

Carers, Paid Support Workers and Companion Terms and Conditions

It is the expectation of Maroondah Leisure that Carers and Paid Support Workers will provide care and supervision for the person or people they are attending Aquanation and Aquahub with at all times.

Please note that Maroondah Leisure reserves the right to refuse entry or ask people to exit the premises if the following Terms and Conditions are not met.

- Carers and clients must follow all conditions of entry to the Centre, health club and pool as stated in each Centre
- Carers and paid support workers are required to actively supervise the person they are supporting in the pool at all times. This includes maintaining close proximity, visual contact and being aware of their actions and behaviour. They are not to leave the person they are supporting on their own during their use of the health club or pool.
- Carers and paid support workers are not to undertake their own workout or complete exercises during visit.
- Carers and paid support workers are to keep mobile phone usage to a minimum.
- Carers and paid support workers must ensure that the person they are supporting adheres to the established Code of Conduct. This includes refraining from engaging in loud, abusive, offensive or anti-social behaviour and/or language, physical or verbal abuse, or any behaviour that may be deemed unacceptable or harmful to others.
- If necessary, carers and paid support workers should promptly intervene to address any breaches of the Code of Conduct. This may involve redirecting the person's behaviour, providing guidance on appropriate conduct, or seeking assistance from pool staff if the situation escalates.
- Carers and paid support workers are encouraged to maintain open communication with staff regarding any concerns or incidents related to the person they are supporting. This ensures that appropriate actions can be taken to address the situation and provide necessary support.
- Carers and paid support workers are required to wear companion/carers card at all times in the health club.

Should you have any questions in relation to the above information and terms and conditions of entry and usage of the pool at Aquanation, please contact the Centre on the below contact details:

Aquanation, Ringwood 9294 5500 and Aquahub, Croydon 9294 5500

Carers and Support Workers – Maroondah Leisure (Aquanation/Aquahub)

Maroondah Leisure values the role of carers and paid support workers play in the lives of people in the community. Often the term carer is used to describe a range of relationships, between the person requiring support and the person providing the support. Maroondah Leisure utilises the definitions provided in the Carers Recognition Act 2012 as outlined below.

Carers

The Carers Recognition Act came into effect on 1 July 2012 and officially recognises care relationships, and the role of carers in our community. The Act includes a set of principles about the significance of care relationships, and specifies obligations for state government agencies, local councils, and other organisations that interact with people in care relationships.

The Act defines a carer as someone who provides care to another person and includes carers under the age of 18. Carers can provide care for a person who:

- Have a disability
- Have a mental illness
- Have an ongoing medical condition or
- Is an older person with care needs

The Carers Recognition Act 2012 specifies that a person is not in a care relationship for the purposes of this Act if they provide care to another person—

- a) Under a contract of service or a contract for the provision of services
- b) Under an employment contract
- c) In the course of doing voluntary work for a community organisation; or
- d) As part of the requirements of an education course or training

Paid Support Workers

Paid Support Workers are paid staff who provide support and care for people who:

- Have a disability
- Have a mental illness
- Have an ongoing medical condition
- Is an older person with care needs

Paid Support Workers may be employed by Council or through a range of service providers and community organisation and may be providing support to an individual or group of individuals. Under the NDIS, the person with a disability may be self-managing their funding and therefore be the direct employer of the Individual Support Worker.

Typically, Paid Support Workers have been employed to assist the person meet their individual goals, such as maintaining their health and wellbeing by attending the health club or pool. Paid Support Workers have a specific duty of care to the person they are supporting and are subject to the code of conduct, occupational health and safety, and other policies of the employing agency as well as the relevant Maroondah Leisure policies and procedures including but not limited to the Terms and Conditions.

Companion Card

Maroondah Leisure respects that Companion Card promotes the rights of people with a disability who require a companion to fair ticketing at events and venues. The Companion Card, is a National program administered by the state you live in.

The Companion Card is for people with significant permanent disability who can demonstrate that, due to the impact of the disability they are unable to attend most community activities or events without attendant care, and that need is lifelong.

The Companion Card is not intended to be used to enable other business operators such as personal trainers, fitness instructors or allied health permission to operate their business from Council facilities without prior consent from the facility manager.