



## **MAKE A SPLASH LEARN TO SWIM - MANAGEMENT PLAN**

Last updated: 17 November, 2023

**1 INTRODUCTION** This Management Plan provides the necessary instruction for Make A Splash Learn To Swim to operate and provides a transparent means for the general public to understand the business operating procedures. **1.1**

**COMMENCEMENT** This Management Plan will commence November 2023. It will remain current until change is deemed necessary. **1.2 REVIEW PROCESS** This document will be reviewed annually during the winter season by the business owner Andrew Duncan.

**2 SWIMMING POOLS** Make A Splash Learn To Swim provides learn to swim lessons for a maximum of two children at a time in an outdoor 9 metres by 4 metre heated pool, located at 34 Bridgeview Road, Yarrawarra, NSW 2233.

On site there is a changing facility with shower / WC (external to the house) for students to use, this is open during the hours of operation.

Contact Details: 34 Bridgeview Road, Yarrawarra, NSW, 2233 tel: 0425 290 155

**3 NUMBER OF STUDENTS** Make A Splash offers learn to swim classes, teaching a maximum of two students at any one time. Classes after 6pm are limited to one on one private lessons only.

**4 OPERATING HOURS** **4.1 HOURS OF OPERATION** The current hours of operation are displayed on the Make A Splash website and Facebook page for 34 Bridgeview Rd, Yarrawarra are as follows:

Monday, Wednesday, Thursday, Friday: 8:30am - 12pm & 3:30pm - 6:30pm  
Tuesday: 2pm - 6pm  
Saturdays: 8am - 1pm  
Sunday: Closed

**4.2 ALTERATIONS TO USUAL HOURS OF OPENING** Make A Splash Learn To Swim will be closed on; New Years Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, Queens Birthday, Labour Day, Christmas eve, Christmas Day, New Years Eve. The timetable is reduced considerably during school holidays and in the winter months due to daylight hours and cooler weather.



Make A Splash may not operate classes or may start classes later, or close early due to:

- Unfavourable weather resulting in absence or likely absence of swimmers
- Child / children unwell or on holiday and therefore cannot make their usual swim class
- If Andrew Duncan is unwell or has a family commitment
- Safety reasons e.g. lightning, equipment failure, contamination, vandalism.
- Interruptions to power supply.
- In the event of imminent weather and or lightning Andrew Duncan may close the pool until such time as the weather is considered safely past. During such times, all patrons will be required to evacuate from the water and take appropriate cover until notified by Andrew Duncan that it is safe to return to the water.

**6 MANAGING NOISE** To ensure the business is operating at acceptable noise levels within the local environment, Make A Splash Learn To Swim has implemented the following recommendations from Rodney Stevens Acoustics:

- The maximum number of students during the day time period (7am to 6pm) is limited to two students swimming at one time.
- The maximum number of students during the evening period (6pm to 6:30pm) is limited to one.
- Instructor (Andrew Duncan) will be mindful to use his normal range voice to instruct student(s). Raised voices will only be used when absolutely necessary.
- Parents and guardians have been informed of the importance of noise minimisation when entering the site, dropping off or picking up children. This includes avoiding using raised voices onsite or beeping a car horn.

**7 MANAGING COMPLAINTS** Make A Splash Learn To Swim takes any complaints seriously. As a result a complaints register has been created and any future complaints will be captured along with action to address.

**Make A Splash Learn To Swim Complaints Register**

Date	Nature of complaints	Steps taken to address	Outcome



--	--	--	--