



Victoria Park Pool

Corner of City Road and
Parramatta Road
Camperdown NSW 2050

Phone 1300 198 412

vppool.com.au

Access Key
A customised accessibility guide



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Glossary

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

AFFL - Above finished floor level.

Balance - A biological system that enables us to maintain a body's desired position and requires a number of sensory systems to work together.

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.

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

HSSH - 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 Victoria Park Pool. This guide provides convenient information about accessing the centre.

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

- Access Keys are online so you can prepare for your visit in advance.
- Access Keys 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 you are sharing the Access Key with a participant, help them comprehend key points, consistently monitoring level of understanding.
- If sharing the Access Key with participant, you can use contextualised photographs 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.
- Accessibility information is on page [23](#).
- Safety information is on page [24](#).
- You can download the Access Key in its entirety - it is 25 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by [Access Ability Australia](#).

To view the full range of free Access Keys available, go to [AAA Library](#). For Access Keys in Braille or audio, please [Contact Us](#).

Please complete our short [feedback form](#) to help us ensure continuous improvement.

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Access Ability Australia

Communication board

Victoria Park Pool

September 2022

CITY OF SYDNEY 

Accessible parking



Accessible toilet



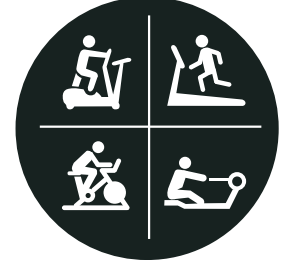
Ambulant toilet



Bus



Cardio



Change room



Drinking fountain



EFTPOS



Exercise class



First aid



Gym



Membership



Pool hoist



Reception



Swim



Toilets



Train



Wi-Fi



I need help



Deaf/Hard of hearing



Did you know?

Victoria 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](#).

A variety of 360 memberships are available with [online](#) sign up.

Our [360 memberships](#) give access to six City of Sydney leisure centres in the local government area.

A [customer portal](#) is available for 360 members to manage all aspects of their membership online.

Victoria Park Pool facilities include:

- outdoor heated 50 metre pool
- outdoor splash pool
- [fully equipped gymnasium](#)
- group exercise studio.

Group [aquatic fitness classes](#) are available.

[Health and fitness classes](#) are available.

Victoria Park Pool participates in the [Take Charge Program](#). This is a 60-day program for people that have been referred by a medical or allied health professional, allowing free access to facilities, programs, services and staff.

Residents can apply for a City Access Card that provides a reduced rate to our aquatic and fitness centres. For information on eligibility and how to apply, please visit our [website](#).

Please visit our [website](#) for casual entry prices.

Victoria Park Pool is part of [ACON's Welcome Here Project](#). It is recognised as being welcoming, supportive and engaged with LGBTIQ+ communities.

The centre features [services](#) designed to suit all members of our diverse community.

Follow us on [Facebook](#) and [Instagram](#).

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 to 10 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 wear an orange wristband.
- No photography is permitted unless authorised by staff in advance.



Getting there

Victoria Park Pool is located within Victoria Park, on the corner of City Road and Parramatta Road, Camperdown.

See [Google Maps](#).

Train

Central Station is 1.2 kilometres or a 15-minute walk from the pool.

