



Warm water pool design

Stakeholder engagement summary report
April 2023

This report has been prepared by independent consultants, Activate Consulting and Cochrane Research Solutions.

Activate Consulting and its partners were engaged by Bayside City Council to deliver the second stage of community and stakeholder engagement to inform the design of the Warm Water Pool at the Brighton Golf Course. This included the provision of advice on the engagement approach and materials, design and delivery of engagement activities and full independent analysis and reporting of community and stakeholder feedback.



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1 Executive summary

Bayside City Council has appointed an expert design team CO.OP studios to commence the design of its new Warm Water Pool to be built at the Brighton Golf Course.

This report presents the findings of stakeholder engagement workshops undertaken to inform the first concept designs of the new facility. The following groups were consulted:

- Bayside Healthy Ageing Reference Group
- Seniors Advisory Reference Group
- Disability Access and Inclusion Advisory Committee.

The engagement findings are intended to inform the first concept designs developed by the Design Team to ensure the specific needs of these groups, who are one of the primary beneficiaries of the new facility, are considered.

Once the concept designs are developed, further community and stakeholder consultation will be undertaken to test and refine them.

1.1.1 Background

Bayside City Council is proposing to build a new public Warm Water Pool (WWP) at Brighton Golf Course. Warm water exercise (32 to 34°C) has many proven benefits including: pain management, recovery and rehabilitation, treatment of chronic conditions and improved mobility and wellbeing.

The WWP will be designed, built and funded by Council and cost approximately \$16M. It will be a public facility with two pools, allied services, café and incorporate accessible design and features for people with high and complex needs.

Following community support, in July 2022 Council endorsed the Brighton Golf Course as the site for the Warm Water Pool and supported the commencement of the process to appoint the Design Team.

In March 2023, the Design Team CO.OP studios was appointed to commence.

1.1.2 Community engagement approach

Stakeholder workshops were conducted on Wednesday 29 March 2023 with the Bayside Healthy Ageing Reference Group and Seniors Advisory Reference Group (combined) and Disability Access and Inclusion Advisory Committee. The purpose of the engagement was to gather feedback on the:

- Centre design and facilities – the spaces and facilities needed, and the desired look and feel of the facility.
- Programs and services – the activities that stakeholders would like to participate in at the facility, and any considerations about how they are delivered.
- Access and inclusion – how to make the facility easy to access, welcoming and comfortable for all users.

This feedback will be used to inform the first concept design of the Warm Water Pool.

This is the first of a two-part engagement process, to seek the views of key stakeholders that will be the primary target beneficiaries of the new facility. Once the concept designs are developed these groups will have another opportunity to provide feedback.

This second part of the engagement will also seek feedback from those directly impacted by the Warm Water Pool, including neighbouring residents and existing Brighton Golf Course members and users, as well as the broader community and other targeted potential user groups for the WWP including people with a chronic illness or medical condition, and parents or carers of child/ren aged 12 years and younger.

1.1.3 Engagement findings

Workshop participants provided a range of feedback directly informed through their personal experiences.

Two very strong overarching themes emerged across the two workshops:

- That the facility should be designed with the intended users as the primary focus.

Ensuring the design reflects the needs of older people and people with a disability first (not exclusively, but primarily) – doing the core things well and avoid trying to make it be everything to everybody.

- That the facility should not only be functional, but allow people to use it with dignity.

Don't just make the facility 'work' for older people and people with a disability, but focus on their user experience and make it work well. Go beyond the minimum requirements to make it comfortable and enjoyable.

Workshop discussions focussed on the three key areas of: Centre Design and Facilities (Section 2), Programs and Services (Section 3), and Access and Inclusion (Section 4). Within each area key themes emerged and a summary is provided in the table below.

