



POOL & AQUATIC FACILITY SAFETY ASSESSMENTS

2023/24 ANNUAL REPORT



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EXECUTIVE SUMMARY

Belgravia Leisure has completed its schedule of Pool Safety Assessments for 2023/24. Over the course of the year, Belgravia Leisure completed 106 aquatic related safety assessments through Royal Life Saving Society of Australia, Lifesaving Victoria and Poolsafe NZ's unique mechanisms for analysing performance against the Guidelines for Safe Pool Operations (GSPO) in Australia, and the Aquatic Facility Guidelines in New Zealand. This is an increase from 54 completed in 2022/23 due to the involvement of South Australia in their first round of Assessments, our Tasmanian venues re-engaged in the process, and the ACT venues transitioning over to Belgravia's management.

It is very pleasing that across Australia, Belgravia leisure scored an average of 92.90% in compliance against the GSPO with high performing sections such as Aquatic Programs, First Aid, Supervision and Emergency Planning. These are key sections that ensure our venues are prepared for critical incidents and manage the risk of aquatic venues extremely well.

Our overall average safety score of 89.30% is also pleasing, comparing to the Industry Mean of 79% as recently published in Royal Life Saving Society of Australia's State of Safety Report for 2023. This overall safety score is contributed to by facility design, and elements that are outside the GSPO framework, which is regularly outside of our control with aging facilities that no longer meet with modern standards for design.

There are some areas for focus in 2024/25 with our management of Chlorine Gas, Inflatable Equipment, Diving Equipment and Plant & Chemical areas scoring as some of our lowest performing sections, as well as an ongoing focus on in-service training evidence.

This was a slight decline from 2022/23 of 93.14% compliance and 91.88% overall safety score due to the reduced number of venues completing the assessment process, and those that did complete in 2022/23, were our higher performing venues.

In New Zealand, 2023/24 was the first year that the Aquatic Safety team has visibility over the PoolsafeNZ assessment process. Whilst this process does not provide a comparative score, our venues are analysed on the number of issues that are found through their self-assessment, and third party assessment of their documentation. A body of work is currently underway to uplift the compliance to Belgravia Safety Standards, along with best practice operations across our NZ venues.

It is the Aquatic Safety team's strategy to use this centralized data, with a better understanding of gaps and hot spots in our performance to focus the attention to create tools and resources to support our operations and provide a range of training and education opportunities for venues to implement to further enhance safety in their venue.

We are looking forward to an organisational approach in 2024/25 with 117 venues scheduled to complete a Pool Safety Assessment, including a range of venues that will complete for the first time. This will provide the opportunity for the Aquatic Safety Team to support all states, territories and regions to uplift safety and operational compliance across the organisation, as well as continue to further engage the National governing bodies, along with greater engagement with the state-based organisations.

I would like to thank Belgravia Leisure Leadership team for the investment and priority of this key industry process to continue our reputation as the industry leader in safety and compliance and provide safe venues for our local communities and contract partners.



Scott Vanderheyden
Aquatic Safety Manager, Leisure



NEW SOUTH WALES

In 2023/2024 there were 28 venues participating in the Aquatic Facility Safety Assessment (AFSA) by Royal Life Saving NSW (RLS NSW) with all but one (1) obtaining a 5-star accreditation. Moree Artesian Aquatic Centre were the only pool in the NSW/ACT patch to not achieve a 5-star rating having received an overall score of 89% for 5-star and a 91% overall safety score.

The NSW/ACT/TAS question set within the AFSA is slightly different to the Pool Safety Assessments performed in other states. There is an active supervision assessment included, as well as designated sections on Facility Design and the Keep Watch at Public Pools program.

The 5-star accreditation requires a venue to score a minimum of 90% in the designated forty (40) safety question set. Cook and Phillip Park Pool, Ian Thorpe Aquatic Centre, Lakeside Leisure Centre (NSW) and Victoria Park Pool all received the same score from the previous year whilst Auburn Ruth Everuss, Cabarita and Drummoyne all received a lower score from their previous AFSA in 2021/22. All other venues saw an increase in score.

The average overall score for the NSW patch was 92.21% with the average 5-star score of 96.32% when in comparison to their previous AFSA, was an improvement by 3.79% 5-star and 0.68% overall safety score differential. This is above the Belgravia average of 92.92% compliance/5-star and 89.32% safety/overall.

In 2023/24, the NSW patch saw an increase of thirteen (13) venues taking part in the AFSA accreditation, eleven (11) of these venues were new contracts having been under Belgravia's operation for one year or less. The Parkes and Village pools (Trundle, Peak Hill and Tullamore) were in their second season of operation.

Peak Hill, Trundle and Tullamore (Village pools) failed to achieve a 5-star rating during the first assessment and were reassessed six (6) weeks post first assessment in line with the RLS NSW requirements (all pools that fail the 5-star initially can be reassessed up to eight weeks after on the 5-star components only). An improvement plan was put in place and the 5-star audit evidence created to support venues in managing the items that were required throughout the process.

The venues with the biggest year on year improvement were:

MOREE ARTESIAN AQUATIC CENTRE
+20% 5-star Score
+18% Overall

TILLIGERRY AQUATIC CENTRE
+16% 5-star Score
+5% Overall

SINGLETON GYM & SWIM
+10% 5-star Score
+6% Overall

When comparing these to the Belgravia average, all these sections outperformed the rest of the organisation. This is primarily due to the implementation of the Triple A's for Aquatic Safety content, knowing RLS NSW complete a live supervision assessment on Lifeguard performance this is really pleasing.

First Aid requirements is clearly defined within the Safework NSW documentation and legislation dictates the items required to be contained within the venue.

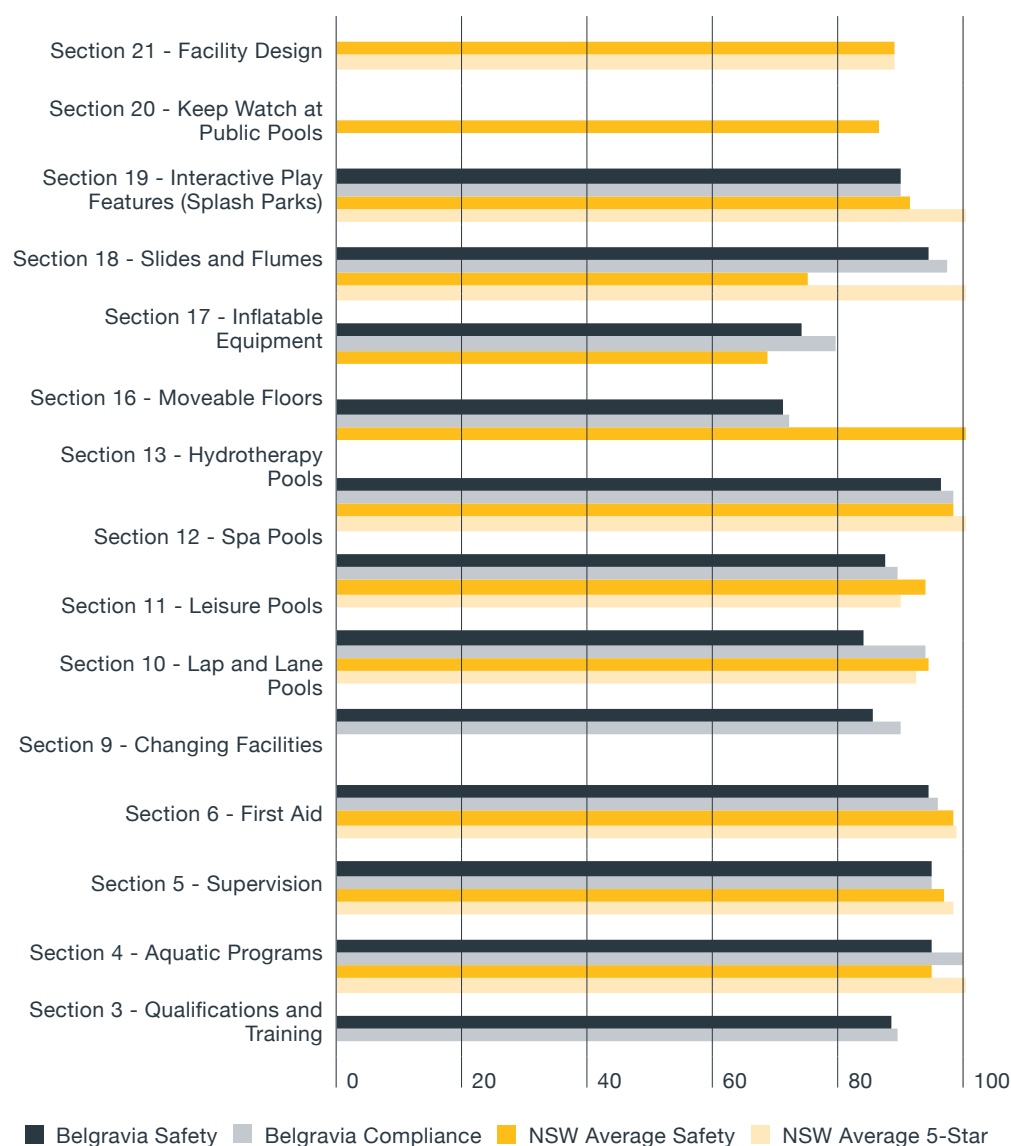
Compared to the Belgravia average, these sections underperformed against the organisation.

