



**POOL & AQUATIC FACILITY**

**SAFETY**

**ASSESSMENTS**

**2024/2025 Annual Report**

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# **WE ACKNOWLEDGE, WE RECOGNISE, WE SUPPORT**



Belgravia Leisure respectfully acknowledge and recognise Aboriginal and Torres Strait Islander peoples as Traditional Custodians of Country and pays respect to their cultures and Elders past, present and emerging. Belgravia Leisure also acknowledge Māori as tangata whenua (First People) and Treaty of Waitangi partners in Aotearoa New Zealand, and pays respect to their culture and Elders past, present and emerging. Belgravia Leisure proudly welcomes, supports and includes all people into the facilities, programs, services and employment it offers to communities across New Zealand and Australia.

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# EXECUTIVE SUMMARY

**Belgravia Leisure has successfully completed its 2024/25 Pool Safety Assessment (PSA) and Aquatic Facility Safety Assessment (AFSA) program, marking a significant expansion in scope and depth. A total of 102 assessments were conducted across Australia and New Zealand – driven by the inclusion to the program of majority of Queensland venues, re-engagement in Western Australia, and the ACT facilities completing full assessments now they are into Belgravia's operational portfolio.**

Nationally, Belgravia Leisure achieved an average GSPO compliance score of 92.05% and an overall safety score of 90.96%, outperforming the industry mean of 79% as reported in the Royal Life Saving Society of Australia's 2023 State of Safety Report. High-performing areas included Aquatic Programs, First Aid, Supervision, and Emergency Planning, demonstrating strong alignment with GSPO standards and preparedness for critical incidents.

The implementation of an intensive ten session training program led by the Aquatic Safety team improved engagement, understanding and awareness of the expectations by the state-based assessors and provided guidance in better preparation within the venues. Over the ten sessions, there were 375 attendees joining in on those learnings.

Regional performance varied, with most states, specifically New South Wales, ACT, Tasmania and Victoria consistently exceeding both internal and industry benchmarks. NSW achieved a 100% 5-star accreditation rate post-resubmission, with 28 of 29 venues scoring 100% in active supervision—attributed to structured in-service training and Mystery Guest Assessments. ACT venues all achieved 5-star status, with safety scores above 95%, reflecting strong operational consistency and alignment with Infrastructure Canberra policies.

Victoria demonstrated continued improvement, with 11 venues receiving Gold Safety Endorsement and a further 10 achieving Silver status. Ascot Vale Leisure Centre led nationally with a 99.71% safety score and 100% compliance. Tasmania's two venues maintained 5-star accreditation, with notable improvements in safety scores and operational consistency.

In contrast, South Australia and Western Australia presented opportunities for strategic uplift. SA venues averaged 87.88% compliance and 85.68% safety, with significant improvements at Hayden Stoeckel and Renmark pools. WA venues averaged below benchmark, with Kalamunda Water Park driving the state average upward. Targeted interventions are planned for 2025/26 to address gaps in Work Health & Safety, Emergency Planning, and Training.

Queensland venues showed mixed results, with strong performance in Aquatic Programs and First Aid, but lower scores in Rivers, Slides & Flumes, and Qualifications & Training. Notably, Burpengary Regional Aquatic Leisure Centre and Murrumba Downs achieved Gold status, setting a new benchmark for the state. With all but two venues now being through the process, we are expecting to see a sharp peak in assessment results across our QLD venues.

In New Zealand, seven PoolsafeNZ assessments were completed. While the average number of issues per venue decreased from 13.55 to 9.29, performance varied significantly across sites. The Aquatic Safety team has initiated a reset program to standardise operations and improve compliance with Belgravia's safety framework.

Mystery Guest Assessments (MGAs) continued to provide valuable insights into lifeguard performance. External MGAs in NSW/ACT showed a 6% year-on-year improvement, while internal MGAs averaged 81%, highlighting areas for further training and supervision refinement.

As a major achievement for Belgravia Leisure, the organisation was acknowledged with the Royal Life Saving NSW/ACT/TAS President's Award for our contribution towards aquatic safety and drowning prevention, reiterating our commitment to investment of industry best practice and setting the gold standard for what aquatic safety, compliance and proactive prevention initiatives look like for our industry.

Looking ahead, 117 venues are scheduled for assessment in 2025/26, including many first-time participants. The Aquatic Safety Team will leverage centralized data to identify performance gaps, develop targeted resources, and enhance training programs. Strategic focus areas include improving compliance in lower-performing sections, standardising documentation, and fostering cross-regional collaboration.

Belgravia Leisure's commitment to safety and compliance continues to position it as an industry leader, with a strong foundation for further improvement and innovation in aquatic risk management ensuring safer places to swim for our communities.

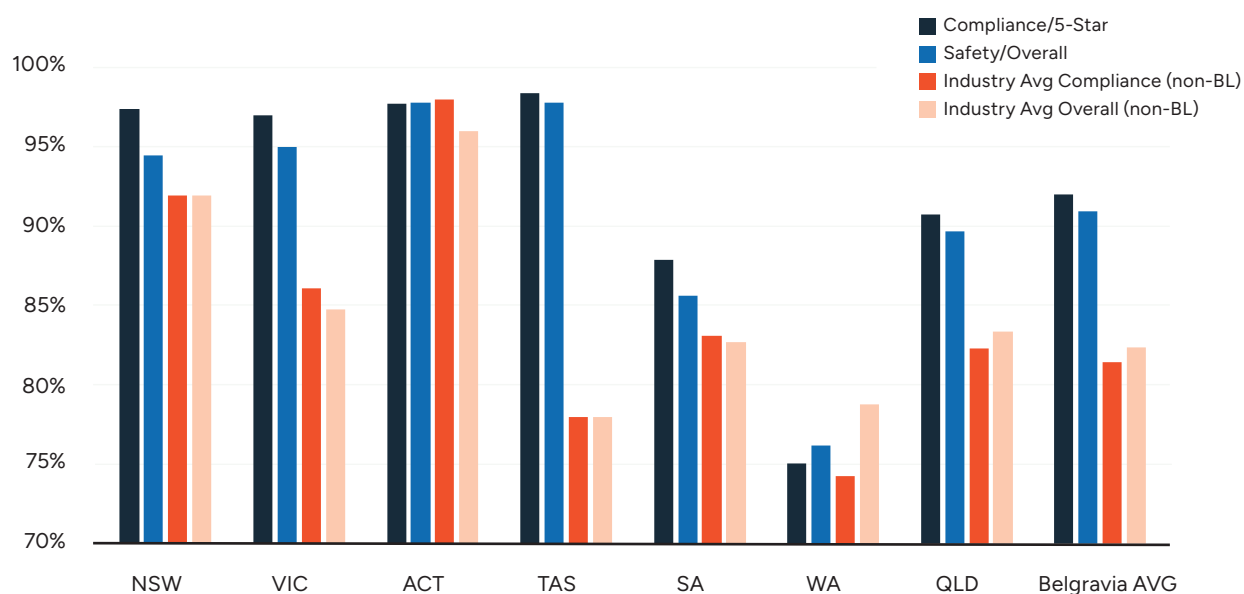


**Scott Vanderheyden**  
General Manager –  
Health & Safety

| FY25 Scores       | NSW    | VIC    | ACT    | TAS    | SA     | WA     | QLD    |
|-------------------|--------|--------|--------|--------|--------|--------|--------|
| Compliance/5-Star | 97.41% | 97.01% | 97.77% | 98.43% | 87.88% | 75.06% | 90.80% |
| YoY Increase      | 0.97%  | 3.06%  | -0.03% | 1.93%  | 9.21%  | NA     | -3.96% |
| Safety/Overall    | 94.47% | 95.02% | 97.79% | 97.81% | 85.68% | 76.22% | 89.74% |
| YoY Increase      | 2.17%  | 3.01%  | NA     | 5.81%  | 7.38%  | NA     | -2.85% |

| INDUSTRY AVERAGES                |     |        |     |     |        |        |        |
|----------------------------------|-----|--------|-----|-----|--------|--------|--------|
| Industry AVG Compliance (non-BL) | 92% | 86.10% | 98% | 78% | 83.11% | 74.27% | 82.33% |
| Industry AVG Overall (non-BL)    | 92% | 84.77% | 96% | 78% | 82.73% | 78.80% | 83.37% |
| Percentage completed by BL       | 36% | 13%    | 56% | 67% | 50%    | 5%     | 35%    |

#### BELGRAVIA VS INDUSTRY AVERAGES PER STATE/TERRITORY



**102** ASSESSMENTS CONDUCTED

**10.60%** BETTER THAN INDUSTRY IN COMPLIANCE SCORES

AVERAGE COMPLIANCE SCORE OF...

**92.05%**

FIRST 2 GOLD ENDORSEMENTS FOR BELGRAVIA IN QLD



AVERAGE SAFETY SCORE OF...

**90.96%**

ONLY 5-STAR VENUES IN TAS



## TOP 20 VENUES IN 2024/25

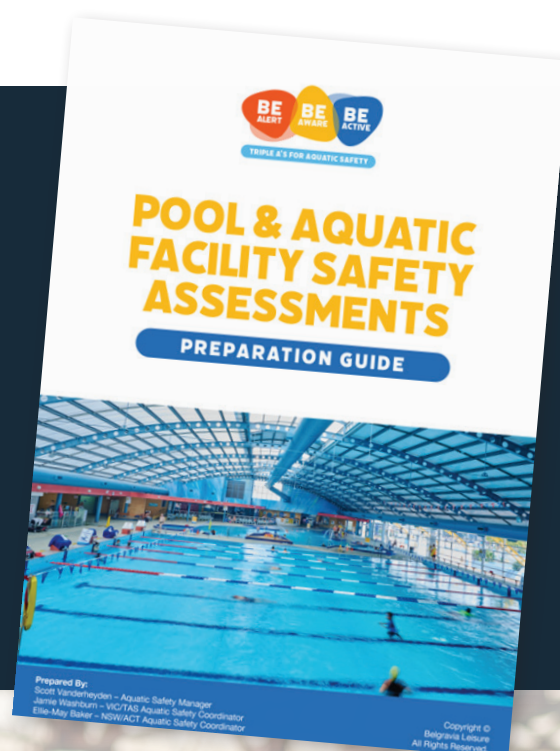
| Rank | Venues FY25                                  | Safety Score | Compliance/ 5-Star Score | Region | AVG    |
|------|----------------------------------------------|--------------|--------------------------|--------|--------|
| 1    | Ascot Vale Leisure Centre                    | 99.71%       | 100.00%                  | VIC    | 99.86% |
| 2    | Murrumba Downs Swimming Pool                 | 99.52%       | 100.00%                  | QLD    | 99.76% |
| 3    | Mill Park Leisure Centre                     | 98.98%       | 100.00%                  | VIC    | 99.49% |
| 4    | Knox Leisureworks                            | 98.88%       | 100.00%                  | VIC    | 99.44% |
| 5    | Thomastown Recreation & Aquatic Centre       | 98.95%       | 99.88%                   | VIC    | 99.42% |
| 6    | Watermarc                                    | 98.80%       | 100.00%                  | VIC    | 99.40% |
| 7    | Lakeside Aquatic Centre                      | 98.79%       | 100.00%                  | ACT    | 99.40% |
| 8    | YAWA Aquatic Centre                          | 98.64%       | 100.00%                  | VIC    | 99.32% |
| 9    | Keilor East Leisure Centre                   | 98.60%       | 100.00%                  | VIC    | 99.30% |
| 10   | Danny Frawley Centre                         | 98.54%       | 100.00%                  | VIC    | 99.27% |
| 11   | Yarra Centre                                 | 98.48%       | 100.00%                  | VIC    | 99.24% |
| 12   | Gunyama Park Aquatic & Recreation Centre     | 99.06%       | 99.10%                   | NSW    | 99.08% |
| 13   | Pelican Park Recreation Centre               | 98.15%       | 100.00%                  | VIC    | 99.08% |
| 14   | Auburn Ruth Everuss Aquatic Centre           | 97.90%       | 100.00%                  | NSW    | 98.95% |
| 15   | Burpengary Regional Aquatic Leisure Centre   | 97.82%       | 100.00%                  | QLD    | 98.91% |
| 16   | Cook & Phillip Park Aquatic & Fitness Centre | 97.63%       | 100.00%                  | NSW    | 98.82% |
| 17   | Gungahlin Leisure Centre                     | 97.58%       | 100.00%                  | ACT    | 98.79% |
| 18   | Prince Alfred Park Pool                      | 97.44%       | 100.00%                  | NSW    | 98.72% |
| 19   | Manning Aquatic Leisure Centre               | 97.22%       | 100.00%                  | NSW    | 98.61% |
| 20   | Crib Point Pool                              | 97.02%       | 100.00%                  | VIC    | 98.51% |

## PREPARATION SESSION ATTENDANCES

The Aquatic Safety Team facilitated a range of sessions to prepare our venues for the upcoming Pool Safety Assessments or Aquatic Facility Safety Assessments.

