

# Andrew (Boy) Charlton Pool

1C Mrs Macquaries Road  
The Domain NSW 2000

Phone 1300 198 412

[abcpool.org](http://abcpool.org)

**Access Key**  
A customised accessibility guide





## Contents

Guidelines	<a href="#">3</a>
Communication board	<a href="#">4</a>
Did you know?	<a href="#">5</a>
Getting there	<a href="#">6</a>
Parking	<a href="#">7</a>
Welcome	<a href="#">8</a>
Maps	<a href="#">9</a> and <a href="#">10</a>
Staff	<a href="#">11</a>
Reception	<a href="#">12</a>
Therapeutic benefits	<a href="#">13</a>
Pool deck	<a href="#">14</a>
Toilets and changerooms	<a href="#">15</a>
Outdoor 50m heated saltwater pool	<a href="#">16</a>
Outdoor 20m heated saltwater program pool	<a href="#">17</a>
Swimming lessons	<a href="#">18</a>
Group fitness studio	<a href="#">19</a>
Cafe	<a href="#">20</a>
Charlton room	<a href="#">21</a>
Accessibility	<a href="#">22</a>
Safety	<a href="#">23</a>
Contact	<a href="#">24</a>

## 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.

**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 Andrew (Boy) Charlton 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 [22](#).
- Safety information is on page [23](#).
- You can download the Access Key in its entirety - it is 24 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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# Communication board

## Andrew Boy Charlton Pool

December 2023

CITY OF SYDNEY 

Accessible toilet



Change rooms



I don't speak English



Deaf/Hard of hearing



Booking



Membership



EFTPOS



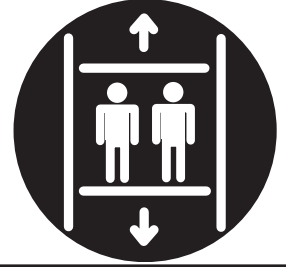
Name/Phone



Write it down



Lift



Swim



Pool hoist



Wheelchair



Drinking fountain



Cafe



First aid



I need help



I want to sit down



Bus stop



Train



# Did you know?

Andrew (Boy) Charlton Pool is set on Woolloomooloo Bay and is managed by Belgravia Leisure on behalf of the City of Sydney. Belgravia Leisure is a registered NDIS provider.

The pool is open each year from September until April.

View the [Inclusion \(Disability\) 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.

Andrew (Boy) Charlton Pool facilities include:

- outdoor 50m heated chlorinated saltwater pool
- outdoor 20m heated chlorinated saltwater program pool
- the Charlton room, which is utilised as an exercise studio and as a bookable space for functions and events
- Cafe.

[Children](#) and [adult](#) swimming lessons are available. Group or individual.

[Swimfit](#), [Yoga](#) and [Pilates](#) classes are available.

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.

Andrew (Boy) Charlton Pool is part of ACON's [Welcome Here](#) Project. It is recognised as being welcoming, supportive and engaged with LGBTQIA+ 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 or call us on 1300 198 412 or email us at [askbelgravia@belgravialeisure.com.au](mailto: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 when 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 1:2.
- 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 a wristband.
- No photography is permitted unless authorised by staff in advance.



# Getting there

Andrew (Boy) Charlton Pool is located at 1C Mrs Macquaries Road, The Domain.

See [Google Maps](#).

## **Train**

Martin Place Station is 1.2 kilometres or a 16-minute walk from the pool.

## **Bus**

The nearest bus stop is outside the front of the pool. Bus 441 will get you there.

Bike racks are provided at the main entrance.

For further information on how to get to Andrew (Boy) Charlton Pool, please visit [Transport NSW](#).





## Parking

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

Mrs Macquaries Road loops around to the front entrance of the pool.

There is:

- one accessible parking bay, 40 metres from the main entrance
- metered parking on surrounding streets.

There is no designated general carpark on site.

# Welcome

Welcome to the Andrew (Boy) Charlton Pool set on Woolloomooloo Bay.

There is a road from the top of Mrs Macquaries Road to the entrance of the pool.

There is also stepped access from the top of Mrs Macquaries Road to a pedestrian crossing that leads to the Andrew (Boy) Charlton Pool.

A pedestrian bridge is located between the crossing and the main entrance.

The main entry point to the centre is on level 2.

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





# Map



# Map





## Staff

Lifeguards wear international standard uniform with bright yellow and red long sleeve shirts with red shorts or pants. 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 tan pants.

Duty Managers wear a blue polo shirt with "Duty Manager" on the chest and back, and black or navy shorts or pants. They also carry a radio.

Customer service staff wear a white polo shirt with black shorts or pants.

All staff wear a name tag with their name and 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 with black shorts or pants.

# Reception

Reception is directly after the pedestrian bridge, on the right on level 2.

