# Prince Alfred Park Pool Access Key

**A customised accessibility guide**

**105 Chalmers Street**

**Surry Hills, NSW, 2010**

**Phone 1300 198 412**

**Website https://princealfred.org/**

**Version 1.0**

**Updated – September 2022**

## Glossary

**Actively supervise - Parents and carers must have their children within eyesight at all times.**

**AFFL - Above finished floor level.**

**Cardiovascular - Relating to the heart and blood vessels.**

**Endurance - the ability to continue with a task, despite feelings of fatigue or stress.**

**Flexibility - The ability of joints to move through a range of motion while unrestricted and pain free.**

**GOswim - Swimming lessons which focus on contemporary, experiential, activity-based learning as a fun and engaging way for kids to learn to swim and be safe around water. GOswim swimming lessons empower students to think, discuss and decide whilst having fun in and around water.**

**Gross motor skills - Involves the use of the large muscles of the body.**

**HHSH - Hand held shower hose.**

**Interpersonal and social skills - Relating to relationships or communication between people and the ability to interact with them in the most efficient and proper manner.**

**Membership - member or multi-visit pass holder.**

**Mobility - The ability to move or be moved easily and freely.**

**NDIS - National Disability Insurance Scheme.**

**Proprioception - Awareness of position and movement of the body.**

**Range of movement – Refers to how far a person can stretch or move a part of their body.**

**Sensory exploration - The stimulation of one’s senses: touch, smell, taste, movement, balance, sight and hearing.**

**Sensory regulation - Relates to an individual's ability to increase and decrease their alertness, or arousal, to match the situation or environment.**

**Social interaction - Consider the perspective of other people and understand their needs.**

**TGSI - Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.**

## Guidelines

**Thank you for choosing to use an Access Key for Prince Alfred Park Pool.**

**This guide provides convenient information about accessing this centre.**

**For your Access Key to be successful, we recommend you follow these guidelines.**

**Access Keys are available online to help you prepare for your visit in advance.**

**Access Keys to be read and shared in an environment free of distractions.**

**Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.**

**If sharing the Access Key with participant, help the participant comprehend key points, consistently monitoring for level of understanding.**

**If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.**

**If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.**

**Once the visit has taken place, revisit the Access Key to celebrate success.**

**Download Access Key in its entirety – 36 pages in total.**

## Did you know?

**Prince Alfred Park Pool is managed by Belgravia Leisure on behalf of the City of Sydney. Belgravia Leisure is a registered NDIS provider.**

**View the City of Sydney’s Disability Action Plan.**

**https://www.cityofsydney.nsw.gov.au/strategies-action-plans/inclusion-disability-action-plan**

**A variety of 360 memberships are available with online sign up. https://360card.com.au/membership**

**Our 360 memberships give access to six City of Sydney leisure centres in the local government area.**

**https://princealfred.org/360-membership**

**A customer portal is available for 360 members to manage all aspects of their membership online.**

**https://princealfred.org/customer-portal**

**Prince Alfred Park Pool has two pools:**

* **outdoor heated 50 metre pool**
* **toddler’s splash pad.**

**Children and adult swimming lessons are available. Group or individual.**

**https://princealfred.org/swimming-and-aquatics/learn-to-swim-kids**

**https://princealfred.org/swimming-and-aquatics/adult-swimming-lessons**

**Prince Alfred Park Pool operates under the Royal Life Saving “Keep Watch” supervision guidelines for parents and carers.**

**https://www.royallifesaving.com.au/Aquatic-Risk-and-Guidelines/safety-programs/child-supervision/keep-watch-at-public-pools**

**Group aquatic fitness classes are available.**

**https://princealfred.org/health-and-fitness/group-fitness**

**A fast-track school holiday intensive swimming program is available.**

**https://princealfred.org/swimming-and-aquatics/fast-track-school-holiday-intensives**

**Residents can apply for a City Access Card that provides a reduced rate for a casual swim or casual gym visit. For information on eligibility and how to apply, please visit our website.**

**https://www.cityofsydney.nsw.gov.au/facility-bookings-outdoor-events/apply-for-access-card**

**Please visit our website for entry prices.**

**https://princealfred.org/admission-fees**

**Prince Alfred Park Pool is part of ACON’s Welcome Here Project. It is recognised as being welcoming, supportive and engaged with LGBTIQA+ communities. https://www.welcomehere.org.au/**

**The centre features services designed to suit all members of our diverse community. https://princealfred.org/more/accessibility-and-inclusion**

