

Volunteers' handbook

Golden Square's
beating heart



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Welcome to the Golden Square Pool Family

Welcome to Golden Square Pool. You're joining an organisation with a long, proud and rich history of serving the Golden Square and Bendigo communities.

We're a not-for-profit, volunteer-led, multi-award winning organisation committed to building an empowering, dynamic and vibrant community hub for all. Our vision is simple: to be more than just a place to swim, but a true place for all in our community to connect and grow as one.

Our staff support our 100+ volunteers - aged 5 to 85, in providing a quality facility for our community to enjoy.

Together as a team, we aim to ensure that our community has fun, is safe, and want to return.

We have strong policies and operating procedures in place to make your time with us the best it can. You will find details on all of these listed in this manual.

We pride ourselves on creating a positive workplace culture for all. This is guided by our Values Statement and Code of Conduct.

There's always something fun, and something new, happening at the Square - and you're integral to making everything happen, so in advance - thank you.

If you have any questions at anytime, don't hesitate to reach out. See you by the pool!

Sam Kane
President & General Manager
Golden Square Pool Inc.



Volunteer and Staff Values

There are eight building blocks that guide all of our actions as staff and volunteers here at the Square:

RESPECT

We're friendly, fair and positive to all - every time.

SAFETY

We're committed to creating a safe environment for all.

INCLUSIVE

We accept everyone as part of the Golden Square Pool family.

TEAMWORK

We support one another to get the job done.

COMMUNICATION

We communicate in a clear, transparent and effective way.

COMMUNITY

We bring people together in diverse ways to make a difference.

FUN

We're passionate, enjoy what we do and have a smile.

CARE

We look out for ourselves, one another, and take pride in our work.

Who we are

Our History

Golden Square Pool Inc. is a seasonal, voluntary-run, multi-award-winning community swimming pool in Bendigo, Victoria, which since 2013 has welcomed over 150,000 locals through the gates to access health and wellbeing and community programs.

The pool was successfully saved from closure by Golden Square residents in March 2013, following a strong community campaign. The pool was again saved from closure in 2018. In 2020 the pool again faced closure, but a successful campaign encouraged City of Greater Bendigo to rethink the pool's position in terms of the precinct master plans as well as the region's aquatic strategy. The pool has now been granted ongoing operation, contingent on ensuring viable and lasting infrastructure.

Since obtaining management of the pool in 2013, over 255 volunteers have transformed the century-old facility from a once dilapidated, under-used space, to a vibrant community meeting space that is the beating heart of the suburb.



Our Vision

Golden Square Pool is proud to be Golden Square's beating heart, with our Committee of Management, volunteers and staff committed to being a vibrant and sustainable organisation creating waves of positive change for our community.

Under the direction of our 2025-2028 Strategic Plan, we have three strategic actions:

Innovative health, wellbeing, and community programming

Sustain a thriving, inclusive community through creative programs, strong relationships, and a dynamic local presence.

Sustainable facility and infrastructure development

Secure a sustainable future through smart infrastructure planning and community-focused, climate-conscious facilities.

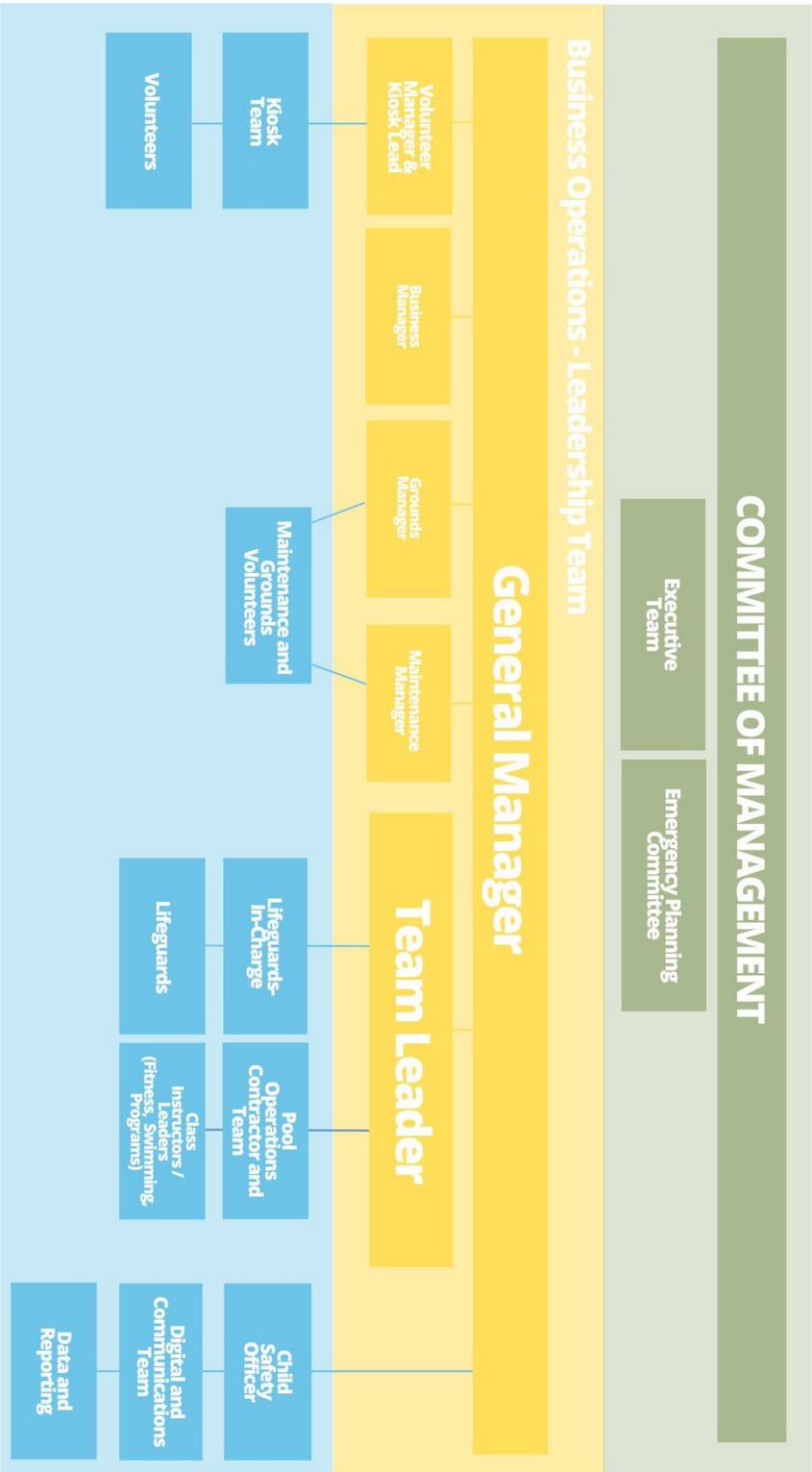
Organisational capacity, capability and culture

Maintain a supportive, inclusive culture through strong leadership, continuous growth, and adaptable management.

