

29 January 2021

Seann Paurini

fyi-request-14271-81470910@requests.fyi.org.nz

Kia Ora Mr Paurini

Policy – Keith Spry Pool – Users with disabilities.

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 10 December 2020. You requested the following information:

- Provide a copy of the charter or policy or agreement Keith Spry Pool has with disabled pool users?
- Provide a list of services, facilities and resources available to pool users with disabilities?
- Why are there no mobility bathrooms and changing facilities for pool users with disabilities?

Wellington City Council has partly **granted** your request for information at no cost.

Keith Spry Pool does not have a charter or policy for disabled pool users. Keith Spry Pool has a customer code of conduct which advises that the Council is committed to providing all users a quality service in a friendly, clean and safe environment. Under section 17(e) the Council has refused this part of your request as the document you have request does not exists.

Please see our website for Keith Spry Pools facilities and resources for visitors with disabilities. Keith Spry Pool offers a few services and resources to assist visitors with disabilities, but it is not a facility that has fully dedicated services for visitors with disabilities. Keith Spry Pool does have a teaching pool, this pool was built as a shallow learn to swim pool and is in very high demand for this use. <https://wellington.govt.nz/recreation/facilities-and-centres/swimming-pools/keith-spry-pool>

However, the Wellington Regional Aquatic Centre is a better suited regional facility for visitors with disabilities and offers a Hydrotherapy Pool, Hydrotherapy area including access to showers, toilets, height adjustable shower change tables and a hoist that can access the pool. <https://wellington.govt.nz/recreation/facilities-and-centres/swimming-pools/wrac>

Keith Spry Pool does have accessible changing rooms, and these are available on request. However, these facilities are currently unavailable while upgrades to the main pool are taking place.

Accessible changing rooms include:

- 2 x all gender accessible combination toilet and shower facilities at the north end of the pool.
- 1 x all gender accessible combination toilet and shower facilities in the children's pool area.

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Thank you again for your request, if you have any question please feel free to contact me.

Kind regards

A handwritten signature in black ink, appearing to read 'Asha Harry', enclosed within a hand-drawn oval.

Asha Harry
Assurance Advisor