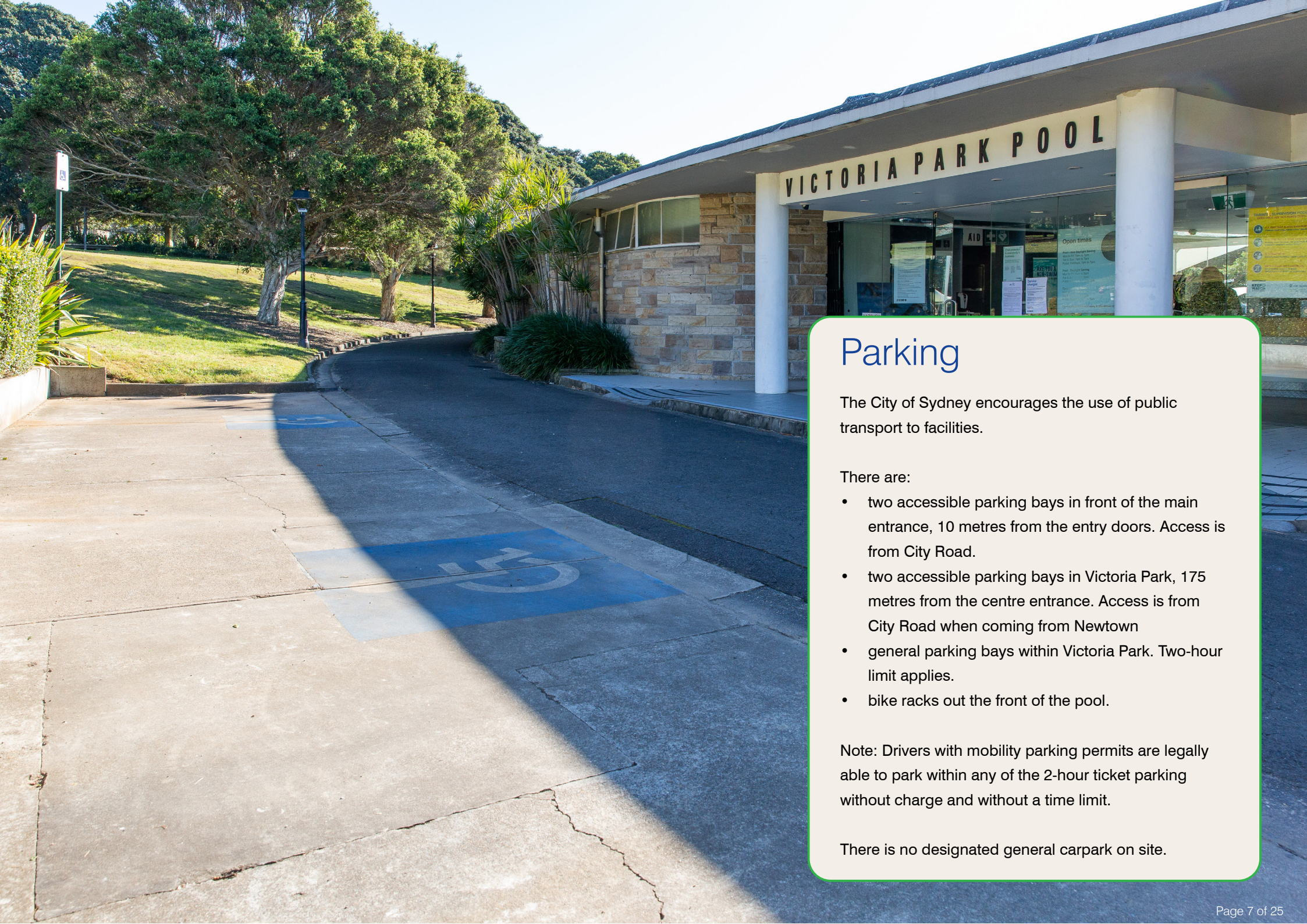
Bus

- Route 423 Kingsgrove Depot to City Martin Place, stops at Parramatta Road, (2-minute walk)
- Route 438X Abbotsford to City Martin Place, stops at Parramatta Road, (2-minute walk)
- Route 426 Dulwich Hill to City Martin Place, stops at Victoria Park, City Road (2-minute walk).

Bike racks are provided at main entrance.

For further information on how to get to Victoria Park Pool, please visit [Transport NSW](#).





Parking

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

There are:

- two accessible parking bays in front of the main entrance, 10 metres from the entry doors. Access is from City Road.
- two accessible parking bays in Victoria Park, 175 metres from the centre entrance. Access is from City Road when coming from Newtown
- general parking bays within Victoria Park. Two-hour limit applies.
- bike racks out the front of the pool.

Note: Drivers with mobility parking permits are legally able to park within any of the 2-hour ticket parking without charge and without a time limit.

There is no designated general carpark on site.

Welcome

Welcome to Victoria Park Pool. We are located within Victoria Park.

Entry is through two glass manual doors; both doors opening inward or outward, with clearances of 850mm.

For office hours and contact details please visit our [website](#).

