

Launceston Leisure & Aquatic Centre

Access Facilitation Plan

Launceston Leisure & Aquatic Centre provides a safe and fun place to improve the overall wellbeing of the community. We welcome people of all abilities, providing services and facilities to cater to a wide range of customer requirements.

Objective

This plan outlines the features of our Centre that aid in accessibility for people with additional needs.

Before you come to the Centre

Our pool availability and LAfit timetables are available on our website. Please check to ensure the part of the Centre you wish to use is available. If you require the use of the portable hoist to access the pool, please phone the Centre on 6323 3636 a minimum of two hours in advance to ensure availability.

Parking

There is an accessible drop off space on High Street adjacent to the pedestrian crossing in the car park for passengers in wheelchairs. It may be preferable to use this space rather than park in the car park if using a larger vehicle, as turning space can be quite tight within the car park.

The car park provides 4 dedicated disabled car spaces closest to the footpath leading to the Centre, where there is ramp access.

Entry to the Centre

Our Customer Liaison area is equipped with a wheelchair accessible counter.

Holders of Companion Cards are eligible to have a support person enter the Centre for free. Support people are required to undergo a quick induction into our Centre which outlines our expectations of support people, and what to do in the case of an emergency.

For those who do not already hold an appropriate membership band for the Premium Area (our Spa, Program Pool and Hot Zone), to gain access you must obtain a wristband from the Customer Liaison Officers.



Launceston Leisure & Aquatic Centre

Access Facilitation Plan

Our Pools

All of our pools are accessible to people with disabilities.

We have two aquatic wheelchairs that can be used within our Centre for entry to pools with beach entry or ramp, a portable hoist that can be used for all pools for which the aquatic wheelchairs are not suitable, and portable steps that can be put in the Competition Pool or Outdoor 25m Pool.

Entry to our pools is as follows:

- Beach entry to the Indoor and Outdoor Leisure Pools
- Ramp access to the Program Pool
- Hoist access to the Competition Pool, Outdoor 25m Pool and Spa

Change Facilities

We have six accessible change rooms throughout the Centre.

Two are located adjacent to the Lifeguard Station near the Program Pool. Three are located in the Change Room Corridor, behind the Family Change Village. Of these three, two are co-joined and one includes a sling hoist to assist with the changing of people with limited mobility.

There are deck showers near the Program Pool and in the Change Room Corridor, and family change cubicles in both of these locations.

LAfit

Our LAfit gym and group fitness classes are located upstairs at the Centre. A lift is available for access to the upstairs areas, located in the change room corridor, just past the family change village and accessible change rooms.

Entry to the LAfit area is restricted to customers 16 years and over, or customers aged 13 - 15 with parental supervision.

LAfit staff can provide advice about what exercises and/or equipment might be suitable for you, and can develop an exercise program. There is an accessible change room in our LAfit area.

Launceston Leisure & Aquatic Centre

Access Facilitation Plan

Our Programs

We run Learn to Swim classes and Group Fitness Classes, including Aquafit.

Learn to Swim lessons are held for customers from the age of 6 months up to adults. People of all abilities can be catered for, whether it be in a group class or in a one on one private lesson. Please contact our Learn to Swim team for more information.

Group Fitness Classes and Aquafit classes also cater for people with all abilities. Please check the Group Fitness Timetable for more information about the types of classes we offer.

People with disabilities and support people are encouraged to consult with our LAfit team as to individual suitability of classes.

If you are new to our Centre please allow our Shift Leader to take you on a tour of the facility to highlight these features.

Expectations of Carers and Support Workers

We expect the following of carers/support workers when supervising their companion at all times:

- Carers/support workers should remain with their companion at all times. Close enough to maintain visual contact and lend support at short notice in dry areas. In the water and within arm's reach of your companion at all times in pools
- Carers/support workers and their companion must follow Centre rules and regulations at all times
- No more than two companions per carer or support worker. A carer/support worker to companion ratio of 1:1 is preferable, particularly in the water
- Carers/support workers should be aware of their companion's medical and behavioural conditions, and provide information to Lifeguards where applicable
- Carers/support workers should assess the risks of engaging in activities at our Centre for their companion's safety, physical and mental wellbeing
- Carers/support workers will take measures to prevent medical episodes or behavioural outbursts where possible
- Carers/support workers be aware that the Launceston Leisure & Aquatic Centre is open to all members of the public, and common courtesy applies to all guests

Launceston Leisure & Aquatic Centre

Access Facilitation Plan

Expectations of Leisure & Aquatic Centre employees

Launceston Leisure & Aquatic Centre employees are expected to abide by the following rules:

- All guests are treated with dignity and respect
- Lifeguards will provide first aid or rescue response when required
- Shift Leaders can install and manage the hoist to enable access to the Competition Pool, Outdoor 25m Pool or Spa (advance notice is required)
- Lifeguards will provide access to the Accessible Change rooms with pin code locks if you need the hoist for changing.

Tasks outside the scope of Leisure & Aquatic Centre employees

The following tasks are outside the scope of Leisure & Aquatic Centre employees:

- Centre employees cannot provide manual handling assistance such as lifting people out of a pool or a wheelchair
- Lifeguards cannot leave the area which they are supervising
- Centre employees cannot take control of personal supervision of guests (including companions) under any circumstances
- Centre employees cannot reserve an accessible change room for your use.

Future Improvement

We are continually improving the Centre and our facilities to ensure enjoyment for all users. If you have feedback, there are signed boxes for written feedback provided around the Centre.

