



On Exhibition

PUBLIC NOTIFICATION

Draft GRALC Policies – Patron Conduct & Access (LS-CP-101) and Admission Fees (LS-CP-301)

At the Ordinary Meeting of Council held 11 August 2026 it was resolved that the following revised Griffith Regional Aquatic & Leisure Centre (GRALC) public policies be placed on public exhibition for 28 days:

- LS-CP-101 Pools - Patron Conduct and Access
- LS-CP-301 Pool - Admission Fees

Council is required to notify the public and provide the opportunity for submissions regarding these documents.

The revised GRALC policies may be viewed at the Council Chambers, 1 Benerembah Street Griffith, the Griffith City Library and on Council's website.

Anyone wishing to make comment on the draft documents can do so in writing addressed to the General Manager, Griffith City Council, PO Box 485, GRIFFITH NSW 2680 or visit connect.griffith.nsw.gov.au to provide an online submission.

Submissions received will be included in a report to be presented to an Ordinary Meeting of Council. As such, copies of all submissions (including the writer's name and address) will form part of Council's Business Paper and be available to the public. Should you wish to have your contact details withheld it is recommended that you request this in your submission.

Comments or submissions will be received up to **4.00 pm, 9 September 2026**.

CLAUSE	CL05
TITLE	Endorsement of GRALC - Patron Conduct and Access Policy for Public Exhibition
FROM	Matthew Hansen, Director Business, Cultural & Financial Services
TRIM REF	26/88543

SUMMARY

This report proposes a revised Pools – Authority of Management Policy for endorsement by Council for public exhibition. The revision includes a new title (GRALC - Patron Conduct and Access Policy) to better reflect the content and intent of the policy.

This policy provides a framework for management to control access to and from the Griffith Regional Aquatic and Leisure Centre (GRALC).

RECOMMENDATION

- (a) Council endorse the draft GRALC – Patron Conduct and Access Policy (previously titled Pools – Authority of Management Policy), as attached to the report, for public exhibition for 28 days.**
- (b) If submissions are received, a further report be prepared for Council.**
- (c) If no submissions are received, the draft GRALC – Patron Conduct and Access Policy be considered as adopted by Council as at the date of the conclusion of the advertised exhibition period.**

REPORT

The current Pools – Authority of Management Policy has been subject to a comprehensive review to improve clarity, consistency with contemporary governance practice, and alignment with Council's strategic policies on child safety and disability inclusion.

The revised policy introduces the following improvements:

1. Policy title and focus

The policy is renamed GRALC – Patron Conduct and Access' to more clearly reflect its content and intent. The original title 'Authority of Management' described the internal mechanism of authority rather than the patron-facing subject matter. The new title uses plain language and signals the policy's focus on the standards expected of patrons and the circumstances under which entry can be refused or a patron banned from a facility.

2. Restructured policy statement

The policy statement is reorganised into three clear, logical sections:

- a) Principles (the core rules and standards for patron conduct and facility access),
- b) Delegated authority (the legal basis of the GRALC Manager's powers under the *Local Government Act 1993*), and
- c) Record keeping (requirements for documentation and personal information handling).

3. Delegated authority framework

The revised policy explicitly links the GRALC Manager's authority to Council's delegation made under the *Local Government Act 1993* recorded in Council's register of delegations, improving transparency and governance compliance.

4. Record keeping and privacy

New requirements for recording all decisions to refuse entry, remove, or ban a patron, with specifications for record content and storage. Includes obligations under the *State Records Act 1998* and *Privacy and Personal Information Protection Act 1998*, ensuring decisions are documented and justifiable.

5. Terminology update

The title 'Leisure Services Manager' is replaced throughout with 'GRALC Manager' to reflect current operational titles and clarity.

OPTIONS

OPTION 1

The recommendation as written.

OPTION 2

Any other recommendation of Council.

POLICY IMPLICATIONS

The revised policy is simpler to read and better aligns with Council's policy aims.

FINANCIAL IMPLICATIONS AND RISK

Nil

Minor Low Risk: Low financial loss <\$10,000

COMPLIANCE / LEGAL / STATUTORY IMPLICATIONS AND RISK

The revised policy makes existing compliance requirements explicit.

Minor Low Risk: Policy or regulatory breach has no impact.

ENVIRONMENTAL IMPLICATIONS AND RISK

Not applicable

Minor Low Risk: Minimal environmental impact handled internally.

REPUTATION / COMMUNITY IMPLICATIONS AND RISK

The revised policy framework and strengthened compliance framework should assist with managing reputational risk.

Minor Low Risk: Limited adverse public/staff reaction and/or negative publicity.

SERVICE DELIVERY IMPLICATIONS AND RISK

Not applicable.

Minor Low Risk: Nil impact to service delivery.

