 2016 Tuesday 31 January 2017 – Friday 31 March 2017	Wednesday 21 December – Monday 30 January 2017
2017/2018*	Monday 9 October 2017 – Friday 22 December 2017 Tuesday 30 January 2018 – Thursday 29 March 2018	Saturday 23 December 2017 – Monday 29 January 2018 Friday 30 March 2018 – Sunday 15 April 2018
2018/2019*	Monday 8 October 2018 – Friday 21 December 2018 Wednesday 30 January 2019 – Friday 5 April 2019	Saturday 22 December 2018 – Tuesday 29 January 2019

*Weekend and Public Holidays as per section 5.5

6 MONITORING, EVALUATION AND REVIEW

Council's Aquatics and Leisure Team in conjunction with the service provider will do an annual review of attendances and may make suggested changes. Other forms of evaluation and review may be conducted by performing public consultation which may occur in the form of a survey or other written feedback. Council may trial proposed changes to ascertain whether it is viable to build into the formal policy.

7 DEFINITIONS

Term	Definition
Service Provider	Company contracted to managed councils Aquatic and Leisure Facilities
Hot Weather	Weather forecast to reach 32 ° C or higher
Cold Weather	Weather forecast to reach 23 ° C or lower
BOM	Bureau of Meteorology