Peaking at 78 attendees in one session, collectively across the ten (10) preparation sessions and three (3) summer inductions, 524 attendees were present and engaged in better equipping their venues prior to summer with close compliance to the Guidelines for Safe Pool Operations and Belgravia Leisure Safety Standards.

Following these sessions, the Aquatic Safety Team produced a PSA/AFSA Preparation Guide with links and references to all documents, tools and resources required by venues to be prepared for their assessment.



# NEW SOUTH WALES



In 2024/2025 there were 29 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 venue in the NSW/ACT patch to not achieve a 5-star rating through the initial assessments.

Moree was able to complete their retake and gained the 5-star achievement with a final score of 96.67% 5-star and 88.65% overall safety score.

NSW was able to achieve 100% 5-star success rate post resubmissions in RLS NSW audits for the 2024/25 financial year.

It is pleasing to see that nine (9) venues within NSW achieved a 100% score in their 5-star section. Out of the 20 remaining venues, eighteen (18) achieved a 5-star rating of above 95%. This is a high accomplishment that shows a strong culture towards compliance towards best practice.

The RLS NSW 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. In the active supervision assessments, 28 out of 29 Venues achieved a 100% score. This can be attributed to a structured Lifeguard In-Service Training Manual, as well as the incorporation of Triple A toolbox talks, and Mystery Guest Assessments completed by RLS NSW as an independent assessor. These serve as a constant training tool to consistently improve on the high standards of supervision expected by Belgravia Leisure.

The 5-star accreditation requires a venue to score a minimum of 90% in the designated forty (40) safety question set. Overall, NSW saw a rise in the 5-star component of 0.97% with an average of 97.41% and a 2.17% increase in the Safety Score component with an average of 94.47%.

There were no significant rises at individual venues with the 5-star component, nor for the safety score component with the venues that had achieved the 5-star accreditation the first time in the previous year. There was, however, a significant increase in Safety Scores shown by the venues that did not achieve the 5-star accreditation first time in the previous year.

This is above the Belgravia average of 92.05% compliance scores and 90.96% overall safety scores. This is also above the industry standard of 93% for both compliance and overall scores.

The venues with the biggest year on year improvement were:

#### 5-star component:

- Auburn Ruth Everuss Aquatic Centre +8%
- Moree Artesian Aquatic Centre +7.76%
- Peak Hill Memorial Pool +6%
- Trundle Swimming Pool +6%

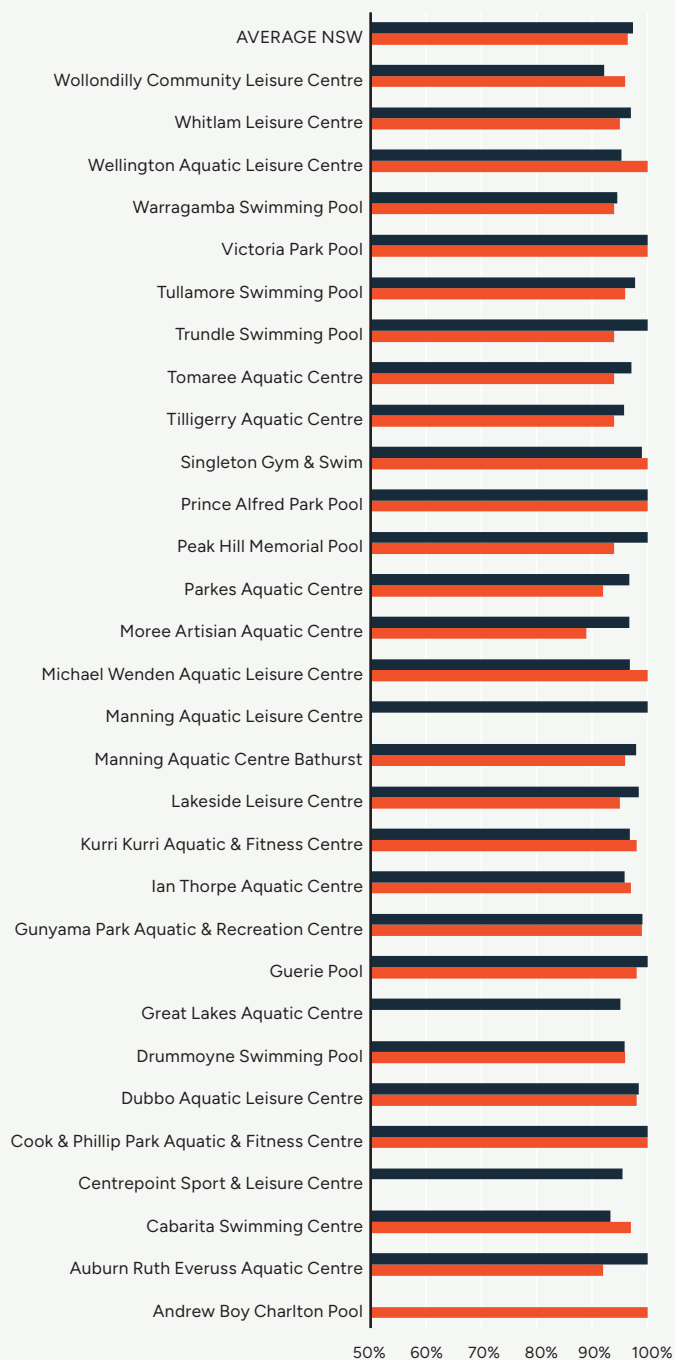
#### Safety score component:

- Drummoyne Swimming Pool +6.3%
- Parkes Aquatic Centre +7.02%
- Tilligerry Aquatic Centre +7.66%
- Trundle Swimming Pool +8.65%
- Tullamore Swimming Pool +11.98%
- Warragamba Swimming Pool +11.55%



## 5-STAR SCORE TRENDS

■ 2024/25  
■ 2023/24



With the above data, we can see a strong improvement in regional venue and seasonal venue safety scores.

As Moree Artesian Aquatic Centre was the only venue in 2024/25 to not achieve 5-star accreditation on initial assessment, dedicated teams' meetings and a venue visit was scheduled to assist with further AFSA preparation and advice from the Safety Team. A member of the Safety Team was also present during the reassessment.

In the table "5-Star Score Trends" it can be identified that most venues have improved their score from previous years. 22 out of the 29 venues either scored better or the same than previous years with comparable data.

During 2024/25, Belgravia Leisure saw the transition of Centrepont Sport and Leisure Centre, Great Lakes Aquatic Centre and Manning Aquatic Leisure Centre. All of these venues participated in the 2024/25 PSA/AFSA season post transition and achieved 5-star accreditation.

### The common high performing themes:

- Supervision (99.43% 5-star score, and 97.53% overall)
- First Aid (100% 5-star score, and 98.45% overall)
- Aquatic Programs (100% 5-star score, and 94.84% overall)
- Hydrotherapy pools (100% 5-star score, and 100% 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.

### The common low performing themes are:

- Facility design (93.14% 5-star, 91.62% overall)
- Inflatable equipment (78.25% overall)
- Slides and flumes (89.25% overall)

Compared to the Belgravia average, Inflatable equipment and slides and flumes underperformed slightly (Belgravia average for inflatable equipment 88.88%, slides and flumes 90.78%). There is a folder in the "Aquatic Safety and Supervision" page on B-Connected dedicated to inflatables and waterslides with a variety of resources such as pre-operational checks, the Australian standards, operational guidelines from the supplier Aflex and an annual inflatable inspection checklist. Venues with inflatables will be worked with to ensure all required checks and guidelines are followed to create a higher safety standard within the NSW patch.

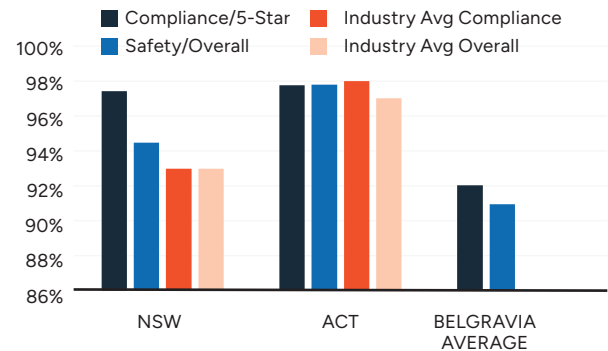
Slides and flumes fell below the Belgravia average, although there are risk assessments and a waterslide pre-operational check available on the “Aquatic Safety and Supervision” page on B-Connected, yearly inspections required to ensure they are properly maintained can be costly and usually falls with the contract partner to organise.

