

## Key national drowning stats 2010/11

### Young Children 0-4 Years

- 28 young children drowned (9% of all drowning deaths)
- 22 (79%) were male
- 12 (43%) drowned in swimming pool locations
- 16 (57%) fell or wandered into water

### Children 5-14 Years

- 14 children 5-14 years drowned (4% of all drowning deaths)
- 8 (57%) were male
- 8 (57%) were at river/creek/stream locations
- 4 (29%) drowned in swimming pool locations
- 4 (29%) fell or wandered into water
- 4 (29%) were swept away by flood-waters

### People 15-34 Years

- 85 people drowned (27% of all drowning deaths)
- 68 (80%) were male
- 30 (35%) drowning deaths were at river/creek /stream locations
- 14 (16%) drowning deaths occurred at ocean/harbour locations
- 14 (16%) occurred at beach locations
- 24 (28%) occurred while swimming

### People 35-54 Years

- 66 people drowned (21% of all drowning deaths)
- 53 (80%) were male
- 27 (41%) drowned in river/creek / stream locations
- 13 (20%) drowned in ocean/harbour locations
- 8 (12%) occurred while swimming
- 8 (12%) occurred while driving

### People 55+ Years

- 117 people drowned (37% of all drowning deaths)
- 46 (39%) drowning deaths in 55-64 years
- 32 (27%) drowning deaths in 65-74 years
- 39 (33%) drowning deaths in 75+ years
- 89 (76%) were male
- 39 (33%) occurred in river/creek/ stream locations
- 20 (17%) occurred in ocean/harbour locations
- 16 (14%) occurred using watercraft
- 16 (14%) fell or wandered into water



**ABOVE:** Ironically, many waterways don't require fencing, yet pools right by their side do. This fence by Diverse Glass

**RIGHT:** This glass fence shows that adhering to barrier requirements needn't detract from a stylish appearance. Sunrise Pools

**BELOW:** The sweeping views over the Sunshine Coast are unimpeded thanks to the Diverse glass fencing



Then there's NSW, which is in discussions to create a state-wide swimming pool register, mandatory inspection of pool barriers at the point of lease or sale of a property, and pool inspections to be undertaken by councils for residential, commercial, tourist and visitor accommodation and other multi-occupancy developments.

## It's complicated

Because the Federal Government doesn't regulate pool safety, each state and territory has its own ideologies and idiosyncrasies as to how it should best be handled.

Cal Stanley is a long-time member of the industry, formerly owned and ran WA-based Neptune Pools, and is now



a consultant who, amongst his other roles, sits on several pool-related standards committees.

"In an attempt to create some uniformity, there is an Australian Standard, AS1926.1, which is picked up in the Building Code of Australia (BCA)," says Stanley.

"However, to the best of my knowledge, only Victoria and South Australia use the BCA for their pool fencing regulations, while the other states have their own separate legislation. Also, those states that do use the BCA can and do vary the BCA for use within their jurisdictions."

Describing Western Australia's pool safety regulations as having been "stuck in the dark ages", Stanley says he is happy to see his State finally adopt the BCA and AS1926.1 2007 for the first time in May 2012.

"WA refused to upgrade from the 1993 version of AS1926 to the 2007 version because of the requirement that boundary fences shall be no less than 1800mm in height," he says.

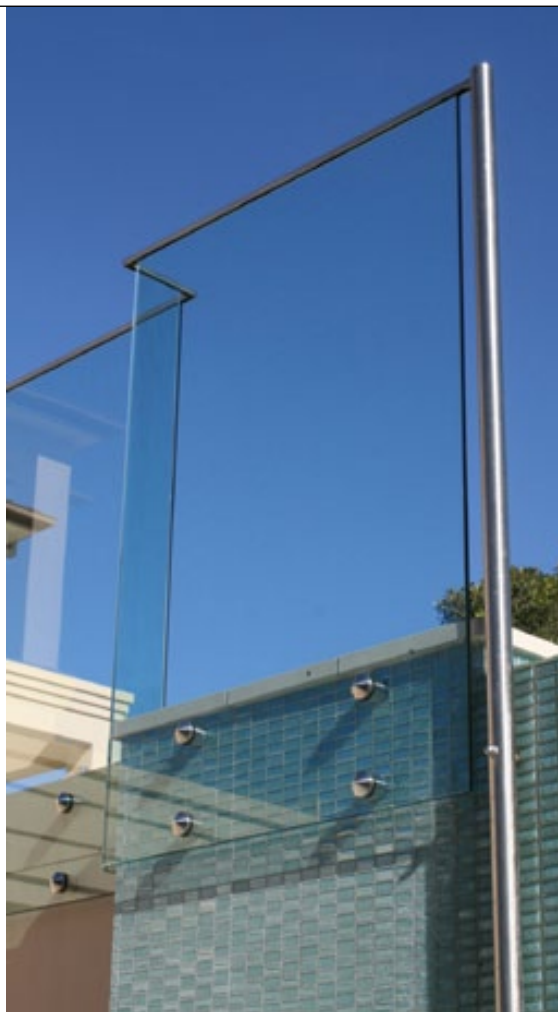
"It has taken until now to pass the responsibility from the Department of Local Government and Planning to a newly formed Building Commission in order to make a state variation to the BCA so that we can retain the minimum height of 1200mm."

Stanley says this will mean that the Australian Standard CS-34 committee and the BCA continue to ignore his research that can find no evidence over a 40 year period of even one child under five-years climbing a 1200mm boundary fence and drowning.

"It makes no sense whatsoever, other than to make some people feel they have made a contribution to child safety when in fact they have done no such thing," he says.

Queensland has recently mandated Australia's toughest pool safety laws after conducting a comprehensive review in 2009.

Not only are there strict fencing requirements but also a Pool Safety Certificate is now required when



**ABOVE:** Glass fencing supported by stainless steel posts. De Fence



**RIGHT:** On this particular job, fencing is installed where there would otherwise be access, but is not required in the central section with the glass pool wall, because it is already more than 1.2m high. De Fence

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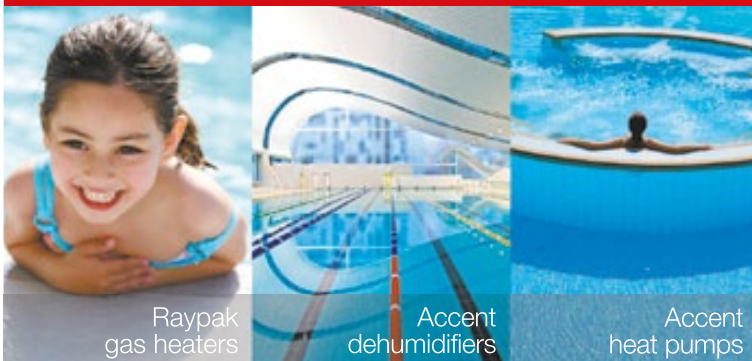
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ABOVE: Fences can be made to suit all shapes and sizes of pools. De Fence

LEFT: D&D's semi-frameless glass fencing enables swimmers to take in this amazing view over Sydney's middle harbour



## Safety snapshot

“CHILDREN are naturally inquisitive and have a fascination for water,” says Chris Fitzmaurice, national manager of Swimart.

“Nothing replaces close supervision by a responsible adult, but having complying fences and gates around pools and spas goes a long way to reducing the very real danger of children wandering into water they can’t handle,” he says.