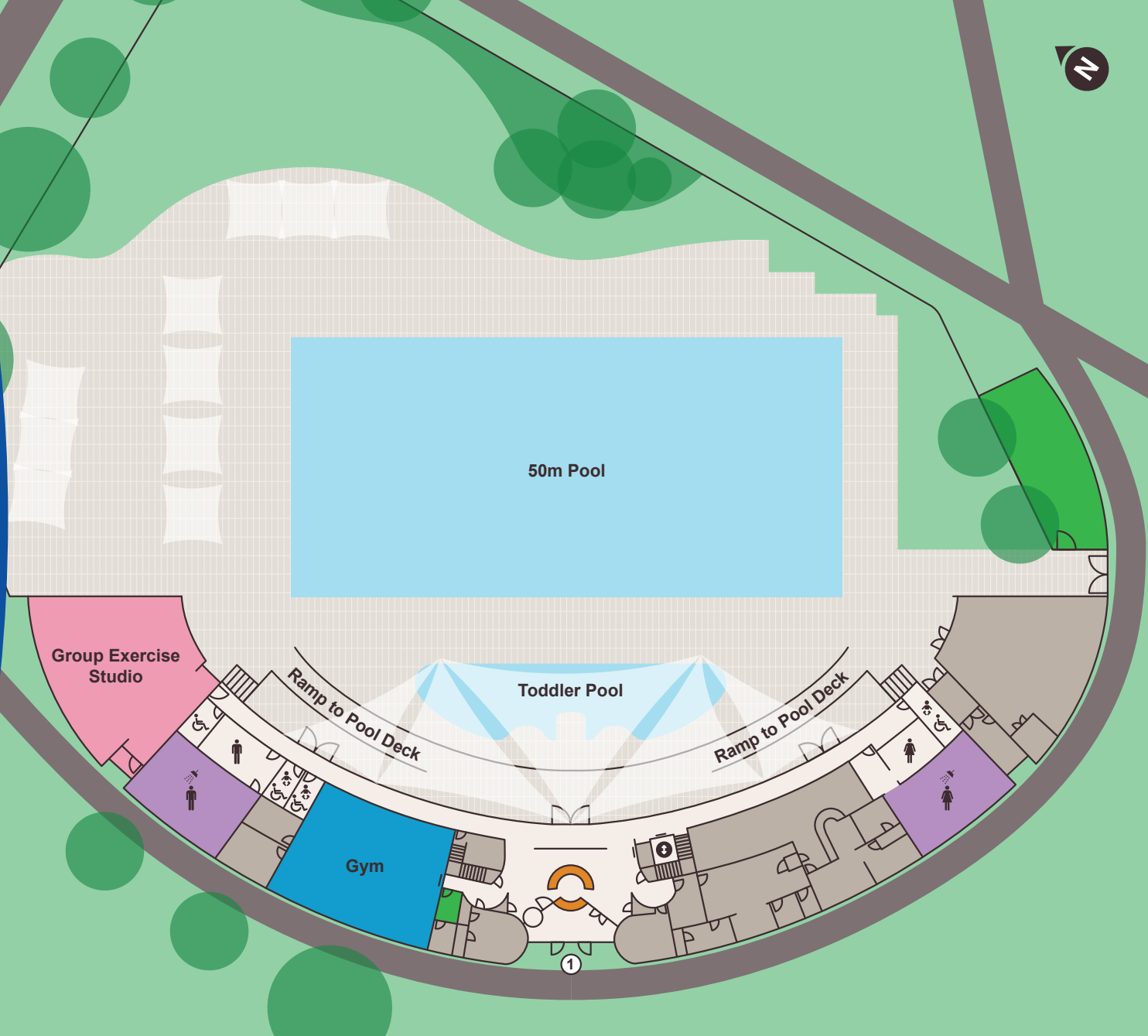
There is a small undercover area, directly outside the main entrance.



Map

Victoria Park Pool

- ① Main Entrance
- Pool
- Gym
- Reception
- Change Room
- Group Exercise Studio
- First Aid
- Staff Only





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 chest, 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.

Group fitness instructors wear a white polo shirt.

Reception

Reception is directly ahead of the main entrance doors.

The reception counter is at a height of 970mm 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 aged 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 before the entry gate, to the left of the reception counter. The scanner is at a height of 1050mm AFFL.
3. Gate automatically opens inward with a clearance of 960mm.

