

# DEMONSTRATED UNDERSTANDING



# CONTENT PAGE

BACKGROUND	3
ASSET MANAGEMENT PLANS	6
POLICIES AND PROCEDURES MANUALS	6
RISK MANAGEMENT	7
STAFF TRAINING PLANS/STAFF PROFESSIONAL DEVELOPMENT & TRAINING	7
CONTRACT FACILITY MANAGEMENT	7
CONTRACT LIFEGUARDING	8
POOL PLANT OPERATION & MAINTENANCE	8
ATTACHMENTS	9
CLIENT TESTIMONIALS	11



# BACKGROUND

The knowledge, experience and understanding of aquatic facility management by Pool Star staff could not be matched by any other Australian company.

In particular, the Managing Director, Mr Les Mole has a broad understanding of all facets of aquatic facility management and operations.

Some of the consultancy work undertaken by the Pool Star team include:

- Aquatic facility management through his experience writing Policies and Procedures Manuals for numerous clients, over many decades.
- Over thirty (30) years experience conducting Aquatic Facility Safety Audits, and developing Safety Improvement Plans.
- Providing comprehensive Asset Management Plans for Local Government Authorities.
- Developing both Minor and Major Maintenance Schedules for Aquatic Centres and Sport & Entertainment Precincts.
- Providing Expert Eye Witness Services for Coronial Inquests, investigating accidental deaths by drowning, in aquatic facilities.

- Conducting comprehensive signage audits and providing design layouts for large and small customers, including the Brisbane City Council, which culminated in a 140 page report.
- Providing Water Safety Management Plans for open water facilities ie. The Green Bridge constructed by the Gold Coast City Council.
- Assessing the business operations for major facilities like Wet’N’Wild Sydney and Wet’N’Wild Gold Coast, as well as medium sized centres eg. the Clem Jones Centre at Carina, Brisbane.
- The last documented comprehensive Risk Assessment at the Blue Water Lagoon Mackay was concluded in February 2015 by Pool Star Pty Ltd.
- Providing staff training plans for Village Roadshow Theme Parks. Including Wet’N’Wild Gold Coast, Wet’N’Wild Sydney, Sea World, Sea World Resort and MovieWorld.
- Delivering CPR, Bronze Medallion, Pool Lifeguard and Pool Plant Operation and Maintenance training for aquatic facilities both in Australia and overseas.
- Author of a number of manuals used for training in the aquatics industry ie Free Chlorine – the manual used to train staff in Pool Plant Operation and Maintenance.



**Over a number of years, Pool Star has completed Risk Audits and Safety Improvement Plans for the Mackay Memorial Swimming Pool, the Pioneer Swimming Pool, the Mirani Swimming Pool and the Sarina Swimming Pool (just to name a few).**

As part of the last Pool Star audit of the Bluewater Lagoon in Mackay, a scanning audit was attached to the safety improvement plan. This provided the operator at the time with advice on the best way to manage the facility under the various bather loads. (refer attachments)

Pool Star has provided the current operator of the Bluewater Lagoon with staff training, in both Pool Lifeguard and Pool Plant Operation and Maintenance.

Risk management and foreseeing the potential for accidents that may occur in an aquatic facility, before they actually happen, is a skill that can only be acquired after many years of working in and around aquatic centres.

Pool Star staff pride themselves on this ability to manage risk. Undoubtedly the major risks facing aquatic facility managers today, could be listed in order:

- Accidental death by drowning or submersion
- Spinal injury due to a diving incident
- Heart attack or seizure
- Cryptosporidium or disease spread by poor water quality management
- Serious first aid case

If all of these foreseeable risks can be competently managed, and prevented by diligent well-trained staff, then any relevant industry guidelines and/or Australian Standards can be easily met.

The focus of Pool Star staff is to ensure that the facility is managed in accordance with the following guidelines:

- Relevant Australian Standards
- Queensland Health, Swimming Pool and Spa Water Quality Guidelines
- Royal Life Saving Society
- Guidelines for Safe Pool Operation
- Work Health and Safety Act
- Working with Chemicals and Dangerous Goods



**If all of the key elements are naturally built into the facilities operation then the facility will not only become a safe and enjoyable destination for both local residents and visitor to the area, but also a safe and enjoyable work site for all employees.**

# ASSET MANAGEMENT PLANS

Pool Star was commissioned by the Whitsunday Shire Council to develop the Asset Management Plans for the Airlie Beach Lagoon, the Proserpine Memorial Swimming Pool and Caravan Park, the Proserpine Entertainment and Arts Centre, and the Proserpine PCYC.

The company has also been engaged to develop numerous minor and major facility maintenance plans for both Local Government Authorities, schools and private entities.



## POLICIES AND PROCEDURES MANUALS

Pool Star's expertise and understanding of commercial swimming pool operations has often seen the company involved in assisting other clients in court cases (or potential litigation) brought against them.

Pool Star specialises in writing Policies and Procedures Manuals, developing Emergency Action Plans, assisting companies with Incident Reporting, and ensuring that all staff training and qualifications are up to date. These are the key elements that are scrutinised and may be subpoenaed during court action.