The reception counter is at a height of 900mm 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. Non-swimmers and children 5 years old and under are required to collect and wear a yellow wrist band for the pool. Bands can be collected from reception.
2. Members are to scan membership card at the scanner on the reception desk. The scanner is at a height of 1170mm AFFL.

## Casual Guests

1. Report to reception.
2. Pay for visit. Cash or EFTPOS is accepted.
3. Non-swimmers and children 5 years old and under are required to collect and wear a yellow wrist band for the pool. Bands can be collected from reception.



### Feel

Change in ground surface  
Flying insects  
Shared personal space



### Sounds

Announcements  
People  
Phones  
Ship horns



### Sights

Bright lights  
Glare

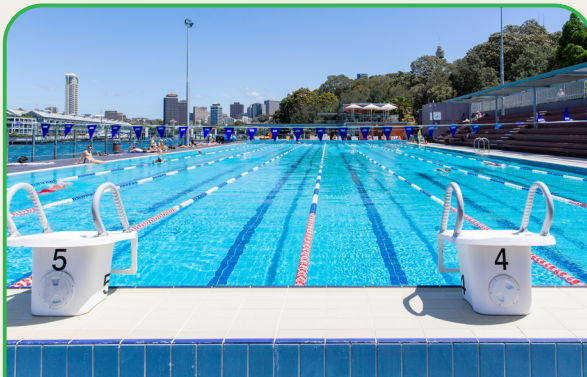


### Smells

Chlorine  
Food/Drink  
Sunscreen

# 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 Andrew (Boy) Charlton Pool.



## All areas

- Improves cardiovascular health
- Improves muscular strength
- Improves overall mental health and wellbeing
- Improves proprioception
- Promotes improvement 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



## Group Fitness

- Assists in the management of injuries and rehabilitation
- Encourages social interaction and community participation
- Facilitates development of gross motor skills
- Facilitates sensory exploration and helps to support regulation
- Improves endurance
- Improves physical fitness
- Increases flexibility
- Promotes sensory regulation

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.



## Pool deck

The pool deck is on level one.

There is a lift available from level two, opposite reception.

There is also stair access to the pool deck. The stairs are after reception, on the right.

The pool deck includes:

- fully accessible toilet and changeroom
- male and female toilets and changerooms
- lockers in the entry area to the male and female toilets and changerooms
- outdoor 50 metre heated chlorinated saltwater pool
- outdoor 20 metre heated chlorinated saltwater program pool
- grandstand viewing area with shade umbrellas
- sun lounges
- outdoor showers
- drinking fountains
- first aid room.

# Pool deck

## Toilets and Changerooms

Andrew (Boy) Charlton pool has one fully accessible toilet and changeroom.

Location: On pool deck, between male and female toilets and changerooms.

Includes:

- one unisex, accessible toilet with artificial lighting
- manual door opening outward. Door clearance of 850mm. Twist lock at 1060mm AFFL
- cubicle space 1840mm x 2350mm (toilet and shower space)
- grab bars to the left of toilet
- toilet height 440mm AFFL with left hand transfer
- sink height 760mm AFFL with lever tap at 900mm AFFL
- emergency button located 30mm from toilet
- shower with bench, grab bar and HSSH
- baby change area.

There is a provision of adult change equipment within the accessible toilet.

Includes:

- hoist and change area space 2350mm x 1750mm
- adult change table - electronically height adjustable and manual foldable table with maximum load 200kg
- Ergolet 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.

There are separate male and female toilets and changerooms including:

- showers
- communal changing area
- benches
- hooks.



## SENSORY GUIDE



### Feel

Shared personal space  
(male and female  
changerooms)



### Sounds

Fan noise (plant room)  
Hand dryer  
Hair dryer  
(male and female c/rooms)  
Toilet flushing  
Water running



### Sights

Mirror/Reflection



### Smells

Air Freshener  
Bathroom smells  
Chlorine  
Disinfectants

# Pool deck

## Outdoor 50m heated chlorinated saltwater pool

The outdoor 50 metre heated chlorinated saltwater pool is at the far end of the pool deck, on level one.

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

It is open from September until April.

Includes:

- portable pool hoist. Please see staff at reception
- stepped entry point with single handrail
- ladder entry points with handrails on both sides
- pool depth 1.2 metres to 2 metres
- 8 full-sized lanes
- diving blocks
- pool temperature approximately 26 degrees Celsius.

Parents/guardians must remain within arm's reach of any children aged 5 years and under with no more than 2 children per parent/guardian. For more information on active supervision, visit the Royal Lifesaving Australia [website](#).

For lap lane availability information, please visit our [website](#).

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](mailto:askbelgravia@belgravialeisure.com.au). Charges apply.