Centre Design and Facilities	
Desired spaces and facilities (see Section 2.1) <ul style="list-style-type: none">• Pool is designed for safe and easy access• Change facilities have conveniences and privacy• Café is inviting, spacious, and sensory friendly• Water maintained at consistent temperature of 34 degrees• Seating throughout the facility• Mixed views on the movable floor• First aid room and medical assistance	Design attributes of the facility (see Section 2.2) <ul style="list-style-type: none">• Natural design elements, lighting and air flow• Designed for core function and primary user groups• Warm climate throughout facility• Spacious design, comfortable and easy to move around
Programs and Services	
Desired services and programs (see Section 3.1) <ul style="list-style-type: none">• Offer varied preventative exercise programs, structured and unstructured• Incorporate sauna and spa services• Offer a range of out-of-water programs• Offer a broad range of allied health services• Mixed views on a gymnasium-type service• Learn to swim	Considerations around programming (see Section 3.2) <ul style="list-style-type: none">• Balance access and use by private and public user groups• Accommodate unscheduled exercise and unstructured play• Recognise some patrons may require social support
Access and Inclusion	
Accessing and moving around (see Section 4.1) <ul style="list-style-type: none">• Designed to be functional and safe for persons of all-abilities and primary user groups• Provide above the minimum parking spaces, some undercover	Inclusivity and ease of use (see Section 4.2) <ul style="list-style-type: none">• Designed to be useful and functional for persons of all-abilities and primary user groups• Aids to support participation in programs• Provide a quiet environment or areas

<ul style="list-style-type: none"> • Clear signage, instructions, and wayfinding directions • Affordable access to facility and services • Provision of community and public transport infrastructure • Comfortable and appropriate seating throughout facility 	<ul style="list-style-type: none"> • Provide a comfortable, welcoming entrance and greeting • Staff that understand diverse needs • Incorporate light colours and greenery
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At the end of the Healthy Ageing and Seniors Groups workshop, participants were also invited to reflect on the discussions, nominate their individual top three priorities for the design of the new Warm Water Pool, and explain why. The top five priorities listed were:

1. A welcoming community clinical warm water facility and positive user experience (10 individuals)
2. Parking – plenty of parking spaces, including above minimum provision of disabled parking and scooter parking (9 individuals)
3. Change facilities – large facilities with privacy, lockers, seating and features to make them easy to use (6 individuals)
4. Temperature of the water and the facility – ensure the water temperature is maintained at 34 degrees and the facility is warm (5 individuals)
5. Priority user groups and booking system – give older people and people with a disability priority or all day access, and make it easy to attend and book, and affordable (5 individuals)

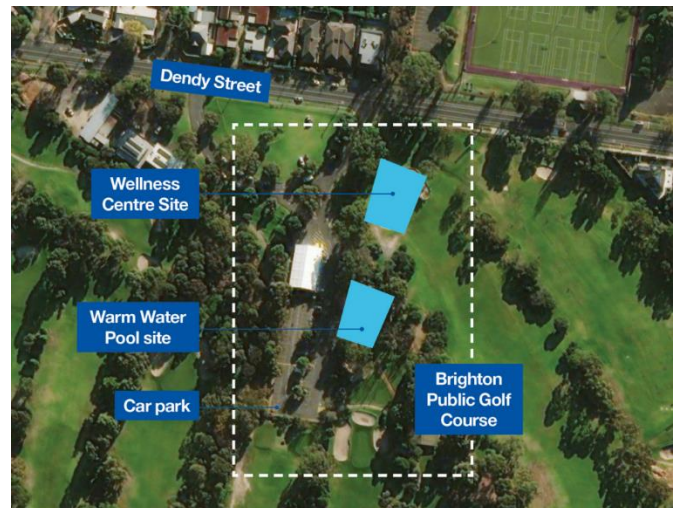
The full, detailed feedback from the workshops is provided further in this report.

2 Overview of the Warm Water Pool at Brighton Golf Course

The Warm Water Pool (WWP) will be designed, built and funded by Council at a cost of approximately \$16 million. It will be leased and operated by the current lessee and operator of the Brighton Golf Course.

The WWP will provide opportunities for all in the community to benefit from warm water exercise for movement, rehabilitation, pain management and general wellbeing, including toddler learn to swim.

The facility aims to improve quality of life for Bayside's growing older population, people with a disability and people with chronic illness and health conditions. It would also provide opportunities for sports rehabilitation.