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

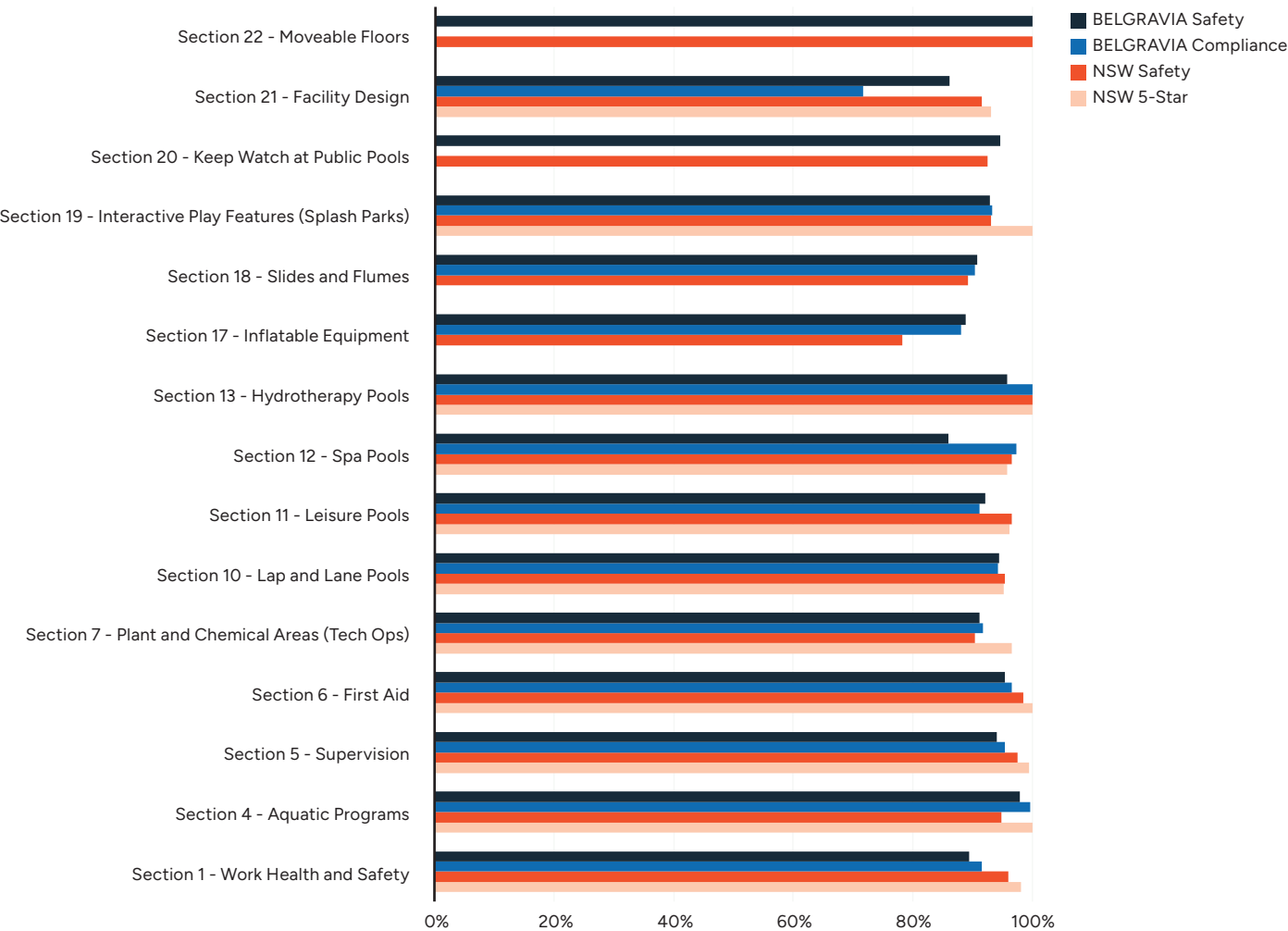
In the 2024/25 comparison of compliance and safety ratings, NSW demonstrated strong performance, achieving a 5-Star score of 97.41% and a Safety score of 94.47%. These figures significantly exceed both the Belgravia average, which sits 92.05% for compliance and slightly below that for safety at 90.96%, and the broader industry averages, which are 93% for compliance and 93% for safety. NSW’s results reflect a high standard of operational excellence and a strong commitment to safety, positioning it well above both internal benchmarks and external industry standards.

The year-on-year analysis of NSW AFSA results highlights notable improvements across several aquatic venues. The graph illustrates both the 5-Star score differences and Overall score differences, with most venues showing positive gains. Some venues achieved increases of up to 14%, indicating significant progress in compliance and safety standards. While a few venues experienced minor declines (up to -6%), the overall trend suggests a strong upward trajectory in performance. These results reflect the effectiveness of targeted interventions and continuous improvement strategies implemented across NSW aquatic venues.

NSW & ACT AFSA VS BELGRAVIA VS INDUSTRY 2024/25



NSW BREAKDOWN VS BELGRAVIA AVERAGE 2024/25



In comparison to the other NSW venues, there were 10 who achieved both above 95% in the 5-star and safety scores.

**These venues are:**

- Auburn Ruth Everuss Aquatic Centre
- Cook and Phillip Park Aquatic Centre
- Gunyama Park Aquatic Recreation Centre
- Manning Aquatic Centre – Bathurst
- Manning Aquatic Leisure Centre – Taree
- Prince Alfred Park Pool
- Great Lakes Aquatic Centre
- Ian Thorpe Aquatic Centre
- Parkes Aquatic Centre
- Whitlam Leisure Centre

**NSW AFSA RESULTS YEAR ON YEAR**



# 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).**

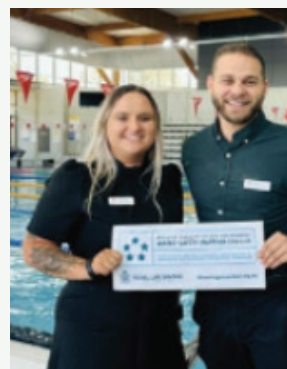
All ACT Venues achieved the 5-star accreditation with Gungahlin Leisure Centre and Lakeside Aquatic Centre notably achieving a 100% 5-star score.

As a comparison to the 2023/24 AFSA, where all five (5) venues did not complete a full AFSA to receive a safety score, every venue achieved a safety score of above 95%. This is also higher than the industry average of 93% for 5-star and 92% safety.

The "ACT Breakdown vs Belgravia Average 2024/25" chart below, presents a detailed comparison of performance across 11 operational sections, focusing on Safety, Compliance, and 5-Star ratings. ACT demonstrates consistently strong safety performance, notably outperforming the Belgravia average in sections such as Facility Design, Supervision, and Work Health & Safety.

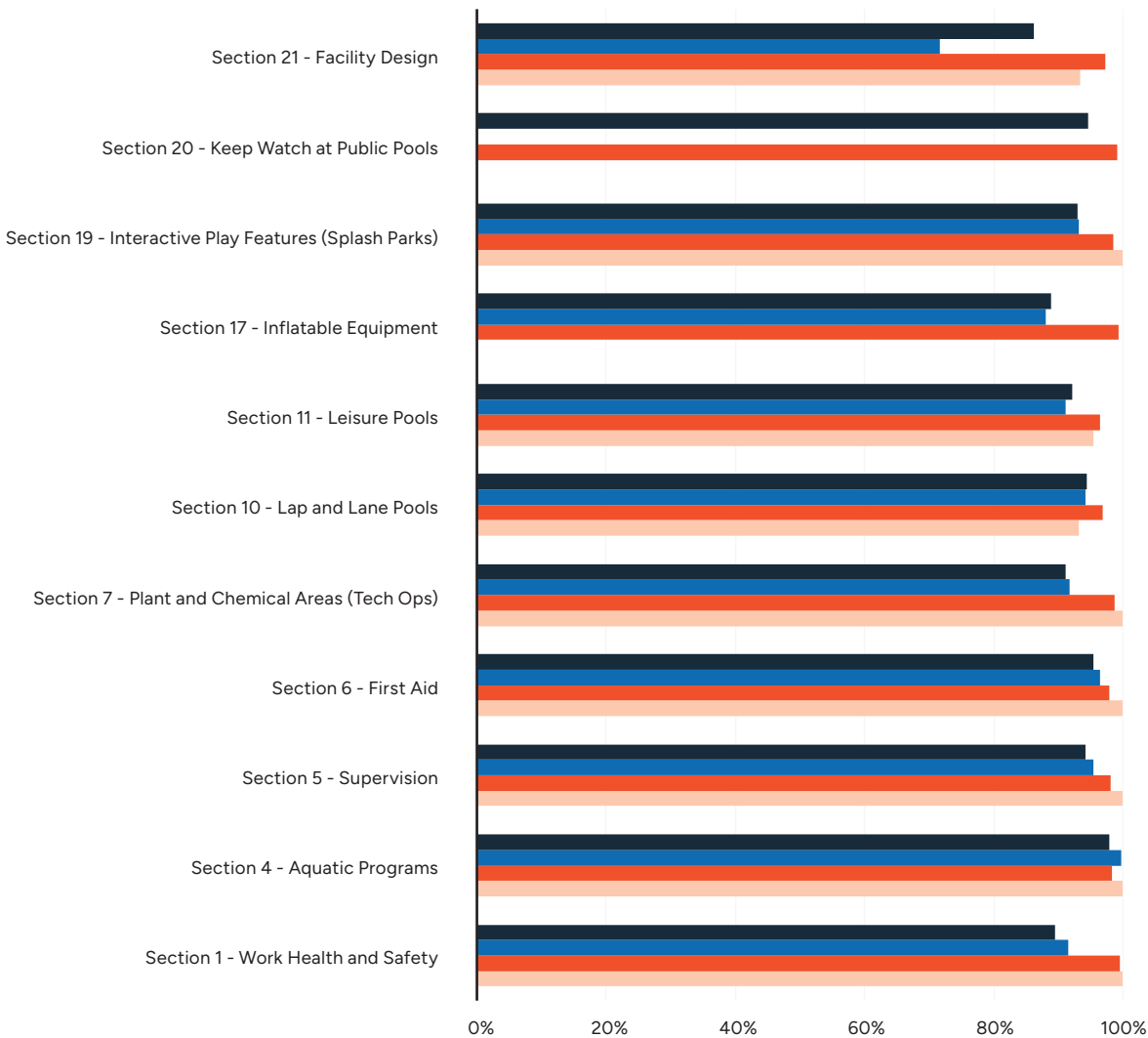
In contrast, Belgravia averages show a clear lead in compliance metrics, particularly in First Aid, Inflatables, and Plant & Equipment. Several sections, including Lap and Lane Pools, Aquatic Programs, and Leisure Pools, show near parity across all metrics, indicating standardised operational practices. ACT's 5-Star ratings generally align with its safety scores, reinforcing its strengths in frontline risk management. This comparative insight highlights opportunities for targeted improvement and knowledge sharing between ACT and Belgravia, particularly in compliance and safety domains.

The 5 ACT venues host their own operational workshops throughout the year, predominantly facilitated by Venue Managers. These workshops serve to align procedures with both Belgravia Leisure and Infrastructure Canberra (ACT Government) policies, ensuring consistency in operational standards across all ACT sites. This proactive approach supports standardisation and continuous improvement. However, comparative analysis of performance data reveals targeted opportunities for enhancement. ACT venues could strengthen their compliance practices, particularly in First Aid, Inflatables, and Plant & Equipment, by leveraging Belgravia's established protocols. These insights present valuable pathways for cross-site collaboration, benchmarking, and shared learning to elevate performance across all states and patches.