Further support and resources will be developed for the venues to assist them in complying with the safety requirements, and additional tools to help train and induct staff into this unique elements of their venues.

When breaking down each section in NSW, interactive play features, hydrotherapy pools, spa pools, leisure pools, lap and lane pools, first aid, supervision and aquatic programs have exceeded the Belgravia average safety and compliance as can be seen in the graph.

NSW VS BELGRAVIA

Average Five-Star Assessment by Section



The three top performing sections were:

SUPERVISION

98.28% 5-star Score
96.82% overall

FIRST AID

98.52% 5-star Score
98.41% Overall

AQUATIC PROGRAMS

100% 5-star Score
94.96% Overall

The three lowest performing sections were:

PLANT & CHEMICAL AREAS

96.30% 5-star Score
86.70% Overall

INFLATABLE EQUIPMENT

68.50% Overall

SLIDES & FLUMES

75% Overall

There has been an improvement of year on year results, as can be seen in the graph below, for all pools except Auburn Ruth Everuss Aquatic Centre, Cabarita Swimming Centre and Drummoyne Swimming Pool, who received lower scores compared to their previous AFSA's. This was both Managers first audits with the region due to the previous audit being in the year 2021/22.

The City of Sydney contract venues are the highest performing of all the regions in NSW with all six (6) venues having either improved their 5-star and overall score or remaining the same from the previous year.

In order to improve on the low performing themes, structured Operation Leaders meetings with items

to address and regular contact with each venue is in place as well as resources such as dedicated Lifeguard and Duty Manager induction manuals, new EMP template and Operations Manual that covers off all items within the GSPO to be compliant and initiate best practice. The NSW/ACT Aquatic Safety Coordinator facilitates monthly AFSA preparation meetings, as well as fortnightly/monthly operations meetings to help educate and upskill the Operations Coordinators/Managers within each region. This also provides the Aquatic Safety Team with local insights into challenges and barriers to help implement the strategy.

NSW YEAR ON YEAR IMPROVEMENT

Five-Star Assessment by Score





AUSTRALIAN CAPITAL TERRITORY

In ACT, all five (5) venues participated in the Royal Life Saving NSW (RLS NSW) 5-star Aquatic Facility Safety Assessment (AFSA). The ACT venues transitioned to Belgravia at various dates throughout November 2023.

ACT legislation requires all aquatic venues to achieve a 5-star endorsement to allow schools to utilise the venues, this resulted in all five (5) venues taking part to achieve the accreditation only a month into operations with Belgravia Leisure. Canberra Olympic, Stromlo, Dickson and Gungahlin all achieved 98% and Lakeside achieved a 5-star rating of 97%. All venues will complete a full Aquatic Facility Safety Assessment in November 2024.

In all venues, the question that could not be achieved was “Is there appropriate emergency procedures in place?”, although all venues had an Emergency Management Plan (EMP), there were various sub-sections that were not in the EMP. The second question that led Lakeside to receive 1% less than the others was “Is there evidence that staff are attending the in-service training?” as they had scheduled their first in service training with Belgravia in February, after the audit.

Prior to the assessment, regular communication and MS Teams calls were held to track the progress of implementation of Belgravia systems and processes.

In order to help track the progress of each ACT venue, an excel spreadsheet was created that included links to Belgravia documents and templates to assist the new venues. Each tab on the spreadsheet covers all 5-star related questions that is seen in the AFSA and in each section. All venues had access to this and were updating it as they were completing an item and tab. This was a key resource that gave the venues the ability to track their own progress in real time and link documents to show the RLS NSW assessor on the day of the audit.

All five venues took part in the Mystery Guest Assessment (MGA) program delivered by RLS NSW and had a region average of 79.6%, just above the combined NSW/ACT state average of 78%. Canberra Olympic Pool topped the group with an average of 85% overall and had been the most consistent out of all the pools. This has been largely led through Bernice Hay and her focus on safety and compliance across all ACT venues. ACT have implemented Contract Compliance and Project Manager who will be a key asset in upcoming assessments and audits as well as maintaining the high safety and compliance standard.



Ellie-May Baker
Aquatic Safety Coordinator
NSW/ACT



VICTORIA

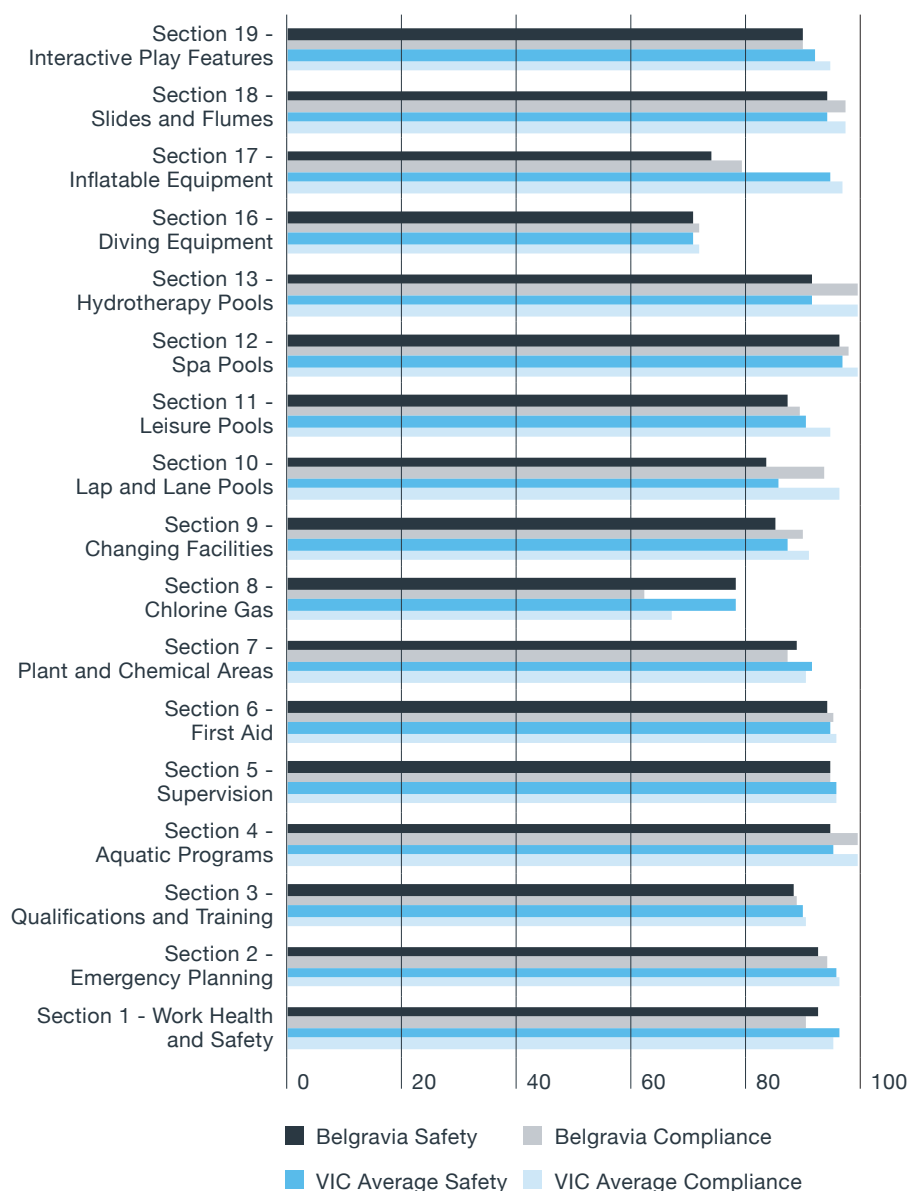
During the 2023/2024 season, Victoria completed forty-four (44) Pool Safety Assessments out of 54 venues within the state. Thirty (30) of the 44 venues that completed the Pool Safety Assessments are located within regional Victoria.