It would be a public facility and include:

- Main warm water pool with moveable floor
- Second warm water pool
- Allied services such as physiotherapy
- A café; and
- Accessible design and changerooms for people with high or complex needs.

Warm water pools are small pools heated between 32 - 34°C, a traditional lap swimming pool is heated between 27 - 29°C.

As a public facility, the fee structure would be set by Council to ensure it is affordable for people on pensions and with low incomes. The facility would also be carefully designed to be accessible for people of all abilities, including changerooms and other features for people with high and complex needs.

After a detailed site assessment and community engagement process, Council selected the north-east corner of the Brighton Golf Course as the preferred site for the Warm Water Pool. This is due to its central location, access via road and bus, lesser environmental impact, ability to meet expected parking requirements and proximity to a large proportion of people aged over 60 years.

3 Centre Design and Facilities

This section presents the verbatim comments from each of the workshops which relate to Centre Design and Facilities. They have been grouped under themes.

3.1 Desired spaces and facilities

3.1.1 Healthy Ageing and Seniors Groups

Pool is designed for safe and easy access

- Doesn't require the 1.6m depth that GESAC has
- Easy access from outside to inside the pool – shortest distance possible
- Hoists for both pools with sufficient space
- Needs rails/grips at top of pool
- Non-slip surfaces
- Parking for wheelchairs and other aids around pool
- Rails below the water line to keep balance – handrail recessed into wall
- Space for bags, wheelchairs, plus aids

Café is inviting and spacious

- Café important for socialisation – open to street and community with some view of pool (visibility) and a natural view, not pretentious
- Café - pretty stark usually, café to have outside access with comfortable seating
- Café properly insulated, not noisy, good acoustics
- Ensure the café is included
- Ensure the café provides for lunch, not just tea and coffee
- Integrate café into pool centre
- Make café a destination
- Make the café open to the public, not just an internal facility
- Licensed bar

Change facilities have conveniences and privacy

- Hair dryers in change rooms
- Large lockers
- Large lockers – prefer in change rooms
- Lockers in change rooms need to be oversize for spare mobility aids
- Separate change rooms for males/females
- Separate change rooms for swim classes and older participants
- Toilets/change rooms for warm water pool

Water maintained at consistent temperature of 34 degrees

- Magnesium a possibility?
- Avoid chlorinated water if possible - don't want to absorb unnecessary chemicals
- Water temp needs to be at 34 degrees to support rehab needs as well as maintaining wellness
- Ensure both pools are the same temperature at 34 degrees
- Pool 2 should be at 34 degrees minimum

Seating throughout the facility

- Plenty of seating around the pool and hooks
- Seating around pool
- Wide seats in change room

Mixed views on the movable floor

- Consider whether the moving floor is the best option/value for money
- Movable floor to be blanket, uncertain for second pool
- Unsure whether we need movable floor

First aid room and medical assistance

- Emergency access – medical personnel
- First aid room (3 comments all saying this)

Other feedback on spaces and facilities

- Facilities such as storage cages etc

3.1.2 Disability Access and Inclusion Committee

Change facilities have conveniences and privacy

- Help buzzers in change rooms
- Lockers without codes – these can be hard to remember
- Seating within change facilities/height (not too low)
- Separate (private) change rooms (not toilet or shower)
- Unisex bathrooms
- Have some individual change rooms with two or more seats (seats for carers)

Pool is designed for safe and easy access

- Lifts to get from pool deck to the pool/ramp
- Rails in pools

Café is sensory friendly

- Café - basic food options
- Café to be sensory friendly and outdoor area – outdoor seating

Other feedback on spaces and facilities

- A shop that sells pool related clothes/equipment (e.g., aids, anti-chlorine shampoo etc.) - with big/appropriate changerooms

3.2 Design attributes of the facility

3.2.1 Healthy Ageing and Seniors Groups

Natural design elements, lighting and air flow

- A room with a view, natural outlook
- Air filtration – outdoor air
- Bring in outside environment
- Natural light – as much as possible
- Natural light, no glare from afternoon sun
- Need light but no glare (southern light)
- Privacy considerations for windows
- Really unobstructive (externally)
- Vegetation and landscaping