### Feel

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



### Feel

Shared personal space  
Water resistance  
Weather  
Weightlessness



### Sounds

Announcements  
Ship horns  
Splashing  
Weather



### Sights

Glare  
People  
Splashing



### Smells

Chlorine  
Sunscreen



## Pool deck

# Outdoor 20m heated chlorinated saltwater program pool

The outdoor 20m heated chlorinated saltwater program pool is on the pool deck at the bottom of the stairs on level one next to the outdoor pool.

It is used for swimming lessons and leisure purposes.

It is open from September until April.

Patrons should check if this pool is in use before coming to use it for leisure purposes.

Includes:

- stepped entry point with single handrail
- pool depth 1 metre
- pool temperature approximately 27 degrees Celsius
- small wading area attached to the pool.

Parents/guardians must remain within arm's reach of any children aged 5 years and under with no more than 2 children per parent/guardian. For more information on active supervision, visit the Royal Lifesaving Australia [website](#).



### Feel

Being splashed  
Flying insects  
Increased body temperature  
Increased heart rate



### Feel

Shared personal space  
Weather



### Sounds

Announcements  
People  
Ship horns  
Splashing  
Weather



### Sights

Glare  
Splashing



### Smells

Chlorine  
Sunscreen

# Swimming lessons

## Children

Children's swimming lessons are held in the outdoor 20 metre heated chlorinated saltwater program pool and run between September and April.

Children can be enrolled in any City of Sydney indoor centre swim school locations during winter when the Andrew (Boy) Charlton Pool is closed for the season. These centres include [Cook and Phillip Park Pool](#), [Gunyama Park Aquatic and Recreation Centre](#) and [Ian Thorpe Aquatic Centre](#).

Lessons follow the [GOswim](#) curriculum, designed in partnership with Swimming Australia.

Lessons run for 30-45 minutes.

Enrolment includes 4 weeks free access to the Andrew (Boy) Charlton Pool across the summer holiday break.

Enrol at any time.

A 12-week commitment period is required.

For more information, please visit our [website](#).



## Adults and teenagers

Adult and teenage swimming lessons are held in the outdoor 20 metre heated chlorinated saltwater program pool and the outdoor 50 metre heated chlorinated saltwater pool.

Lessons are run between September and April.

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

Lessons run for 30 minutes.

There is one swimming instructor per 8 students for a tailored experience.

Enrol at any time.

A 12-week commitment period is required.

You can also book private lessons. Please phone 1300 198 412 or email [askbelgravia@belgravialeisure.com.au](mailto:askbelgravia@belgravialeisure.com.au)

For more information on adult and teenage swimming lessons, please visit our [website](#).

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



# Group fitness studio

Andrew (Boy) Charlton Pool has a group exercise studio offering Yoga and Pilates classes.

Please see our [website](#) for class descriptions.

Classes are held in the Charlton Room, located on level two, behind reception.

There are two access doors to the Charlton Room.

- Door one is before the reception desk, on the right. Access is through a manual glass door, opening outward with a clearance of 1210mm.
- Door two is after the reception desk, on the right. Access is through a manual glass door, opening outward with a clearance of 1000mm.

All group fitness classes are included as part of 360 memberships. Casual guests incur a fee.

## Members

1. Book a group exercise class online through the [membership portal](#), by calling 1300 198 412 or in person at the reception counter.
2. Tap your membership card at the reception desk and proceed to the Charlton Room.

## Casual Guests

1. Come to the reception counter no later than 30 minutes before the class is due to begin.
2. Pay for your class. Cash or EFTPOS is accepted and you will be issued with a ticket.
3. Proceed to the Charlton Room.
4. Present your ticket to the class instructor upon entry.

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

Classes run for 45 minutes.

All group fitness 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 arrive after the class has started will not be able to purchase a ticket and join the class.



## SENSORY GUIDE



### Feel

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



### Sounds

Amplified voice  
Music  
People



### Sights

Bright lights  
Glare



### Smells

Deodorant  
Perspiration

# Café

The café offers a range of food and beverages.

The café is after the main entry, on the left.

There is also a takeaway entry after the lift, on the left.

Includes:

- capacity to seat 82 people or stand 110 people (indoors and balcony combined)
- stools, chairs with backrests and benches
- tables
- high chairs
- cash and EFTPOS are accepted
- access to balcony for outdoor dining.
- full table service
- male and female toilets.

The café is also available for hire for private events and functions.



## Feel

Flying insects (balcony)  
Heating/Cooling  
Shared Personal Space  
Weather (balcony)



## Sounds

Café equipment  
Hand dryers (toilets)  
Music  
People



## Sounds

Ship horns  
Toilet flushing (toilets)  
Water running (toilets)



## Sights

Glare  
Mirror/Reflection (toilets)



## Smells

Air freshener (toilets)  
Bathroom smells (toilets)  
Disinfectants (toilets)  
Food/Drink  
Sunscreen

# Charlton room

The Charlton Room can be utilised as a bookable space. It can be hired in combination with the café for larger events and functions, conditions apply.