The Victorian patch achieved an initial average safety score of 86.70% - a 4.80% increase from the previous year and a compliance score of 86.58% - a 6.86% increase from the previous year. However, these scores continued to increase after review and completing reassessment of non-conformances within the required sixty-day period.

Victorian venues further increased their Safety scores to 91.50% (1.68% Increase) and Compliance score 93.44% (2.21% increase). This is above 15.56% for Safety and 17.63% for Compliance to the 22/23 industry benchmark.

Victoria currently sits above the Belgravia averages for both Safety (88.81% +5.08% above) and compliance (92.38% +1.14% above).

VIC VS BELGRAVIA Pool Safety Assessment by Section



The three top performing sections were:

AQUATIC PROGRAMS

95.54% Safety
100% Compliance

EMERGENCY PLANNING

96.04% Safety
96.53% Compliance

WORK HEALTH & SAFETY

96.34% Safety
95.22% Compliance

The three lowest performing sections were:

CHLORINE GAS

78.41% Safety
67.13% Compliance

DIVING EQUIPMENT

70.80% Safety
72.00% Compliance

QUALIFICATIONS AND TRAINING

89.39% Safety
89.66% Compliance

Victoria has now achieved 13 venues with 'Gold' Safety endorsement (>95% Safety Score + 100% Compliance Score) from Life Saving Victoria in 23/24, this is an increase from 6 in 22/23.

New venues that have achieved 'Gold' status are:

- Ascot Vale Leisure Centre (Platinum)
- Crib Point Pool
- Danny Frawley Centre
- Gurri Wanyarra Wellbeing Centre
- Keilor East Leisure Centre
- Knox Leisureworks (Platinum)
- Mill Park Leisure Centre
- Pelican Park Recreation Centre (Platinum)
- Queens Park Swimming Pool
- Thomastown Recreation & Aquatic Centre
- Watermarc (Platinum)
- Yarra Centre
- YAWA (Platinum)

Ascot Vale Leisure Centre were the first Belgrave Leisure venue within Victoria to achieve 100% Safety and 100% Compliance scores.

Out of the thirteen (13) venues with 'Gold' endorsement, five (5) of these were 'Platinum' endorsed venues, this was the same amount of venues endorsed since the previous year. Jamie Washburn sits on the Platinum Pool Steering Committee and has voted to open access up to additional venues across Victoria to be part of the Platinum Pool Program (only limited spots currently).

24 venues achieved 'Silver' Endorsement (>90% Safety & Compliance scores) this is an increase from 14 venues the previous two years combined.

Venues to achieve first time 'Silver' endorsement are:

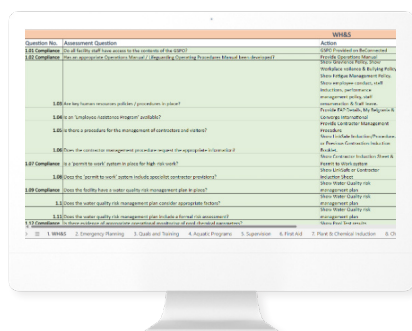
- Beaufort Swimming Pool
- Brennan Park Swimming Pool
- Casterton Memorial Swimming Pool
- Euroa Swimming Pool
- Faith Leech Swimming Pool
- Heywood Swimming Pool
- Jack Hort Memorial Swimming Pool
- Marong Swimming Pool
- Merino Swimming Pool
- Monbulk Aquatic Centre
- Nagambie Swimming Pool
- Portland Aquatic Centre
- Robinvale Swimming Pool

All venues within the Mansfield & Strathbogie shires achieved 'Silver' endorsement, with all venues seeing increase in PSA scores.

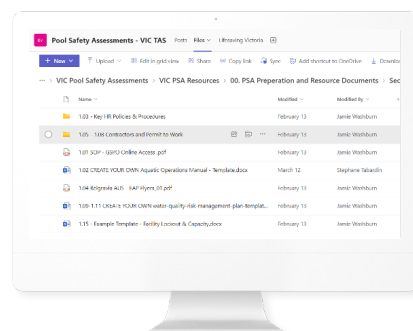
All venues within Glenelg shire, achieved 'Silver' endorsement, with all venues seeing increase in PSA scores.

Four (4) venues, Corryong, Mount Beauty, Wentworth and Dareton venues did not achieve any endorsement. This is a decrease from sixteen (16) the previous two years.

Victorian venues participated in a monthly Pool Safety Assessment call which initially covered preparation techniques and provided the appropriate resources to utilise for PSAs. A number of different resources and tools were developed for venues across Australia to utilise. Within this suite of resources was 'cheat sheet' spreadsheet with all questions that will be asked in the Pool Safety Assessment as well as an answer in what the Auditor will be looking for to help venues prepare.



Picture: PSA 'Cheat Sheet' and tracking sheet.



Picture: PSA 'grab & go' documents & templates

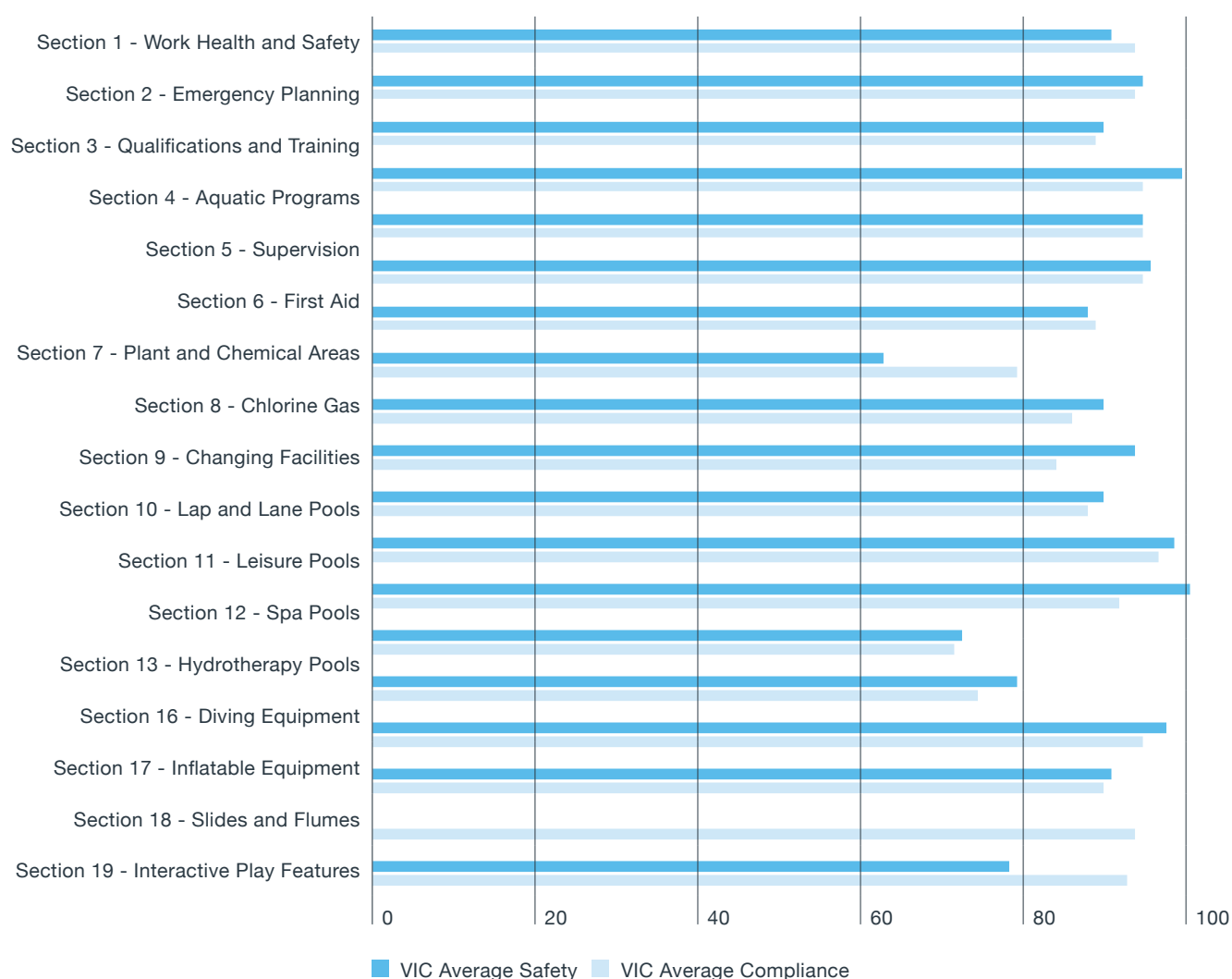
There were two (2) venues in Victoria who use chlorine gas (both in Glenelg Shire), additional support through the next calendar year will be given to these venues to ensure safety and compliance is improved in this area through additional signage, induction and training. Diving Equipment scores were lower in venues that have 1–5-meter spring boards (particularly in regional pools), the scores will be improved through additional and updated signage and ensure venues have the correct induction process.