**Follow us on Facebook and Instagram.**

**https://www.facebook.com/princealfredparkpool**

**https://www.instagram.com/princealfredpark/?hl=en**

**To provide feedback please visit our website, call 1300 198 412 or email askbelgravia@belgravialeisure.com.au.**

**Aquatic Supervision Rules:**

**Children aged 5 years and under must remain within arm’s reach of a parent/guardian aged 16 years or older at all times in the water.**

**Children aged 5 years and under must wear a yellow wristband.**

**Groups will not be admitted entry where the number of parents/guardians supervising a group of children aged 5 years and under exceeds the ratio of 1:3.**

**Children aged 6 to10 years must be ACTIVELY supervised by a parent/guardian aged 16 years or older.**

**Groups supervising children aged 6-10 are recommended to keep a ratio of 1:4 at all times.**

**Non swimmers are required to identify themselves at reception and wear an orange wristband.**

**No photography is permitted unless authorised by staff in advance.**

## Getting there

**Prince Alfred Park Pool is at 105 Chalmers Street, Surry Hills.**

**See Google Maps.**

**https://www.google.com/maps/place/105+Chalmers+St,+Surry+Hills+NSW+2010/@-33.8871769,151.2039461,17z/data=!3m1!4b1!4m5!3m4!1s0x6b12ae2094c9fad9:0x898806c88f3197b6!8m2!3d-33.8871769!4d151.2061348**

**Train**

**Central Station is 800 metres or a 10-minute walk from the pool.**

**Bus**

* **Route 343 Kingsford to City Circular Quay, stops at Prince Alfred Park, Chalmers Street (2-minute walk).**
* **Route 428 Canterbury to City Martin Place, stops at Central Station, Railway Square (5-minute walk).**
* **Route 352 Marrickville Metro to Bondi Junction via Oxford Street, Crown Street & King Street, stops at Prince Alfred Park, Cleveland Street (2-minute walk).**

**Bike racks are provided at main entrance.**

**For further information on how to get to Prince Alfred Park Pool, please visit Transport NSW.**

**https://transportnsw.info/**

## Parking

**The City of Sydney encourages the use of public transport to facilities.**

**There are:**

**two accessible parking bays on Chalmers Street, 80 metres from pool entrance**

**parking on surrounding streets with some restrictions**

**bus stop on Chalmers Street.**

**There is no designated general carpark on site.**

## Welcome

**Welcome to Prince Alfred Park Pool. We are located within the Prince Alfred Park.**

**Entry is through a swing gate, opening inward with a clearance of 900mm.**

**There is also a turnstile.**

**For office hours and contact details, please visit our website. https://princealfred.org/contact-us**

## Staff

**Lifeguards wear international standard uniform with bright yellow and red long sleeve shirt with red shorts. The word 'Lifeguard' is across the front and back of shirts. They carry a bum bag, a rescue tube and a radio.**

**Centre Managers and Regional Managers wear a black, long-sleeve collared shirt with dark pants.**

**Duty Managers wear a blue polo shirt with “Duty Manager” on the front and black shorts or pants. They also carry a radio.**

**Customer service staff and gymnasium instructors wear a white polo shirt with black pants.**

**All staff wear a name tag with their role.**

**Swim Instructors wear bright blue rash vests with “Swim Instructor” across the back and black shorts.**

## Reception

**Reception is on the left, before the main entry gates.**

**The reception counter is at a height of 1200mm AFFL.**

**Staff can help with enquiries, bookings, payments or provide directions.**

**There is a visual communication board at reception to support confident customer communication.**

**Members**

1. **Children 5 years and under are required to collect and wear a yellow wrist band for the pool. Bands can be collected from reception.**
2. **Swipe membership card or wristband at the scanner. The scanner is at a height of 1200mm AFFL.**
3. **Gate automatically opens inward with a clearance of 900mm.**

**Casual Guests**

1. **Report to reception.**
2. **Pay for visit. Cash or EFTPOS is accepted.**
3. **Children 5 years and under are required to collect and wear a yellow wrist band for the pool. Bands can be collected from reception.**
4. **Customer service staff will issue customer with a receipt which is then scanned at the entry gate. Gate automatically opens inward with a clearance of 900mm.**

### Sensory Guide reception

#### Feel

* **Flying insects**
* **Shared personal space**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Children playing (nearby park)**
* **Music (during classes)**
* **People**
* **Phones**
* **Splashing**
* **Traffic**
* **Weather**

#### Sights

* **Glare**
* **Smells**
* **Chlorine**
* **Sunscreen**

## Toilets

**The toilet block has two accessible toilets and separate male and female changerooms with toilets (including ambulant), benches and showers.**