Designed for core function and primary user groups

- Admin to be integral to entrance, central so there is someone to be there to help
- Carefully consider heights of basins and handles
- Design concentrates on pools and changerooms – not the café

- Entrance central – shorter distance for people to get to the space they need
- Has to be dedicated to warm water activities – medical model
- Hooks for bags
- Low counters and minimal counters
- Priority is WWP users and functionality
- Supervision is a key aspect for design
- Need for additional WWP facilities (one is not enough) - don't try to squish everything into one

Warm climate throughout facility

- Really warm ambient temperature – e.g., freezing winds when opening door (consideration of entry area)
- General change areas need to be warm too
- Orientate away from cold prevailing winds

Spacious design, comfortable and easy to move around

- Sound baffling above pool – really good acoustics
- Make more space than you think you need – room to move and space for carers
- Space for carers (comfortable space to sit, not too hot)

3.2.2 Disability Access and Inclusion Committee

Natural design elements, lighting and air flow

- Lighting – natural light for visual impairment
- Fresh air spaces/outdoor spaces

Other feedback on design attributes

- Consider spread of germs across different user groups (i.e., children/vulnerable people, should there be separate areas or measure to avoid cross-overs)
- Consider depths of pools (consider shorter people)

4 Programs and Services

This section presents the verbatim comments from each of the workshops which relate to Programs and Services. They have been grouped under themes.

4.1 Desired services and programs

4.1.1 Healthy Ageing and Seniors groups

Offer varied preventative exercise programs, structured and unstructured

- Preventative – programs and outreach to manage future issues (e.g., fall prevention)
- Exercise – unstructured, strength building, organised classes as well
- Exercise – preventative, not just reactive programs. Be able to self-manage, but also have structured programs and clinical treatments
- Structured vs informal programs and use
- Opportunities for 'life activities' and similar groups to occasionally use and run programs
- Open to other organisations to run programs

Incorporate sauna and spa services

- Beneficial to have spa facility
- Physio allied health, possibly a spa
- Sauna or steam room (for arthritis etc) - can be compact
- Spa – ability to get a jet zoning in on an area, and how that is factored into the design (of the services, also)

Mixed views on a gymnasium-type service

- Gym – beneficial for clinical services but not a wholesale venue. There's plenty of those around
- Avoid gym element – the pool is the gym

Learn to swim

- Ensure not a full swim school, but aimed at toddlers
- Swim lessons and the opportunities to leverage this

Other feedback on desired services and programs

- Is there an opportunity for creche (as part of the rehab component?)
- Ensure there is a massage component (noting the purpose of the wellness centre)
- Possibility of sales element – bathers, basic equipment

4.1.2 Disability Access and Inclusion Committee

Offer a range of out-of-water programs

- Program to do out of water exercise – parallel bars, hand cycle etc. (not a full gym but something to complement water-based work)
- Separate programs for young adults (18-35) - exercise/health and wellbeing
- Yoga/meditation - holistic approach to wellness

Offer a broad range of allied health services

- Allied health services – broad range e.g., physio, OT, osteo, myotherapy, exercise physiology, injury rehab
- Massage chairs/massage therapy

Other feedback on desired services and programs

- Infrared, spa, sauna
- Water aerobics/water exercise classes

4.2 Considerations around programming

4.2.1 Healthy Ageing and Seniors Groups

Balance access and use by private and public user groups

- Ability to separate high needs pool use and less intense support
- Consider who the target market is and make an assessment
- Day is likely retirees and additional needs, after hours is more likely younger people and similar programs
- Ensure small pool is for the one on one, referral type uses with classes (etc) primarily in larger groups.
- Hours of access – importance of early AM access (6:00am etc)
- How we balance uses – swim school vs older persons prevention etc. Needs to be carefully considered and managed (plus child safety concerns)
- Limits to private use of smaller pool, so we ensure community public access. Avoid it being dominated by 'for profit' users
- Most older users will visit during the day – can't just be limited to private users
- Some high care users need the time and space to prepare and change. Need to be conscious of the different changeover needs between programs
- Thinking about operating hours and access hours for older people