**ACT BREAKDOWN VS BELGRAVIA AVERAGE**  
**2024/25**

■ BELGRAVIA Safety    ■ ACT Safety  
■ BELGRAVIA Compliance    ■ ACT 5-Star



**THINK SAFE  
ACT SAFE  
BE SAFE**



**Ellie-May Baker**  
Leisure Aquatic  
Safety Coordinator

# VICTORIA

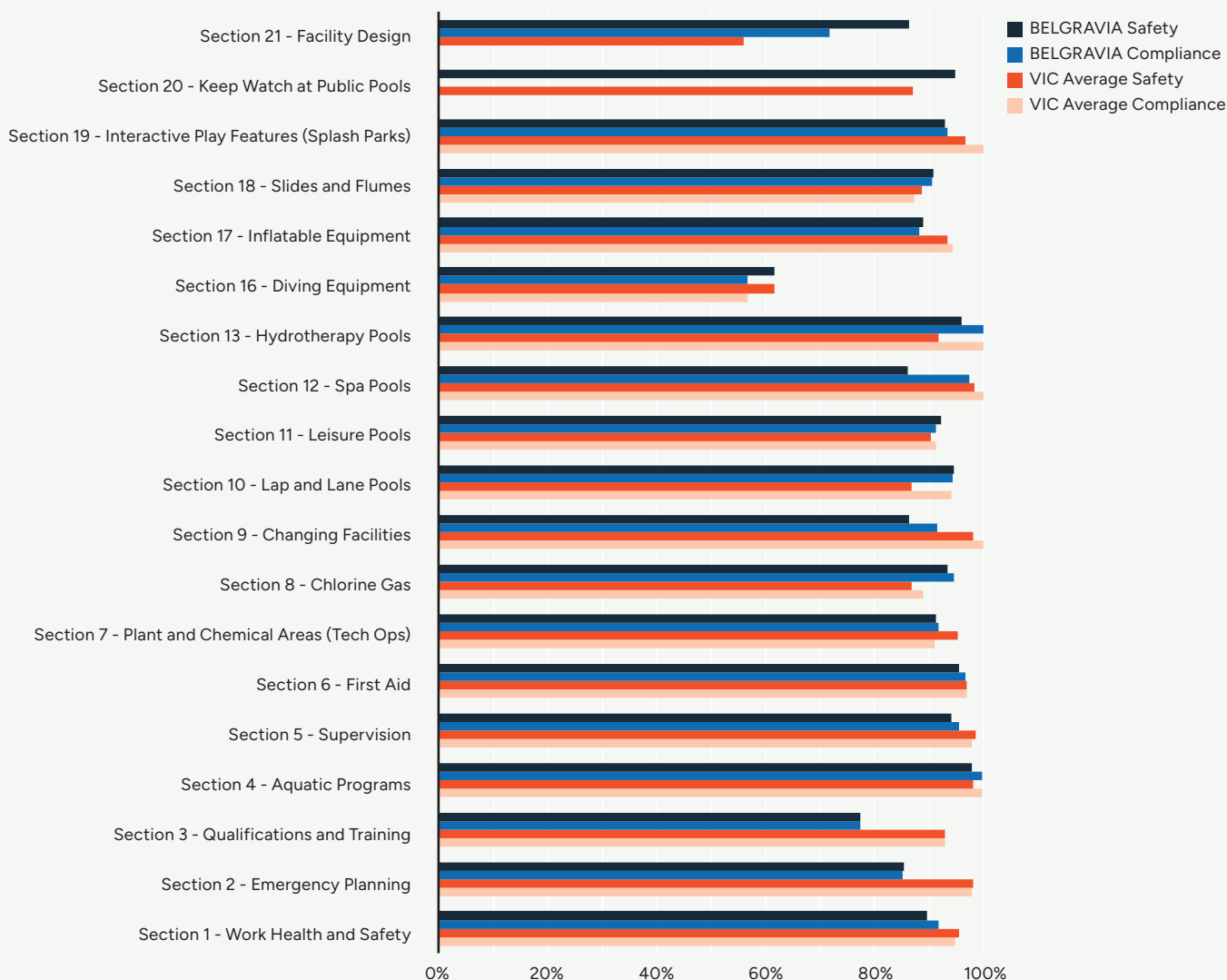
During the 2024/25 season, Victoria completed twenty-five (25) Pool Safety Assessments out of 54 venues within the state.

Fifteen (15) of the 25 venues that completed the Pool Safety Assessments are located within regional Victoria.

The Victorian patch achieved an initial average safety score of 89.10% - a 2.40% increase from the previous year (7.2% overall increase since 22/23) and a compliance score of 88.88% - a 2.3% 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% (3.52% Increase) and Compliance score 97.01% (3.57% increase). This is above the industry benchmark by 5.22% for Safety and 6.41% for Compliance on the 2023/24 Victorian Pool Safety Assessment question set.



## VIC BREAKDOWN VS BELGRAVIA AVERAGE 2024/25



Victoria currently sits above the Belgravia averages for both Safety (90.96% +0.54% above) and Compliance (92.05% +4.96% above).

**Victoria has now achieved 11 venues with 'Gold' Safety endorsement (>95% Safety Score + 100% Compliance Score) from Life Saving Victoria in 2024/25, this is an increase from 10 in 2023/24. The current venues that have achieved 'Gold' status are:**

- Ascot Vale Leisure Centre
- Crib Point
- Danny Frawley Centre
- Healesville Outdoor Pool
- Watermarc
- Yarra Centre
- YAWA Aquatic Centre
- Pelican Park Recreation Centre
- Keilor East Leisure Centre
- Knox Leisureworks
- Mill Park Leisure



Ascot Vale has once again been the highest performing venue in both Victoria and the wider Belgravia community, achieving an initial safety score of 99.71%, following a year of 100% on audit day.

Out of the eleven (11) venues with 'Gold' endorsement, five (5) of these were 'Platinum' endorsed venues, this was the same number of venues endorsed since the previous year. Alexie Barlow sits on the Platinum Pool Steering Committee and has voted to increase the Platinum Pool Program capacity to allow access for additional venues across Victoria.

**10 venues achieved 'Silver' Endorsement (>90% Safety & Compliance scores).**

**Venues that achieved a Silver endorsement in 24/25:**

- Belgrave Outdoor Pool
- Gurri Wanyarra Wellbeing Centre
- Jack Hort Memorial Swimming Pool
- Lilydale Outdoor Pool
- Mansfield Swimming Pool
- Monbulk Aquatic Centre,
- Portland Aquatic Centre and
- Swan Hill Leisure Centre
- Thomastown Recreation & Aquatic Centre
- Whittlesea Swim Centre

The Yarra Shire achieved two (2) 'Gold' endorsements, with the remaining four (4) achieving 'Silver' endorsement, most of which increased their overall scores.

Only one (1) venue, did not achieve any endorsement this year, decreasing from four (4) in the previous year.

Belgrave Outdoor Pool saw an outstanding increase from their previous (2022/23) audit, increase 18.33% for safety and 16.49% for compliance.

Lilydale Outdoor Pool also had significant improvements from the audit of the same season, increasing 10.96% for safety and 16.22% for compliance.

**Common themes within the sections of the Pool Safety Assessment for Victorian patch include the top three high scoring topics include:**

- Spa Pools (98.18% Safety & 100% Compliance)
- Changing Facilities (98.06% Safety & 100% Compliance)
- Work Health & Safety (98.05% Safety & 99.76% Compliance)



#### Lower performing sections include:

- Diving Equipment (61.59% Safety & 56.67% Compliance)
- Slides & Flumes (88.52% Safety & 87.18% Compliance)
- Chlorine Gas (86.67% Safety & 88.89% Compliance)

There are only two (2) venues in Victoria with Diving Equipment features, getting assessed on alternating years. Further support and understanding of FINA regulations will be made available through the Pool Safety Assessment Preparation sessions to ensure safety and compliance improve across the next cycle of assessments.

There were four (4) venues in Victoria who were assessed this cycle with Slides and Flumes present. Items consistently requiring further support in this section were signage, followed by the record keeping of maintenance, staff inductions. these areas of improvement will be highlighted in the 2025/26 Pool Safety Assessment Preparation sessions.

Only one (1) of the Victorian sites utilising chlorine gas was assessed this year, improving 11.1% on their safety scored compared to last year, confirming that support measures put in place were effective, and will continue to be improved upon.

Diving Equipment was assessed at one (1) venue during the 2024/25 audit cycle, highlighting the areas of improvement are similar to that of other sites including additional and updated signage and ensuring venues have the correct induction process.

It's noted that whilst it is not in the bottom three scoring sections, the average score for Qualifications and Training in Victoria is only 92.96%. Majority of lower scores come from the ability to obtain sign off sheets on Lifeguard and Swim Teacher inductions and In-Service training evidence. With the addition this year of providing further information on Aqua Exercise Instructors, this issue has compounded upon previous years.

To support this, the Aquatic Safety team have developed a system through B-Connected and highlighted the capacity within pHlozone to document attendance, agendas and skills delivered to Lifeguards.

# TASMANIA



**Both of Tasmania's venues participated in Aquatic Facility Safety Assessments (AFSA) this year, both achieving maintaining their 5-Star accreditation.**

SWIRL achieved a 5-Star score of 98.41% showing a 5.41% increase on their 23/24 score and Overall score of 97.5% with an increase of 4.5%.

Splash Devonport achieved a 5-star score of 98.44% with a slight decrease of 1.56% from 2023/24 and overall score of 98.12% with an increased score of 7.12%.

Tasmania venues collectively achieved an increase of 2% 5-Star score and increase of 6% overall.

The Belgravia venues in Tasmania were the first Tasmanian venues to achieve the 5-Star Accreditation.

**Common themes within the sections of the AFSA for the Tasmania venues, include high performing sections:**

- Aquatic Programs (100% Safety)
- First Aid (100% Safety)

**Lower performing sections include:**

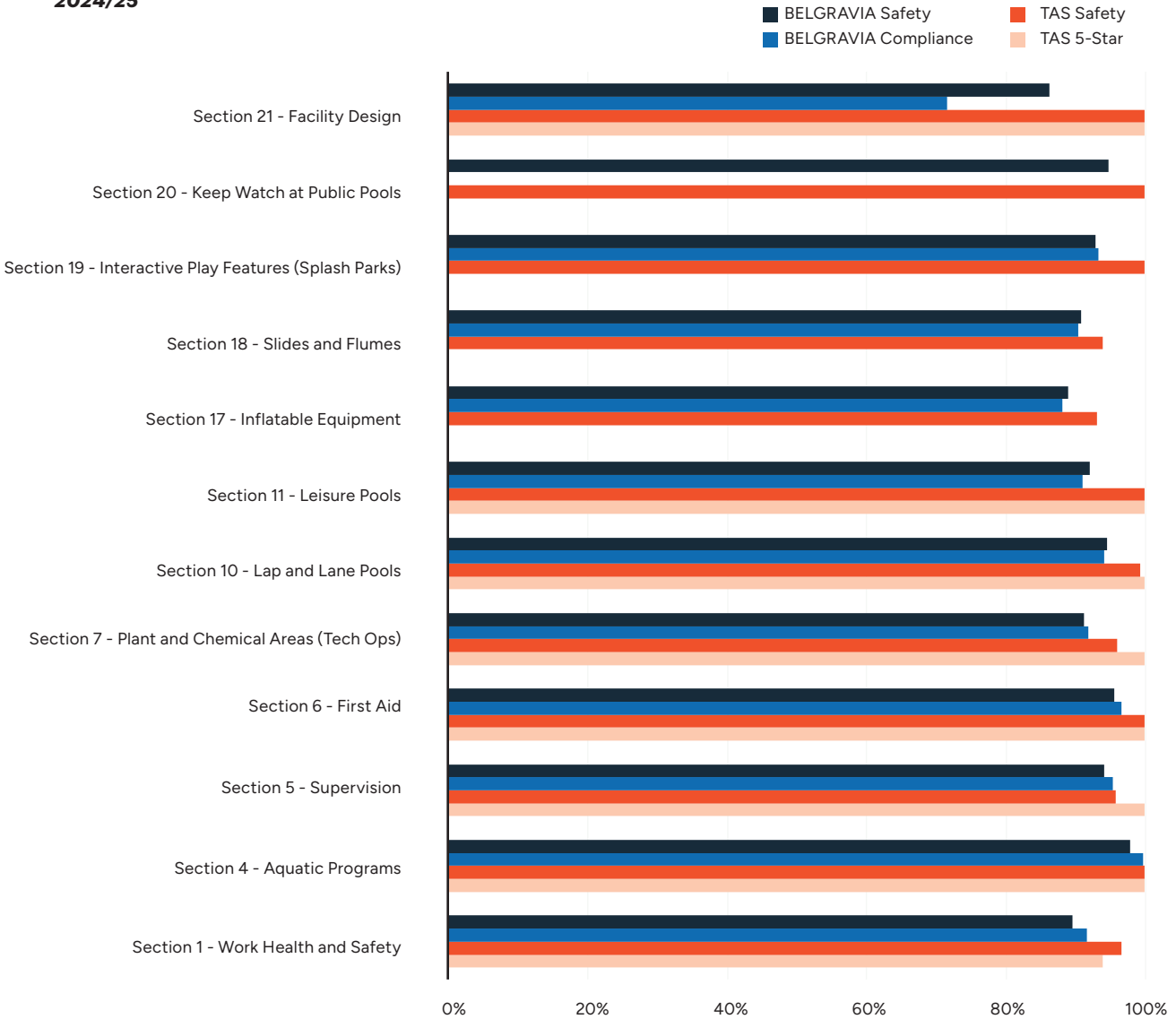
- Inflatable Equipment (93% Safety)
- Slides and flumes (94% Safety)

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.