It's noted that there are scores below 90% for Qualifications and Training, this is a particular concern for Victoria.

Majority of lower scores come from the ability to obtain sign off sheets on Lifeguard and Swim Teacher inductions and In-Service training evidence.

To support this, the Aquatic Safety team have developed an In-Service Lifeguard Training Manual which venues can utilise as well as creating training resources. This includes a 'train the trainer' in Lifeguard In-Service content as well as providing pre-made training resources that managers can present with. Additional manager training will be provided to venues on how to file manage training agendas, attendance sheets and resources used.

VIC AVERAGE BY SECTION





I TASMANIA

Both of Tasmania's venues participated in Aquatic Facility Safety Assessments (AFSA) this year, both achieving inaugural 5-Star accreditation. The first of any venue in Tasmania.

SWIRL achieved a 5-Star score of 93% with a 1% increase from the previous score in 2020/21 and Overall score of 93% with an increase of 4%.

Splash Davenport achieved a 5-star score of 100% with an increase of 16% from 2021/22 and overall score of 91% with a decreased score of 1%.

Tasmania venues collectively achieved an increase of 9% 5-Star score and increase of 2% overall.

Additional resources for inflatable operations, including risk assessments, annual inspection checklists and pre-operational inspections have been created by the Aquatic Safety team, these resources will assist venues with increasing their safety scores.

Belgravia Academy have recently created an Aquatic Technical Operations course on which Tasmania will ensure their venue management and staff undertake this course, with support from the Aquatic Safety Team.



Jamie Washburn
Aquatic Safety Coordinator
VIC/TAS

The top performing sections were:

AQUATIC PROGRAMS

95.22% Safety

SUPERVISION

90.12% Safety

The lowest performing sections were:

INFLATABLE EQUIPMENT

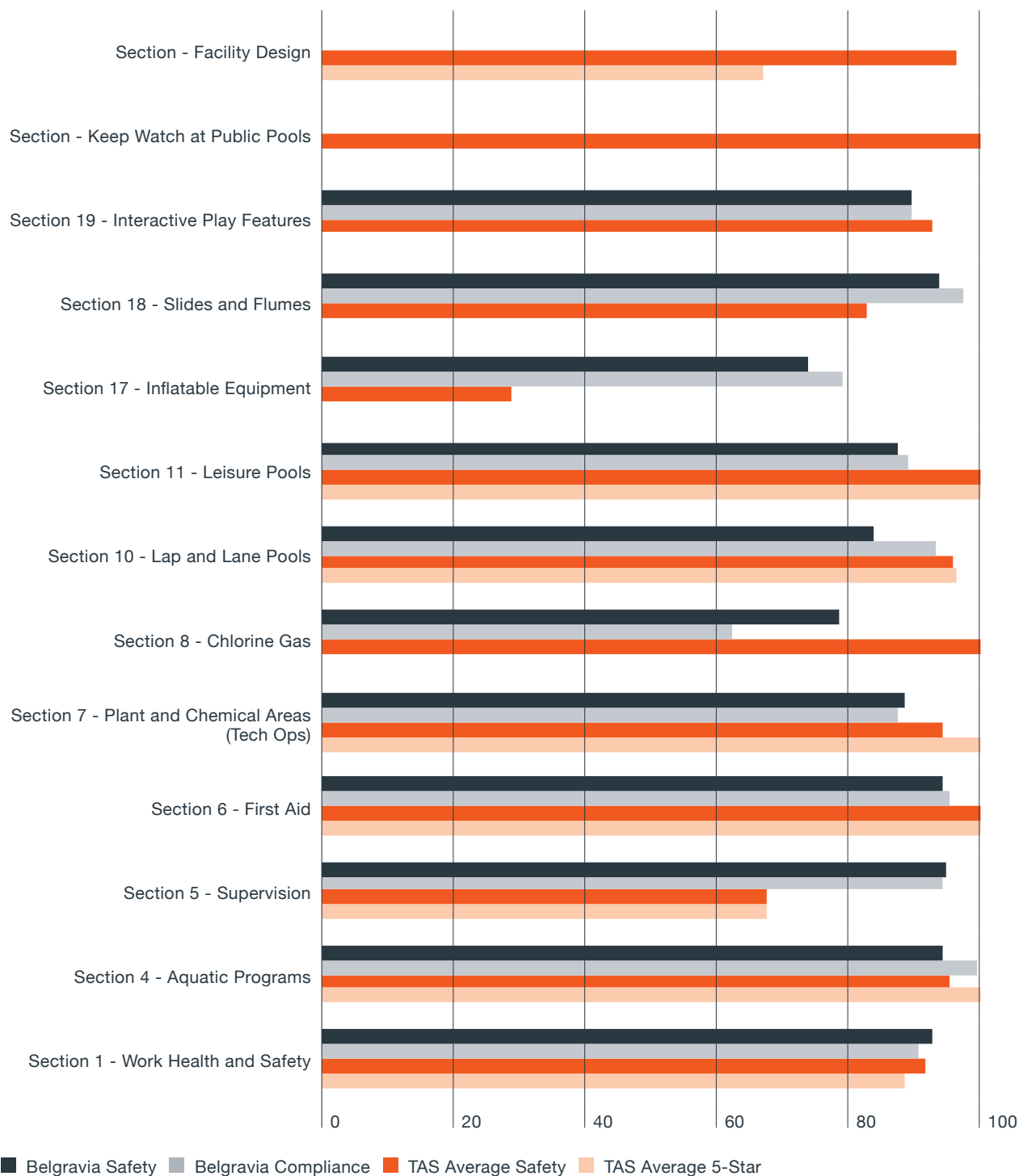
37.11% Safety

PLANT & CHEMICAL AREAS TECHNICAL OPS

69.12% Safety

TAS VS BELGRAVIA

Average Five-Star Assessment by Section



SOUTH AUSTRALIA

2023/24 saw the commencement of Pool Safety Assessments across the South Australian venues for the first time since Belgravia Leisure started managing the venues.

During the year, twelve (12) venues completed the Pool Safety Assessment process conducted by Royal Life Saving South Australia.

The South Australian patch scored an average Compliance Score of 78.68%, and an average overall Safety Score of 78.30%.

However, this was considerably lower than the Belgravia Leisure average of 92.38% Compliance Score and 88.81% overall Safety Score.

The standout performing venue was the REX Barossa Aquatic & Fitness Centre who scored 90.57% Compliance and 91.04% overall Safety Score.

This was a pleasing effort from the South Australian team considering it was their first attempt at Pool Safety Assessments, which generally results in lower than expected scores.