On page 36 is a breakdown of the current registration and policy requirements currently in place throughout Australia and New Zealand. However, some of these are due to be updated, and you must always check with your local council for specific requirements.

selling, buying or renting a private residential property such as a house, unit, or flat.

Pool Safety Council member and President of SPASA Queensland, Rodney Webb, says that recent changes have captured commercial properties with pools, such as hotels, motels, resorts, caravan parks and all commercial properties where the public use the facilities – excluding government and council amenities.

“Previous legislation that commenced on October 1, 1991 had been revamped several times until the State Government

took control of what was previously the responsibility of councils and Private Certifiers,” he says.

Webb believes Queensland’s stringent pool safety regulations go beyond the Australian Standards in order to prevent child immersion accidents.

“For example, all new concrete pools and spas that are being constructed need to have a Private Certifier sign off on temporary or permanent pool fencing compliance before the interior finish is applied, while fibreglass pools and spas, and above ground

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STATE/ TERRITORY	REGISTRATION POLICY	INSPECTION POLICY
QLD	Yes. Compulsory in a state based register. All to be registered by November 2011	Yes. An inspection and a pool safety certificate is required when selling or leasing a property with a pool
WA	Yes. Compulsory, on a council based register	Yes. At least every four years, by council appointed pool inspectors
NSW	Under discussion	Yes. After construction of a pool, or following a complaint from the public about a non-compliant pool. Some councils conduct limited inspections
VIC	None	None. Some councils* conduct limited inspections
SA	None	Yes. After construction of a pool, and at the point of sale of a property with a pool
ACT	None	Yes. After construction of a pool. This may change when the results of the ACT government discussion paper about pool and spa safety are announced
NT	Yes. All pools over 30cm deep require an inspection by a NT government Water Safety Unit representative	Yes. After construction of a new pool. Inspections conducted by a NT government Water Safety Unit representative.
TAS	None	Yes. After construction of a pool, or following a complaint from the public about a non-compliant pool. Some councils conduct limited inspections
New Zealand	Yes. Under the Fencing of Swimming Pools Act every pool owner is required to register the existence of a swimming or spa pool with Council. Further, every owner or person in control of a pool is required to ensure that the pool complies with the requirements of this Act.	Certain councils* have swimming pool inspectors who check properties for compliance with the Fencing of Swimming Pools Act. Inspectors randomly audit existing pools at least once every three years to ensure they continue to comply with the Act once built. New pools require an inspection as part of the building consent process. The inspection of the pool will include an assessment of the fencing. There is nothing in New Zealand law to stop a homeowner selling a property with a non-complying pool or pool fence. However, prospective property buyers should be aware that as soon as a property with a non-complying pool passes into their ownership they will be responsible for any remedial work required to comply with the Fencing of Swimming Pools Act 1987 *Check with your local council

pools are required by law to have temporary or permanent fencing in place during construction and installation.”

## Safety fencing breaches

According to the Pool Safety Council, which is part of the Queensland Department of State Development, Infrastructure and Planning, pool fences and safety barriers commonly fail because of one or more of the following reasons:

- Gates are not self-closing and self-latching from all points
- Height of the pool safety barrier is less than 1200mm because ground levels and garden beds have increased or grown over time and have, therefore, reduced the height of the pool barrier
- Adjoining boundary fences have climbable rails
- Windows opening into the pool enclosure can be opened with more than a 100mm gap
- There are climbable objects near the pool safety barrier

Fortunately, there are a number of easy fixes to help ensure the pool safety barrier or fence complies:

- Replace, tighten or adjust the hinges on gates
- Ensure the pool safety barrier height is 1200mm from bottom to top
- Trim back any vegetation or branches that a child could use to climb over the pool safety barrier
- Shield or remove climbable objects within 900 millimetres of the pool safety barrier
- Install permanently fixed security screens on windows that open into the pool enclosure

- Remove climbable objects from the pool safety barrier and surrounding areas.

While there are several key measures to help keep private and public swimming pools safe SPASA NSW CEO Spiros Dassakis believes there is one ingredient that supersedes all others.

“At the end of the day, nothing beats supervision,” he said emphatically. “Water is like a magnet to young children, so proper adult supervision is crucial to keeping them safe around swimming pools.”

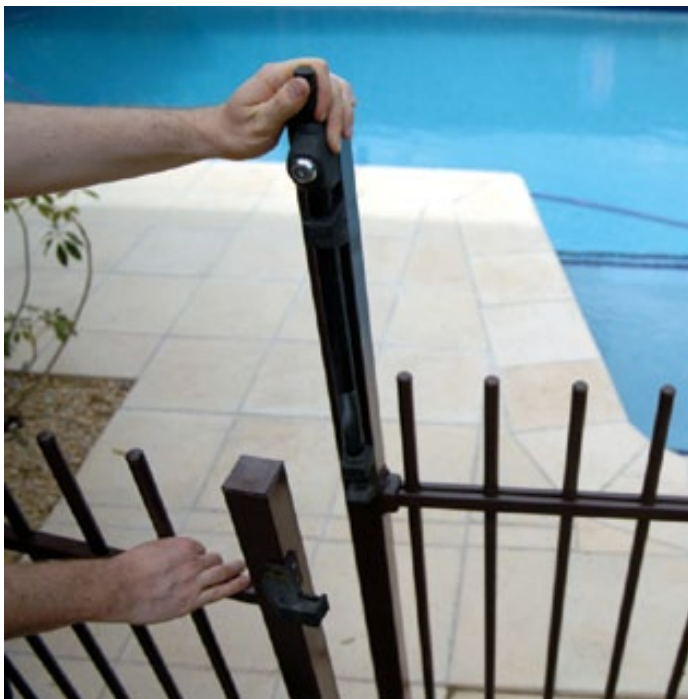
## Under-five drownings

There were 28 drowning deaths of young children under five years of age in 2010/11. This is five deaths less than reported in 2009/10, and is a 15 per cent reduction on the five year average of 33 drowning deaths per year. Although a pleasing reduction, this pattern must be maintained in order to achieve the target of a 50 per cent reduction in child drownings by 2020.

Swimming Pools remains the location with the highest number of 0-4 years drowning deaths with 12 in 2010/11. This is four drowning deaths less than last year and represents a 25 per cent decrease on the five-year average (16). River/Creek /Stream (5) and Bathtub/Spa Bath (4) locations were the second and third most common locations for 0-4 years drowning deaths. The River/Creek /Stream locations were the only locations where the number of drowning deaths increased.

## See-through security

While aluminium and tubular steel fencing can still be seen in private and commercial settings, frameless and semi-frameless glass



TOP: Pool barriers are one vital way of keeping under-fives out of the pool area

ABOVE: Properly working pool latches are crucial

continues to gain popularity, especially with high-end consumers wanting a safety barrier that doesn't obstruct their valuable views.

Not only do glass panels blend in with the surrounding environment – perfect for integrating indoor living and outdoor entertaining – but they also fit in with the streamlined, contemporary pool shapes.

"The current trend toward glass fences has influenced many suppliers of hardware to re-think some of the products in their range," says Giada Gobbo from Downee.

"Gates and panels are often heavier than they used to be, so the hardware had to evolve accordingly," she says. "To this end, Downee launched the DPH200 series of hinges in 2010, which the industry has embraced as a benchmark product of safety gate hardware."