Further to this, the industry led by Lifesaving Victoria, is developing a question set that provides a more detailed review of inflatable safety and operations that can be used in the coming years.



**TAS BREAKDOWN VS BELGRAVIA AVERAGE**  
**2024/25**



**Alexie Barlow**  
Leisure Aquatic  
Safety Coordinator

# SOUTH AUSTRALIA



## 2024/25 welcomed the second year of Pool Safety Assessments across the South Australian venues since Belgravia Leisure started managing the venues.

During the year, fourteen (14) venues completed the Pool Safety Assessment process conducted by Royal Life Saving South Australia.

The South Australian patch scored an average Compliance Score of 87.88%, and an average overall Safety Score of 85.68%. This was slightly lower than the Belgravia Leisure average of 92.05% Compliance Score and 90.96% overall Safety Score. However, the SA venues saw a 9.21% improvement year on year in compliance, and 7.38% improvement in overall safety score which demonstrates that the venues are onboard with delivering safe aquatic venues across the state.

The top three venues with significant improvement were Hayden Stoeckel Swimming Pool (30.61% compliance score increase), Renmark Swimming Pool (30.52% compliance score increase) and Port Pirie Aquatic Leisure Centre (22.53% compliance score increase).

Wulanda Recreation & Convention Centre posted the highest final scores, reaching 97.87% compliance and 97.40% safety scores. This was helped by an in-depth review of the compliance of the venue following a major incident in October 2024.

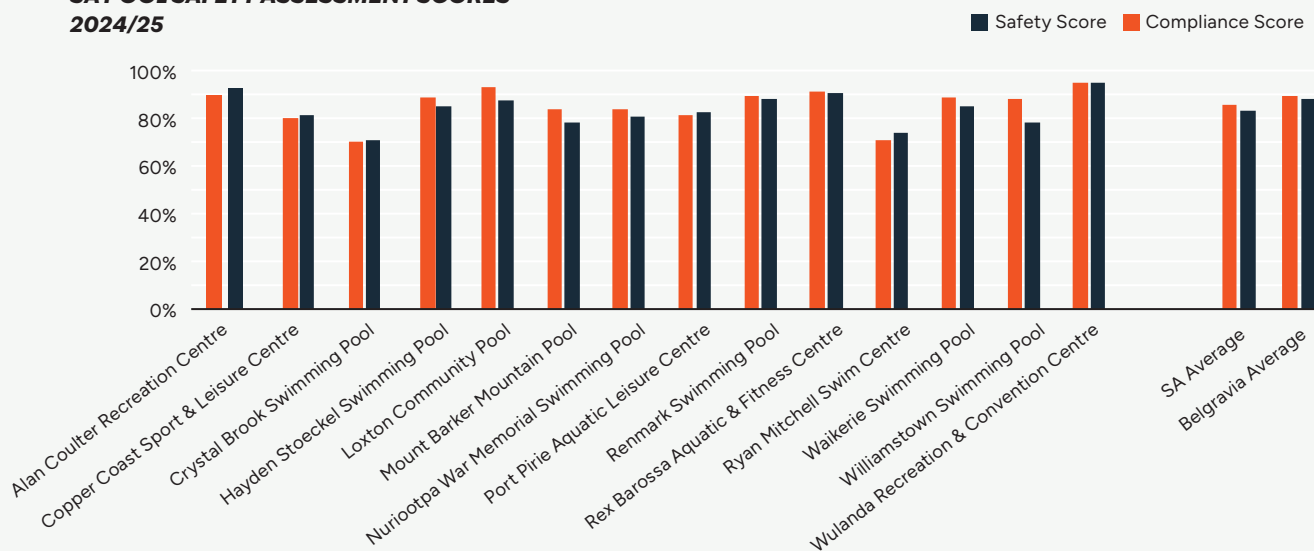
This was a pleasing effort from the South Australian team acknowledging it was their second attempt at Pool Safety Assessments, which generally results in significant strides towards results more reflective of Belgravia standards.

### Throughout the analysis of the venue's results, the top three (3) scoring topics were:

- Aquatic Programs – 99.26% Compliance and 96.8% overall
- First Aid – 93.60% Compliance and 92.60% overall
- Supervision – 91.09% Compliance and 91.66% overall

It should be noted that there were two (2) section with perfect (100%) scores – Inflatable Equipment and Slides and Flumes – each were assessed at one (1) site across the entire South Australian patch. This demonstrates strong compliance with the aquatic program compliance for operating procedures and risk management, along with legislative compliance with First Aid in the workplace requirements, and engagement with the Triple A's for Aquatic Safety supervision methodology.

## SA POOL SAFETY ASSESSMENT SCORES 2024/25

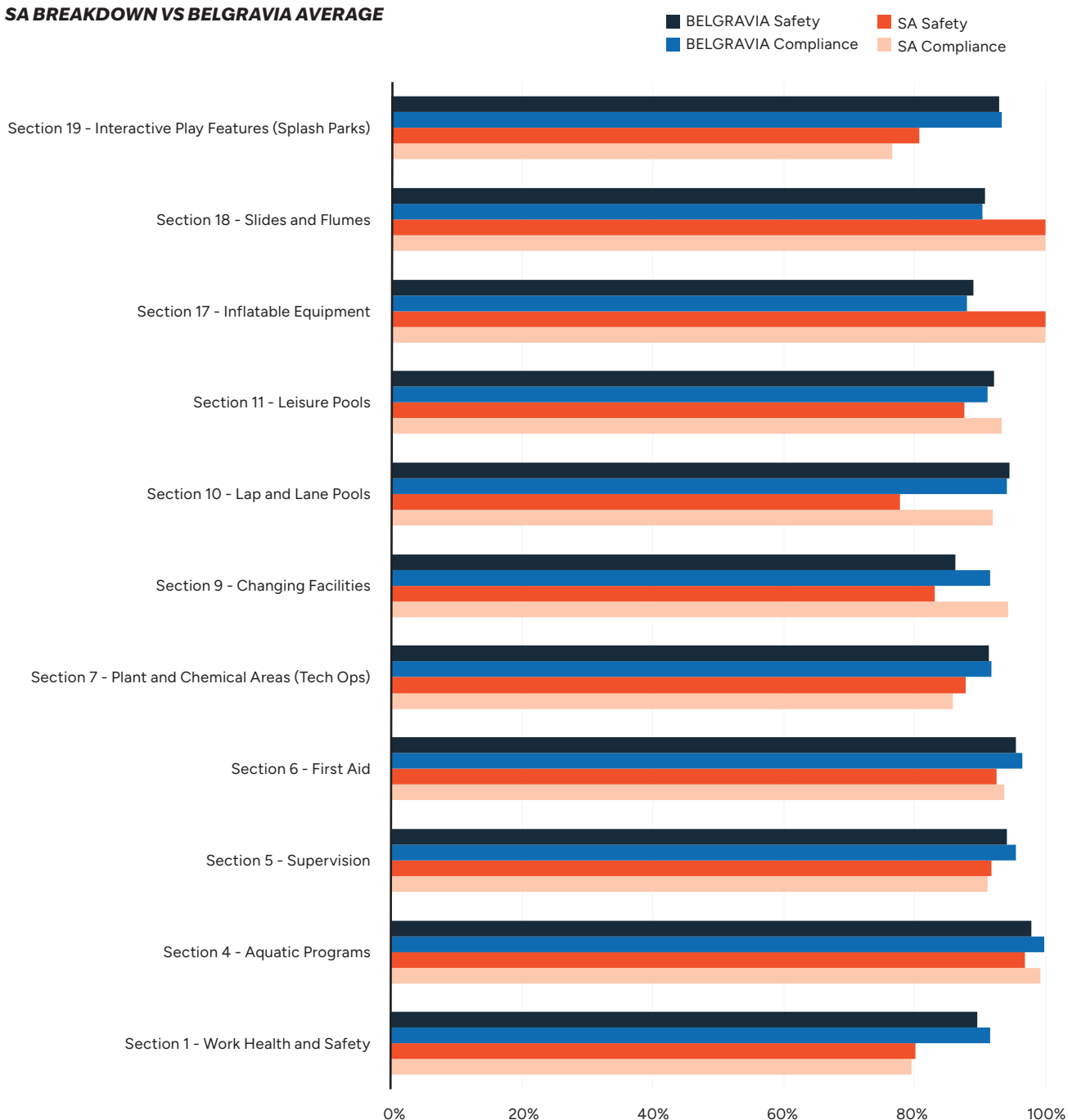


**However, the three (3) lowest performing topics were:**

- Qualifications and Training – 79.53% Compliance and overall
- Interactive Play Equipment – 76.67% Compliance and 80.61% overall
- Work Health and Safety Systems – 79.43% Compliance and 80.16% overall

For 2025/26, it is hopeful that further engagement with the Safety Team via Pool Safety Assessment Preparation sessions, the South Australian patch will have greater capacity to prepare for these assessments and use learnings from other states completing Pool Safety Assessments previously will assist venues in scoring better.