Organisational Structure



Organisational Structure 2025/2026



Positions of responsibility & key roles

Organisational Structure

Positions of Responsibility

Committee of Management

Sam Kane | President
Barb Lomas | Vice President
Linda Howell | Treasurer
Margaret Hand | Secretary
Helen Barton
Deb Butt
Leonie Stead

Business Operations - Leadership Team

Sam Kane | General Manager (vol)
Aidan Corr | Team Leader
Barb Lomas | Volunteer Manager and Kiosk Lead (vol)
Linda Howell | Business Manager (vol)
Margaret Hand | Grounds Manager (vol)
Helen Barton | Maintenance Manager (vol)

Leonie Stead & Deb Butt | Kiosk Team (vol)

Plant & Pool Operations Team

Adam Reaper | Pool Operations Contractor
Team Leaders
Andrew Penna (vol)

Additional Roles

Margaret Hand | Child Safety Officer (vol)

Key roles

The **Committee of Management** is the legal entity responsible for overseeing the risk, governance, financial and strategic direction of the incorporated organisation, on behalf of the community.

The **Business Operations - Leadership Team** oversees the business operations of the legal organisation - running the pool during season.

The **General Manager** oversees the day-to-day operations of Golden Square Pool, acts as a final escalation point for Team Leaders, oversees the Leadership Team and Risk and Compliance of the operations.

Team Leaders manage and lead the daily operation and lifeguarding teams to ensure that the delivery of programs and services meets exceptional standards.

The **Volunteer Manager and Kiosk Lead** is responsible for overseeing the rostering and functioning of all volunteers within the organisation, and overseeing the Kiosk Team.

The **Business Manager** is responsible for overseeing HR, finance, payroll, IT and bookings.

The **Grounds Manager** is responsible for the beautification of the grounds.

The **Maintenance Manager** oversees rectification of maintenance issues.

The **Plant & Pool Operations Team** oversee compliance of the pool's plant and chemicals.

Lifeguards

The Lifeguard in Charge is in charge of the pool during operating hours. The Lifeguard in Charge for the shift will be clearly marked in the office. They have responsibility for leading the lifeguards on duty, and act as the Facility Leader of the shift. All volunteers are expected to follow the directions of the Lifeguards on duty at all times. In an emergency situation or a critical incident, the volunteers will follow the direction of the Lifeguards.

Kiosk

The Kiosk Team is the first point of contact for volunteers on any issues relating to the Kiosk stock. Barbara Lomas (0422 560 444). is the Volunteer Manager and is the point of contact for Induction, rosters, availability or any concerns about your role as a Volunteer. Use the Volunteers pool email for all correspondence: Volunteer@goldensquarepool.com.au

Daily questions should be directed to the Team Leader.

Pool Name

Our official name is Golden Square Pool Inc. We are an incorporated body with a Committee of Management. Our incorporated number is A0058968G. *(Please note: we are not called Golden Square Community Pool.)*

Social Media

Golden Square Pool Volunteers Facebook Page

Golden Square Pool volunteers are encouraged to join the Golden Square Pool Volunteer Facebook page where information is posted regularly regarding the pool and any immediate changes. This is closed page, which means it is not open to the public and is for general discussion and messages from Management. To join the Golden Square Pool Volunteers Facebook page, speak to Barb or Sam.

Golden Square Pool Facebook, Web, Email, Twitter and Instagram

The Online Communications Team works hard to keep our members and supporters informed of news and events at our pool and also to keep up a strong sense of community. We also have a very good website with lots of information for the public to access. We try to make sure all that information is accurate and current. Below are the addresses:

Web: www.goldensquarepool.com.au

Email: goldensquarepool@gmail.com

Facebook: www.facebook.com/goldensquarepoolinc

Instagram: [@GoldenSquarePool](https://www.instagram.com/GoldenSquarePool)

Media requests

If any media outlet calls the pool wanting comment on a particular story or issue, please pass on Sam's number (0413 627 625) immediately. For consistency in our message and position, Sam is the only authorised member of Golden Square Pool Inc. to speak to media.

If photographers from eg Bendigo Advertiser come to the pool to take images during hot weather, allow them in and notify Sam.

WWCC

Working With Children Check - As part of our Child Safety framework, all volunteers engaging in Golden Square Pool must have a valid Working with Children's Check (or VIT for teachers). This must be submitted and confirmed prior to your first shift. You won't be able to volunteer until it is in.

If you haven't previously given us a copy of your card or have a new one since last season, email us an image of the front and back of your card

If you need to update your card or get a card, go to www.vic.gov.au/working-with-children-check
Working with Children's Checks are free for volunteers.

EMERGENCY MANAGEMENT

Sometimes a situation may arise at the pool that requires our Emergency Management protocols to be activated. On those occasions, the volunteers have a role to play in assisting the Lifeguards and help to keep our patrons safe.

Pool evacuation

If something occurs to require the patrons to exit the water, you may be asked to make an announcement over the PA. You may also assist by ensuring that people don't return to the water before they are given the all-clear.

If there is an incident that requires the Lifeguards to be occupied poolside, they are not able to watch the patrons in the water. This is one of the reasons we clear the pools and keep them clear.

While the Lifeguards take control of the situation, you may be asked to assist by bringing equipment (defibrillator, oxygen, first aid box, towels) or stopping the scene from being crowded.

The defibrillator, oxygen and first aid box are located in the First Aid Office.

If Emergency Services are required, you may be asked to call Triple 0. In that case, you usually need to stay on the line and go out to the scene. If you need to leave the kiosk and you are the only adult, pull down the roller door to close the kiosk as you leave.