**Location: At the shallow end of 50m pool.**

**Accessible toilet one (first on the left)**

**Includes:**

**one unisex, accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 840mm. Twist lock at 1095mm AFFL**

**cubicle space 4050mm x 2300mm**

**grab bars to the left and behind toilet**

**toilet height 470mm AFFL with left hand transfer**

**sink height 810mm AFFL with sensor tap 910mm AFFL**

**bench seat**

**shower with HHSH, grab bars and shower bench**

**baby change area.**

**Accessible toilet two (second on the left).**

**Includes:**

**one unisex, accessible toilet with sensor lighting**

**manual door opening inward. Door clearance of 840mm. Twist lock at 1080mm AFFL**

**cubicle space 2195mm x 5375mm**

**grab bars to the right and behind toilet**

**toilet height 490mm AFFL with right hand transfer**

**sink height 820mm AFFL with sensor tap 970mm AFFL**

**bench seat**

**shower with HHSH, grab bars and shower bench**

**baby change area.**

### Sensory Guide toilets

#### Feel

**• Shared personal space (male and female changerooms)**

#### Sounds

**• Echo**

**• Hand dryer**

**• Hair dryer**

**• Toilet flushing**

**• Water running**

#### Sights

**• Bright lights**

**• Mirror/Reflection**

#### Smells

**• Air Freshener**

**• Bathroom smells**

**• Chlorine**

**• Disinfectants**

## Adult change

**There is provision of adult change equipment at Prince Alfred Park Pool.**

**Location: After entry, on the left. Within the first aid room.**

**Includes:**

**manual door opening outward. Door clearance of 850mm**

**cubicle space 5180mm x 2675mm**

**adult change table - electronically height adjustable and manual foldable table with maximum load 200kg**

**Luna Ceiling Hoist with hoist/carry bar with maximum load 200kg.**

**Users must provide their own sling. Please ensure it is compatible with the hoist. If there is any uncertainty, please do not use hoist.**

## Therapeutic benefits

**Being involved in regular moderate physical activity can provide numerous advantages. Listed below are the associated therapeutic benefits of participating in activities available at Prince Alfred Park Pool.**

**Pools:**

**Develops interpersonal and social skills**

**Develops social awareness**

**Develops understanding of winning and losing**

**Encourages sensory exploration**

**Facilitates development of gross motor skills**

**Improves cardiovascular health**

**Improves muscular strength**

**Improves overall mental health and wellbeing**

**Improves proprioception**

**Promotes improvement in range of movement**

**Promotes sensory regulation**

**Reduces pain and inflammation**

**Reduces stiffness**

**Relaxation and calming benefits**

**Supports injury rehabilitation.**

**Aquatic Group Fitness:**

**Assists in the management of injuries and rehabilitation**

**Encourages social interaction and community participation**

**Exercises the body without putting stress on joints**

**Improves endurance**

**Improves overall mental health and wellbeing**

**Improves physical fitness**

**Increases flexibility**

**Increases muscle strength**

**Promotes sensory regulation**

**Reduces pain and stiffness.**

**Did you know that sport and active recreation can fit into four different NDIS funding categories?**

**The NDIS Sports Guide will walk you through how to include sport and recreation into your NDIS planning goals. https://dsr.org.au/ndis-sports-guide/**

## Outdoor 50 metre heated pool

**The outdoor 50 metre heated pool is directly ahead of the entry gates.**

**It is used for lap swimming (including lane hire), squad swimming, group fitness classes, school carnivals and leisure purposes.**

**It is open to the public all year round.**

**For lap lane availability information, please visit our website.**

**https://online.princealfred.org/public/facility/index/564/1735**

**Includes:**

* **pool access ramp with handrails on both sides**
* **ramp length 21.5m with gradient 1:14**
* **stepped entry point with handrails on both sides**
* **ladder entry points with handrails on both sides**
* **pool depth 1.2 metres to 2 metres**
* **nine full-sized lanes**
* **diving blocks at the deep end of the pool**
* **pool temperature approximately 26 degrees Celsius**
* **bench seating on exterior perimeter of toilet block**
* **grandstand viewing area with shade umbrellas**
* **grass area**
* **lockers, at varying heights, in the toilet block hallways. Free for members. Casual users incur a small fee. Please speak to staff at reception to pay with EFTPOS or use coins to pay at the locker.**