**SA BREAKDOWN VS BELGRAVIA AVERAGE**



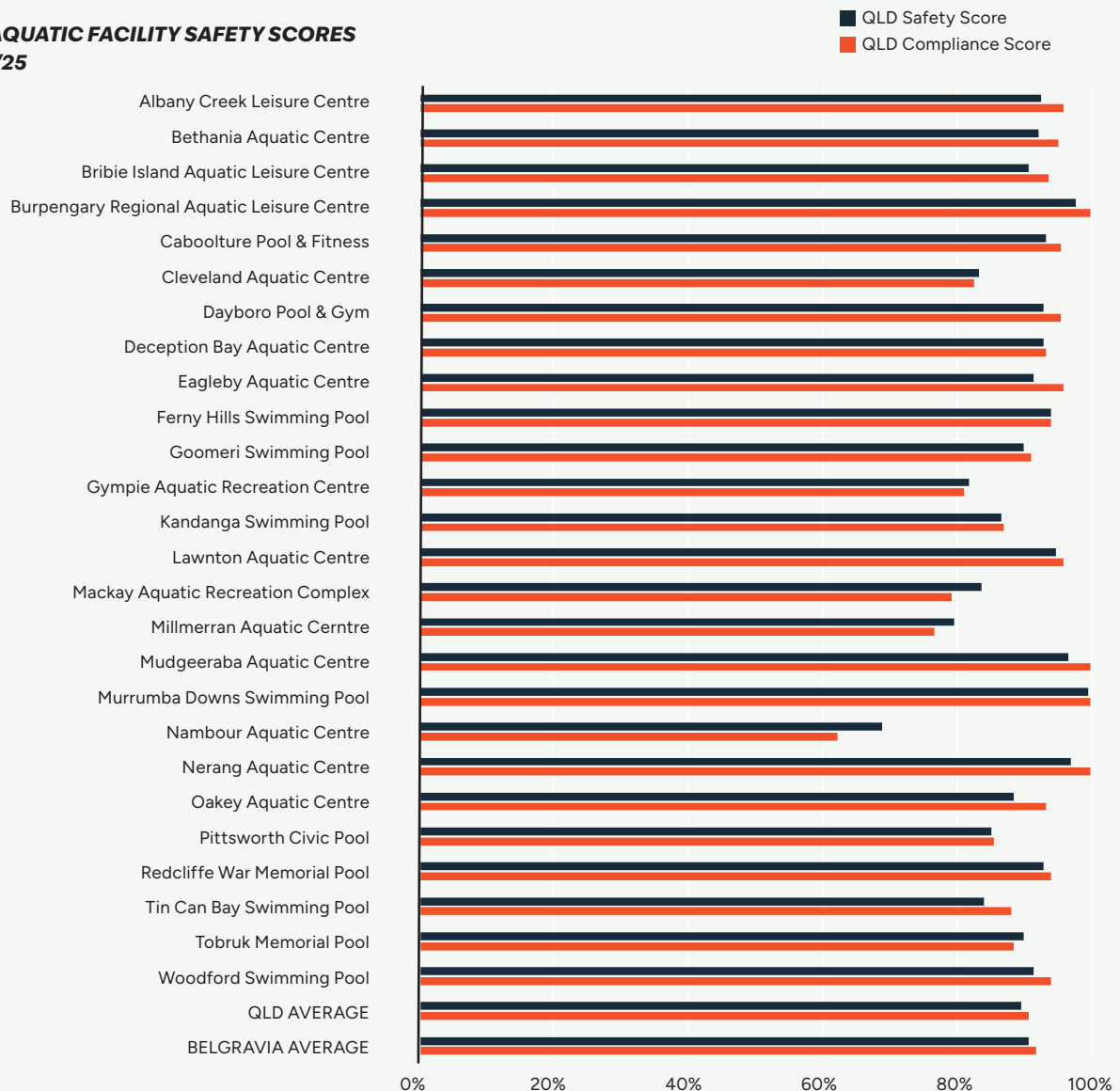
# QUEENSLAND



In 2024/25, Belgravia Leisure completed twenty-six (26) assessments with an average Compliance Score of 90.79% and overall Safety Score of 89.73%. This represents a 1.16% decrease from 2023/24. This is an amazing outcome considering the increase in venues involved compared to previous years and seventeen (17) venues never completing an Aquatic Facility Safety Assessment.

In Moreton Bay, Burpengary Regional Aquatic Leisure Centre & Murrumba Downs received the first Gold status endorsements by Belgravia venues in Queensland, showing the shift in compliance and focus with aquatic safety standards is improving.

## QLD AQUATIC FACILITY SAFETY SCORES 2024/25



Our of the venues who have completed an AFSA previously, only four (4) venues didn't have an improvement in the year-on-year scores. These were:

- Albany Creek Leisure Centre (-2.63% compliance, -4.29% safety)
- Bribie Island Aquatic Leisure Centre (-2.45% compliance, -2.89% safety)
- Ferny Hills Swimming Pool (-0.41% safety)
- Redcliffe War Memorial Pool (-0.81% safety)

Pleasingly, the QLD venues saw strong results in:

- Aquatic Programs (99.22% compliance, 99.38% safety)
- First Aid (97.75% compliance, 96.46% safety)
- Supervision (94.83% compliance, 95.16% safety)
- Spa Pools (96.43% compliance)

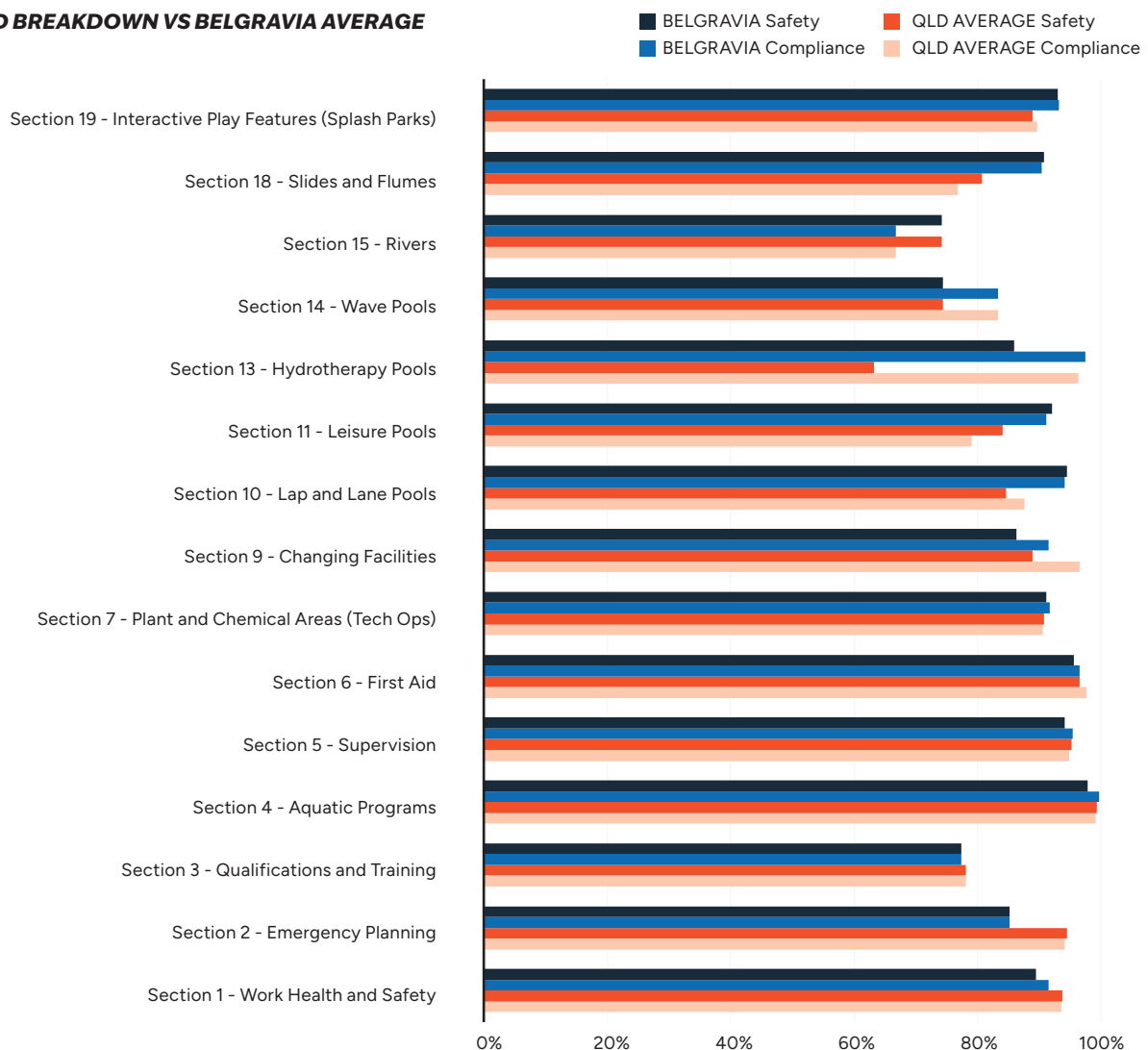


However, some areas for improvement over the next twelve months should be focussed on:

- Qualifications and Training (78.07% compliance, 78.07% safety)
- Rivers (66.67% compliance, 74.24% safety)
- Slides & Flume (76.78% compliance, 80.68% safety)

Belgravia's management of the Moreton Bay venues continue to set the benchmark of how aquatic facilities operate to the Guidelines for Safe Pool Operations, largely due to the work conducted by Mat Norrish to set these venues up and continue to drive compliance locally.

#### QLD BREAKDOWN VS BELGRAVIA AVERAGE



# WESTERN AUSTRALIA



2024/25 saw the first time the Western Australian venues were included in the organisational approach to Pool Safety Assessments, and the first time that Kalamunda Water Park completed an Aquatic Facility Safety Assessment since 2021/22. Unfortunately, Crestwood Swimming Pool did not engage with the process.

Kalamunda Water Park assisted in driving the state average up to 79.22% compliance score, and 80.01% safety score due to the venue scoring 90.54% compliance and 90.81% safety scores which is pleasing, coinciding with the venue completing their ISO Audit as well.

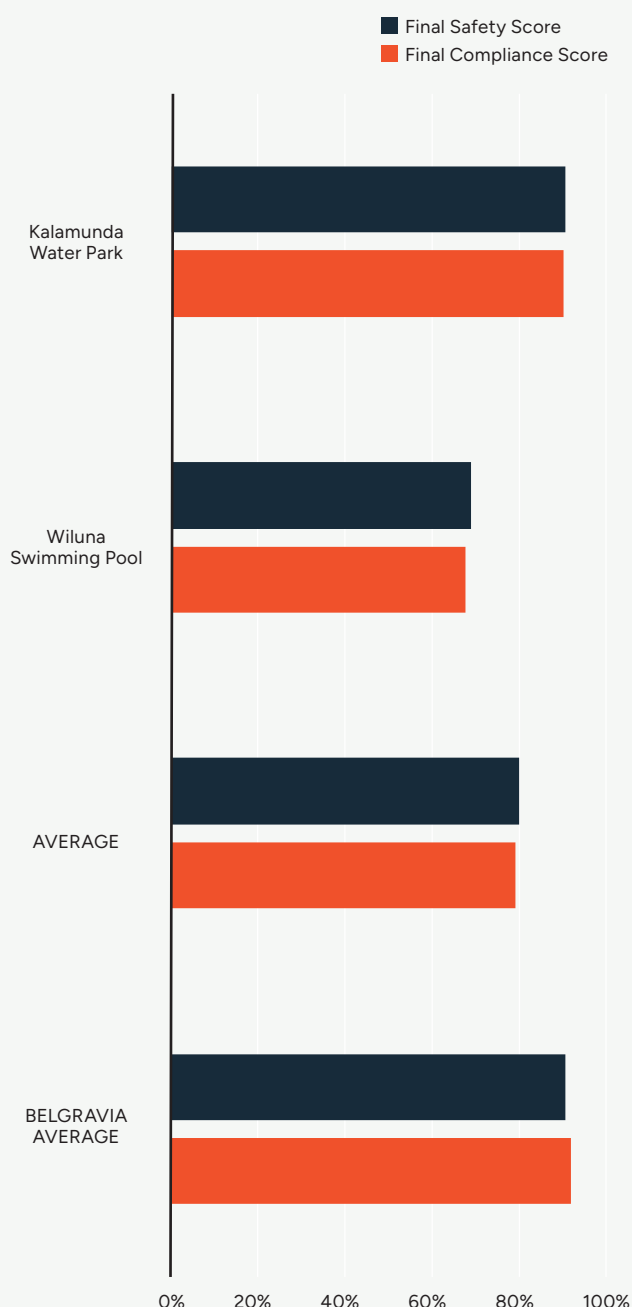
Pleasingly, Kalamunda scores 100% for compliance and safety related to Chlorine Gas management, which is identified as a higher risk element to the operations.

There was also an average of 97.22% compliance and 94.21% safety across the management of lap and leisure pools, and 97.62% compliance and 92.24% safety for Slides and Flumes.