WHS / HR IMPLICATIONS AND RISK

The revised policy shouldn't impact the management of threats to staff safety related to patron conduct.

Minor Low Risk: No injuries/Nil impact to service delivery.

LINK TO STRATEGIC PLAN

This item links to Council's Strategic Plan item 4.7 Provide a range of sporting and recreational facilities and events.

CONSULTATION

Senior Management Team

GRALC management

ATTACHMENTS

- (a) LS-CP-101 Pools - Authority of Management - Public Policy (Current)
- (b) LS-CP-101 Pools - Patron Conduct and Access - Public Policy (redraft)



Pools – Authority of Management LS-CP-101 (PUBLIC POLICY)

1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	Before 24/04/1990	-	Before 24/04/1990
2	14/01/2003	25	14/01/2003
3	14/03/2006	92	14/03/2006
4	11/05/2010	0142	11/05/2010
5	27/01/2015	15/005	27/01/2015
6	13/02/2018	18/046	16/03/2018
7	14/06/2022	22/151	15/07/2022

2 Policy Objective

To grant the Leisure Services Manager sufficient authority to deal with patrons who are causing a public nuisance.

3 Policy Statement

- 3.1 The Leisure Services Manager shall have the authority to ban admittance to Council pools of persons guilty of misbehaviour or those not adhering to the established Pool rules.
- 3.2 Council support decisions made by the Leisure Services Manager by endorsing appropriate banning times depending on the individual situation.
- 3.3 Refund of admission or entry fees will be refused to persons asked to leave the facility by Leisure services staff.
- 3.4 Patrons are asked to comply with the Centre rules and the direction of staff at all times.
- 3.5 That all children under ten years must be accompanied and supervised by a responsible person or guardian who is at least sixteen years of age.

4 Definitions

None

5 Exceptions

None



6 Legislation

None

7 Related Documents

None

8 Directorate

Business Cultural and Financial Services

Current



GRALC - Patron Conduct and Access

LS-CP-101

(PUBLIC POLICY)

1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	Before 24/04/1990	-	Before 24/04/1990
2	14/01/2003	25	14/01/2003
3	14/03/2006	92	14/03/2006
4	11/05/2010	0142	11/05/2010
5	27/01/2015	15/005	27/01/2015
6	13/02/2018	18/046	16/03/2018
7	14/06/2022	22/151	15/07/2022
8	11/08/2026	xx/xxxx	dd/mm/yyyy

2 Policy Objective

This policy provides a framework for management to control access to and from the Griffith Regional Aquatic and Leisure Centre (GRALC)

The policy confirms the authority of the GRALC Manager, acting under delegation from the General Manager, to manage patron conduct at Council's aquatic facility – including giving directions, refusing entry, and banning patrons – so that the facility remains safe, orderly and welcoming for all patrons and staff, and to ensure that decisions made under this authority are properly recorded.

3 Policy Statement

3.1 Principles

1. Council's aquatic facility is to be safe, orderly and welcoming for all patrons and staff. Patrons must comply with the facility rules and the reasonable directions of staff at all times.
2. The GRALC Manager is authorised to refuse admittance to, remove from, or ban from the facility any person who behaves inappropriately, engages in misconduct, or does not comply with the facility rules or the directions of staff.
3. Council supports and endorses decisions made by the GRALC Manager under this policy, including the setting of banning periods appropriate to the circumstances of each case.
4. A refund of admission or entry fees will not be given to a person who is asked to leave, is removed from, or is refused further entry to the facility for a breach of the facility rules or the directions of staff.



5. Children under ten (10) years of age must be accompanied and supervised at all times by a responsible person or guardian who is at least sixteen (16) years of age.

3.2 Delegated authority

1. The authority exercised by the GRALC Manager under this policy is conferred through Council's delegations of authority, made by the General Manager under section 378 of the *Local Government Act 1993* and recorded in Council's register of delegations.
2. The GRALC Manager may authorise other GRALC staff to give directions, refuse entry, and remove patrons on their behalf, consistent with Council's delegations framework.
3. Directions, refusals and bans must be exercised reasonably, proportionately, and without unlawful discrimination.

3.3 Record keeping

1. Every decision to refuse entry to, remove, or ban a patron must be recorded. The record is to include (where known) the patron's name and contact details, the date and time, the reason for the decision, the staff member who made or authorised it, and the length of any ban imposed.
2. These records are to be created and retained in Council's records management system in accordance with Council's records management policy.
3. Personal information collected under this policy must be handled in accordance with Council's privacy obligations under the *Privacy and Personal Information Protection Act 1998*.

