

Policy

Title: Doone Kennedy Hobart Aquatic Centre – Lane Space Allocation

Category: Recreation, Parks and Reserves

Date Last Adopted: 15 February 2022

1. Objectives

The policy sets out the City of Hobart’s approach to the allocation of pool space at the Doone Kennedy Hobart Aquatic Centre (DKHAC, the Centre) that is fair, balanced and allows the Centre to achieve maximum attendance and revenue whilst managing competing demands for space. The policy provides a prioritisation sequence in the context of community use of DKHAC facilities.

The objective of the Lane Space Allocation policy is to support the use of DKHAC aquatic facilities by a broad cross section of the community for a variety of uses in a fair and equitable manner.

2. Background

DKHAC is a multipurpose aquatic, health and fitness facility, supporting a variety of swimming and fitness programs. Facilities include a 50-metre swimming pool, a deep water dive pool, and a 25-metre swimming and leisure pool. The 50-metre, dive, and 25-metre pools provide capacity for lane swimming, aquatic and sporting programs, events and other aquatic activities.

There is often very heavy demand for use of existing aquatic facilities, for the delivery of internal programs and to meet the needs of external groups, members and casual users. It is imperative that the Centre maintains control and monitors the fair and equitable use of DKHAC aquatic spaces.

Regular demand for use of DKHAC’s pools includes:

- DKHAC members and visitors engaging in lap swimming;
- Members of the public engaging in general aquatic / recreational activities;
- Activities and programs delivered by the Centre (e.g. Learn to Swim, Aqua Aerobics classes);

- Annual hirers (under agreement);
- Seasonal hirers (under agreement); and
- Ad hoc hirers (under agreement).

Hirers of pool space are most commonly:

- User Groups (a group of individuals generally affiliated with a swimming / aquatic sport club, group or association);
- Event holders (hosting regular or sporadic aquatic events); and
- Schools (hosting carnivals or water safety programs).

A range of other hirers also engage with DKHAC for booking pool space to conduct ad hoc aquatic activities and/or training.

To maintain the availability of public swimming lanes and program space at appropriate levels and appropriate times, DKHAC's Lane Space Allocation policy provides for a fair and equitable approach to prioritising and managing the competing demands on pool space for the community.

3. Policy

Definitions:

1. DKHAC members and visitors are defined as individuals who have a paid membership, program commitment, visitors pass or casual entry pass to utilise applicable parts of the DKHAC facility, including the pools.
2. Members of the public are defined as casual visitors who have a paid entry pass to utilise applicable parts of the DKHAC facility on a casual basis.
3. Centre-delivered activities and programs are defined as prearranged and planned programs and activities, such as Learn to Swim classes and Aqua Aerobics classes, that are coordinated and delivered by DKHAC staff as part of the Centre's fee for service offerings.
4. Annual hirers are defined as a User Group that has a consistent pattern of pool space hire for a specific use between 40 and 52 weeks per year.
5. Seasonal hirers are defined as a User Group or other stakeholder (such as the Department of Education) that has a consistent pattern of pool space hire for a specified period of time, usually with a minimum of ten (10) weeks (e.g. winter, summer, school terms).

6. Ad hoc hirers are defined as a User Group, event holder or other stakeholder booking pool space for one-off bookings, events, carnivals or competitions, where there is no consistent pattern of hire.
7. Consistent pattern of hire is defined as an arrangement that has regular use of the same:
 - (i) Number of lanes;
 - (ii) Days of the week;
 - (iii) Start time and finish time; and
 - (iv) Pool and lane location.

Lane Availability and Allocation:

1. DKHAC prioritises lane space availability and allocation based on competing demands and expectations of the community.
2. Allocation is also managed in relation to inherent risks and relevant government requirements (e.g. patron numbers and social distancing during COVID-19 pandemic). As a result, wherever possible, lane space is prioritised at minimum levels for:
 - (i) DKHAC members;
 - (ii) Multi-visit pass holders;
 - (iii) Casual swimmers;
 - (iv) General members of the public; and
 - (v) DKHAC Centre-delivered services and offerings.
3. In the absence of Centre-wide bookings for events and carnivals (which are communicated in advance via the DKHAC website and 'pool availability' email list), DKHAC aims to provide a minimum of two (2) dedicated lap lanes across the Centre for all open hours where possible, until evening bookings begin.
4. When lane space becomes available for hire for bookings (subject to the DKHAC priorities outlined previously), it will be offered in the following order of priority:
 - (i) Annual hirers;
 - (ii) Seasonal hirers;
 - (iii) Ad hoc hirers.

5. Where multiple User Groups or hirers exist in the same category (Annual, Seasonal, Ad hoc) request the same lane space, space will be allocated in order of the length of time the User Group or hirer has been established in the Centre (longest time first), subject to the proposed length of the committed booking.
6. The DKHAC reserves the right to allocate space to a longer term booking commitment, regardless of the user priority order outlined in item 4.
7. Lane space will become available for reallocation when a User Group or hirer is no longer able to maintain all or part of their booking.
8. New or additional hirers will only be accommodated in the lanes that become available within pre-allocated lane space, subject to the DKHAC lane space allocation priorities as listed within. Existing annual hirers will not be required to modify their annual lane allocations to accommodate additional hirers.
9. All lane space allocation and hire arrangements are subject to the exclusion of public holidays and interruptions initiated by DKHAC for the broad benefit of the community, such as:
 - Planned maintenance;
 - Emergency maintenance;
 - Large events such as State, National and International events.
10. Each booking / lane space allocation is subject to availability, and hirers will be required to commit to a formal Agreement to access any allocated aquatic spaces. All bookings will be charged the applicable Council-approved lane hire fee for exclusive use.
11. Hirers must comply with the conditions set out in the Regular User Group Agreement.
12. Per the Terms and Conditions outlined in the Agreement, any group or individual may be refused entry or immediately ejected from DKHAC where, in the reasonable opinion of the Manager or their delegate, that person or group:
 - a) breaches a DKHAC policy, Terms and Conditions of entry, or any law;
 - b) behaves in a way which is objectionable, disorderly or disruptive to DKHAC;
 - c) conducts any activities which may be deemed, at the discretion of the DKHAC Manager or their delegate, to be inappropriate, unsafe, disrespectful or likely to attract public scrutiny or embarrassment to DKHAC, the City of Hobart, or the Council.

13. Decisions relating to an individual or group's behaviour or intentions, and activities conducted on the premises, are at the discretion of DKHAC management and their delegates, and are made in the interests of the safety and comfort of all patrons of DKHAC.

4. Review

This policy will be reviewed annually or as other related policies are developed.

5. Legislation, Terminology and References

Hobart: A community vision for our island capital

Capital City Strategic Plan 2019-2029

Doone Kennedy Hobart Aquatic Centre Regular User Group Agreement

DKHAC Facility Booking Request Form

DKHAC Recreational Booking Request

Doone Kennedy Aquatic Centre – Hosting of Major Events

Responsible Officer:	Director Community Life
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Amended by Council	
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