**Parents/guardians must remain within arm’s reach of any children aged 5 years and under.**

### Sensory Guide outdoor 50 metre heated pool

#### Feel

* **Being splashed**
* **Cool water**
* **Flying insects**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weather**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Children playing (nearby park)**
* **Music (during classes)**
* **People**
* **Splashing**
* **Traffic**
* **Weather**

#### Sights

* **Glare**
* **People**
* **Splashing**

#### Smells

* **Chlorine**
* **Sunscreen**

## Outdoor toddler splash pad

**The outdoor toddler splash pad is after the entry gates, to the right.**

**It is a play space for young children to have a light splash outside of the pool.**

**It is open during summer, spring and most of autumn. It is closed from May 1 to August 31.**

**Includes:**

* **roll on/flat entry**
* **soft play area**
* **undercover shade**
* **water features to support children to explore their sensory environment.**

### Sensory Guide outdoor toddler splash pad

#### Feel

* **Being splashed**
* **Cool water**
* **Flying insects**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water features**
* **Weather**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Children playing (nearby park)**
* **Music (nearby group fitness classes)**
* **People**
* **Running water**
* **Splashing**
* **Traffic**
* **Water features**

#### Sights

* **Glare**
* **People**
* **Splashing**
* **Water features**

#### Smells

* **Chlorine**
* **Sunscreen**

## Swimming lessons

**Children**

**Children’s swimming lessons are held in the outdoor 50 metre heated pool and are run between October and April.**

**Children can be enrolled in any of City of Sydney’s indoor centre swim school locations during winter; Cook and Phillip Park Pool, Gunyama Park Aquatic and Recreation Centre and Ian Thorpe Aquatic Centre.**

**https://cookandphillip.org.au/swimming-and-aquatics/learn-to-swim-kids**

**https://gunyamapark.com.au/swimming-and-aquatics/learn-to-swim-kids**

**https://itac.org.au/swimming-and-aquatics/learn-to-swim-kids**

**Lessons follow the GOswim curriculum.**

**Prince Alfred Park Pool is an approved Active Kids Provider.**

**https://www.service.nsw.gov.au/transaction/apply-active-kids-voucher**

**Lessons run weekly for 30 minutes.**

**Enrolment includes four weeks free family access to Prince Alfred Park Pool across the summer holiday break.**

**Enrol at any time.**

**A 12-week commitment period is required.**

**Fast track clinics are available during school holidays.**

**For more information, please visit our website.**

**https://princealfred.org/swimming-and-aquatics/learn-to-swim-kids**

**Adults and teenagers**

**Adult and teenager swimming lessons are held in the outdoor 50 metre heated pool.**

**Lessons run weekly for 30 minutes and are available 48 weeks of the year.**

**Lessons are designed for adults and teenagers aged over 16 years and cater for all levels, including beginners.**

**There is one swimming instructor per six students for a tailored experience.**

**Enrol at any time.**

**You can also book private lessons. Please contact phone 1300 198 412 or email askbelgravia@belgravialeisure.com.au.**

**For more information on adult swimming lessons, please visit our website.**

**https://princealfred.org/swimming-and-aquatics/adult-swimming-lessons**

**A membership card is provided with all swim school enrolments. Cards to be scanned at reception gate.**

## Aqua group fitness

**Aqua group fitness classes are for members and casual guests.**

**These classes use water resistance to increase the intensity of any movement you make, helping increase strength, flexibility and your overall health.**

**Classes are held in the outdoor 50 metre heated pool and are year-round, excluding the summer holiday period. Visit our website for timetable. https://princealfred.org/health-and-fitness/group-fitness**

**Our 360 members can access a variety of other classes delivered across all of City of Sydney Leisure Centres. Classes offered differ at each centre. Please visit our website for a description of each class.**

**https://abcpool.org/group-fitness-class-descriptions**

**Classes are free for people who have 360 memberships. Casual guests incur a fee.**

**Members**

1. **Book class online through the membership portal, by calling 1300 198 412 or in person reception.** [**https://princealfred.org/health-and-fitness/group-fitness**](https://princealfred.org/health-and-fitness/group-fitness)**.**
2. **At reception, you will be given a ticket which you then give to the instructor who is operating the class.**

**Bookings are open 72 hours before classes are due to begin and close 30 minutes before.**

**Casual Guests**

1. **Please arrive at least 15 minutes prior to the start of the class.**
2. **Purchase a ticket from main reception service desk. Pay for your class. Cash or EFTPOS is accepted.**
3. **You will be given a ticket which you then give to the instructor who is operating the class.**

**All classes have a limited capacity.**

**For more information, including our group fitness booking policy, please visit our website.**

**https://princealfred.org/health-and-fitness/group-fitness**

**Due to health and safety reasons, people who have arrived after the class has started will not be able to purchase a ticket and join the class.**