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### Austswim

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### Keep Watch Campaign

Web: [www.homepoolsafety.com.au](http://www.homepoolsafety.com.au)

### New Zealand Pool Builder's Guild

Phone: 649 524 0578  
Web: [www.poolguild.org.nz](http://www.poolguild.org.nz)  
Pool Safety Council  
Web: [www.poolsafetycouncil.org](http://www.poolsafetycouncil.org)

### Royal Life Saving Society

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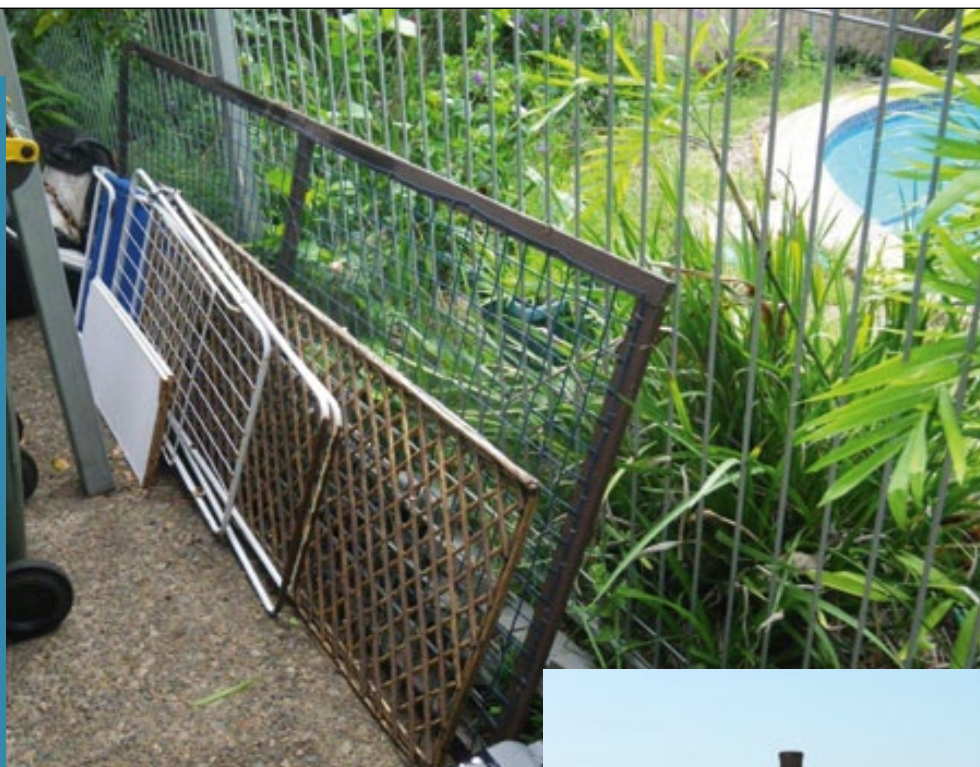
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**ABOVE:** Climbable objects near the pool safety barrier are one of the key reasons young children manage to get into an otherwise protected swimming pool area

**RIGHT:** Downee's safety pool lock for greater security



While individual hardware products represent only a small fraction of the cost of a pool fence, Giada believes that it is an integral part of the installation as both the functionality and the safety of the gate and fence rely heavily on the hardware components which support it.

"It doesn't matter whether an installation is of a commercial or residential nature," she says. "Compliance to Australian

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**ABOVE:** Side pull latch from Downee

**LEFT:** Glass fencing supports by Diverse

Standards and the use of quality hardware components must always be top of mind when contractors select gate hardware, and should always be demanded by consumers.”

### Latching onto safety

Recipient of the Australian Design Award in 1990, and countless international accolades since, D&D Technologies’ magnetically triggered safety latches reinvented the 300-year-old gate latch.

Designed specifically for securing gates around swimming pools, home yards and

child care centres, the MagnaLatch safety gate latch employs patented magnetic technology and super-strong permanent magnets to eliminate the possibility of mechanical jamming while closing.

“I know it’s a big statement,” says D&D’s Sales & Marketing Director Justin Francis, “But we know there must be scores of young people all over the world walking the streets today because they were saved from drowning as youngsters by the existence of MagnaLatch on backyard pool gates.”

The Sydney-based company, which is the founding sponsor of the National Drowning Prevention Alliance, also invented the Tru-Close after realising that a gate latch is only as good as the hinges that close it.

“We recognised the age-old problems of hinges that rust, bind, sag and bend,” says Francis. “So we took the bold step of inventing a plastic hinge – one that would never rust, and one that could be readily adjusted to cope with the vagaries of sagging or deformed gates.”

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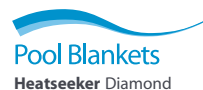
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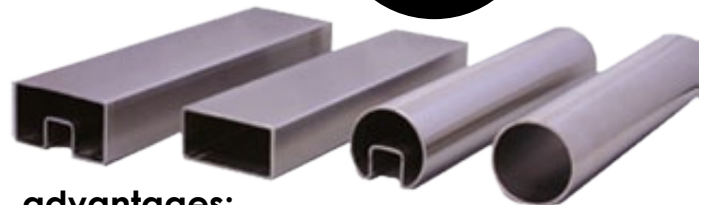
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**A**s the existing pool was built in 1958, along with the walls and decks, our first issue with the renovation became dealing with the updated codes for construction.

According to the Building Department, neither the walls nor decks could be removed or altered due to current day restrictions and building guidelines. In other words, change the pool, but don't change or touch the existing footprint of the site.

The pool equipment was located near the property line and created a noise issue for the neighbour, so we planned to relocate it and add a large step area. Also, the Planning Department allowed us to add any type of pond or fountain that was not deeper than 18 inches (450mm).

Our second issue was access. There is a grade change of nine feet (3m) from the site to the driveway and an additional 24" to the street. Separating the drive and the site was an eight-foot retaining wall, so access was a formidable obstacle.

Trying to reconstruct this site by hand would be next to impossible, not to mention the cost and time involved. So the start of the demolition/construction was the erection of a 3:1 steel ramp to permit bobcat access which cost more than \$US40,000.

After the ramp was built, the finished materials were removed from the decks and an outline was laid out for the new shape of the pool and spa. The new pool outline was then saw-cut into the existing decks, leaving the walls and deck areas intact.

Soil considerations were now an issue. The pool needed to be over-excavated by an additional four feet to have proper embedment into bearing material. Huge boulders and multiple bedding planes of non-compacted fill and fluff were encountered. At this time, #3s and 15" three-ways were placed in the floor of the excavation and 45 yards of concrete was pumped into the over-excavated area. The soil was so poor that before the rebar for the new pool was placed, the entire excavation and walls were flashed with shotcrete to prevent caving soil and rubble from falling into the floor of the hole.

After the pool was plumbed (stubbed out), electrical sleeves and rebar were installed. The shell was shot with 4500psi-plus concrete, even though the engineering plans only called for 2500psi concrete.

The decks were then saw cut and a 4" SDR drain line was set in place. The 6" custom drains and skimmer lid visually follow the custom detailing of the entire project. Rebar with epoxy was then

# Viva la renovation

This Southern Californian pool was having its first renovation in more than half a century. David Tisherman gives us a detailed account of the project.