If Emergency Services are called, a volunteer must get a key and open the double gates. Also, someone should be sent out onto Maple Street to signal the emergency vehicle to enter.

Registered volunteers who are present when an emergency occurs but who are not on duty should offer their services to: step into the kiosk, assist the Lifeguards, monitor the pools and patrons, bring equipment, open the gate, signal the vehicle or anything the Lifeguard needs.

Emergency equipment



Defibrillator



Spinal board



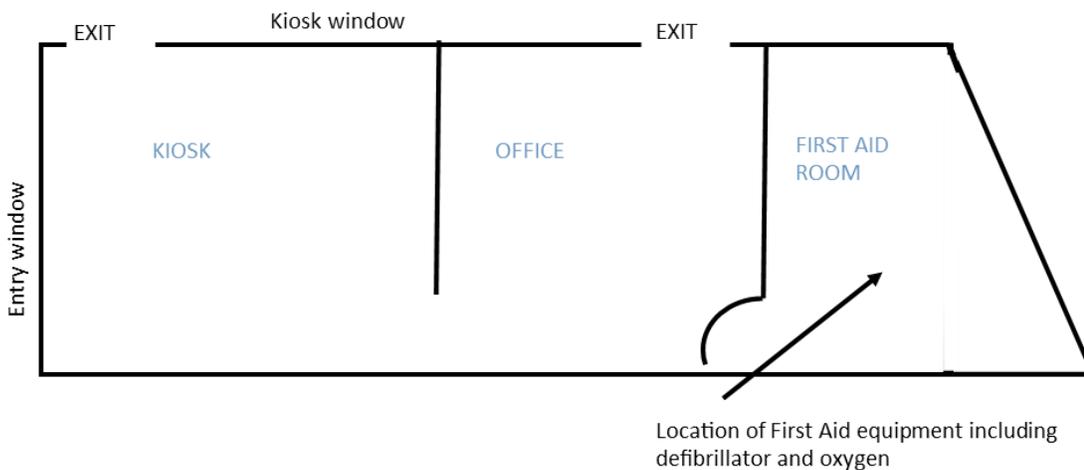
Oxygen kit

If you need to leave the kiosk;

- If no other adult volunteers are in the kiosk, pull down the roller shutter to close the kiosk.

If Triple Zero has been called;

- Follow the directions of the call taker.
- Send a volunteer to open the double gates for emergency services.
- Send a volunteer out onto Maple Street to direct emergency services in.



Summary

- Assist the Lifeguards as directed.
- Close the Kiosk roller door to leave the Kiosk unattended.
- Offer to help if you are present but not on duty.
- Know where the emergency equipment is stored in the First Aid Room in case you are asked to fetch it.

Whole facility evacuation

In addition to the procedures mentioned above, a full centre evacuation requires all staff and patrons to exit the facility. Our Emergency Assembly point is outside the front gate on the bike path. Do not use the double gates as they may be required for Emergency vehicles.

If there is an evacuation and the Lifeguards are occupied with an emergency situation, you may be asked to help by:

- Making an announcement over the PA to evacuate the facility, calmly telling people which exits to use, depending on the circumstances.
- Call Triple 0
- Guide people to the Emergency Assembly point
- Carry out First Aid equipment
- Check rooms and buildings to ensure no one is left behind.



Emergency Procedures

Emergency phone numbers

Police, Fire or Ambulance 000

Police Assistance Line (non urgent) 131 444

SES Flood Storm Emergency 132 500

Poisons Hotline: 131 126

24 hours a day, 7 days a week
(Victorian Poisons Information Centre)

Golden Square Police station: 5448 1300 (for non-emergency, eg report theft or property damage or 131 444)

Sam Kane – President of Committee of Management (General Manager) 0413 627 625

Barbara Lomas – Volunteer Manager: 0422 560 444

Remember:

- Dial 000
- Keep Calm. Stay on the phone.
- What do you need – AMBULANCE, POLICE or FIRE DEPARTMENT
- Describe type of emergency eg person not breathing, heart attack, stroke, anti-social behaviour, fire, other emergency
- Tell them WHERE: Golden Square Pool – 14A Maple Street Golden Square (near the Maple Street bridge over the Bendigo Creek Phone 0401 804 701
- Condition of casualty or description or other event
- Current treatment being given eg CPR/oxygen/defibrillator
- Ask for estimated time of arrival of the emergency service
- Direct them to access through carpark in Maple Street, Golden Square or through Main Gate if required.
- Ask for further instruction from 000 Operator. DO NOT HANG UP until emergency service hangs up.

The **Emergency Management Plan** is located in the Office



Prices and Hours

Opening Hours

	Standard hours	Extended hours 33° and above
School Term Weekday	3.30pm - 7.00pm	3.30pm - 8.00pm
School Term Weekend	1.00pm - 7.00pm	11.00am - 8.00pm
Primary School Holidays Everyday	1.00pm - 7.00pm	11.00am - 8.00pm

We're closed if it's 23° and under. Daily hours and programming updates on our social media pages.

Entry and Season Pass Prices

Golden Square Pool Entry Prices	Day Entry	Season Pass (all outdoor pools)
Adult	\$6.60	\$126.50
Concession	\$5.40	\$95.00
Child	\$5.40	\$92.50
Family	\$17.60	\$240.50
Family Concession	\$13.20	\$189.50

Prices are standardised across all City of Greater Bendigo outdoor seasonal pools.

The mid-season ticket is offered from 31 January 2026.

All prices are loaded into SQUARE and kept up to date.

Volunteers

For Your Kiosk Shift

On Arrival:

- Say hello to the Team Leader.
- Sign in via the IPAD with name and arrival time, locate lanyards.
- Wash/disinfect hands before commencement.
- For first shift of the day, help lifeguards to set out flags, chairs, signs etc.
- Open window, make sure there is cash in the drawers, turn on iPADS. Reverse process for the last shift of the day, including picking up rubbish and putting out rubbish bins when required.
- First shift of the day needs to check the telephone for messages.
- Beginning of day – float will be in safe already counted from previous shift.
- Check Day Book for notes and information. Write in the Day Book if you need to leave a message regarding stock, incidents, breakages etc. For urgent messages consult with Lifeguards.
- Put the cards on **'The Daily Wrap'** board.