Accommodate unscheduled exercise and unstructured play

- Ability to 'frolic' - can't underestimate the importance of unstructured use
- Able to use facility when convenient
- Ensure not 'competition' venue, something for less formal events (etc)
- Ensure public can access every day, not just set days and times
- Ensure pool can be shared, when appropriate – need to consider capacity
- Making sure that people can come when it suits them, not just having 'set times' - there can be 'walk ins'
- Need to ensure its not being used for too much at any one time
- Need for community access, not just structured programs
- Needs to be an ability for 'fun and laughter' programs, outside the usual, more formal purposes. Delivery of services is key
- Opportunity for unscheduled exercise - don't over schedule the use

Recognise some patrons may require social support

- Can be daunting to access on your own, other networks accessing can help ensure access
- Ensure the social support is in place - café will work to this

Other feedback on considerations around programming

- Be brave regarding programming – not all old people are scared of risks!
- Importance of having both lifesaving presence, but also having an onsite physio (or similar) to assist with supervision
- Importance of all-weather facility

4.2.2 Disability Access and Inclusion Committee

- Use with physiotherapist
- Seamless entry and access to out-of-water exercise room
- How does this WWP integrate with other facilities in Bayside (e.g., programming of services)
- Can there be some dedicated sensory sensitivity times – multiple times and more than 1 hour at a time?

5 Access and Inclusion

This section presents the verbatim comments from each of the workshops which relate to Access and Inclusion. They have been grouped under themes.

5.1 Accessing and moving around the facility

5.1.1 Healthy Ageing and Seniors groups

Designed to be functional and safe for persons of all-abilities and primary user groups

- All shower cubicles to have rails – not just disabled cubicles
- Automated doors – particularly in to change rooms/cubicles as handles are too hard
- Automatic doors
- Change rooms big enough for carers to assist people
- Different sized lockers
- Easy access with grab rails around the pool
- Ensure appropriate equipment is available for use – e.g., noodles etc
- Handrails around the edge of the WWP (smaller one)
- Importance of a hoist to the pool
- Internal ramp in the pool
- Mobility equipment – lifters (in pods, in changerooms)
- Mobility equipment provided and enough available
- No push button taps that need to be held down
- No push button taps
- Non-slip surfaces on the pool/flooring areas
- Places to put crutches/walking aids
- Pool pod – waterproof wheelchair to lower into water with more than one waterproof wheelchair provided
- Think about distances to facilities
- Seating needs to provide comfort

Provide above the minimum required parking spaces, some undercover

- Buses and car spaces
- Charging points for scooters/electric cars
- Covered walkways from parking to entrance of facility
- Disabled parking at the door – more than minimum standard
- Drop off area priority
- Drop off point/short term for people with extra mobility requirements
- Disabled and elderly parking close to entrance
- Lighting around facility and parking
- Make sure sufficient time limits for disability parking
- More parking than needed – covered parking
- More than minimum disabled parking
- Parking and access for people using all modes of transport
- Parking for all vehicles
- Safe places to park bicycles and scooters
- Undercover parking for disabled – also for wheelchairs/walkers/scooters and safe storage
- Undercover parking for disabled access section (just a roof)
- Wider car parking spaces

Clear signage, instructions, and wayfinding directions

- Clear signs and directions/wayfinding - large automated doors (use universal symbols as well as English)
- Colour – signposting and navigating, e.g., follow a colour line
- Need for clear guidance throughout the facility about ‘how to use’, instructions, etc.
- Signage to help with navigation
- Wayfinding – simple systems

Affordable access to facility and services

- Affordability for elderly people – sliding scale, differentiated fee structure
- Affordable services for people that don’t have NDIS or Aged Care
- Cost of facility access – needs to be open to the public
- Ensure non-referral services are affordable