It has panoramic views of Woolloomooloo Bay and is the perfect location for events like product launches and business seminars.

The Charlton Room is on level two, behind reception.

There are two access doors to the Charlton Room.

- Door one is before the reception desk, on the right. Access is through a manual glass door, opening outward with a clearance of 1210mm.
- Door two is after the reception desk, on the right. Access is through a manual glass door, opening outward with a clearance of 1000mm.

Includes:

- capacity to seat 40 people or stand 60 people
- carpet flooring
- tables
- chairs with backrests.

Staff can set up the room to your preferred configuration.

Hirers can bring their own food or can order catering from the café.

Cooking facilities are not available or permitted in the room.



## SENSORY GUIDE



### Feel

Change in ground surface  
Shared personal space



### Sounds

Music (event specific)  
People  
Telephones



### Sights

Bright lights  
Glare



### Smells

Food/Drink  
Perfumes

# Accessibility

## Throughout

- City of Sydney customer service is available 24 hours a day. Phone 02 9265 9333. Internet booking system.
- Accessible website.
- Road from top of Mrs Macquaries Road to main entrance with length of 73 metres. Steep incline for first 23 metres with gradient 1:7 (14.17%).
- Pedestrian bridge length 6 metres with gradient 1:13 (7.8%).
- Varied outdoor terrain of concrete, wooden flooring and steel flooring.
- Step free access to centre.
- Varied indoor terrain of tiles and carpet.
- Wide, clear internal walkways.
- Clear wheelchair circulation space.
- Spaces for a person using a wheelchair to sit with friends.
- Aqua wheelchair available.
- Assistance animals welcome.
- Free Wi-Fi. Please request log in details at reception.
- Use the National Relay Service to contact Andrew (Boy) Charlton Pool on 1300 198 412. Find the right contact number or access point for your NRS channel of choice at [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs). For help using the NRS, contact the NRS helpdesk [accesshub.gov.au/about-the-nrs/nrs-helpdesk](https://accesshub.gov.au/about-the-nrs/nrs-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.
- Discounted entry prices 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.
- Changeroom lockers with operating panel 1200mm AFFL.
- Varying locker heights from 40mm to 1800mm AFFL.
- Vending machine opposite change room lockers operating height 1220mm AFFL.
- Accessible guided tours available.
- Quiet area can be made available on request.

## Lift to pool deck

- Exterior buttons operating height 1040mm AFFL.
- Door clearance 880mm.
- Cubicle space 1310mm x 1130mm.
- Interior buttons operating height 1200mm AFFL.
- Interior buttons with Braille.
- Handrails.

## Toilets

- Braille signage.

## Pool deck

- Water fountains. Higher operating height 970mm AFFL with knee clearance 750mm AFFL. Lower operating height 820mm AFFL with knee clearance 620mm AFFL.
- Flat roll in showers.



## Café

- Indoor tables at 735mm AFFL with knee clearance 705mm AFFL.
- Outdoor tables at 740mm AFFL with knee clearance 705mm AFFL.
- Serving counters at 900mm AFFL.

## Charlton room

- Room dimensions 10m x 8.45m.
- Tables at 725mm AFFL with knee clearance 690mm AFFL.



# Safety

## Throughout

- Steps from top of Mrs Macquaries Road to pool entrance pedestrian crossing with single handrail, no TGSi top or bottom, no lighting and no stair nosing.
- Pedestrian crossing from bottom of Mrs Macquaries Road to entry bridge of the pool.
- Pedestrian bridge with handrails and mats on steel flooring.
- Pedestrian bridge with slight movement when crossing.
- First aid kit located in first aid room, manager's office, reception and plant room.
- Oxygen and defibrillator are located in the manager's office, next to the 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.
- Illuminated exit signs.
- Evacuation maps located throughout.
- 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. Audible and visual alerts will be used in the case of emergency.

## Stairs to pool deck

- Double handrails.
- TGSi top and bottom.
- Stair nosing.

## Pool deck

- Grandstand viewing area with no handrails, no TGSi top or bottom.

- Grandstand viewing area with colour contrast edging on steps.
- Area with wooden flooring - slipping hazard.
- No glass permitted.

## Group Exercise Studio (Charlton Room)

- Entry doors and surrounding panels with contrast safety bands 1100mm to 1150mm AFFL.

## Café

- Entry doors and surrounding panels with contrast safety bands 1110mm to 1150mm AFFL.
- Alcohol not to be taken out of café.



## Contact

Andrew (Boy) Charlton Pool  
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Phone 1300 198 412

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