During the Shift:

- Fill out the entry information as people arrive.
- Be aware of any bookings for that day listed on the calendar (calendar available on the iPad)
- Check and record the temperatures of all fridges and freezers and record on the iPad for every two-hour shift.
- Top up of stock if required. Put newest items at the back. Make a note if anything is getting low. Please do not overfill the freezers.
- When not busy, clean the Kiosk and Office including wiping fridges, bench tops, sweep floors and walls. Tick off tasks on the weekly task sheet.
- More change available in safe – ask Lifeguard to get change from safe if required.
- Check the Day Book for messages or instructions regarding jobs to do that day. Make note of anything unusual or needing follow up.

End of Your Shift:

- Wipe and disinfect all touch surfaces (including tongs, benches, handles, iPad and cash drawers) prior to next Volunteer commencement.
- Sign out before leaving.

End of Day:

- Ensure all is clean - refer to end of day check list.
- Empty the coffee machine drawer and clean. Make sure the milk warmer is clean. (Use the inquiry form on the iPad to let the Kiosk Team know if the milk is running out).
- Help Lifeguards with pack up etc as required.
- Put cover over freezer.

- Bring in flags.
- Check with Lifeguards 30 mins before closing regarding cleaning requirements for the day.
- Give patrons a reminder that the pool is closing about 15 mins beforehand, if required.
- Turn off the music.
- Put down the shutters.

End of Day Cash Up Procedure:

- Lifeguards or Money Team are required to count the money in the cash drawers. This involves: \$100 float from each CASH DRAWER to be counted out and put back into draws and stored in individually labelled bags ENTRANCE and KIOSK. Remaining money in each cash drawer equals DAILY TAKINGS.
Combine together and fill out a slip with date and total. Put in BANK BAG for that day along with slip and cash (can be loose in the bag). Fill out amount in the Google Form. Lifeguards puts into the safe.
- Put each float in a separate calico bags. Banking bag can be any bag or pink, marked pencil case.
- Very important to ensure the DATE and AMOUNT is included in the bag with the day's takings to match information on Google Form.

Customer Service

To ensure that all visitors to the pool have an enjoyable time, it is important to maintain a friendly and relaxed attitude when working in the kiosk. Customer service includes treating all patrons, and fellow volunteers with respect and courtesy, paying attention to charging the correct amount and giving correct change, remaining calm during busy times and always trying to make sure people feel welcome.

It is important that appropriate language is always used while working at the pool. Foul or abusive language is not tolerated, in accordance with the Golden Square Pool Volunteer and Employee Code of Conduct.

Volunteers must wear clothing over their swimwear and have something on their feet whenever they are in the kiosk. People not on duty or without tasks to perform for the pool are not permitted in the kiosk or office area under any circumstances. Also, people who are not staff or inducted volunteers of Golden Square Pool are not permitted in the office or kiosk at any time.

- Yes, we can plug in your telephone charger
- Yes, we can boil water or use microwave to heat the baby's bottle
- Yes, we can fill your water bottle from the tap (we can even offer ice)
- Yes, we can put your birthday cake in the fridge
- Yes, we can give you a key for a locker, but no, we won't look after your things

Dealing with difficult or unwelcome patrons

Occasionally the pool is bothered by serial pests or unwelcome patrons who are causing problems and/or not complying with our Conditions of Entry.

These include but are not limited to:

- Entering the pool without payment
- Being drug or alcohol affected
- Bringing prohibited items into the facility (such as alcohol, weapons or glass)
- Being aggressive, threatening, loud or abusive (either to other patrons or staff)
- Smoking or vaping on pool grounds

What to do

In these situations, staff and volunteers must always try to keep a safe distance and ensure the safety of themselves, lifeguards and other patrons.

- When confronted, unwelcome patrons may become argumentative and even threatening.
- Ask the offender to leave the premises, if they refuse, CALL 000. Tell the Lifeguard.
- Let the Volunteer Manager know if you have been in an unusual or uncomfortable situation.

Protocols

Volunteers and lifeguards should always have the walkie talkie turned on for fast and discreet communication to ensure prompt cues and responses. The walkie talkie is a vital tool to ensure safety of all staff and patrons.

If 000 has been called, volunteers and lifeguards should treat this as an emergency and keep notes and fill out the appropriate paperwork.

If the police have been called onsite, the Manager should be immediately informed.

About You

If patrons or pests are making you feel uncomfortable or unsafe, you don't have to put up with that or manage it that alone. Speak to the Team Leader or your Volunteer Manager about any conversation or event that you did not like, even if it was trivial. If you prefer, you may email the details to:

volunteer@goldensquarepool.com.au

Some key phrases to use in an uncomfortable situation may be:

- "This conversation/language is making me feel uncomfortable"
- "That comment was not appropriate"
- "I don't like it when you say/do that. If you won't stop, I will have to ask you to leave"

If this does not improve or resolve the situation, you should call the Senior Lifeguard on duty for assistance.

Supervision Ratios

- At least 1 parent/guardian to 2 children under 5 years of age.
- At least 1 parent/guardian to 4 children under 10 years of age (people planning for children's parties, family groups etc need to consider supervision ratios and ensure enough adults are present.)

Communication

Please check the Day Book every time you start a shift. It's a good idea to check back through previous pages to see what has happened since the last time you were in.

It is important to note any incidents, complaints or feedback in the Day Book. Also make note of lack of stock, issues with change, or messages regarding lost property.

Lost Property

Any items found or handed in are put into the Lost Property box in the Office. Please don't put anything wet into the box. Lost Property will be kept for one week, and if not claimed, will be thrown away.

Roster

The Volunteer Manager (Barb Lomas) is the first point of call for all kiosk volunteers. Make sure you check the roster carefully to not miss a shift. If unable to do a particular shift, please contact the Volunteer Manager as soon as possible: volunteer@goldensquarepool.com.au. Please ensure that the Volunteer Manager is informed of change of email or contact details.

Sunscreen

Patrons are encouraged to be SunSmart. Free sunscreen is available at the kiosk for anyone to help themselves. Make a note in the Day Book if supplies are getting low.