2



3



1

- 1. It was vital to capture the impressive view without overwhelming the rest of the site
- B. The existing footprint of the site couldn't be changed
- 3. The prefab steel structure for the ramp had to be craned in
- 4. The temporary ramp had to be strong enough to permit bobcat access
- 5. The bobcat was crucial to the reconstruction



4



5



6



10



11

6. The pool needed to be over-excavated by an additional four feet to have proper embedment into bearing material

7. The entire excavation and walls were flashed with shotcrete to prevent caving soil and rubble

8. After the pool was stubbed out, electrical sleeves and rebar were installed

9. Rendering the top of the spa wall

10. A full Laticrete system of waterproofing was used for both pool and spa

11. The stairwell has a three-foot thick concrete footing for its entire length

connected to the existing decks and covered with concrete. The decks were re-worked with a Turkish limestone, and waterproofing of the new pool structure began.

The entire pool shell was veneered in a Sicis custom glass tile blend from Italy. Sicis was chosen for the 5/8" size of the mosaics. Quarter-rounds, v-caps or surface bull nose tile were not acceptable as a visual highlight at the tread/riser intersection was most important. A full Laticrete system of waterproofing was used for both pool and spa.

The step area was created away from the pool with a three-foot thick concrete footing for the entire length of the stairwell. This was well over 24 yards (22m). Mastic joints separate the new stairwell, ponds and new pool from the existing decks and structures to prevent cracking from differential settlement.

The concrete sub-base for the stairs was cantilevered off the sides of the main stair armature to allow the ponds to appear to be connected. The cantilevered steps – risers, treads and sides – were then veneered in Turkish limestone to match all of the other veneered caps of the walls and third-floor decks. Two ponds flank the stairwell and directional fire bowls, complete with

electronic ignitions, were placed on properly scaled pilasters veneered in the same limestone of the decks. The local white stone found in the excavation of the "new shell" completed the area.

The designer's philosophy was that "the site and architecture is more important than the pool". So placing the fire away from the pool and designing for the site draws the eye away from the pool and doesn't overpower the architecture.

All of the plumbing, electrical and gas runs were staged to be stubbed out, numerous times. Compaction was needed to correct the elevations and proper drainage layouts for the landscaping base. Glass rails with custom colour anodized shoes were installed to preserve the views from the residence.

The equipment was placed more than 10-foot (3m) below the pool. Each effect has its own dedicated system; pumps, filters, automatic chemical feeders, and small ozone systems for the ponds. The spa has two boosters and two blowers as well as a water effects pump. It also has 16 jets: eight for the back and four each for the calves and soles of the feet.

Both clients are ardent golfers, so the basic design for the landscaping included a golf course, complete with two sand-traps with liners and a putting green. Below the putting area is a complicated drainage system to prevent water from ponding.

Most importantly, the material selection and landscaping do not overpower the existing residence, rather the pool flows architecturally and visually into the landscape of the other sites surrounding the clients' property.

David Tisherman designed, purchased all finished materials, designed the glass tile blend, personally supervised and contracted with the client all phases of construction for this project. This project won Tisherman a 2012 Pinnacle Award from US publication *Luxury Pools* magazine.

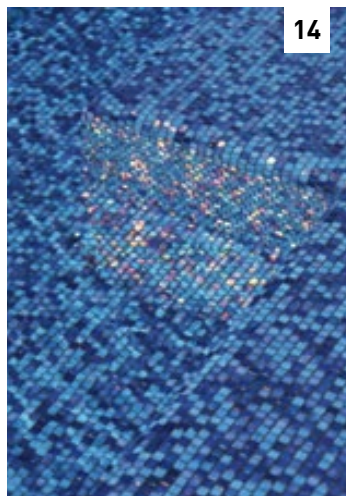
He is principal of both David Tisherman's Visuals in California and Liquid Design in New Jersey and is one of the most respected



12



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16

12. The finished pool looking out over the Pacific Ocean

13. The previous equipment area was near the boundary, causing noise concerns for neighbours, so it was relocated three metres below the pool

14. The stunning at the tread/riser intersection has a practical safety use as well as a mesmerising visual appeal

15. The spa showcases one of Tisherman's signature features – multiple channel spouts

16. Ponds and electronic fire bowls flank the stairwell

17. The landscaping includes a "golf course" with two sand-traps and a putting green



17

international pool designers. He is well known to Australian pool builders, after conducting an artistic pool design course and the "Understanding the Elements of Renovation" seminar at SPLASH! on the Gold Coast in 2010.

Tisherman has recently set up the Art of Water ([www.theartofwater.com](http://www.theartofwater.com)) an artistic resource and training centre for swimming pool designers and builders from around the world. [S](#)

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# Creating a financial roadmap

**Sue Hirst suggests checking business performance before the end of the financial year, so you can set next year's targets.**

A "financial roadmap" will help improve profit and cash flow by ensuring funds will be available to spend on developing new products and services, marketing, sales, operations, customer service and human resources.

If you want to grow a business you must have funds available at the right time to cover your needs.

The easiest way to develop a financial roadmap is to have a Budget and a Cash Flow Forecast. Here's an explanation of the difference between the two.

A Budget is a financial plan of what you are going to sell, what it is going to cost you and what overheads you are likely to incur. It also includes finance costs such as interest. The budget sets out how much profit or loss the business is planning to make, usually on a monthly basis.

A Cash Flow Forecast is a plan of when the cash will flow into and out of the business. It's important to have both, because a budget may show that you're going to make profit, but customers take time to pay and often suppliers require payment before customers have paid you.

It's vital to plot this all out in black and white, so that you can see where the peaks and troughs are likely to occur, and plan what you're going to do to manage them.

A budget is often required by lenders and may be only done for that purpose. But if you do a budget for yourself as a business owner, it provides a fantastic financial roadmap and helps to clarify what everyone needs to work towards for the business to be profitable and successful.



People will often say “I can’t do a budget because I don’t know exactly how much I’m going to sell”. This is a reasonable enough statement but shouldn’t put you off developing a budget.

## The break-even point

The best way to start a budget is to work out your “break-even point”. A break-even point helps you to work out how much you need to sell to make neither a profit nor a loss, i.e. a zero result. Obviously this isn’t what you’re in business for, but it’s a great place to start to give you targets to work towards and to avoid losses.

To work out your break-even point, the best place to begin is with your overheads, i.e. the fixed expenses you incur whether you sell anything or not, such as rent, permanent staff wages, equipment, leases etc.

You then need to know what your gross margin is on sales. Gross margin is the percentage you make on sales after deducting direct costs of your product or service, such as cost of the actual product, or labour and materials.

For example, if you know that products or jobs cost you 40 per cent (on average) of your sale price, that means you’ve got a 60 per cent gross margin left to cover your overheads.

Therefore, if your yearly overheads are \$600,000 you will need to sell \$1,000,000 of products or services to break-even.

**“If you want to grow a business you must have funds available at the right time to cover your needs.”**

Once you know your break-even sales figure, you can use this as a basis for your budget by entering the monthly figures into a spreadsheet and increasing and decreasing the monthly sales to see the impact of changes.

You could also work it backwards to calculate what profit you desire and therefore what you need to sell to achieve the result. Or if you can find ways to reduce your direct costs how much impact that could have on your profit.

## The cash flow forecast

The cash flow forecast is similar to the budget, but looks at the situation from a cash perspective rather than a profit one.


You begin with your opening bank balance then plot in what monthly income you expect to receive, based on when and how much customers pay, against what you expect to pay out based on fixed monthly overheads and amounts owed to suppliers.