The three top performing sections were:

AQUATIC PROGRAMS

95.22% Compliance
95.71% Overall

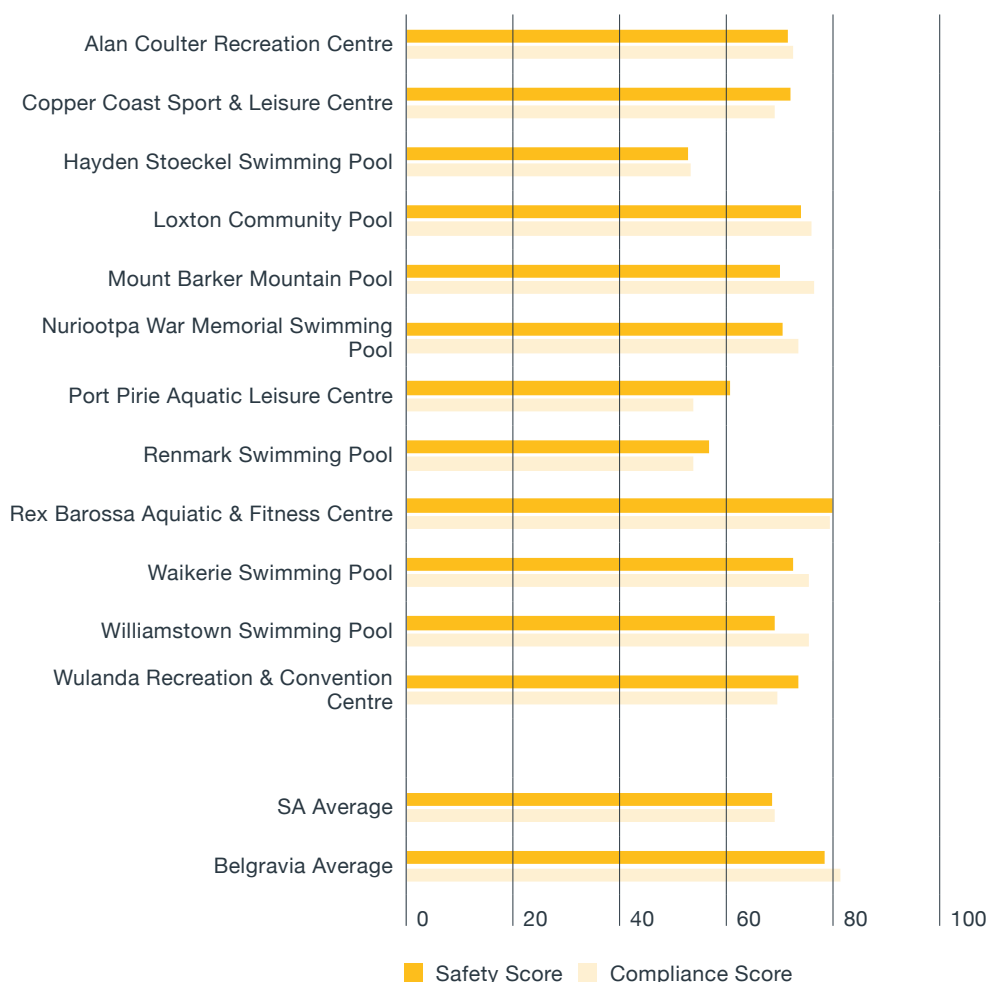
FIRST AID

88.43% Compliance
90.85% Overall

SUPERVISION

87.81% Compliance
87.85% Overall

SA POOL SAFETY ASSESSMENTS



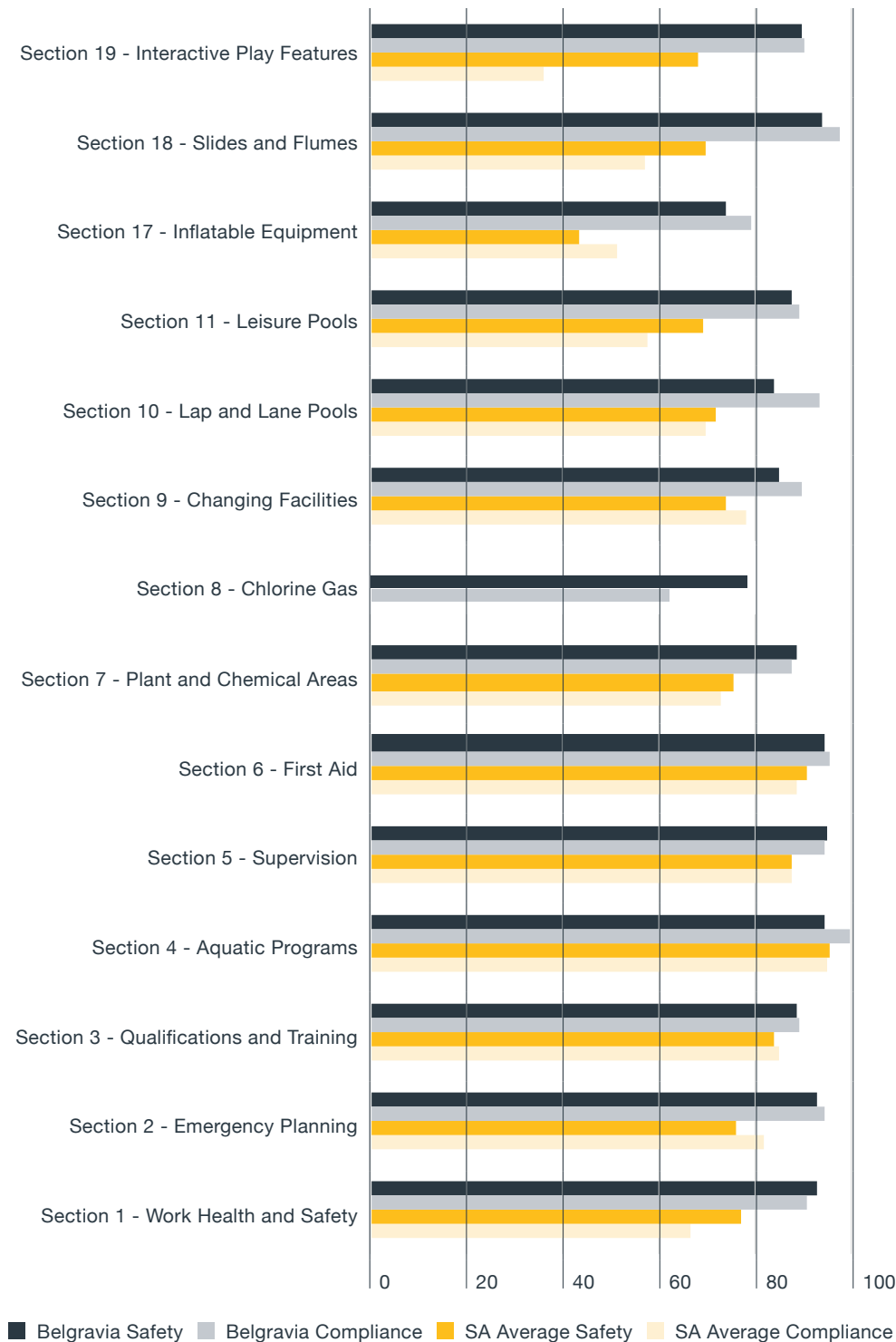
Work Health & Safety Systems also scored poorly in relation to the rest of Belgravia which will need to be an area for focus moving forward.

For 2024/25, it is hopeful that further engagement with the Safety Team to support and provide expert guidance

to prepare for these assessments and use learnings from other states completing Pool Safety Assessments previously will assist venues in scoring better.

SA AVERAGE BY TOPIC

Pool Safety Assessments



The three lowest performing sections were:

INFLATABLE EQUIPMENT

51.39% Compliance

43.38% Overall

INTERACTIVE PLAY EQUIPMENT

35.83% Compliance

68.25% Overall

LEISURE POOLS

57.55% Compliance

69.22% Overall

QUEENSLAND

The Queensland venues completed their second successive year of involvement with Pool Safety Assessments, however, only completed four (4) assessments which were driven by the associated Council partner. These venues were:

- Nerang Aquatic Centre
- Mudgeeraba Aquatic Centre
- Lawnton Aquatic Centre
- Eagleby Aquatic Centre

