

BY HAND

15 November 2016

Ms. Audrey Jamieson
Coroner
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Coroner,

Investigation into the death of Paul D Rayudu
Court ref.: COR 2014 000761

We refer to your Finding on 18 August 2016 relating to the above matter and the recommendations you made therein and the letter from Mr. Josh Munro, Coroners Registrar dated 18 August 2016 inviting our Company to respond to your recommendations. We now offer responses below.

Before dealing with each recommendation, Belgravia Leisure points out that it considers the safety of the public of paramount importance. Bearing this core motivation in mind Belgravia Leisure, Banyule Council and Life Saving Victoria have all worked extensively together and established a working group to not only consider the issues arising out of this investigation but also how to strengthen other safety systems and processes to minimise the risk to patrons.

Belgravia Leisure's ability to directly respond to your recommendations is confined to the first two recommendations which are already in the process of being implemented. Details are below. As regards the third recommendation addressed to Mr. Chris Eccles, Secretary of the Department of Premier and Cabinet, Belgravia Leisure stands ready to assist the Government in its consideration of the regulatory environment of public swimming pools in Victoria.

First recommendation.

To enhance the knowledge base of staff about patrons with inexperience/vulnerabilities in water or who are non-swimmers the following will be piloted at WaterMarc and then systematically implemented at other Belgravia Leisure facilities.

- Placement at entranceways and throughout facilities of the following relating to the identification of and information for poor or non-swimmers: visual imagery (including pictograms) and words on banners, posters, brochures, counter cards, television screens and information on the internet.
- Part of the message placed within the information above is for patrons to engage a staff member to inform them that they are a non or weak swimmer. They will then be promptly issued with a bright orange wristband to be worn at all times while in the water thereby enabling lifeguards to be on high alert in relation to those swimmers.

- Thorough and regular staff training relating to these new procedures and systems will occur. This will include: enhanced life guard inductions, a revised life guard handbook, the creation and presentation to staff of new safety themed videos (dealing with, amongst other things, life guard deployment, standards, head counting, identification of non or weak swimmers), a deployment and risk assessment template to be completed by staff, staff KPI and audit check lists, etc..
- Additional equipment and apparel allowing patrons to easily identify on and off duty life guards, tally counters for staff, etc. will be supplied.

Second recommendation.

To enhance communications with patrons who have English language challenges so that they may be informed by staff of their vulnerabilities before entering the water, some of the information materials to patrons referred to above will also appear in four other languages including: Chinese, Vietnamese, Arabic and Sudanese-Arabic. These messages have been endorsed by Life Saving Victoria and it is intended that these messages will be made available to Life Saving Victoria with a view to their utilisation across the wider industry.

The working group involving the City of Banyule, Life Saving Victoria and Belgravia Leisure will address the implementation of the roll out of the information campaign and other systems. Also surveys will be undertaken to determine the success of the above including the identification of signage, interaction with staff, the functionality of the wrist band system and the contribution it made to the overall enjoyment and safety of the customer experience.

Should you require any further information please do not hesitate to contact me.

Yours sincerely,



Nick Cox

Chief Executive Officer

Belgravia Leisure