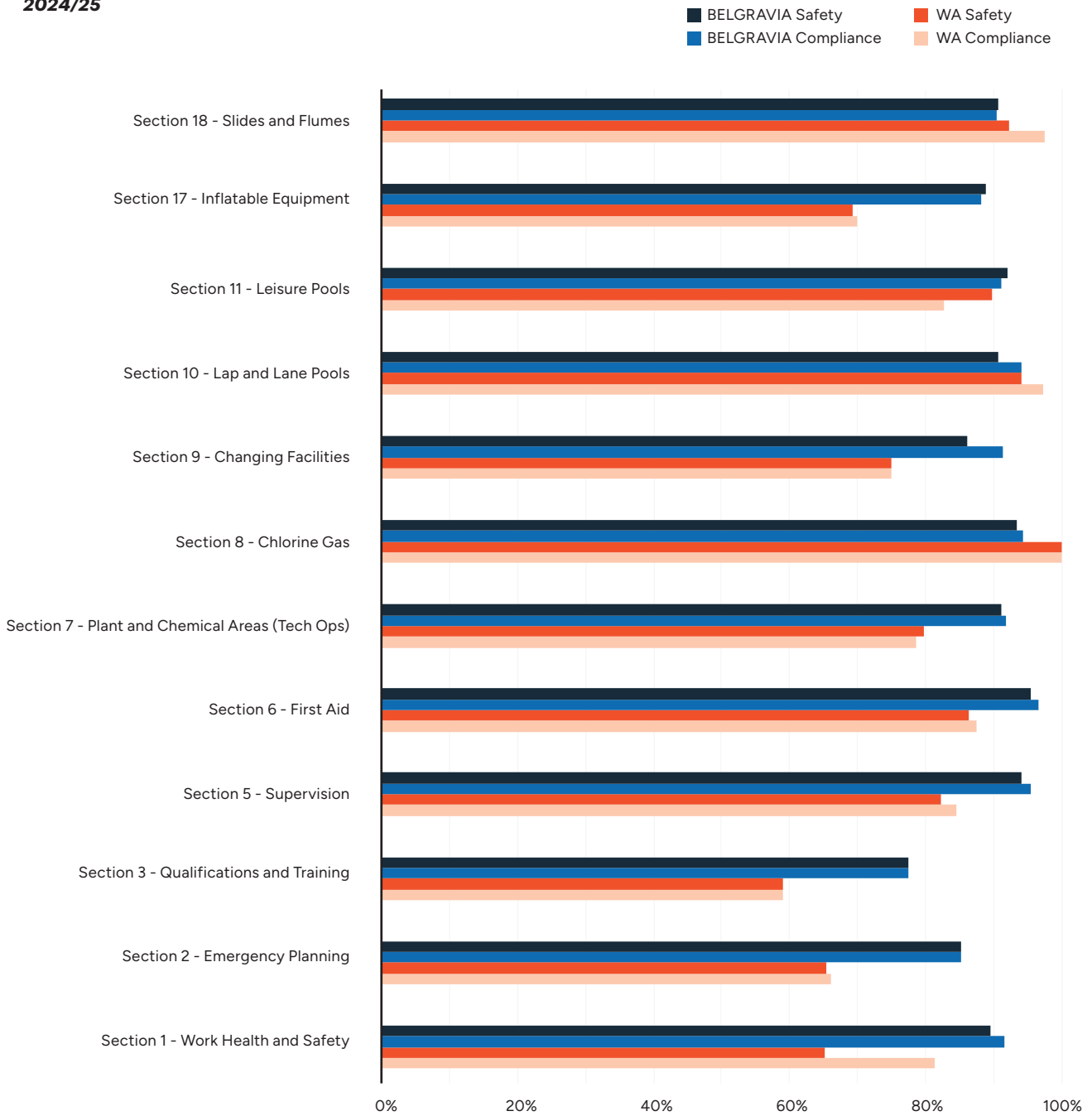
However, some significant gaps were identified within Work, Health & Safety Systems, Emergency Planning and Qualifications & Training which the venues were provided a risk treatment plan to rectify.

In 2025/26, Wiluna will complete their AFSA again due to scoring before the acceptable benchmark of 80%, and Kalamunda Water Park will be scheduled for their next AFSA in 2026/27.

## WA AQUATIC FACILITY SAFETY ASSESSMENTS 2024/25



**WA BREAKDOWN VS BELGRAVIA AVERAGE**  
**2024/25**



# POOLSAFENZ ASSESSMENTS



In 2024/25, Belgravia Leisure's New Zealand venues completed seven (7) PoolsafeNZ Assessments on their venues after the loss of the Auckland contract. 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.

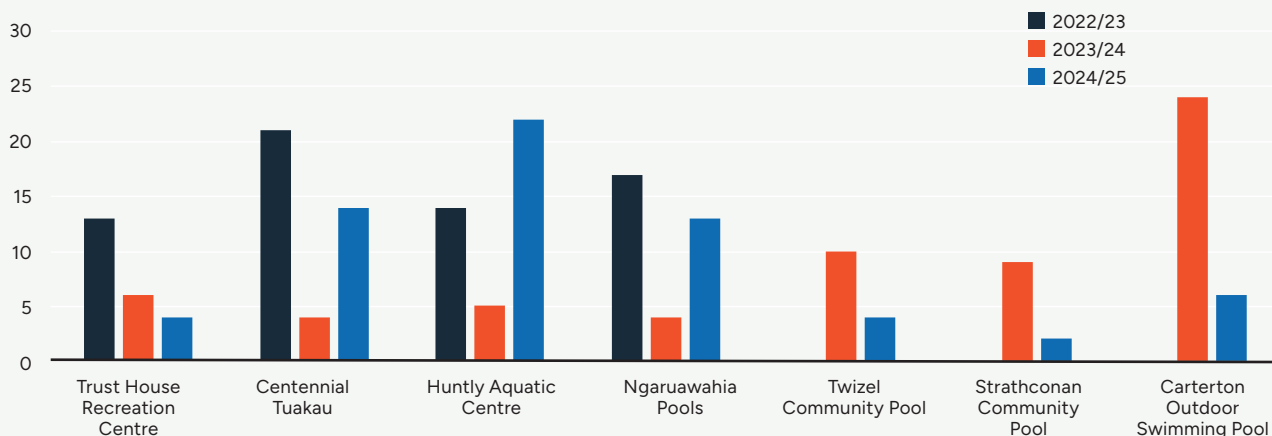
In 2024/25, the NZ venues averaged 9.29 issues found per venue when compared to 2023/24 where NZ averaged 13.55 issues found per venue. This increase is largely due to improvements across Carterton, Strathconan and Twizel however Huntly, Tuakau and Ngaruawahia have decreased in performance.

Carterton Swimming Pool improved by 18 issues year on year, Strathconan by 7 issues, and Twizel by 6 issues year on year.

However, Huntly Aquatic Centre had an increase of 17 issues year on year, and Tuakau with 10 issues and Ngaruawahia of 9 issues year on year shown in the graph above.

The Aquatic Safety team opened up the Pool Safety Assessment process to the New Zealand venues even though the PoolsafeNZ process is different, however an inconsistency in the implementation of Aquatic Safety and Belgravia resources is evident through the process.

## POOLSAFENZ ASSESSMENTS - ISSUES FOUND



# LIFEGUARD MYSTERY GUEST ASSESSMENTS – EXTERNAL

## NSW/ACT

In 2024/25, 24 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). Belgravia Leisure in NSW and ACT completed 92% of all Mystery Guest Assessments completed by Royal Life NSW/ACT/TAS in those states.

As can be seen in the table above, the average score for the 2024/25 year was 84% compared to the previous year of a 78% average. This shows a 6% increase overall score and is pleasing to see.

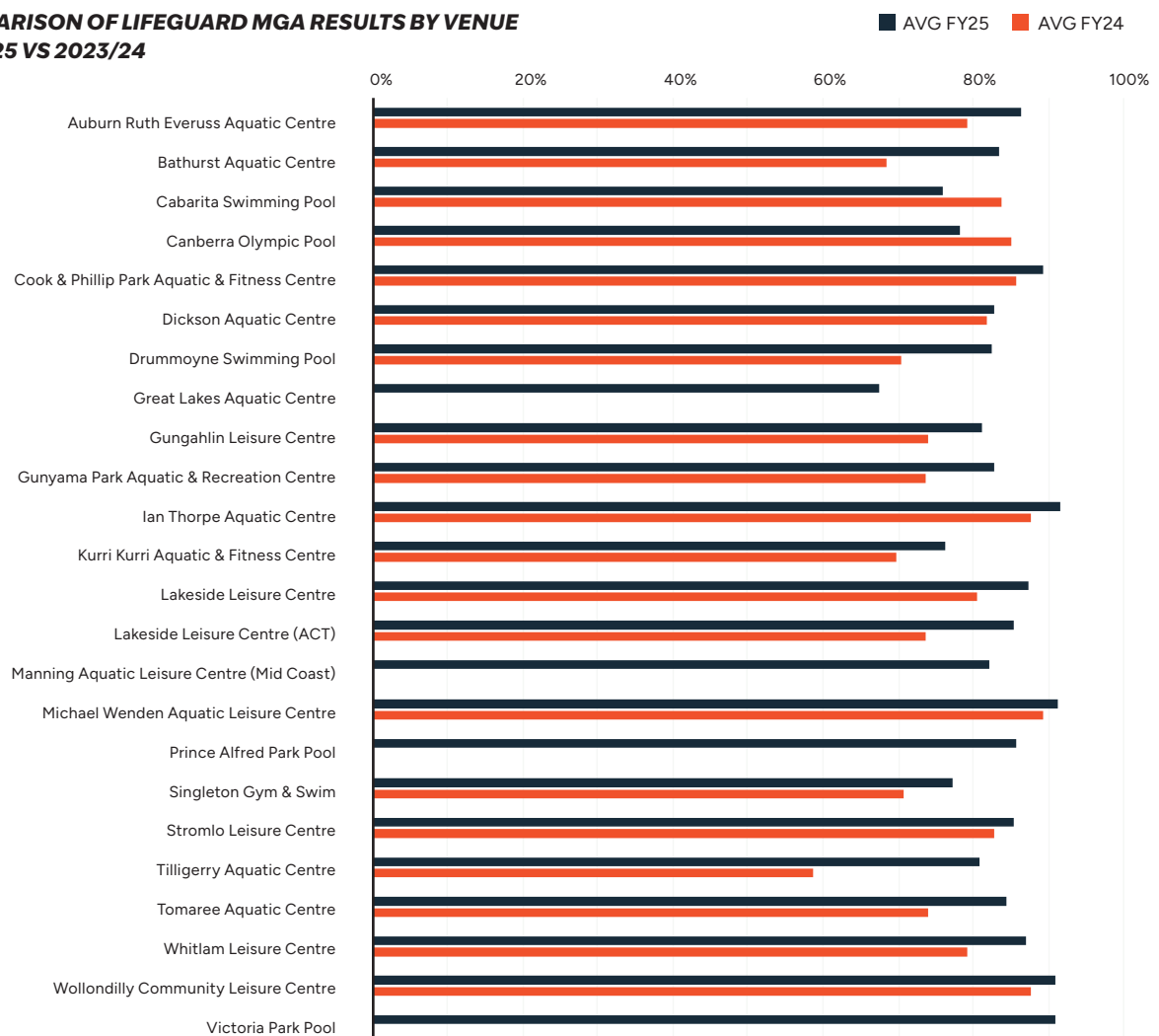
The months with the highest overall score was August at 87%, with May close behind at 86% and June, January and October with an overall score of 85%.

### Highest scoring venues:

- Ian Thorpe Aquatic Centre – 92%
- Michael Wenden Aquatic Centre – 91%
- Wollondilly Community Leisure Centre – 91%
- Victoria Park Pool – 91%

Pleasantly Victoria Park Pool and Prince Alfred Park Pool both achieved a 100% score on some months, showcasing the high performance of Lifeguards and safety strategies in place.