4 Definitions

Ban	a decision to refuse a patron entry to a facility for a specified period.
Delegation	an authority conferred by the General Manager under section 378 of the <i>Local Government Act 1993</i>
Facility rules	the conditions of entry and rules of conduct that are displayed at, or that otherwise apply to, a facility.
GRALC	Griffith Regional Aquatic and Leisure Centre
Patron	any person who enters a facility.

5 Exceptions



Any exception to this policy requires the approval of the General Manager or their delegate.

6 Legislation

- *Local Government Act 1993* – including section 378 (delegation by the General Manager).
- *Privacy and Personal Information Protection Act 1998* (NSW).

7 Related Documents

- Council's Instrument and Register of Delegations.
- GRALC facility rules / conditions of entry.

8 Directorate

Business, Cultural and Financial Services.

CLAUSE **CL06**

TITLE **Endorsement of GRALC - Pool Admission Fees Policy for Public Exhibition**

FROM **Matthew Hansen, Director Business, Cultural & Financial Services**

TRIM REF **26/88553**

SUMMARY

This report proposes a revised Pools – Admission Fees Policy for endorsement by Council for public exhibition. The title of the policy has changed to GRALC – Pool Admission Fees Policy in the interests of clarity and consistency.

The content and intent of the policy is unchanged.

RECOMMENDATION

- (a) Council endorse the draft GRALC – Pool Admission Fees Policy (previously titled Pools – Admission Fees Policy), as attached to the report, for public exhibition for 28 days.**
- (b) If submissions are received, a further report be prepared for Council.**
- (c) If no submissions are received, the draft GRALC – Pool Admission Fees Policy be considered as adopted by Council as at the date of the conclusion of the advertised exhibition period.**

REPORT

The current Pools – Admission Fees Policy has been subject to a high-level review to improve clarity.

The content and intent of the policy has not changed however the layout has changed from a series of dot points to two clear sections – Principles and Exceptions. The title has also been changed in the interests of clarity and consistency.

The revised policy is intended to be simpler to read and interpret.

OPTIONS

OPTION 1

The recommendation as written.

OPTION 2

Any other recommendation.

POLICY IMPLICATIONS

The revised policy is simpler to read and better aligns with Council's policy aims.

FINANCIAL IMPLICATIONS AND RISK

Nil

Minor Low Risk: Low financial loss <\$10,000

COMPLIANCE / LEGAL / STATUTORY IMPLICATIONS AND RISK

No change

Minor Low Risk: Policy or regulatory breach has no impact.

ENVIRONMENTAL IMPLICATIONS AND RISK

Not applicable

Minor Low Risk: Minimal environmental impact handled internally.

REPUTATION / COMMUNITY IMPLICATIONS AND RISK

Improved clarity should see fewer misunderstandings with the public.

Minor Low Risk: Limited adverse public/staff reaction and/or negative publicity.

SERVICE DELIVERY IMPLICATIONS AND RISK

Not applicable

Minor Low Risk: Nil impact to service delivery.

WHS / HR IMPLICATIONS AND RISK

Not applicable

Minor Low Risk: No injuries/Nil impact to service delivery.

LINK TO STRATEGIC PLAN

This item links to Council's Strategic Plan item 4.7 Provide a range of sporting and recreational facilities and events.

CONSULTATION

Senior Management Team

GRALC management

ATTACHMENTS

- (a) LS-CP-301 Pool - Admission Fees - Public Policy (Current)
- (b) LS-CP-301 Pool - Admission Fees - Public Policy (Redraft)



Pools – Admission Fees LS-CP-301 (PUBLIC POLICY)

1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	Before 24/04/1990	-	Before 24/04/1990
2	14/01/2003	25	14/01/2003
3	14/03/2006	92	14/03/2006
4	11/05/2010	0142	11/05/2010
5	27/01/2015	15/005	27/01/2015
6	13/02/2018	18/046	16/03/2018
7	14/06/2022	22/151	15/07/2022

2 Policy Objective

To establish that all patrons of Council's pools although not necessarily intending to swim, are required to pay an entrance fee.

3 Policy Statement

- 3.1 Spectators who wish to stay for a period of time at the Aquatic Leisure Centre irrespective of whether intending to swim or not, are required to pay an established admission fee.
- 3.2 Carers of people with disabilities, special needs or those rehabilitating are allowed free access to the facility to assist and safeguard those in their care.
- 3.3 Parents or guardians of children in the swim school are admitted free of charge to supervise those in their direct care.
- 3.4 Parents or guardians of those involved in swim squads are admitted free to watch, assist with time trials and supervise those in their care.
- 3.5 Teachers assisting with school functions within the facility are not required to pay entry fee.
- 3.6 Tours, visitors to the area wishing to look at the facility are not required to pay entry fee.
- 3.7 Parents or guardians wishing to pick up their children from classes, birthdays or lessons are not required to pay admission fees.
- 3.8 Deliveries, contractors and service providers are not required to pay admission fees.
- 3.9 Parents or guardians supervising children under the age of five years must pay the appropriate entry fee to utilise the facility.