The cash flow also includes items such as tax, repayment of loans and dividends which aren’t included in the budget. By doing this forecast you can see what your closing bank balance will be for each month, and where you might experience peaks and troughs.

Once you know the amount of the peaks and troughs, you can play around with a spreadsheet to work out how to retain a positive bank balance or when you may need funds to cover a shortfall.

By doing this at the beginning of the year, you can approach lenders with a clear picture of your requirements rather than rushing in cap-in-hand begging for help to cover a shortfall you didn’t expect.

Both of these financial tools will help you sleep easier at night and be able to plan for the best or worst in your business.

This June, CFO On-Call is running webinars on How to Develop a Financial Roadmap. To register visit [www.cfooncall.com.au](http://www.cfooncall.com.au), go on-line to [splashmagazine.com.au](http://splashmagazine.com.au) for a Quicklink to the relevant page, or call 1300 362 436. 

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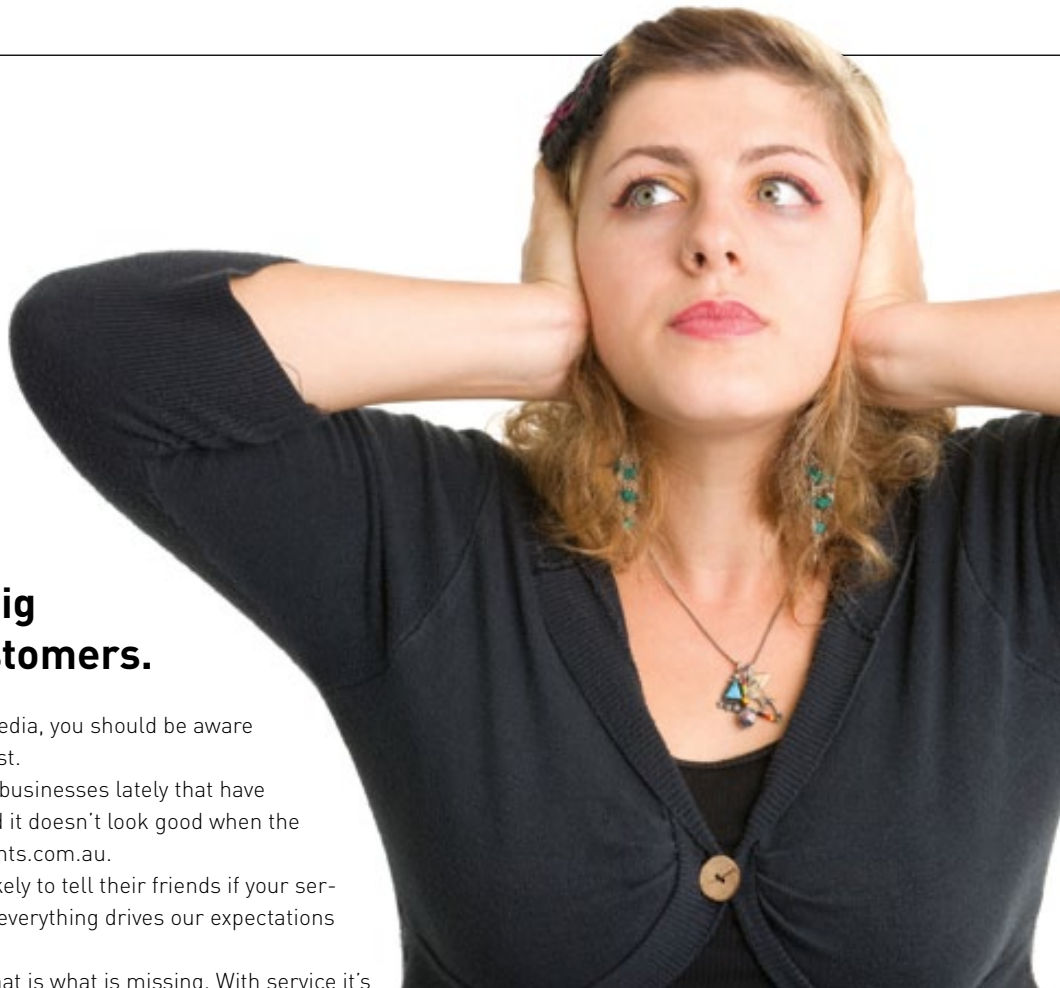
# Tackling the five gripes

**Business coach Steve Smit looks at the five big things that turn off customers.**

**W**ith the ongoing spread of social media, you should be aware of something. Bad news travels fast. I have spoken with a number of businesses lately that have received scathing reviews about service. And it doesn't look good when the first mention of your business is on complaints.com.au.

They say that people are 10 times more likely to tell their friends if your service is bad than if it's good. The fast pace of everything drives our expectations higher and higher. So what can you do?

Go back to the fundamentals – because that is what is missing. With service it's



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about managing our individual mental state in a split-second before we speak with someone. Have you received calls when you're in the middle of something? Do you hurrumph on the phone instead of saying "Hi" positively? It's too easy to do.

So here are what I see as the top five customer service gripes:

**1. Lack of eye contact**

This is a personal "unfavourite" of mine. You walk into a retail shop – the staff is helping someone else, and there is no acknowledgement that you even exist on the face of the planet. Now I understand people get busy, and they're trying to juggle multiple situations at once. Whether it's sitting behind the receptionist's desk or a service counter, a simple look at the person with eye contact to acknowledge that you know they're there can make all the difference.

**2. Failure to give a positive "hello"**

There's nothing worse than having that feeling that you're interrupting Mr Grumpy on his bad day. To be recognised and also appreciated is a foundation of good customer service. I met a business owner the other week that has his simple but elegant solution. He calls it his "two-step approach". You can't get two steps inside his door before he'll scream out "Hey, how are you doing?" – even if he's in the middle of something else.

**3. No hustle**

Our tolerance to how much time things take is getting less and less


but, interestingly enough, I don't believe it is that we are time poor. I believe it is because we have come to measure our importance based upon how quickly things respond to us. We are often more likely to be tolerant of someone helping us if they are obviously busy but helpful as well. There is no worse feeling than someone with no sense of the importance of your time. You need to hustle more.

**4. Trying to win the argument**

OK, we are all adults here. We know not everything works perfectly in business, but how problems are handled can be the difference between having a satisfied customer and a sworn enemy. When things go wrong, too many businesses try to win the argument but end up losing the customer. You don't have to bend over backwards to apologise for everything but at the very least you should be focusing on keeping your customer, rather than winning your fight for your "just cause".

**5. Failure to listen**

"What we have here is a failure to communicate". Sometimes the commoditisation of service means that we have "canned" responses to everything. It can be too easy to jump to the solution before the customer has even finished telling you what is going on. Take the time to hear someone out, to really listen to what the real concern is before just jumping in to solve it.

Steve Smit is a business coach with Reality Consulting, working with business owners who want to increase their take home profits and work shorter hours. For a free copy of his "Business Accelerator Pack" visit [www.realityconsulting.com.au](http://www.realityconsulting.com.au) or email [stevesmit@realityconsulting.com.au](mailto:stevesmit@realityconsulting.com.au). 



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# Pool cover saves life

It's not the way you'd expect a pool cover to come to the aid of a member of the public. Nonetheless, this roller and cover managed to save a Victorian driver from ending up in the drink.