Casual Guests

1. Report to reception.
2. Pay for visit. Cash or EFTPOS is accepted.
3. Children aged 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 issue customer with a receipt which is then scanned at the entry gate. Gate opens inward with a clearance of 960mm.

There is also a turnstile entry point to the centre.



Feel

Heating/Cooling
Shared personal space



Sounds

Announcements
Heating/Cooling
Music
People
Phones



Sights

Bright lights
Glare



Smells

Chlorine

Toilet one

Victoria Park Pool has four sets of toilets.

Location: After reception, left into hallway, past the gym. This toilet is the first on the left.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 850mm. Twist lock at 1150mm AFFL
- cubicle space 3720mm x 1910mm
- grab bars to the left and behind toilet
- toilet height 465mm AFFL with left hand transfer
- sink height 770mm AFFL with lever tap 895mm AFFL
- emergency button on wall next to door at 1025mm AFFL
- shower with HSHS, grab bars and shower bench
- baby change area.



SENSORY GUIDE



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Toilet two

Location: Second on the left, after the gymnasium.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 850mm. Twist lock at 1215mm AFFL
- cubicle space 1950mm x 3860mm
- grab bars to the right and behind toilet
- toilet height 440mm AFFL with right hand transfer
- sink height 755mm AFFL with lever tap 910mm AFFL
- emergency button on wall next to door at 960mm AFFL
- shower with HSHS, grab bars and shower bench
- baby change area.



SENSORY GUIDE



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Toilet three

Location: Fourth on the left, after the gymnasium and male toilets.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening inward. Door clearance of 850mm. Twist lock at 1175mm AFFL
- cubicle space 2040mm x 3145mm
- grab bars to the left of toilet
- toilet height 475mm AFFL with left hand transfer
- sink height 700mm AFFL with lever tap 810mm AFFL
- emergency button on wall next to door at 1050mm AFFL
- shower with HSHS, grab bars and shower bench.

In this area there are also separate male changerooms with toilets, benches, hooks, and open showers.



SENSORY GUIDE



Feel

Shared personal space
(excl accessible)



Sounds

Echo
Hand dryer
Hair dryer
(male change)
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

Toilet four

Location: After reception, right into hallway. Toilet is at end of hallway.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening outward. Door clearance of 760mm. Twist lock at 1040mm AFFL
- cubicle space 5620mm x 1430mm
- grab bars to the right of toilet
- toilet height 480mm AFFL with right hand transfer
- sink height 880mm AFFL with lever tap 995mm AFFL
- emergency button at 780mm AFFL, 330mm from toilet seat
- shower with HSHS and grab bars.

In this area there are also separate female changerooms with toilets, benches, hooks, and open showers.



SENSORY GUIDE



Feel

Shared personal space
(excl accessible)



Sounds

Echo
Hand dryer
Hair dryer
(females change)
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Air Freshener
Bathroom smells
Disinfectants

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 Victoria Park Pool.



All areas

- Improves cardiovascular health
- Improves muscular strength
- Improves overall mental health and wellbeing
- Improves proprioception
- Promotes improvements in range of movement
- Reduces pain and inflammation
- Reduces stiffness
- Relaxation and calming benefits
- Supports injury rehabilitation

Pools

- Develops interpersonal and social skills
- Develops social awareness
- Develops understanding of winning and losing



- Encourages children to practice turn taking
- Encourages cooperation
- Encourages sensory exploration
- Facilitates development of gross motor skills in children

Gymnasium

- Develops interpersonal and social skills
- Develops social awareness
- Improves balance
- Improves muscle growth

Group fitness (wet and dry)

- Encourages sensory exploration
- Facilitates development of gross motor skills



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.



Outdoor 50 metre pool

The outdoor 50 metre heated pool is directly ahead of the reception area.

There are two entry points to the outdoor pool area.

1. After reception, through manual double doors, opening inward with a clearance of 1660mm.
2. After reception, to the left and to the right, through manual double doors, opening inward with a clearance of 1740mm.

The is ramped and stepped access to the pool deck.

This pool is used for lap swimming (including lane hire), squad swimming, group fitness classes, school carnivals, scuba diving groups and leisure purposes.