Free Entry to the Pool for Volunteers

Volunteers may have free entry to the pool for a swim immediately prior to a shift or immediately after a rostered shift (on the same day as the shift).

- Free entry to the pool applies only to the volunteer and not to other family members or friends.
- Free entry to the pool is not transferrable to family members or friends.
- Free entry to the pool is not able to be delayed to another time.

Junior Volunteers

The Junior Volunteers are the responsibility of the inducted parent/guardian at all times while on duty. Junior Volunteers must undergo the Junior Induction before commencing in the kiosk. They are not permitted in the kiosk unattended and must sign in/out for each shift. They may perform simple transactions and must be supervised when using SQUARE and when handling money. Younger Junior Volunteers are not permitted to answer the telephone or use the microphone.

When a Junior Volunteer transitions to Senior Volunteer is at the discretion of the Committee of Management (and usually from legal working age of 15).

Pass Outs

Day visitors are entitled to return entry on the same day if they wish to leave for any reason. Use the pass out cards, make sure the card is dated and has the name of the person issuing it (your shift may be over by the time the patron returns).

Personal Belongings/Lockers

Patrons are urged to take care of their personal belongings. Lockers are available for no charge for safekeeping of personal items. Enter information on SQUARE when key is borrowed (to ensure key is returned). Clear item on SQUARE when key is returned.

If a patron asks you to hold their bag or put their bag in the kiosk, explain that we cannot do that and offer them a locker instead.

Gift Vouchers

It is possible to accommodate requests for Gift Vouchers which will be customised for particular needs. Pass on to Sam. In fact, most requests would be considered and hopefully met.

Employee Assistance Program (EAP)

A confidential counselling and support service is provided to help employees and volunteers if they need help dealing with a work-related problem.

Staff and Volunteers have access to two sessions under this program. To access the EAP, please refer to contact details and forms on the Workplace Health and Safety Board in the office.

Entry Counting

Counting entries is a requirement of our lease with City of Greater Bendigo, and must be done as accurately as possible.

- All entry tally sheets are to remain in the one bound book.
- Counting is done according to the boxes on the daily entry tally sheet, and putting a stroke per entry, as appropriate. These are done in groups of five strokes.
- Enter EVERYONE who comes into the pool including: non swimmers, swimming lessons, birthday parties, sports teams, VicSwim, group entry, Water Aerobics, yoga etc.

The entry tally bound book always remains on the counter in front of the entry window. Please do not move it from here.

Contractors

All non-patron visitors to the pool (contractors, workers, Council officials etc) must sign in to the **Contractor Sign In form** on Google. There is a special QR code for this. If they cannot do it themselves, there is a shortcut on the iPad for the volunteer to assist.

Freezer

Make sure the freezer is NEVER SWITCHED OFF at power point. Please report anything unusual noticed in regard to freezers eg: soft ice-cream, dripping water. Make sure the covers go onto the freezers at night to ensure efficiency.

Use the iPad to fill in the fridge/freezer temperatures at every shift. Alert the Kiosk Lead if the temperatures are out of the usual range.

Telephone

All volunteers must answer the pool telephone when it rings. Follow the following script when answering the phone:

'Hello (or similar greeting), Golden Square Pool, (your name) speaking, how may I help you?'

Make sure to take notes during the call – including the name of the person you are speaking with, any key information from their call, and their contact number (if applicable). Transfer relevant notes into the Google form on iPad or into the Day Book (if applicable), flagging the person that needs to follow this call up.

- If inquiring about a booking, please fill out **Google form** on iPad as per *BOOKINGS information*.
- If a message is for one of the **LEADERS**, fill out the Google form on iPad
- Please return the phone to holder after use so it is easy to find. Also check if it needs charging.
- Check the phone for text messages or voicemail at the start of your shift.

Bins and rubbish

Bins – recycling – Recycle bins go out on Wednesday nights (yellow lids). Only put out full bins as we pay per bin emptied. If you are rostered on for first shift Thursday, please bring in the bins.

Bins – rubbish – Rubbish bins go out on Tuesday nights. Only put out full bins as we pay per bin emptied. Bin liners will be used to easily combine rubbish so that only full bins are put out. Part of the volunteer's general duty is to pick up rubbish if lying on the ground. Also help out by relocating bins if the one near the kiosk is getting full.

Volunteer Inquiries

If a someone asks for information to join the team, or would like to volunteer, use the INQUIRY GOOGLE FORM on the iPad. This forwards the information to the Volunteer Manager.

Defibrillator

Located in the Lifeguard Room. Do not touch unless instructed by the Lifeguard.

Water Aerobics

Dates and times may change. Check the Day Book. Prices are loaded into SQUARE. Cost includes entry. Season Passes get the discounted price. Concession is also accepted. The Program MultiPass offers further discounts to both casual patrons and members. Encourage first-time patrons to sign up for the Water Aerobics Club (on the Google form) for updates and changes to program.

When the patron pays, he or she is given a Water Aerobics card. They give this card to the Instructor. At the end of the session, the Instructor returns the cards to the Kiosk. Please count them and make a note of the numbers on the separate sheet provided.

Yoga

Dates, times and offerings may change. Same terms and conditions as Water Aerobics.

Program MultiPass

Patrons may purchase a Program MultiPass to gain a discount and for the convenience of a single payment. Then on each visit for a program (such as Yoga or Water Aerobics), cross off the next square and mark the patron as a number in the Tally Book.

Multi Visit Pass

Patrons not wanting a Membership, but looking for multiple visits can now get discounted entry by purchasing a Multi Visit Pass. This is similar to the Program MultiPass (above) but used for entry. Sell the card (as listed on SQUARE) and mark off each visit on the card. Ideal for gifts or for visitors.

Fitness Passport

We accept Fitness Passports. When a person comes in with one, they fill out a Venue Check-in at the gate on their device using the QR Code. There is a Google Form on the iPads for backup. (The Passport does not cover fitness classes or other activities at Golden Square Pool which must be paid for separately but at Member's discounted price.)



Agnico Eagle Fosterville Employees Wellbeing Card

Employee enter the details at the gate on their own device using their QR Code. There is a link on the iPads for backup.

PLEASE NOTE: Neither Fitness Passport nor Agnico use paper forms.