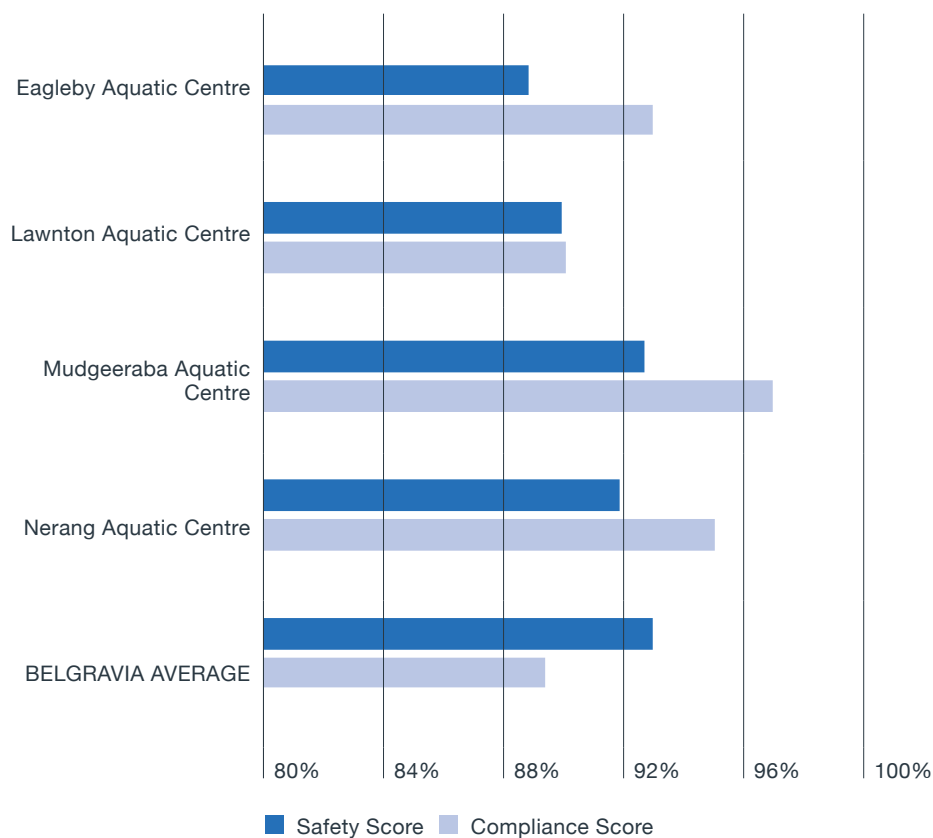
In 2022/23, Belgravia Leisure completed seven (7) assessments with an average Compliance Score of 95.66% and overall Safety Score of 94.29%.

2023/24 saw this drop slightly with the four venues accumulating an average Compliance Score of 93.87% and overall Safety Score of 90.89%.

Nerang Aquatic Centre and Mudgeeraba Aquatic Centre were the only venue to complete consecutive assessments and both manage to gain Silver endorsement.

Queensland on average, outscored the Belgravia Compliance average of 92.38% Compliance Score and 88.81% overall Safety Score.

QLD PSA BY VENUE



As with South Australia, this demonstrates strong compliance with legislative requirements and adherence to the Guidelines for Safe Pool Operations as standard operating procedures.

The three top performing sections were:

FIRST AID

98.91% Compliance
97.56% Overall

SUPERVISION

96.70% Compliance
95.80% Overall

AQUATIC PROGRAMS

95.33% Compliance
96.24% Overall

The three lowest performing sections were:

INTERACTIVE PLAY EQUIPMENT

66.67% Compliance
79.55% Overall

LEISURE POOLS

82.46% Compliance
84.87% Overall

PLANT & CHEMICAL AREAS

89.93% Compliance
91.18% Overall

However, the three (3) lowest performing sections were:

- Interactive Play Equipment – 66.67% Compliance and 79.55% overall
- Leisure Pools – 82.46% Compliance and 84.87% overall
- Plant & Chemical Areas – 89.93% Compliance and 91.18% overall

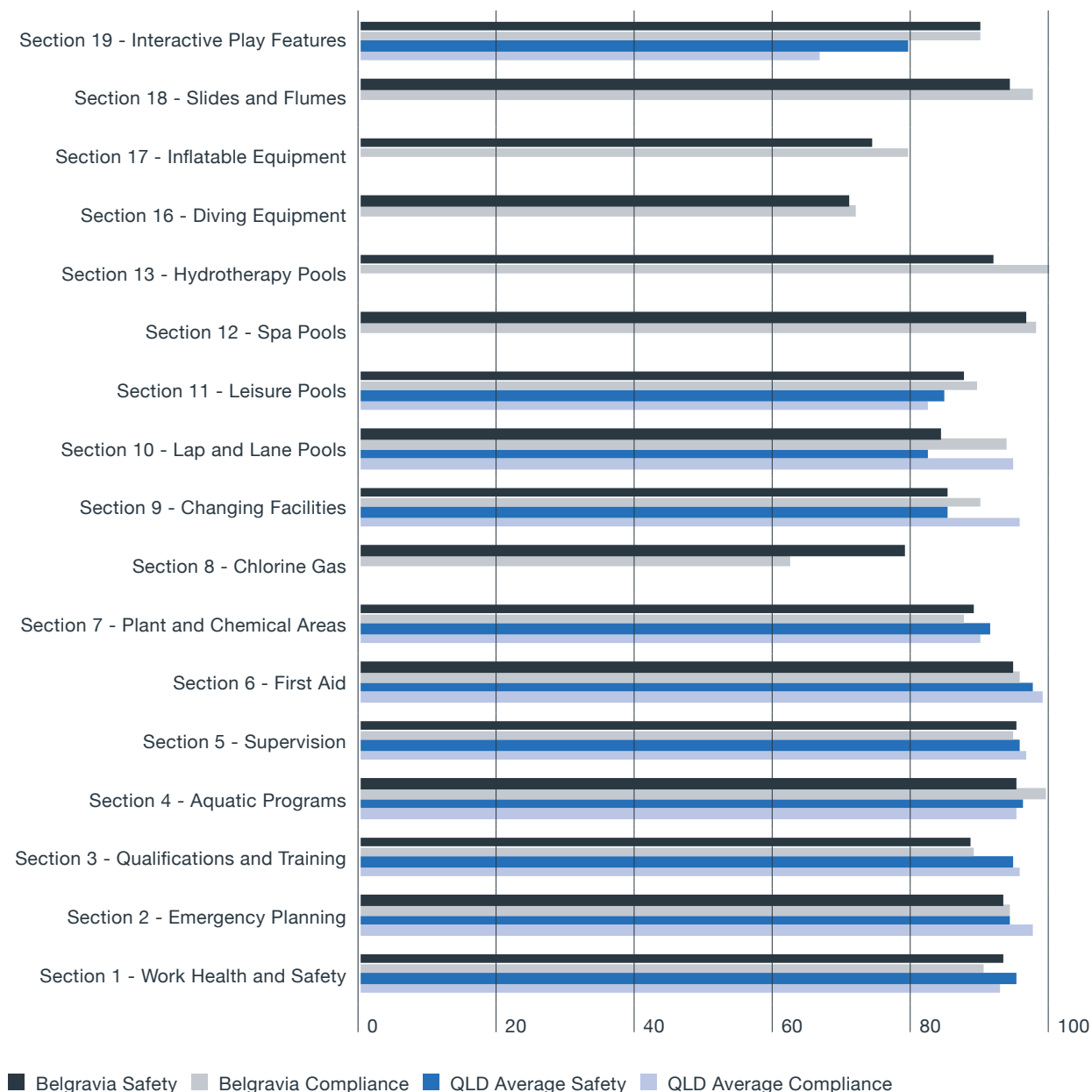
Whilst these average scores are impacted by the limited about of 2023/24 data from only four (4) venues completing a Pool Safety Assessment and may not demonstrate the overall performance of Queensland and with completion of historical high performing venues such as Albany Creek, Burpengary and Bribie Island will lift the overall average score.

In 2024/25, it is planned that up to twenty-seven (27) venues across Queensland and Northern Territory will complete a Pool Safety Assessment, with many venues completing for the first time. Seven (7) of these PSAs will be funded by the associated Council (Moreton Bay, Gold Coast and Logan). This will provide the organisation with a genuine understanding of performance and hot spots across the QLD/NT patch to identify areas for focus and strategic uplift.

Throughout this process, utilising resources Aquatic Safety Team will be crucial to the success of the planning and implementation of improved documentation.

QLD AVERAGE BY TOPIC

Pool Safety Assessments



POOL SAFE NZ ASSESSMENTS

In 2023/24, Belgravia Leisure's New Zealand venues completed eleven (11) PoolsafeNZ Assessments on their venues. This is a contract requirement for these venues to complete on an annual basis.

This assessment process consists of venues completing a self-assessment checklist, upload a range of documents and certifications to the PoolsafeNZ portal, and then an assessor will attend the venue to verify that what is outlined in the documents and manuals is in fact the way the venue operates. This includes a review of Supervision, parental supervision, Health & Safety systems, water quality and emergency readiness.

In 2023/24, the NZ venues averaged 13.55 issues found per venue, compared to 9.9 issues per venue in 2022/23. This increase is largely due to poor assessments in the South Auckland patch, especially Mt Albert Aquatic Centre which increased to 36 issues found in 2023/24, from 10 in 2022/23.

The biggest improving venues were Tuakau and Ngaruawahia Pools, with an improvement of 17 and

13 issues respectfully, and Trust House for a larger venue improved from 13 to 6 issues identified.