According to the report from Pam Robinson of Sunbather's Commercial Division, a one-armed gentleman allegedly had been enjoying some liquid refreshment prior to driving home.

It is allegedly this combination that led him to take an unexpected detour, veering off the road at speed, narrowly missing a bus shelter, ploughing through the aquatic centre fence and heading straight for the pool.

Fortunately for him, he got tangled up in the Sunbather pool cover roller as his car fell towards the water.

Robinson says this escapade put the roller to the ultimate test. "The fact is the ultra-strong stainless pool roller









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prevented the two-tonne car from falling into the pool," she says. "Paramedics were saying that the cover most probably saved

his life as in his inebriated, one-armed state he was unlikely to free himself from the car had it fallen into the pool."

Robinson says that Sunbather can now proudly state that their pool covers save water, energy – and lives. ☺

## Sunbather patent approved

Australian pool cover manufacturer Sunbather has been awarded a 20 year patent on its automatic safety pool cover, in particular the integrated water levelling system that automatically controls the pool water level from the cover control box.

Director Simon Boadle says that it is absolutely essential that a water levelling device is fitted to pools with an automatic safety cover.

"We wanted to make it easier for the pool builder to sell and install these covers, so we took some of the hard work away from the builder and the response has been very positive," Boadle says.

The water level device is set by the installer to suit the automatic pool cover requirements. It will notify the operator if the water levels are too high after heavy rainfall, or too low, and even lockout the cover from being used until the water levels restore to normal levels.

"It's not just a water levelling device, but a very clever safety feature which prevents operators from doing damage to the cover," he says.

Boadle says that since its launch three years ago, the water levelling feature has helped drive automatic safety cover sales up and the covers are now being used in the domestic and commercial markets nationwide with huge scope for growth.



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# Kangoo bounds along the service route

**Deisel editor Paul Matthei believes the re-imagined Renault Kangoo is now a cross-city option that service techs and light trades could hop after.**



The Renault Kangoo has now come of age as a light van option

**T**he new Kangoo features a frugal 1.5 litre diesel engine, 800kg payload capacity and a sharp \$25,990 drive-away price.

The original Kangoo made its Australian debut beside its 'big brother' Master van in mid-2004 and time has shown it to have a couple of serious shortcomings for our market.

Perhaps most surprising of all given its European pedigree, a 1.6 litre petrol engine producing 70 kW and 148 Nm of torque was the sole power plant, mated to either a five-speed manual or four-speed automatic transmission. That's right, diesel power wasn't even an option.

What's more, its compact capacities were perhaps a mite too compact with a payload capacity of just 600 kg and load volume of 2.75 cubic metres.

But that's all changed now with the arrival of the new generation Kangoo which comes with the choice of the 1.6 litre petrol engine mated to a four-speed automatic, or a 1.5 litre common-rail diesel stirring through a five-speed manual 'box. And best of all, there is no price penalty for the diesel over the petrol version.

What's more, the diesel has an oil change interval of 15,000 km or one year, whichever comes first.

For the technically minded, the diesel unit features a maximum 1600 bar (23,210 psi) injection pressure, multi-shot injection for quiet and efficient operation and a variable geometry turbo. It produces 63 kW at 3750 rpm and 200 Nm of torque at a usefully low 1900 rpm. According to a Renault press release, it's capable of travelling up to 19.23 km on a litre of distillate (54.32 mpg) at the same time releasing just 137 g/km of carbon dioxide.

A further benefit of the diesel unit is a higher payload capacity of 800 kg compared to the petrol's 650 kg, although both share a load volume of 3.0 cubic metres.



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Meanwhile, suspension consists of MacPherson struts with rectangular lower control arms at the front and a one-piece rear axle supported by 'programmed deflection' coil springs and an anti-roll bar at the rear.

In the revamped Kangoo, the wheelbase of 2697 mm is almost 100 mm longer than before while overall length and width are up by 178 and 102 mm respectively, with the vehicle still retaining a compact 10.7 metre kerb-to-kerb turning circle.

The load compartment's useable length with the passenger seat upright is now 1731 mm – 60 mm more than its predecessor – and it can now accommodate an Australian pallet as there's 1218 mm of flat floor between the wheel arches. Rear barn doors opening to either 90 or 180 degrees are standard, as is a kerb-side sliding door which creates an aperture of 635 mm for side loading.

Standard features in the cargo hold include a plastic floor lining, lighting that can be either switched on manually or set to operate when the rear doors are open, six tie-down points and a tubular steel frame behind the driver's seat designed to protect the driver from injury due to a shifting load.

On the safety front, standard equipment includes a driver's SRS airbag complemented by pre-tensioning and load limiting seat belts, four-wheel disc brakes with ABS (anti-lock), EBD (electronic brake-force distribution) and EBA (emergency brake assist). Safety can be further enhanced with the options of a passenger airbag, side airbags for driver and passenger, automatic lights and wipers and, on petrol versions, ESP (electronic stability program).



**TOP:** Storage is generous to say the least  
**MIDDLE:** Interior ambience is light and airy  
**ABOVE:** Kangoo easily carried an 800 kg payload

Other standard features include power steering, air conditioning, power windows, heated and power adjustable exterior mirrors, height adjustable steering column, trip computer, Bluetooth connectivity, CD/MP3 player with steering wheel mounted controls, fog lights and cruise control with speed limiter.

## Loaded and rolling


I have to admit to a degree of trepidation as the 800 kg pallet of pavers was eased between the wheel arches with about nine mm to spare on each side. However, the generous wheelbase of almost 2.7 metres allowed the pallet to be centred over the rear axle while the rear suspension proved capable of handling this amount of weight without bottoming out on rough surfaces.

Similarly, the wide track provided the vehicle with surefooted cornering and minimal body roll which soon imbued the impression that the new diesel Kangoo would be entirely at home lugging a decent load on a regular basis. The only issue I noted was the rear mudflaps scraping noisily on driveway entrances due to the reduced ride height at the back.

The diesel engine proved delightfully flexible and a low first gear ratio enabled clean hill starts with minimal revs required at launch. At the other extreme the Kangoo cruised comfortably and quietly in fifth gear at 100 km/h with the engine ticking over at 2000 rpm.

Critically, braking was at all times extremely strong even with a full load on board.

As for fuel consumption, the trip computer was reset when the load was added and subsequently registered an average of 15.87 km/litre (44.84 mpg) during 150 km of suburban driving.

It may have been a long time coming, but in our estimation the combination of reworked dimensions and a frugal and responsive diesel engine have transformed Renault's Kangoo into the efficient and versatile light van it was always capable of being. 

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SPLASH! Pool & Spa Trade Show 2012 will be the largest trade show for the pool & spa industry in Australasia. SPLASH! is the must – attend event for manufacturers, retailers, pool builders, contractors, architects, landscapers, engineers and service technicians.

SPLASH! Pool & Spa Trade Show is back on the 25-26 July at Jupiter's on the Gold Coast. With more than 100 exhibitors, a welcome reception, SPLASH! Environmental Awards Dinner, Andrew Simons Memorial Golf Day and over 40 hours of education there is plenty to see and do. Education covers Water Chemistry, Pool Heating and Energy Management, Business Marketing, Pool Efficiency, Managing Recreational Water Illness and Heat Recovery Systems to list a few.