## COMPARISON OF LIFEGUARD MGA RESULTS BY VENUE 2024/25 VS 2023/24



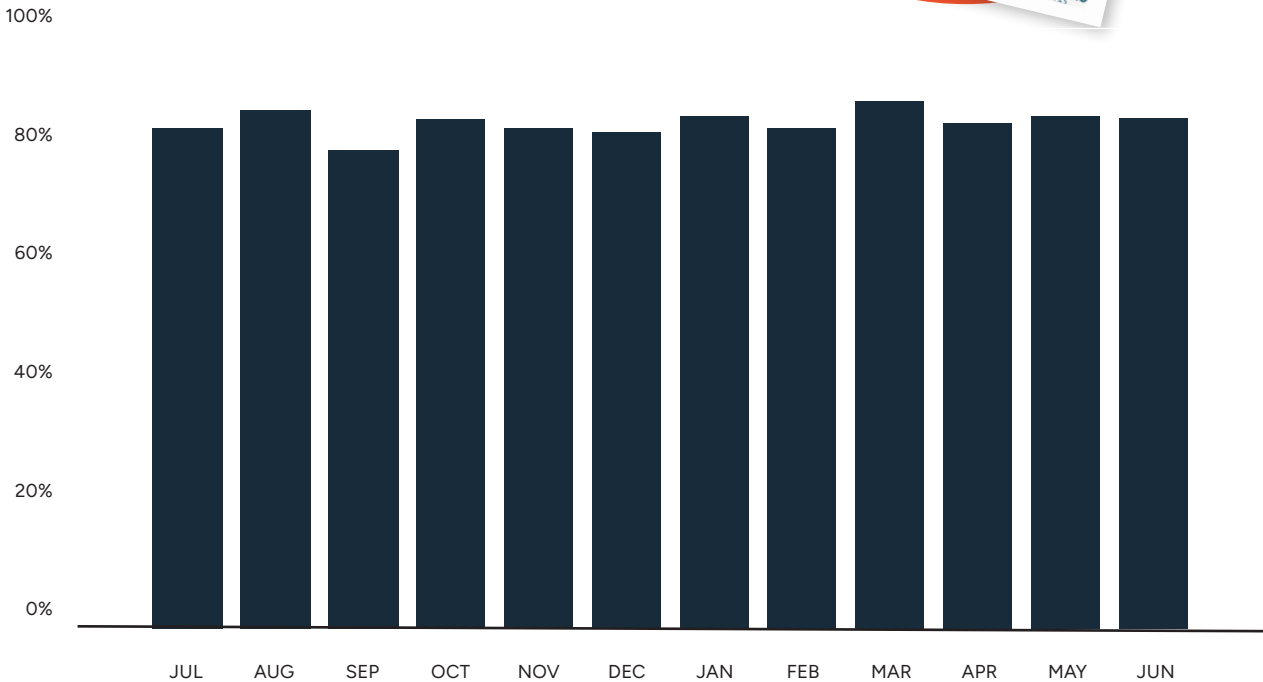
Throughout the period, 221 assessments were completed from Royal Life Saving NSW where the assessor will visit the venue unannounced or unscheduled as a paying customer, and spend approximately one hour to observe supervision, behaviours, cleanliness and process. Each venue is provided a report with a percentage score, of which time the Leisure Aquatic Safety Coordinator will work with the venue on a corrective action plan, and track progress and improvements.

In the image below, there were fluctuations in scores month to month, the average across each month was above 80%. Whilst there is still room for improvement, this suggests a demonstrated steady approach to Lifeguard supervision practices, as well as industry best practice and deployment.

The venues with the lowest overall average score predominantly had issues presenting with Lifeguards/other staff members talking to the Lifeguards and distracting the supervising Lifeguard.

To improve a wider understanding of the Lifeguard role can be escalated to other departments as well as management (including the Duty Manager) actively ensuring the Lifeguards are standing in their correct deployment positions.

**NSW/ACT MYSTERY GUEST ASSESSMENTS  
AVG BY MONTH 2024/25**



**Some regular themes of failed items within the assessments include:**

- Lack of designated Duty Manager uniforms
- Lifeguard behaviours on deck
- Lifeguard rotations

Tilligerry Pool had the highest improvement from the previous year jumping from an average of 59% to 81%. This can be attributed to a member of management working from venue more consistently and working with the Lifeguards to improve.

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





# PLATINUM POOL MYSTERY GUEST VISITS & OTHER MYSTERY GUEST VISITS

## VIC

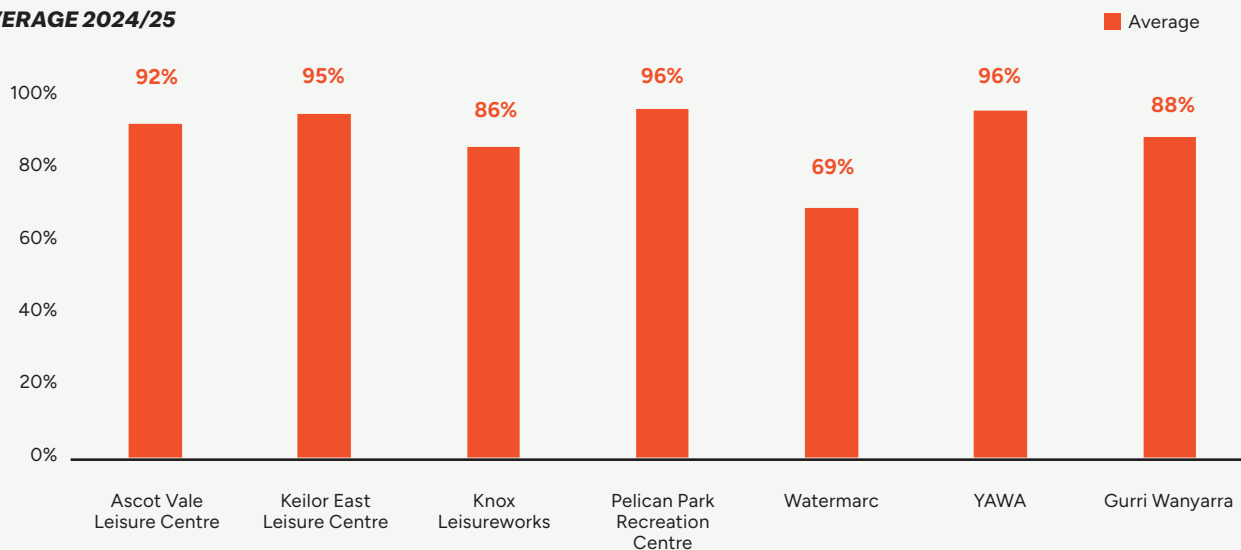
Mystery Guest Visits (MGV) are a standard inclusion of the Platinum Pool Assessment and are required to be conducted annually for sites within the Platinum Pool program. For those outside the program, these are an optional add-on to the Pool Safety Assessments.

In 2024/25, six (6) sites underwent two (2) Mystery Guest Visits each, with a seventh site undergoing a third. Overall, the average for Victorian MGV's was 89%, with eleven (11) of the fifteen (15) assessments above this mark.

As a cohort, the Victorian MGV's saw a 3% improvement from the first visit to the second, demonstrating learnings and improvements implemented between visits.

Moving forward, improvements can be made in this space by conducting more frequent internal audits and implementing action items frequently, as shown in the following section.

### VICTORIA MYSTERY GUEST VISITS - AVERAGE 2024/25



# LIFEGUARD MYSTERY GUEST ASSESSMENTS - INTERNAL

Over the course of 2024/25, there were 46 total Internal Lifeguard Mystery Guest Assessments completed across Belgravia Leisure venues with the majority being completed in Victoria.

There is a clear gap in the consistency with completions internally. The Internal Lifeguard Mystery Guest Assessment should be used as a tool to enhance Lifeguard behaviours to align with industry best practices and Belgravia Leisure standards as most states do not partake in an external Lifeguard Mystery Guest Assessment/Visit.

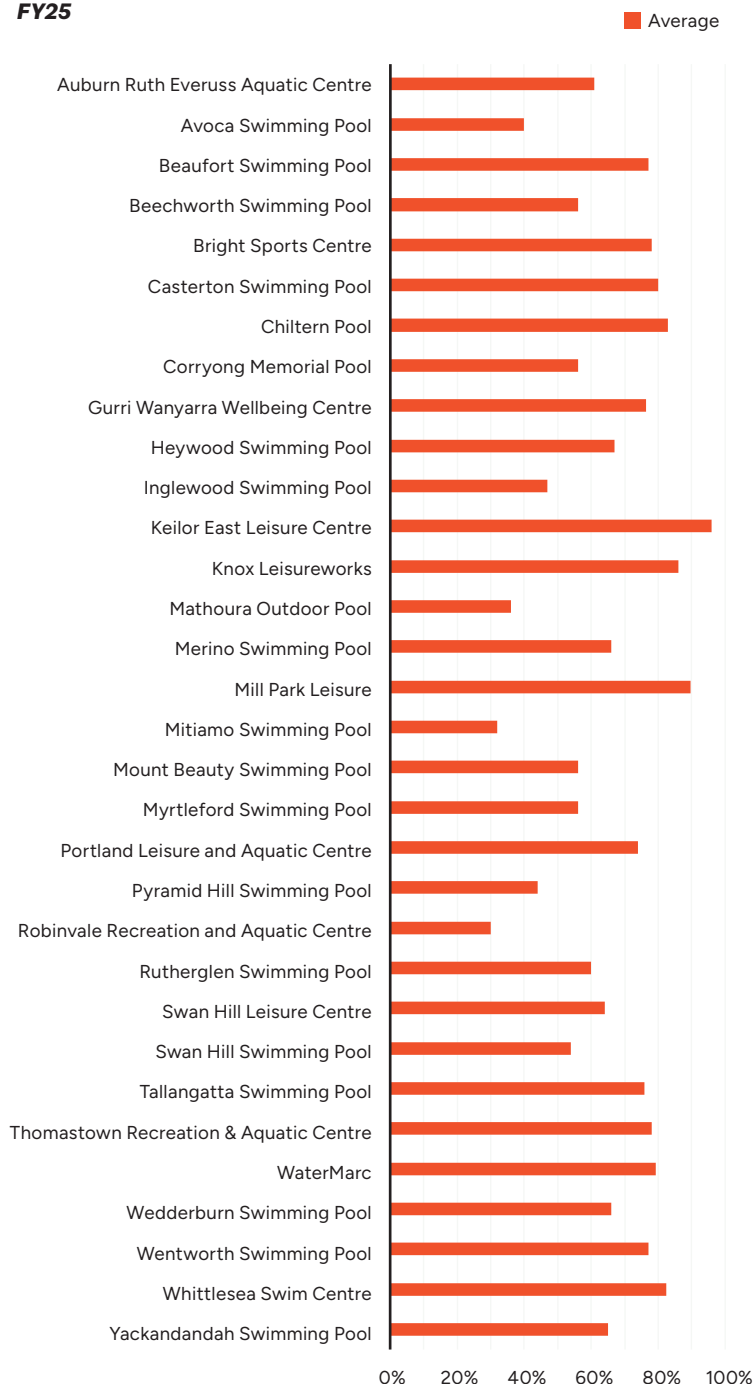
The average score across the Belgravia Leisure network was 79%, the lowest scoring month was January sitting at 58%, the highest scoring month was November sitting at 86%. The vast difference in scoring may be contributed to the amount of data provided as well as locations such as regional seasonal pools. A large percentage of venues assessed were within NSW and Victoria, with some strong engagement across our Whittlesea, Moonee Valley and Banyule venues.

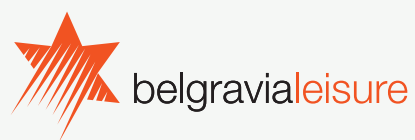
For 2025/26, the Aquatic Safety team will encourage venue staff to participate in the Internal Mystery Guest Assessment tool as well as contributing on site visits. To ensure there is a variety of data, both metropolitan, regional, all year round and seasonal pools should participate.

As part of the upskilling strategy, it should be encouraged for venues with neighbouring sites to complete Mystery Guest Assessments at varying pools to ensure an unbiased approach.



## INTERNAL MYSTERY GUEST ASSESSMENTS FY25





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Committed to providing safe aquatic facilities to  
the communities that we operate within.

October 2025