### Sensory Guide aqua group fitness

#### Feel

* **Being splashed**
* **Flying insects**
* **Increased body temperature**
* **Increased heart rate**
* **Shared personal space**
* **Water resistance**
* **Weather**
* **Weightlessness**

#### Sounds

* **Amplified voice**
* **Announcements**
* **Music**
* **People**
* **Traffic**
* **Weather**

#### Sights

* **Glare**
* **Splashing**

#### Smells

* **Chlorine**
* **Sunscreen**

## Accessibility

**Throughout:**

**City of Sydney customer service is available 24 hours a day. Phone 02 9265 9333.**

**https://www.cityofsydney.nsw.gov.au/contact-us**

**Taped phone message about services and facilities.**

**Internet booking system.**

**Accessible website.**

**Varied outdoor terrain of concrete and grass.**

**Drinking fountain operating height 720mm AFFL (bottle refill) and 870mm AFFL (drinking spout), with knee clearance 670mm AFFL.**

**Step free access to centre.**

**Indoor terrain of concrete, tiles and textured linoleum.**

**Wide, clear internal and external walkways.**

**Clear wheelchair circulation space.**

**Spaces for a person using a wheelchair to sit with friends.**

**Water wheelchair.**

**Outdoor shower.**

**Assistance animals welcome.**

**Free Wi-Fi. Please request login details at reception.**

**Use the National Relay Service to contact Prince Alfred Park Pool on 1300 198 412. Find the right contact number or access point for your NRS channel of choice at communications.gov.au/accesshub/nrs. For help using the NRS, contact the NRS helpdesk: communications.gov.au/helpdesk.**

**Interpreter service available at City of Sydney. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone City of Sydney on 02 9265 9333.**

**Staff available to read information.**

**Pen and paper for exchanging information if required.**

**Free entry for holders of government issued pension cards and Companion cards.**

**Storage for mobility aids. Please inquire at reception.**

**Mobility scooter and pram parking. Please inquire at reception.**

**Motorised scooters permitted on pool deck.**

**Lockers with instructions in multiple languages.**

**Accessible guided tours.**

**Quiet areas can be made available on request.**

**Reception:**

**Exit gates from pool with a clearance of 1200mm.**

**Toilets:**

**Vending machines in toilet block hallways with operating heights 1300mm AFFL.**

**Outdoor pool area:**

**Grassed area with incline.**

**Stepped access to grandstand viewing area.**

## Safety

**Throughout:**

**Palm trees with circular inground tree surrounds.**

**Defibrillator in first aid room.**

**First aid kit in first aid room.**

**Bins placed against walls.**

**Wet floor signage.**

**All staff have Working with Children Checks and Police Checks.**

**Fire wardens on site.**

**Children to be actively supervised at all times.**

**Walking only.**

**No smoking or alcohol.**

**Illuminated exit signs**

**Evacuation maps located throughout.**

**Audible and visual alerts in the case of an emergency.**

**Patrolled pathways.**

**In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.**

**Toilets:**

**Blue non-slip mats in toilets and changerooms.**

**First changeroom open entry/exit point with emergency exit button 990mm AFFL.**

**First changeroom open entry/exit point with sanitiser station 1120mm AFFL.**

**Outdoor pool area:**

**Fully fenced.**

**Grandstand viewing area with stepped entry and single handrail in middle of steps, colour contrasted stair nosing and no TGSI top or bottom.**

**No bombing into the pool.**

**No front or back flips, shoulder riding, dunking, play fighting or sitting on the lane ropes.**

**Diving may only take place during controlled sessions and only in the deep end of the pool.**

**Balls are not permitted.**

**No mermaid fins.**

**Toddler splash pad with uneven ground surface.**

## Contact Us

**Prince Alfred Park Pool Access Key**

**105 Chalmers Street**

**Surry Hills, NSW, 2010**

**Phone 1300 198 412**

**Website https://princealfred.org/**

## Access Ability Australia

**Access Keys are designed and developed by Access Ability Australia.**

**https://accessabilityaustralia.com/**

**To view the full range of free Access Keys available, go to AAA Library.**

**https://accessabilityaustralia.com/access-keys-2/**

**For Access Keys in Braille or audio, please contact us.**

**https://accessabilityaustralia.com/contact-us/**

**Please complete our short feedback form to help us ensure continuous improvement.**

**https://form.typeform.com/to/iUjDnjIb?typeform-source=accessabilityaustralia.com**

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**The End.**