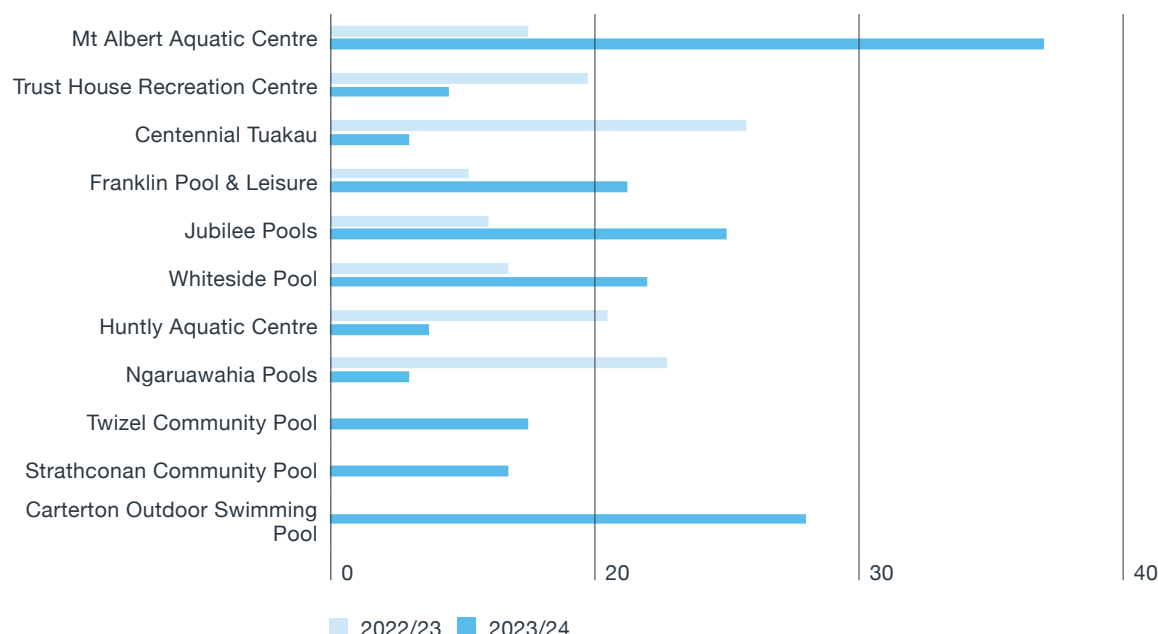
However, Mt Albert Aquatic Centre, Franklin Pool, Jubilee Pool and Whiteside Pool all had an increase of issues found through the PoolsafeNZ process as outlined in the graph above.

The Aquatic Safety team are working through an Aquatic Safety reset program with the all year round venues in NZ to uplift standards, documents and compliance to the Aquatic Safety Standards to improve our standing in the country as the preferred operator of outsourced aquatic and leisure venues. Stronger leadership and reviews are

Through this analysis, there appears to be a gap in implementation of Belgravia Leisure systems and processes, along with the tools and resources created to support venues, and the leadership locally to hold venues accountable, however this will be the focus for 2024/25 to ensure the venues are prepared for their annual assessment.

POOLSAFENZ ASSESSMENTS

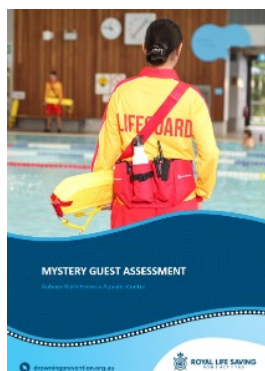
Issues Found



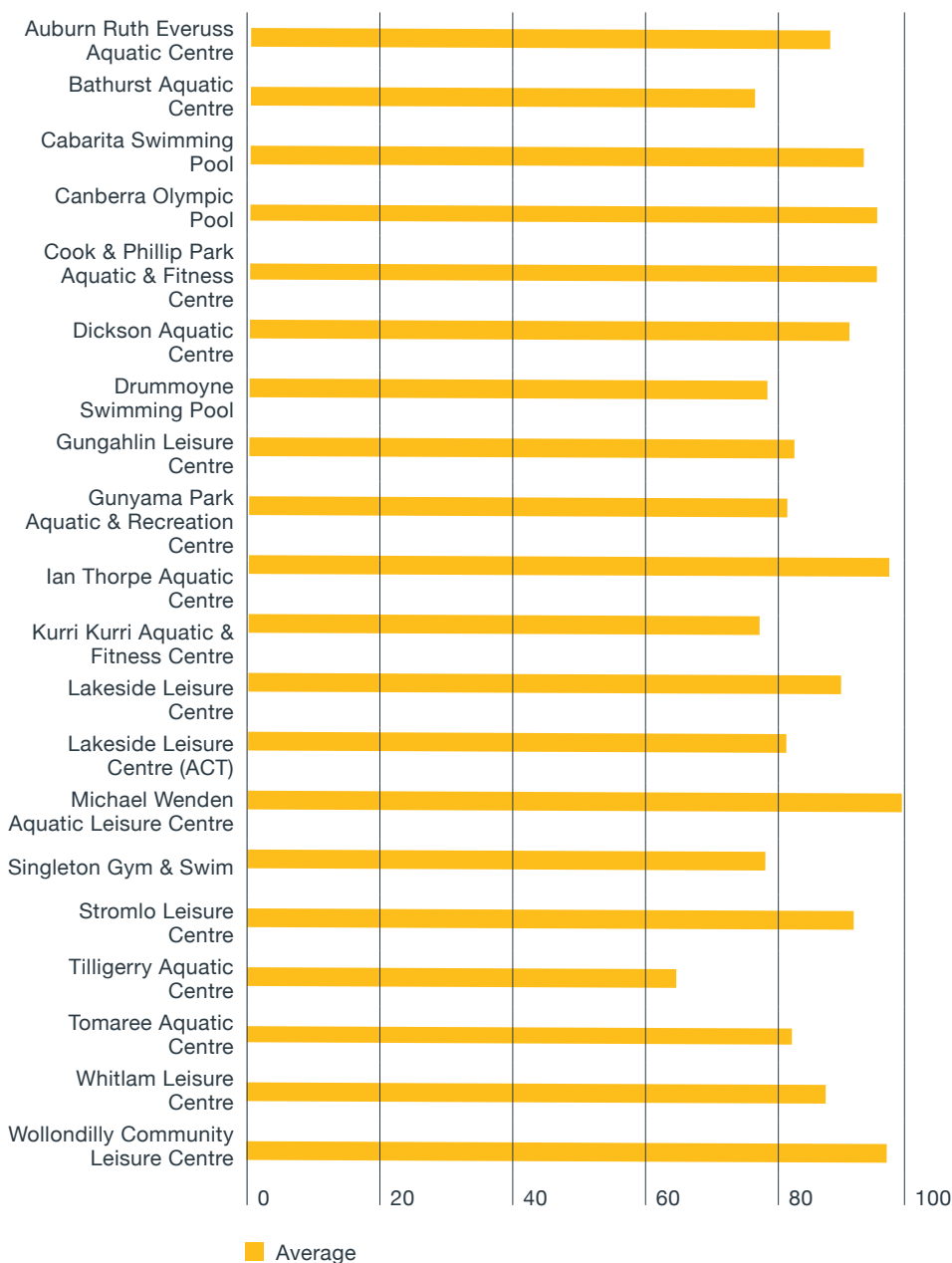
MYSTERY GUEST ASSESSMENTS – EXTERNAL

In 2023/24, twenty (20) selected New South Wales and ACT venues were engaged to complete regular third-party Mystery Guest Assessments (MGA) conducted by Royal Life Saving NSW (RLS NSW). Previously, due to contract requirements, the Liverpool venues (Whitlam Leisure Centre and Michael Wenden Aquatic Leisure Centre) were the only venues on the program, before broadening the scope to capture high risk venues, or venues with perceived supervision culture concerns.

Throughout the period, 175 assessments were completed from RLS NSW where the assessor will visit the venue unannounced or unscheduled as a paying customer, and spend approximately one hour to observe supervision, behaviours, cleanliness and process. Each venue is provided a report with a percentage score, of which time the NSW/ACT Aquatic Safety Coordinator will work with the venue on a corrective action plan, and track progress and improvements.



VENUE AVERAGE Lifeguard Mystery Guest Assessments



NSW/ACT improved month on month, starting in July 2023 with an average score of 63% across 9 venues, to reaching the highest in June 2024 of 86% across 15 venues.

The months involving maximum venues were February and March (including seasonal venues) with an average of 83% and 81% respectfully.