Maintenance

If you see anything that needs to be done or fixed, or want to alert the management to a potential problem, please report the issue to MAINTENANCE via the form on the iPad or, if using your own phone, by using the QR code displayed in the Kiosk.

Risk

All incidents and near misses, must be reported, investigated and actioned to keep everyone safe and to prevent a recurrence.

If you are involved in an incident, even if minor, an Incident Report form should be completed. If an injury was sustained, this must be reported to the Senior Lifeguard on duty who will assess the injury and help you complete the relevant paperwork.

Incidents should be reported via the form on the iPad or, if using your own phone, by using the QR code displayed in the Kiosk. As the Lifeguard for assistance if unsure.

Pool Rules

Alcohol – is not permitted anywhere on the grounds of the pool under any circumstances. Eskies brought into the pool may be inspected for alcohol. Consult with the Lifeguards if there are any issues around alcohol or intoxication.

Smoking and Vaping – smoking or vaping is not permitted anywhere on the grounds of the pool. Smokers must leave the grounds if they wish to smoke or vape. Anyone violating this rule will be asked to leave the facility. Please refer to any issue to the Lifeguard on duty. A container for butts is provided. Patrons must not throw butts on the ground as this is littering.

Recycling – Please encourage patrons to use the correct bins – no rubbish in the recycling bins etc. Help our efforts to be sustainable by putting recyclable items in the recycling bins and encouraging patrons to do the same. Cans and plastic bottles should be put in the separate, marked bins for our fundraiser efforts.

Toys – patrons may borrow toys to play with in the pool but are expected to return them when finished. This includes noodles and kick boards. Please note that tennis balls are not permitted in the pool as they have the potential to hurt. Inflatable toys are permitted but must be used responsibly, at the discretion of the Lifeguard. Toys brought from home must not present a shattering or sharp hazard. Noodles will be kept in the far storeroom. The Lifeguards will put out toys and noodles at the start of the shift.

The **air compressor** is available to inflate toys. It is located in the centre storage shed (Bubble Door). You may be required to leave the kiosk to help a patron with the compressor, but only if there is another person in the kiosk. The Lifeguards cannot leave their stations to help inflate toys. Some patrons are able to help themselves.

Babies and Toddlers – children 4 years and under are not required to purchase a ticket but need to wear a wrist band under the WATCH AROUND WATER guidelines (issued upon entry). Babies must wear a swim nappy while in the pool, suitable to contain accidents. Single swim nappies are available to purchase from the kiosk if required. Alert the Lifeguard if patrons do not comply.

Please note that according to the Lifesaving Victoria guidelines carers/parents supervision policy: children under 5 must be supervised within arm's reach and children under 10 actively supervised by a parent or guardian over the age of 16 – See WATCH AROUND WATER.

Non Swimmers – spectators and carers are not charged admission to the pool (except during special events such as concerts when you will be notified). Companion Cards are an acceptable form of ID (must be presented).

Microphone & Sound System - Only on duty Lifeguards and on duty kiosk volunteers can use the microphone and sound system – no exceptions.

Selling and Serving

Memberships and Season Passes

Former Golden Square Pool Memberships and City of Greater Bendigo Season Passes now merged into one pass – Golden Square Season Pass which gives patrons access to all CoGB outdoor seasonal pools for the duration of the summer season.

When selling a Season Pass, fill out the form with name and contact details, serial number of passes and age of any children. Very important that contact details are included – address and email. Every number of Season Passes must be accounted for. **Do not skip numbers or use out of sequence.** We are required by CoGB to provide postcode data of our members. Family Memberships are for 2 adults and all their custodial children under 16 years old as shown on the Medicare Card. Follow instructions on the Membership Pass form.

Season Passes may be purchased from GSP with all funds retained by GSP, even if the patron never attends our pool. This is very important – please make sure patrons know their purchase helps us. Please note that CoGB sets the cost of the Season Passes.

Try to become familiar with what Season Passes for other pools look like as they are different from each other.

- Book and Season Passes to be kept in the red tin under the ENTRY COUNTER.
- Make sure that **ALL sections of the form** are filled out, especially contact details. Also details for each member of the family (name, age etc).
- Make sure **all numbers** of the passes are entered. Ensure number sequence is correct and all numbers accounted for.
- Don't forget to put through SQUARE.
- Include our brochure and Summer at the Square flyer.
- Include the children's wrist bands if required

SEASON 2025/2026 PASSES WE ACCEPT HERE:

Colour may be different to the examples, check current season **2025/26** is on the pass







Online Membership sales

It is now possible to purchase Season passes online, making it easier for people to purchase passes as gifts etc. The passes are packaged be collected at the front desk. People should allow at least 24 hours for the passes to be processed. Everything else about the passes is the same (eg they go in the same number sequence, we need the details of all family members etc.). If a patron has a problem with their purchase or

a question you cannot answer, use a General Google Form and put in all the details. A member of the team will follow up as soon as possible.

Cash

The lifeguards will get the Float Bags out of the safe. If they are busy, they may require the first shift of the day to put the money in the cash drawers. Both drawers have exactly the same configuration of change. The floats are \$100 each. If change looks a little low, ask the Lifeguard to swap out change from the Master Float in the safe. It is the responsibility of the Kiosk volunteer to make sure change is adequate.

Square and EFTPOS

All items for sale now listed on SQUARE on the iPADS. Just follow the prompts and see diagrams (following page).

All EFTPOS is handled through SQUARE. Just let customer tap or insert card. Receipts emailed on request.

If customer asks later for receipt (more than 5 transactions later), send details to Linda Howell via Google form on iPad with customer email, date, time and amount. She will retrieve the receipt and forward to customer.

There is a surcharge added for EFTPOS transactions. This is displayed at the point of sale. We need to pass on the costs charged to us by the banks.

Bookings

Golden Square Pool is a popular location for bookings – birthday parties, sports training sessions, breakups, and schools. If a bookings request comes into the kiosk, follow the below procedure. Any queries should be directed to the Business Manager.

HOW DO I MAKE A BOOKING?

1. If the patron is there in person and would like to do it themselves, give them the QR Code and they can open the form on their own phone. If they want you to do it, open the iPad icon for **ENQUIRY FORM**
2. Ask the patron **the questions on the form**, to fill it out
3. Tell the patron that their booking **will be confirmed by phone or email ASAP.**
4. **SUBMIT**

(If the internet is not available or iPad not working, write a message in the Day Book.)