It is open to the public all year round.

Bookings are not required. However, if you would like to book a lane for exclusive use, please contact us on 1300 198 412 or email

askbelgravia@belgravialeisure.com.au.

Outdoor 50 metre pool

Includes:

- portable pool hoist. Visitors need to request the pool hoist from staff
- stepped and ladder entry points with handrails on both sides
- pool depth 1 to 3 metres. After 1.5 metres, there is a sudden drop in depth to 3 metres. The safe swimming zone is the first 25 metres of pool
- eight full-sized lanes
- diving blocks at the deep end of the pool
- pool temperature approximately 26 degrees Celsius
- raised pool deck
- tables and chairs with backrests
- bench seating, some with backs, and sun lounges
- umbrellas and shade sails
- grass areas
- upper seating/viewing area with shade umbrellas, tables and chairs
- lockers are available in the hallway in front of the male and female toilets and are 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.



Feel

Being splashed
Cool water
Flying insects
Increased body temp
Increased heart rate



Feel

Shared personal space
Water resistance
Weather
Weightlessness



Sounds

Amplified voice
Announcements
Music
(group fitness classes)
People



Sounds

Splashing
Starter gun
(school carnivals only)
Traffic
Weather



Sights

Glare
People
Splashing



Smells

Chlorine
Sunscreen

Outdoor splash pool

The outdoor splash pool is adjacent to the main pool.

It is used as a play space for children to have a light splash outside of the main pool.

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

Includes:

- beach entry
- play area
- undercover sails
- small water fountain in the middle of the pool
- pool depth 0 to 0.3 metres
- pool temperature approximately 26 degrees Celsius.

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



Feel

Being splashed
Cool water
Flying insects
Increased body temp



Feel

Increased heart rate
Shared personal space
Water features
Weather



Sounds

Amplified voice
Announcements
Music
(group fitness classes)



Sounds

People
Running water
Splashing
Traffic
Water features



Sights

Glare
People
Splashing
Water features



Smells

Chlorine
Sunscreen

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 year-round, excluding summer holiday period, visit our [website](#) for timetable.

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.

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

Members

1. Book a class [online](#) through the membership portal, by calling 1300 198 412 or in person at reception.
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 hrs before the class are due to begin and close 30 minutes before.

Casual Guests

1. Purchase a ticket from main reception service desk. Please arrive at least 15 minutes prior to the start of the class
2. 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](#).

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



Feel

Being splashed
Cool water
Flying insects
Increased body temp



Feel

Increased heart rate
Shared personal space
Water resistance
Weather
Weightlessness



Sounds

Amplified voice
Announcements
Music
People | Splashing
Traffic
Weather



Sights

Glare
People
Splashing



Smells

Chlorine
Sunscreen

Gymnasium

The gymnasium is available for workouts for both members and casual guests.

The gymnasium is located to the left of reception, immediately after you pass through the gates. Access is via a glass automated door with a clearance of 1200mm.

There is a scanner to the right of the entrance door of the gymnasium at a height of 1220mm AFFL.

Members can scan membership card or wristband at this scanner for access.

Casual Guests

1. Come to the reception counter and inform staff that you would like to use the gymnasium.
2. Pay for your visit. Cash or EFTPOS is accepted.
3. You will be given a ticket with a barcode that you scan at the gymnasium entrance.

Gymnasium includes:

- variety of gym equipment including cardio machines, pin loaded machines, free weights and



functional training equipment

- some equipment can cater to disability, depending on the needs. Speak with a gym staff member on site
- [personalised training program](#) designed to work for you and your specific needs. The first two personal training sessions are complimentary with membership. Further personal training sessions are available at an extra cost
- stretching area
- access to four fitness centres across Sydney for 360 members
- air conditioning and fans
- open lockers

- sanitisation centres and wipe stations.

Members and guests are required to bring their own workout towel.

If you have any medical conditions, we advise that you speak to your doctor prior to commencing any physical activity. You will also be required to complete a pre-exercise questionnaire.

Children aged 12-15 must be accompanied by an adult.