## Monday, 23 July 2012



**7:30am-5:00pm**

**National Swimming Pool Foundation (NSPF®)  
Instructor School**



**Alex Antoniou, Director of Educational Programs,  
National Swimming Pool Foundation® (NSPF®)**

Become an instructor and be able to deliver training to help aquatic professionals reach the new Construction and Property Services Industry Skills Council (CPSISC) national competency based qualifications for Swimming Pool and Spa Technicians. The NSPF® Instructor class is designed to verify ability and mentor candidates to successfully conduct aquatic training courses offered by the NSPF®, including the Certified Pool/Spa Operator® (CPO®) Certification course designed for commercial pool operators. This intimate training course has no more than five students per instructor and helps prepare instructors to deliver aquatic educational products, including pool operator training and management training. The class focuses on teaching methodology and practice, visual aids construction and utilization, course administration, and NSPF® requirements. As an NSPF® Instructor you become an education leader for the pool and spa industry to ensure that minimum standards are being met for public health and safety at public pool facilities. Additionally, you become an advocate for the leading world-wide educational course.

**Course Prerequisite:** Completion of the online Pool Operator Primer course (included in the course fee). Materials are sent to instructor candidates one-month before course start date with instructions on how to prepare for the instructor training school.



**8:00am-5:00pm**

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**Alex Antoniou, Director of Educational Programs,  
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The CPO® certification program will train you how to operate and service commercial swimming pools and spas. The two-day class that covers 14-16 hours of information from the NSPF® Pool & Spa Operator™ Handbook and local standards and codes taught by a certified NSPF® Instructor. Topics covered include, pool calculations, disinfection, water balance, pool and spa water problems, water circulation and filtration, and much more.

This dynamic setting offers direct interaction with an instructor and fellow students. You must achieve a minimum score of 75% on the final open book exam to earn CPO® certification. The certification is valid for 5 years.

## Tuesday, 24 July 2012

**7:30am-5:00pm**

**National Swimming Pool Foundation (NSPF®) Instructor School (Day 2)**

**8:00am-5:00pm**

**Certified Pool/Spa Operator (CPO®) Certification (Day 2)**



### **ALFA Queensland State Conference**

The 2012 ALFA Queensland State Conference will be held in conjunction with the Gold Coast SPLASH! Pool & Spa Trade Show. This conference is all about delivering important industry information and coupled with SPLASH! Pool & Spa Trade Show, it will be the highlight of the year. For more information or to register go to [www.splashexpo.com.au](http://www.splashexpo.com.au)

## SPLASH! Week

### Monday 23 July 2012

7:30am-5:00pm National Swimming Pool Foundation (NSPF®)  
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8:00am-5:00pm Certified Pool/Spa Operator (CPO®) Certification

### Tuesday 24 July 2012

7:30am-5:00pm National Swimming Pool Foundation (NSPF®)  
Instructor School (Day 2)

8:00am-5:00pm Certified Pool/Spa Operator (CPO®)  
Certification (Day 2)

8.30am-4.30pm Hydraulics Workshop

10.00am-5.00pm ALFA Queensland State Conference

### Wednesday 25 July 2012

7.30am-4.30pm Education program

10.00am-5.00pm Trade Show Open

5.00pm-6.30pm Welcome reception - FREE for all to attend

### Thursday 26 July 2012

7.30am Site Visit - Paradise Resort

8.30am-10.00am PASCAA Meeting

10.30am-2.30pm Education program

10.00am-4.00pm Trade Show Open

7.30pm-late SPLASH! Environmental Awards Dinner

### Friday 27 July 2012

8.00am-2.00pm SPLASH! Andrew Simons Golf Day

**Attend the expo or seminars to earn CPD points**

# Wednesday 25<sup>th</sup> July & Thursday 26<sup>th</sup> July 2012



8:30am-4:30pm

## Hydraulic Workshop

Cal Stanley, Neptune Pools and Hugh Smith, Pentair



After you have handed over that beautiful looking pool you have just completed the most worrying thing you leave for your clients to look after is the water. You can do little about the ongoing efforts and costs of keeping the water in a good condition, but with some training and proper design you can ensure that you don't add to their problems with a poorly designed and sized plumbing, pump and filtration system. Hydraulics for the pool industry is the application of science to the transfer of water from the pool, through a pump & filter etc and back to the pool again. In the relatively new National Training program there are now courses in the construction of a swimming pool for pool builders but they do not include any of training in hydraulics. For the first time in Australia Cal Stanley of Neptune Pools in WA and Hugh Smith of Pentair have designed an advanced training course in pool hydraulics to remedy this omission and give you both the training and the tools to take the mystery away from this part of a swimming pool. You will learn about flow, water velocity and head loss; about sizing your pipes and pumps for the most efficient transfer of water. You will receive easy to use tools to accomplish this in a minimum of time. You will receive a comprehensive manual for future reference. Your training can be applied to all pools, small and large, private and commercial. Essential items for your training course: scale rule, a calculator and a fully charged lap top computer.

## Wednesday, 25 July 2012

7:30am-12:30pm

### National Swimming Pool Foundation (NSPF®) Instructor School (Day 3)

8.30am  
SPRAA Meeting



10.15am-11.15am

## Pool & Spa Water Chemistry

Alex Antoniou, Director of Educational Programs,  
National Swimming Pool Foundation® (NSPF®)



The most important line of defense to prevent the spread of recreational water illness and to protect the facility from damaging effects of water is to maintain proper water chemistry. This presentation will review the options to maintain water in a sanitary state with descriptions of the many disinfectant options available. In addition, the principles behind water balance will be presented to better prevent corrosion of surfaces or equipment or the formation of scale.



11.30am-12.30pm

## Pool Heating & Energy Management

Roy Netzer, Solar Group



At the end of the seminar attendees will be able to:

- Demonstrate knowledge of pool Energy retention
- Identify Energy management characteristics
- Able to understand Basic Energy analysis such as RETScreen
- Demonstrate knowledge of solar pool heating
- Able to understand Basic Energy Monitoring such as Splash Monitoring system and how they work

The session will cover why Energy Management is so important, energy retention effect of pool temperature, pool sun exposure, pool insulation, pool covers, pool enclosure, wind & ambient temperature effect, temperature fluctuations, energy management characteristics, energy vs power, customer tolerance, evaporation, energy analysis, energy projection, simple payback/equity payback, solar pool heating, characteristics, how to manage High Power, optimisation, energy monitoring, real site examples, required equipment and infrastructure.



1.00pm-1.45pm

## Warranty's, the Consumers Rights and Yours

Lindsay McGrath, CEO SPRAA, President SPASA SA,  
Director of BioLab Australasia

Panel discussion with industry leaders and authorities on what the 2012 consumer laws mean for retailers technicians and builders. Question and answer feedback session on the risks that you face as a reseller of goods to the consumer, and what you need to know when selling or fitting a product.



1.00pm-2.00pm

## Don't Do It Better - Do It Different

Mark Creedon, Red Monkey

How innovative business practices can make a real difference in your business. In this session Mark looks at ways of thinking outside the square to:

- Under promise and over deliver on service;
- Turn customers into raving fans;
- Recruit a team of brand ambassadors; and
- Create the perfect work/life balance.

Mark will provide your attendees with not only ideas but also all the necessary tools to enable them to apply these concepts in their businesses, quickly and easily. The presentation will also be individually developed to your needs and tailored specifically to the pool shop and pool building industries.