We do not privately book out the barbecue – if asked, tell the patron that we use it under a sharing arrangement. You can make a note in the Day Book for the date discussed if someone intends to use the BBQ.

Make sure to check the **CALENDAR** on the iPad at the start of your shifts for any bookings and specific instructions.

BOOKING PRICES

Groups during normal opening hours

- TEN or more – discounted entry price as per SQUARE
- LESS than TEN – normal entry prices apply

Groups outside normal opening hours (otherwise known as PRIVATE POOL HIRE)

- Business Manager will contact and quote based on booking size and other factors.

School groups

- Business Manager will contact and quote based on booking size and other factors.

Private Swim Schools

- Negotiable – take details and pass on to the Business Manager

IF ANY QUESTIONS, CONTACT THE BUSINESS MANAGER

Code of Conduct – Volunteers and Employees

Adult Code of Conduct

Golden Square Pool is a community run organisation dedicated to providing a welcoming, friendly, clean and safe swimming pool and surrounds. Volunteering and employment at the Golden Square Pool is subject to the observance of the organisation's rules and procedures. The actions outlined below are strictly prohibited. Any volunteer or staff member who violates this code of conduct will be subject to discipline, including removal of work as a volunteer or staff member, and possible police action (depending on said misdemeanour). Volunteers and employees will not be able to commence aspects of their role until this code of conduct is signed.

The following actions are strictly prohibited:

- Abusive language towards staff members, fellow volunteers and patrons
- Possession or use of alcohol or illegal drugs on premises (including smoking normal cigarettes) or volunteering under the influence of Alcohol or Drugs
- Bringing dangerous or unauthorised materials onto the premises
- Discourtesy or rudeness to a fellow volunteer, staff member or patron
- Verbal, physical or visual harassment of another volunteer, staff member or patron
- Actual or threatened violence towards any individuals or group
- Conduct endangering the life, safety, health or wellbeing of others
- Failure to follow any of Golden Square Pool's policies or operational procedures (for example, allowing non rostered people into kiosk and not wearing appropriate attire i.e. bathers are to be covered whilst volunteering in kiosk)
- Bullying or taking unfair advantage of any other persons or groups
- Failure to cooperate with a staff member, the Senior Lifeguard, a member of the Committee of Management, or person with a position or responsibility
- Failure to follow the instruction of a staff member, the Senior Lifeguard, a member of the Committee of Management, or person with a position or responsibility
- Removal of pool property including, money, food items or pool supplies
- Undermining the reputation of the Golden Square Pool, fellow volunteers, staff, patrons or Committee of Management members by inappropriate/inflammatory comments either made in person (written or verbal) or on Social Media
- Failure to provide a current Working with Children Check and National Police Check

Junior Volunteer Code of Conduct

The rules:

- You can't yell, swear or be rude to people who work at the pool, other volunteers or the swimmers
- You can't use alcohol, drugs or smoke cigarettes while you are volunteering. You can't bring these to the pool either.
- You can't bring anything that's dangerous or illegal to the pool
- You can't annoy people who work at the pool, other volunteers or the swimmers
- You need to wear nice clothes when you are volunteering (not your best clothes but you can't wear your bathers)
- Follow instructions from the people who work at the pool
- You can't take any money, food without paying for it or any pool supplies from the pool
- Don't say mean things about the pool
- Most importantly, have fun!! Thank you for helping us at the pool.

Swimming Programs

Paul Sadler Swimland

Paul Sadler will run swimming lessons at the pool during the 2025/2026 season while their new premises are built in Huntly. The team will be at the pool on Monday, Thursday, Fridays and Saturdays from 4pm until 6.30pm on those days.

As well as swimming instructors, there will be two Customer Service staff on site – one in the kiosk, and one on the pool deck. These staff members will handle all bookings, inquiries and problems related to Paul Sadler. GSP volunteers will direct all matters related to Paul Sadler to these staff members (eg change of time, missed lessons).

General inquiries should be directed to the Paul Sadler staff, however on the days when they are not on site, you can direct people to a poster with a QR code which will send them to the website.

Entry gate procedure

- When patrons arrive for Paul Sadler lessons, they will show their **Paul Sadler Swimland tag** (one tag per family). They should be marked in the book under a special 'Paul Sadler' category (similar to Water Aerobics, Fitness Passport etc).
- Other family members who are watching the lesson will be marked as usual as '**non swimmers**' and there is no charge.
- For family members who wish to swim, there is a discounted Paul Sadler button on Square which may be applied to either adult/concession or child.



- If they are Seasons Pass holders, mark that as usual.

Watch Around Water

WAW applies as per normal for patrons entering Golden Square Pool. Volunteers on Entry must issue the appropriate wristband and explain the policy to patrons.

NOTE: children are under the supervision of the instructor during the lesson, however once the lesson ends, if the child is going to stay in the water, the supervision switches back to the accompanying adult – arm's length for under 5s and active supervision for under 10.

VicSwim

What happens?

VicSwim goes for three weeks in January starting from usually the first Monday in January.

People book online at www.vicswim.com.au

Sessions last for half an hour and are on at the same time every day for five days.

Children who are booked in for VicSwim pay \$2.50 entry each day, unless they show a Season Pass (any CoGB outdoor seasonal pool pass).

Other family members who have come to swim PAY NORMAL ENTRY fee every time (unless non swimmers or under 4). Supervision rules apply to other family members.

The VicSwim teachers use our facilities including kickboards, noodles etc. They will work with the

Lifeguard regarding getting equipment and setting up a closed lanes for their use.

SwimAware (currently paused)

What is it

SwimAware at Golden Square Pool is a multicultural swimming program that offers free basic water safety and swimming lessons to adults who haven't had the opportunity to learn to swim.

Thanks to funding from LifeSaving Victoria, Swimming Australia and in partnership with the Loddon Campaspe Multicultural Services and Bendigo Community Health, the SwimAware program operates throughout summer.

The ability to swim and be safe around water is an important skill if you live in Australia. It means you can keep yourself, your family and others safe. It increases confidence plus it creates social opportunities and has lots of health benefits.

