

Frequently Asked Questions:

- 1 **Do I need to collect patron details every time they visit ?**– *If they are a regular customer or member and their contact details are in your database, and it registers their visit by day and time when they swipe in, you do not need to collect each time.*
- 2 **Do we need to ask screening questions at every visit?** *Not necessarily, you should have clear and visible signs at points of check-in that ask patrons not to enter and advise staff if they meet any of the screening questions criteria.*
- 3 **Are we required to provide a separate exit from the building?** - *If possible, this would be considered best practice. If it is not possible, you should ensure clear social distancing signage and put in place other measures such as staggering start & finish times to minimise patron overlap in high traffic areas.*
- 4 **Are we required to allow time between lessons for customer movement?** *Dependent on venue size and entrance/exit locations – the aim is to minimise high-density traffic in small areas so staggering may be an effective technique to mitigate this.*
- 5 **How many people can be in an Outdoor pool?** *For outdoor pool use by adult patrons numbers per pool is determined by calculating the water surface area of the lane. One person per 10 square meters is permitted. If you have a pool that is 10 meters wide and 25 metres in length = 250 square metres. 25 swimmers could be in the pool at any given time.*
- 6 **Do Lap swimmers need to social distance when in the pool?** *Lap swimmers should be given guidelines/direction on how to distance themselves during lap swimming and on return to the wall. Swimmers should be directed to line-up along the lane rope or wall after completion of a lap*
- 7 **Do patrons need to social distance?** *The 1.5-metre social distancing rule should apply to all adult patrons around the pool deck, entry and exit and change rooms.*
- 8 **How many people can be in an indoor pool?** *Capacity for indoor areas including pool halls is 1 person per 4 square metres of the total indoor space. For example, if you have a pool hall that is 19 metres long and 11 metres wide including the pool and viewing area, the total space is 209 meters squared, the maximum patrons in the pool or as spectators at any time would be 52.*
- 9 **My venue has more than 1 pool how do I calculate capacity?** – *you would calculate the capacity based on each pool or dedicated space.*
- 10 **Does this Industry plan apply to me as a single operator?**
Yes, you can choose to opt into an Industry approved plan or operate with standard Stage appropriate Restrictions. The Industry COVID Safe Plan will tell you what you need to do to be eligible. These plans have been developed by industry for the industry. You must complete the statement of compliance to ensure you meet the essential health requirements to enable you to open with additional customers and provide a safe environment for your customers and staff.
- 11 **Can sports clubs use the facility** – *All patrons need to adhere to the Centre management plan standards and capacity limits. Sports Clubs such as water polo, underwater hockey and others should refer to their club association for the restrictions/relaxations in place for their sport.*
- 12 **Do capacity limits include staff or just patrons?** – *The capacity limits refer to Patrons numbers. Appropriate staffing will be in place to ensure the safety of patrons is in line with [Royal Lifesaving Australia Guidelines for Safe Pool Operations](#)*
- 13 **Will we be able to utilise play pools, splash pads, slides, playground equipment, BBQ's and picnic tables etc?** – *All areas of a centre may be utilised provided patrons are following social and physical distancing requirements*