Through many years of experience, Pool Star has assisted clients in preparing these documents should the situation arise, where the facility is subject to legal threats.

## STAFF TRAINING PLANS/ STAFF PROFESSIONAL DEVELOPMENT & TRAINING

Pool Star is accredited with the Royal Life Saving Society to provide all of the training necessary for aquatic centre management. Some courses include CPR, Defibrillator, Bronze Medallion, First Aid, Pool Lifeguard and Pool Plant Operation and Maintenance.

In addition to this, courses can be custom made for both non- accredited and/or RTO accredited competencies.

It is likely in the foreseeable future that aquatic facility operators will be required to hold the Certificate IV in Swimming Pool and Spa Service CPP41312. A copy of this qualification is attached.



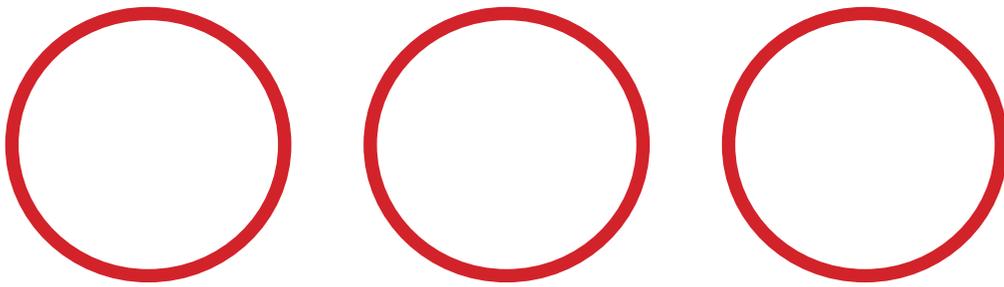
## RISK MANAGEMENT

Managing risk is a key ideology of all Pool Star operations. Although the company is not ISO accredited, every facet of industry standards and regulations is naturally encased in the company's activities.



## CONTRACT FACILITY MANAGEMENT

Pool Star has been a major player in contract facility management for over thirty (30) years.



# CONTRACT LIFE GUARDING

Since the mid 1980's, the Managing Director has been providing contract Lifeguard Services at both the beach (open water) and aquatic facilities (swimming pools).

# POOL PLANT OPERATION & MAINTENANCE

Pool Star has been delivering the Pool Plant Operation and Maintenance Course for almost thirty (30) years.





ABN: 50 076 560 391  
RTO ID: 6235



This is to certify that

## Leslie Jeffrey Mole

has fulfilled the requirements of the following:

**CPP41312**  
**Certificate IV in Swimming Pool  
and Spa Service**



Spiros Dassakis

Chief Executive Officer

Cert No: **7263029-5192815**

**14 July, 2019**



**Swimming Pool and Spa Association of NSW Limited.**  
1/33 Daking Street NORTH PARRAMATTA NSW 2151  
Phone: (02) 9630 6300 Fax: (02) 9630 6355  
Email: [training@spasa.com.au](mailto:training@spasa.com.au) Web: [www.spasa.com.au](http://www.spasa.com.au)





**ROYAL LIFE SAVING**  
QUEENSLAND

# POOL PLANT OPERATOR

AWARDED TO

**Leslie Mole**

---

*Royal Life Saving Society Queensland Inc RTO 5431*

MEMBER ORGANISATION

*314000-5160254*

CERTIFICATE NUMBER

Page one of two

AUTHORISED BY PAUL BARRY

*13-Feb-19*

DATE



# CLIENT TESTIMONIALS

"In 2005 we had the unfortunate experience of a child drowning in one of our facilities. From the instant the accident happened our world was turned upside down. In the movies we are led to believe "you are innocent until proven guilty". Actually, the opposite happens when a serious accident occurs. You are immediately treated by the authorities as a "guilty" person or persons irrespective of what has happened. Fortunately, no very fortunately, we knew Les and his experience in our industry. Whatever I say about his assistance, empathy and guidance would only be an understatement for the support he provided us. His knowledge of every facet of our industry is highly regarded by all associated within the industry, and his guidance in our matter, seemed to be the only reality we could count on, in what was and still is a very surreal experience. We are forever grateful for Les and his help and wish him all the best in the launch of his new book on the history of aquatic centre management."

**Craig Crozier & Justin Lemberg**  
**Australian Crawl**

"After having a scare in one of our swimming sessions, it highlighted our need to review our Emergency Action Plan and Policies & Procedures Manual. After hearing of Les Mole's reputation in the aquatic industry we engaged Les to seek his input. Les's outstanding knowledge and experience in this field has left us feeling much more confident from both a safety and legal side."

**Trent Grimsey**  
**Director/Coach**  
**Grimsey's Adult Swimfit**

"What Les doesn't know about pools and the industry is not worth knowing. He is engaging with his content and delivery; no one gets left behind."

**Georgia Fleming**  
**Julia Creek Aquatic Centre**