There are lots of reasons people may not have had the opportunity to gain these skills. It might be due to financial disadvantage, growing up in a country where swimming lessons weren't offered, a physical challenge or other barriers.

SwimAware at Golden Square Pool aim to help all people be confident around water and learn to swim.

Life Saving Victoria WATER SAFETY CAMPAIGNS

SwimSafe

(not Golden Square Pool's program, which is called SwimAware)

SwimSafe is a Life Saving Victoria campaign that aims to communicate key safety messages to adult vulnerable swimmers including those from culturally and linguistically diverse backgrounds and those with pre-existing medical conditions or disabilities.

The campaign includes five tips aimed to help staff and volunteers make public pools safer for adult vulnerable swimmers:

- Read the safety signs
- Enter the water feet first
- Stay within your safe depth
- Swim with a friend
- Put your hand up for help

Watch Around Water

This is a program to make sure that parents/guardians understand that they have the primary responsibility to actively supervise the children in their care. Supervision is not the responsibility of the Lifeguards.

When patrons arrive at the pool, it is our job at Reception to ensure that as parents/guardians, they understand what active supervision means. The wristband demonstrates that they do understand and are undertaking active supervision.

Members will be given a REUSABLE wrist band and asked to bring it and wear it EVERY TIME they visit. They may be reissued with a new one they lose or break it.

Unsupervised children (of any age) will be removed from the water if the Lifeguard is concerned for their safety.

Children under 5 years will not be admitted unless they are accompanied by a fee-paying parent/guardian who is prepared to enter the water with the child.

- **Children under 5** – PINK WRISTBAND – child must be constantly supervised and remain within arm's reach of a parent or guardian. There is no charge for entry for children wearing the pink wristband. (If the child is in the water, the parent or guardian must be in the water too).
- **Children over 5 and under 10** – YELLOW WRISTBAND - must be accompanied into the facility and constantly supervised by a parent / guardian. The parent / guardian must have clear, constant and direct access to the child at all times.
- **Children aged 10 or older** – parents must use their knowledge of an individual child's swimming ability and general development to determine the level of accompaniment required.
- The **wrist band** on children is a signal that the parent/guardian understands this role and is aware of their obligation to actively supervise.

Policy

Policies are printed out and kept in a folder in the Staffroom for any volunteer or staff member to look at. Or you can request a copy of any policy. Ask the Volunteer Manager volunteer@goldensquarepool.com.au

Work Health and Safety Policy

We're committed to providing the safest possible workplace for everyone. At the same time, everyone must take responsibility for their own safety and the safety of others. We're building a culture where people understand what's expected of them and where we make sure that people have the skills and knowledge to do their roles safely.

Incident procedure

All incidents and near misses must be reported, investigated and actioned to keep everyone safe and prevent, if possible, something happening again.

If something happens to you while you are volunteer – eg kettle or knife - let the Lifeguard-In-Charge know. They will help you complete incident and first aid form. If it's serious, the Team Leader will deal with it as per normal procedure.

We also have procedures for dealing with serious incidents that the Managers and Lifeguards are trained for.



Grievances

Golden Square Pool Inc. supports the right of every staff member and volunteer to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. A staff member and volunteer may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible.

When necessary, Golden Square Pool Inc. will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly.

Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Grievance Procedure

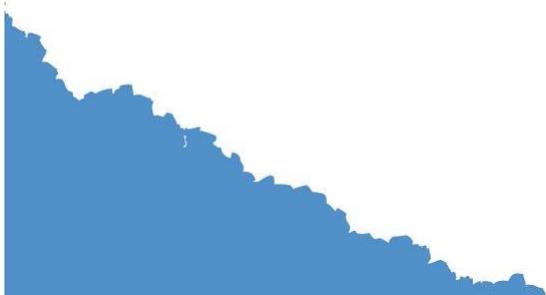
Informal Process

The employee or volunteer should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.

Formal Process

1. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance. Such grievance should be made to the complainant's line manager in the first instance. This will be treated in a confidential manner.
2. Once the completed complaint is submitted the line manager will acknowledge and receipt the complaint and proceed with an investigation process. At any time, the President of the organisation may become involved.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If appropriate, a manager may have a discussion with both parties - even in mediation, in an effort to genuinely resolve the complaint at workplace level. Both will be informed if the investigation is continuing.
5. If the investigation process continues, this will occur within a 14 working-day period.
6. On completion of the investigation finding, all parties involved will be informed of the outcome (if appropriate) and the prescribed actions and recommendations. Some example recommendations are included in the **Grievance Policy**.
7. A manager will provide written correspondence to all involved, stating the outcome of the above.
8. If the grievance still can't be resolved, refer the matter to the most senior manager (President) for consideration and a final decision. A grievance taken to this level must be in writing from the employee/volunteer.

Full detailed steps are outlined in the **Grievance Policy**.



Child Safe Policy

The Victorian Child Safe Standards (the Standards) now apply to all sporting organisations that provide services or facilities to children within Victoria. This is a legal requirement for sporting organisations of all sizes from grassroots clubs all the way through to National Sporting Organisations. Child safety is everyone's responsibility.

The Standards relate to developing a child safe culture within our organisation and include requirements to have practices, procedures and policies in place to prevent and respond to allegations of child abuse. The Standards apply to all personnel in our organisation and the wider community, including: Committee members, paid staff, volunteers, students on placement and contractors.

Golden Square Pool is committed to safety and wellbeing of all children and young people.

Golden Square Pool has zero tolerance for child abuse and is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

Golden Square Pool has appointed Margaret Hand as Child Safety Officer with the specific responsibility for responding to any complaints made by staff, volunteers, parents or children.

If a child is in immediate danger, call 000. To contact Police when it's not urgent call 131 444.

Any child safety concerns where there is disclosure of abuse or harm, allegation, suspicion or observation of harm – contact the police. Any incidents should be reported to Child Safety Officer Margaret Hand who will complete a report. This should be done via the Contact Form on the website.

To reduce the risk of child abuse occurring, adults should avoid direct, unsupervised contact with children. For example, this should be a consideration when using change room facilities; engaging in social events at the Pool or physical contact when working with or managing children.

See Golden Square Pool Inc.'s full Child Safety Policy for more details

Ref: Golden Square Pool, Child Safe Policy (October 2020)