4 Definitions

None

5 Exceptions

None

6 Legislation

None

7 Related Documents

None

8 Directorate

Business Cultural and Financial Services



GRALC – Pool Admission Fees LS-CP-301 (PUBLIC POLICY)

1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	Before 24/04/1990	-	Before 24/04/1990
2	14/01/2003	25	14/01/2003
3	14/03/2006	92	14/03/2006
4	11/05/2010	0142	11/05/2010
5	27/01/2015	15/005	27/01/2015
6	13/02/2018	18/046	16/03/2018
7	14/06/2022	22/151	15/07/2022
8	11/08/2026	xx/xxxx	dd/mm/yyyy

2 Policy Objective

This policy confirm that Griffith City Council operates the Griffith Regional Aquatic and Leisure Centre (GRALC) on a user pays basis, under which all patrons who enter a facility are required to pay the applicable admission fee whether or not they intend to swim, while providing a clear and consistent set of exemptions for people whose presence is necessary to support the safety, supervision, inclusion or operation of the facility.

3 Policy Statement

3.1 Principles

- Council provides and maintains its aquatic facilities on a user pays basis. The cost of operating the facilities is recovered, in part, through admission fees paid by those who use and benefit from them.
- All patrons who enter a facility are required to pay the admission fee set in Council's adopted Revenue Policy, whether or not they intend to swim. This includes spectators who wish to remain at the facility for a period of time.
- A parent or guardian who enters a facility to supervise a child under five years of age using the facility is required to pay the applicable admission fee.
- Admission fees are set by Council each year through its adopted Revenue Policy and are applied consistently to all patrons, except those expressly exempted under clause 3.2.
- Exemptions from admission fees are limited to the circumstances listed in clause 3.2, which are those where a person's presence is required to support the safety, supervision, inclusion or operation of the facility. This reflects Council's commitment to accessible and inclusive services under its Disability Inclusion Action Plan (DIAP), and to the safety and wellbeing of children under its Child Safe Policy and the Child Safe Standards.



3.2 Exemptions

The following persons are not required to pay an admission fee:

- a) Carers – a person accompanying a patron with disability, special needs, or a patron undergoing rehabilitation, where the carer's presence is required to assist and safeguard the person in their care. This exemption supports equitable access consistent with Council's Disability Inclusion Action Plan (DIAP).
- b) Supervising parents or guardians of swim school participants – a parent or guardian admitted to directly supervise a child enrolled in the swim school.
- c) Supervising parents or guardians of swim squad participants – a parent or guardian attending to watch, assist with time trials, or supervise a child participating in a swim squad.
- d) Teachers and school supervisors – teachers and other school staff supervising or assisting with a school activity conducted within the facility.
- e) Persons dropping off or collecting children – a parent or guardian who enters only to drop off or collect a child from a class, lesson, squad, or birthday function, and who does not otherwise use the facility.
- f) Visitors and tour groups – persons viewing or touring the facility who do not use its services.
- g) Deliveries, contractors and service providers – persons entering solely to make a delivery or to provide a contracted or maintenance service to the facility.

The exemptions in clauses 3.2(b), (c) and (e) recognise the important role of parents and guardians in supervising and safeguarding children, consistent with Council's Child Safe Policy and the Child Safe Standards. These exemptions are not intended to reduce the level of supervision required of parents, guardians or carers while at the facility.

4 Definitions

Admission fee	the entry fee for a facility as set out in Council's adopted Revenue Policy.
Aquatic facility (facility)	a swimming pool or aquatic leisure centre owned or operated by Council, including GRALC.
Carer	a person who provides care, support or assistance to a patron with disability, special needs, or a patron undergoing rehabilitation.
DIAP	Council's Disability Inclusion Action Plan, prepared under the <i>Disability Inclusion Act 2014</i>
GRALC	Griffith Regional Aquatic and Leisure Centre



Patron	any person who enters a facility.
User pays	the principle that the cost of a service is met, in whole or in part, by those who use and benefit from it.

5 Exceptions

Any exception to this policy, beyond the exemptions listed in clause 3.2, requires the approval of the General Manager or their delegate.

6 Legislation

- *Local Government Act 1993* – including the provisions enabling Council to charge fees for services.
- *Disability Inclusion Act 2014*
- *Children's Guardian Act 2019*– Child Safe Standards.

7 Related Documents

- Griffith City Council Disability Inclusion Action Plan (DIAP).
- Griffith City Council Child Safe Policy.
- Council's adopted Revenue Policy.

8 Directorate

Business, Cultural and Financial Services.