This continual improvement demonstrates the shift in operational practices, especially around rotations, active supervision and appropriate staffing during program periods.

Michael Wenden Aquatic Leisure Centre scored the highest average score of 89% across the year, with Wollondilly Community Leisure Centre and Ian Thorpe Aquatic Centre scoring 88% and Cook & Phillip Park Pool averaging 86%. This demonstrates a strong safety culture at the venue, and the understanding of Lifeguards to perform their role and duties on a daily basis.

The lowest monthly score was Tilligerry Aquatic Centre with 31% in December, they also had the lowest average score for the year at 59%. This was always largely due to a lack of leadership on site, and low resourcing resulting in Lifeguards not prioritizing active supervision.

The highest monthly score was Cook & Phillip Park who scored 99% on two (2) occasions.

Some regular themes of failed items within the assessments include:

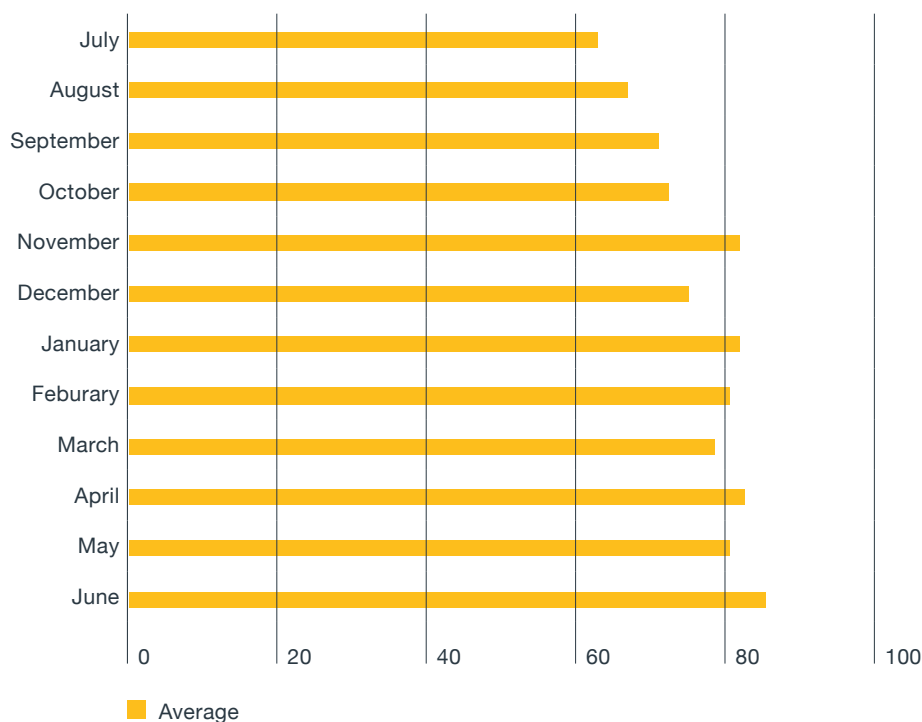
- Lack of designated Duty Manager uniforms
- Lifeguard behaviours on deck
- Lifeguards performing other duties (cleaning, pool tests) while responsible for supervision

These items will form part of the venue improvement strategy to ensure they are investigated and rectified.

Some regular themes of failed items within the assessments include:

- 1 Lack of designated Duty Manager uniforms
- 2 Lifeguard behaviours on deck
- 3 Lifeguards performing other duties (cleaning, pool tests) while responsible for supervision

NSW/ACT AVERAGE Lifeguard Mystery Guest Assessments



INTERNAL MYSTERY GUEST ASSESSMENTS

Over the course of 2023/24, the Aquatic Safety Team have developed an internal Mystery Guest Assessment tool within the Auditing App for unbiased assessments of Lifeguard performance based on the NSW Mystery Guest Assessment skill set.

This assessment is accessible to the entire Belgravia network, however, only 39 Assessments were completed, primarily by the Aquatic Safety team as they visit venues. This resulted in an average score across the organisation of 81%. Moving forward, there will be a strategy in place to upskill key venue leaders to utilise the tool and use the reporting to

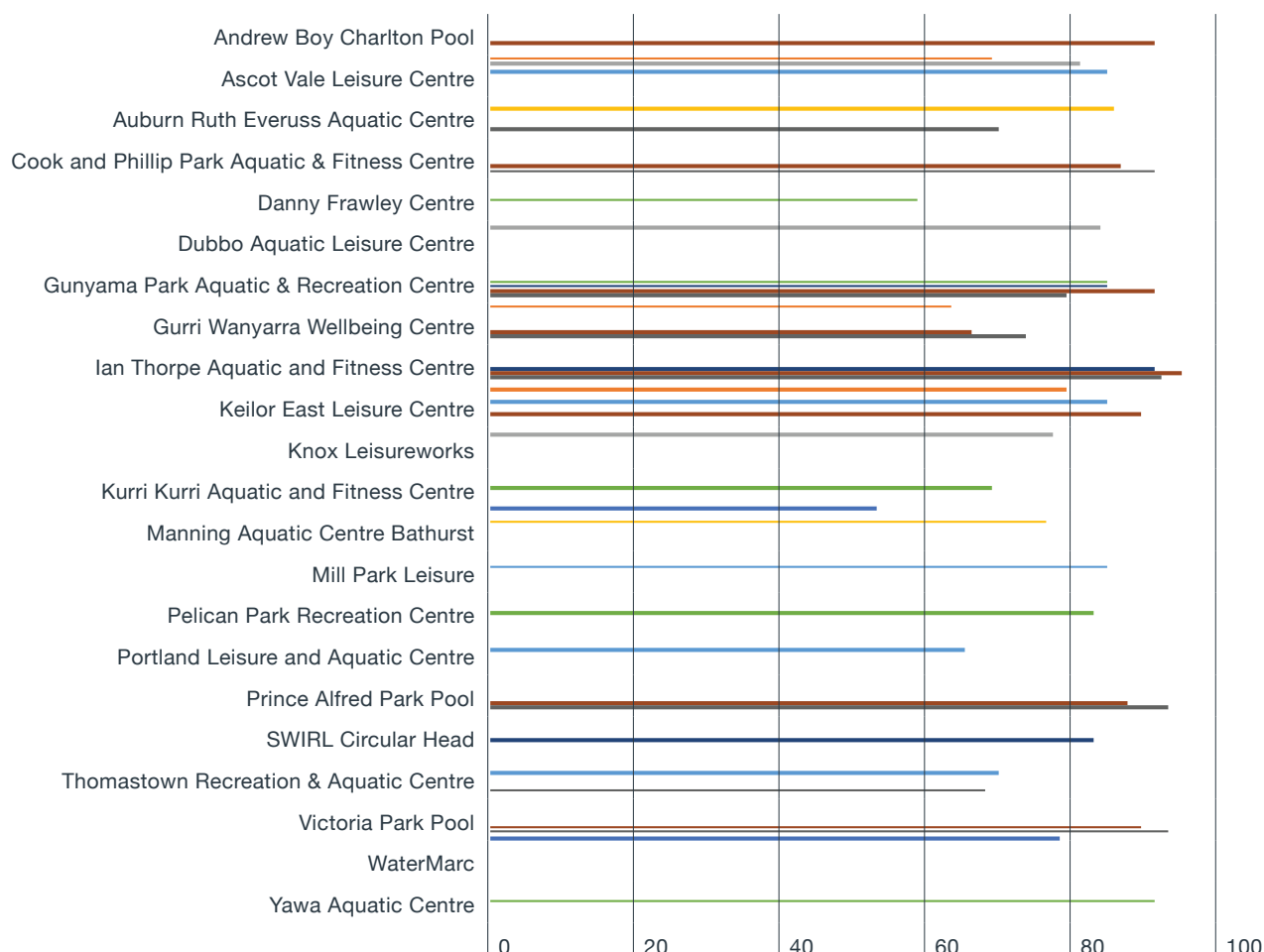
improve aquatic supervision where Aquatic Safety resources are unable to regularly attend.

As demonstrated through the NSW Mystery Guest Assessments conducted by Royal Life Saving NSW, Ian Thorpe Aquatic Centre were consistently high performing through the internal assessments.

These assessments, when conducted by the Aquatic Safety Team, allows the analysis of the assessment to be provided with some areas for improvement to continually reassess the venue's strategy for aquatic supervision.

VENUE SCORE

Lifeguard Mystery Guest Assessments





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