Provision of community and public transport infrastructure

- Easy public transport access – easy bus stops etc/shelters
- How can we facilitate a community bus to support access? Particularly for those with accessibility issues.
- Push button on wall to call taxi/accessible taxi – bcc shuttle service/community transport
- Safe footpaths (lighting, width etc)

Other feedback on accessing and moving around

- Not just online bookings

5.1.2 Disability Access and Inclusion Committee

Designed to be functional and safe for persons of all-abilities and primary user groups

- Automated doors or buttons to press (not handles)
- Buttons to open/close/lock changerooms
- Consider all types of accessibility (vision, hearing etc.)
- Different type of flooring surfaces (walking aids may slip)
- Easy access between Warm Water Pool and Wellness Centre
- Hearing loop
- No steps to enter – if we need a ramp it needs to be central, not to the side
- Places for water bottles in/near pool
- Portable clips that can be clipped on to poles, to hold crutches/sticks etc
- Storage for mobility aids (near pool entrance)
- Tactile signage for vision impairment

Provide many wide parking spaces

- Accessible car spaces for passenger and driver side
- Accessible parking - both sides and rear for people with mobility aids
- Consider traffic and parking pressure during school times
- Parking spaces for mobility aids (i.e., wheelchairs)

Comfortable and appropriate seating throughout facility

- Height of seats – make sure they are not too low
- Seating around pool for carers
- Seats in reception

Other feedback on accessing and moving around

- How to access using public transport – only one bus, this will need to be easy to access from the bus

5.2 Inclusivity and ease of use

5.2.1 Healthy Ageing and Seniors groups

Designed to be functional for persons of all-abilities and primary user groups

- Clear visibility/direct to get from entrance to the pools and change facilities
- Dignified ways to access pools
- Dignified way to get in and out of pools – no slings, proper chair, ramps lifts
- Hearing loops
- How do we manage access to disabled change rooms? Stop people from using them if they don't need them
- Large clocks on the wall
- Open plan/glass
- Make sure getting in and out of the pool doesn't negate the benefits of the WWP in the first place
- Make sure pool is deep enough for the taller, big enough and long enough to get the depth – varying heights/depths needed
- Provide equipment made available for use (ie don't need to bring own)
- Provide specialised equipment – and having enough not just one
- Prioritise space and access and ease over extra facilities – do the basics/accessibility really well
- Remembering the core purpose of the WWP – doing this well and not trying to do everything
- Spaces for carers and assistants in change rooms
- Wayfinding signage, visual cues, colour coding systems for navigation (e.g., green line for starters, blue line etc.), location of signage

Provide a quiet environment or areas

- Acoustics – ensuring activities in different spaces don't impact/disturb each other
- Conflict of uses/noise/quiet
- Need for both 'quiet' space and more structured
- Quiet environment in smaller pool – peaceful and quiet
- Quietness – avoid too many activities happening at any one time – need to manage competing impact of different activities e.g., disturbance to water

Provide a comfortable, welcoming entrance and greeting

- Admin integrated into foyer – so there is always someone to ask questions of
- Concierge/volunteers could help with this
- Easy to find staff/welcoming/smiling staff
- Welcoming entrance – design, smiling face/concierge
- Welcoming foyer – think about heights of counters (little people, people in wheelchairs), places for people to sit if they need to have a longer conversation, no cold wind blowing in the entrance

Incorporate light colours and greenery

- Greenery/indoor/outdoors
- Light and bright
- Not clinical white

Other feedback on inclusivity and ease of use

- Don't just design for now but able to grow as needs grow
- Will there be priority access to Bayside residents?
- There should be a mix of activities but manage conflicts – ensure it stays true to original need and purpose e.g. therapeutic
- Don't want smaller pool exclusively for physios/allied health – need to be able to access independently

5.2.2 Disability Access and Inclusion Committee

Aids to support participation in programs

- Activity sheets/appropriately sized font for people with hearing difficulty
- Knowledge of autism spectrum – go in to design of services and programs
- Large electronic TV screens to show activity sheets/tailored notices
- Provide supporting equipment (e.g., noodles, neck pillows etc.)