SENSORY GUIDE



Feel

Change in ground surface
Fans | Heating/Cooling
Increased body temperature
Increased heart rate
Shared personal space



Sounds

Gym equipment
Heating/Cooling
Music
People
Weights clanging



Sights

Bright lights
Fans moving
Glare
Mirror Reflection
People



Smells

Deodorants
Perspiration
Rubber matting
Sanitiser

Exercise studio

Victoria Park Pool has a large group exercise studio, offering a variety of classes including spin, yoga, BODYPUMP, BODYCOMBAT and more. Please see our [website](#) for class descriptions.

Location

1. Enter the centre entry gates.
2. Proceed past the reception desk.
3. Turn left into a hallway.
4. Exercise studio is past the toilets, at the end of the hallway.

Access is through a manual door, opening outward with a clearance of 850mm.

All group fitness classes are free for 360 members. Casual guests incur a fee.

Members

1. Book a class [online](#) through the membership portal, by calling 1300 198 412 or at reception counter
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 hrs before classes are due to begin and close 30 minutes before.

Casual Guests

1. Come to the reception no later than 30 minutes before the class is due to begin.
2. 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.

Includes:

- mirrored wall
- window wall
- stage
- wipe stations

- recumbent bicycle
- variety of gym equipment relevant to each class.

Classes run for 30-60 minutes.

For more information, including our group fitness booking policy, please visit our [website](#).

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



Feel

Change in ground surface
Heating/Cooling
Increased body temperature
Increased heart rate
Shared personal space



Sounds

Amplified voice
Announcements
Heating/Cooling
Feet stomping
Music
People



Sights

Bright lights
Glare
Mirror/Reflection
Rapid movement



Smells

Deodorant
Perspiration

Accessibility

Throughout

- City of Sydney customer service is available 24 hours a day. Phone 02 9265 9333.
- Taped phone message about services and facilities.
- Internet booking system.
- Accessible website.
- Clear path of travel from outdoor to indoor areas.
- Varied outdoor terrain of concrete and grass.
- Step free access to centre.
- Varied indoor terrain of tiles, linoleum, and rubber matting.
- 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 log in details at reception.
- Background music can be turned down on request.
- Use the National Relay Service to contact Victoria 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. Opening hours 8:30am-5pm Monday – Friday.



- Staff available to read information if required.
- 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.
- Vending machine near café operating height 1200mm AFFL.
- Accessible guided tours.
- Quiet areas can be made available on request.

Reception

- Exit gates from centre swing inward with a clearance of 1200mm.

Toilets

- Braille signage.

Outdoor Pool Area

- Access ramp on left of pool deck length 13 metres with gradient 1:18 (5.7%).
- Access ramp on right of pool deck length 13 metres with gradient 1:17 (6%).
- Outdoor pool area table height 750mm AFFL with knee clearance 700mm AFFL.
- Outdoor shower operating height 1420mm AFFL.
- Water fountain at shallow end of 50 metre pool operating height 930mm AFFL with knee clearance 670mm AFFL.
- Upper seating/viewing area with stepped access only.

Gymnasium

- Drinking fountain with bottle refill height 1100mm AFFL and spout 1050mm AFFL.
- Exit push button left of gymnasium door 1100mm AFFL.



Safety

Throughout

- Main entrance to centre with two kerb ramps.
- Main entry doors and surrounding glass panels with no contrast safety bands.
- Defibrillator in first aid room.
- First Aid Kits located in first aid room, at reception and in gymnasium.
- 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.
- 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.

Reception

- Merchandise stalls displayed behind reception counter.
- Sanitiser station at 1100mm AFFL.
- Café glass partition to hallway with decals 1120mm to 1160mm AFFL.

Toilets

- All toilets with blue non-slip mats.

Outdoor Pool Area

- Fully fenced.
- Pool deck access ramps with handrails both sides and no TGSi top and bottom.

- Steps from reception area to outdoor pool area with handrails, non-slip edging and no TGSi top or bottom.
- Upper seating/viewing area with stepped access with no handrails 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.

Gymnasium

- Wipe station 1270mm AFFL.
- Audible alerts in the case of an emergency.

Exercise Studio

- Entry door with decal 1060mm to 1090mm AFFL.



Contact

Victoria Park Pool
Corner of City Road and
Parramatta Road
Camperdown NSW 2050

Phone 1300 198 412

yppool.com.au