Staff that understand diverse needs

- Employ people with a disability
- Sunflower program – making sure training provided to all staff and professionals

Designed to be useable for persons of all-abilities

- Consider private/safe spaces for people to enjoy and socialise independent of carers – opportunities to choose with carers or without depending on needs
- Manage conflict of activities so they don't disrupt each other (acoustics)

6 Priorities

At the end of the workshop, Healthy Ageing and Seniors Groups participants were invited to reflect on the discussions, nominate their individual top three priorities for the design of the new Warm Water Pool, and explain why.

The table below presents the priority topics and summarises the verbatim feedback. Priority topics are listed in descending order according to the number of participants referencing each topic.

Priority topic	Rationale/ reason why	No. of participants
Welcoming community clinical warm water facility and positive user experience	Design a welcoming community clinical warm water facility that is inviting and focussed on accessibility for primary user groups, persons of all-abilities, and the community. Provide a needs-based therapy and exercise experience that is dignified, positive, affordable, focused on healthy living, health prevention, maintenance, and restoration.	10
Parking	Plenty of parking spaces, particularly disabled parking spaces for cars and mobility scooters (ideally under cover for hot and wet days), that are near to, and within easy access of, the facility entrance as a primary user group is seniors and persons with a disability. Many users will drive or be driven. Direct and easy access is required from the car park as users may have mobility issues or not be able to walk long distances	9
Change facilities	Lots of space to freely move around and within shower cubicles (for privacy, to change, hooks and shelves to keep clothing dry). Seating so it is unnecessary to stand while changing. Large lockers to securely store personal items and aids (I.e., crutches), and taps that are easy to turn on. Separate change facilities for swim school program/children	6
Water and facility temperature	It is important for all users that the temperature is constantly over 34 degrees for hydro exercises and around 34 degrees as a resting temperature for mobility, ease of movement, and to avoid getting cold. Particularly applies for frail persons and those with specific rehabilitation requirements. Design facility to avoid cold winds blowing through entrance	5
Priority user groups and booking system	Need the facility now before health issues worsen. As a primary user group, seniors must have priority access to the hydro pool/service. It must be easy to attend/book, and costs must be affordable	5
Light modern building surrounded by nature	Design a facility that Bayside is proud of, conducive to the area. Light and modern, north facing for warmth in winter and surrounded by accessible seating in quiet nature and greenery	3
Type of water	Use Magnesium water in the pool not chlorine as it is widely now in hydro/warm water pools	2
Café	Café to be open to participants and the local community. Socialisation is an important aspect of a treatment or exercise program, there are no cafes in the vicinity and it	2

	provides a good recovery option. Consider café being licensed	
Safe and accessible facility for all users	Integrate ramps, rails, and non-slip surfaces for those with mobility issues and for OH&S. Safe and dignified access into and out of pools. Have a first aid room (qualified pool attendant)	2
Minimal or low noise levels	Integrate noise buffers to create a quiet and relaxing exercise atmosphere, particularly around the therapeutic pool area	2
New ideas to expand services	Opportunities and additional benefits such as nature walks for patients, displaying artworks in the café area or commissioning a welcoming sculpture	2
Access to professional services and supervision	Individualised access to professional persons to oversee the exercises	1
Persons accessing small pool	Small pool is accessible for older persons, clients of professional service providers, and available to the general public	1
Route to pool is short and easy to navigate	If physically challenged it is difficult enough to get into the pool without having to navigate the whole building	1
No direct sunlight into pool areas	Sunlight bounces off water directly into eyes	1
Public transport	Public transport is currently inadequate and having an arduous time getting to the pool detracts from therapeutic benefits	1
Moveable floor in pool	This is not necessary. Ramps for entrance and sliding depths will suffice	1
Permanent hoist access to pools	Hoist will not move on slippery surface	1
Clear and large wayfinding signage	Provide directions from the car park that accommodate the failing eyesight of some elderly persons	1
Steam room	Steam rooms are beneficial for chronic disease management, consistent with a warm water pool, and require little space	1