2.30pm -3.30pm

## National Occupational Licensing

Jason Smith, BSA Queensland

National Occupational Licensing is the most significant regulatory reform to effect contractors in the building industry for some time. Jason will summarise where the current state of the reforms and how they potentially will affect swimming pool licensees.



3.30pm-4.30pm

## The Future Of Pool Efficiency

Jake Brandish, National Technical & Training Manager,  
Focus Products Pty Ltd

The environment and our responsibility to preserve and protect it is playing its part in day to day business. It is vital that as an industry, we not only do our part for the future, but also maintain a healthy and viable industry. This means altering our current attitudes towards water and its use, electricity and its consumption, effluent and its effect on the environment once it goes down the backwash line. In order to stay afloat and sustain our business, we need to discuss the following topics: Energy efficiency – electricity cost has become a real issue with modern swimming pools. This session will cover Running Cost Calculations: Conservation of Water – The most precious resource on the planet is being dumped into drains by the kilolitre by pool professionals. We need to change our attitude towards the life blood of survival, and our industry: Effluent – The water that goes down back wash lines and into the drains has more than likely been chemically treated, sometimes much higher than usual and a great deal of this will be salt water.



1.00pm-4.00pm

## Swimming Pool Legislation and the relevant Australian Standards

Richard Gedz, SPASA NSW  
This session will be of interest to all members of the industry, whether they be consultants, builders, renovators, sub-trades, manufacturers, retail or service persons. Topics to be covered include:

- The impact of the Building Code of Australia on the industry.
- State based legislation relating to the building, renovation, maintenance and servicing of swimming pools and spas.
- The relevance of legislation to the swimming pool and spa industry.
- Duty of Care requirements.
- Swimming pool safety standards relating to Safety Barriers (AS 1926.1 and AS 1926.2)



- Swimming Pool safety standards relating to Recirculation Systems (AS 1926.3)
- Spa Pool standards (AS 2610.1 and AS 2610.2)
- Case studies of incidents within the industry.

Richard will explain the possible consequences of neglecting to take heed of legislative requirements.

If you are not sure of your responsibilities under Acts and Regulations, or Standards, you should attend. Standards evolve and change on a regular basis. This is your opportunity to get up to date, clear up misconceptions and have your questions answered.

## Thursday 26 July 2012

**8.00am-10.30am**

**Site inspection - Paradise Resort**

**8.30am-10.00am**

**PASCAA Meeting**



**10.30am-11.30am**

**Managing Recreational Water Illnesses**

Alex Antoniou, Director of Educational Programs, National Swimming Pool Foundation® (NSPF®)

Recreational water illnesses (RWIs) can be greatly reduced, if not completely prevented, by appropriate management of the disinfecting and circulatory systems. The microorganisms that cause infectious RWIs are well known and the conditions that permit outbreaks are also well known. It is also understood by nearly all that these same infectious agents are readily killed by  $\rightarrow$ 1 ppm free chlorine. Yet the outbreaks continue to occur. Mandatory training for facility management and operators is needed but a one-size-fits-all approach may not work. The published reports clearly show that some types of facilities are more likely to have certain kinds of infectious outbreaks. These differences are due to the nature of the microbes themselves, the behaviors of the bathers, and lapses in disinfection that occur during second or third shift supervision. By closely examining the pattern of known outbreaks it is possible to develop a management system that is tailored to the type of RWIs that are likely to occur in one's own aquatic facility. A customized and comprehensive risk management system is the best way to minimize both infectious and chemically-induced RWIs.



**12:00pm-1.00pm**

**Business Marketing Strategies**

Tess Schembri, Retail Business Manager, Focus Products Pty Ltd

Marketing Strategies: Being in a service orientated business is challenging and rewarding all at the same time. Your business exists in a world full of consumers and competitors alike. At the end of the day, what we really want is a result that reflects the heart and soul we put into our business. It is very important to have strategies in place to ensure your success and a goal to follow. Your business should be successful because of you, not in spite of you. So when asked by a prospective buyer "Why are you so successful?" you can confidently tell them that you have strategies together with solid tactics that deliver the desired result. We will cover how to attract the right customer and how to retain them in store.

Consumers are the very reason for our business' existence. It's time to really take notice of our consumer; what they want, need and should know. Motivate yourself to think like a prospective customer and win them over, probe like a detective and have all the answers, boost your confidence and help minimise lost customers and sales.



**12.00 - 12.45pm**

**Swimming Pool & Spa Technician - Our industry's foremost trade qualification and how it will affect you and your business**

Lindsay McGrath CEO SPRAA, President SPASA SA, Director of BioLab Australasia

Lindsay McGrath, CEO of the Swimming Pool Retailers Association of Australia (SPRAA) and Chair of the Steering Committee for the Swimming Pool and Spa Qualification provides an update on the creation of National Qualifications for the Swimming Pool and Spa Technician. This interactive presentation will provide you with an opportunity to have a voice in the industry's development. SPRAA is dedicated to the creation of qualifications which provide a career path for new and existing members and to sponsor excellence in the swimming pool and spa retail and technical sector. SPRAA is committed to recognising and expanding the skills of existing industry personnel as well as encouraging new people to enter this industry.



**1:30pm-2.30pm**

**Heat Recovery Systems - Achieving Energy Efficient Indoor Pool Design**

Shane Carmichael, NSW & ACT State Manger, Air Change

Conditioning the air inside a heated indoor pool space is a particularly challenging and energy intensive process in which three major problems must be overcome: • Heat and water loss from the pool • Build-up of airborne toxins • Corrosion to plant and equipment.

The air temperature inside the space is a critical aspect in pool design. By maintaining it slightly above the water temperature, heat loss from the water to the air above can be minimised. Being much more efficient to heat air compared with water, designing for this temperature is highly recommended. Secondary benefits of this temperature are reduced evaporation loss from the pool surface and enhanced comfort levels for swimmers leaving the water.

Maintaining a healthy and comfortable indoor air quality is another major challenge. Nitrogen trichloride, a readily inhalable toxin, is one of the by-products of pool chlorination. Research has shown this to be a major cause of childhood asthma and can cause lung damage equivalent to regular smoking. The corrosive effects of humid air condensing on metallic surfaces can also cause major damage to the plant equipment and pool hall structure. The key to minimising this type of damage, providing a safe indoor environment and reducing heat loss from the water is to maintain a sufficiently high quantity of warm, dry air circulating throughout the pool hall and in particular those areas that come in to contact with the cold outdoor environment.

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Environmental Awards





## The SPLASH! Environmental Awards

The SPLASH! Environmental Awards are the first and only dedicated environmental awards for the swimming pool and spa industry in the world. The awards are held every two years, with the winners announced at SPLASH! on the Gold Coast.

There will be two major awards:

1. The SPLASH! Environmental Project of the Year
2. The SPLASH! Environmental Product of the Year

These awards will be chosen from the winners of the category awards:

- A. Residential Pool (Indoor and Outdoor)
- B. Commercial Pool or Aquatic Centre (Indoor and Outdoor)
- C. Pool Shop
- D. Product Categories
  - D1. Energy Saving Award
  - D2. Water Saving Award
  - D3. Mechanical Product
  - D4. Sanitisation Award
  - D5. Spa Award

The winners will be announced at a gala evening at the Gold Coast Convention Centre on Thursday July 26, 2012, and together with the finalists and sponsors, will be featured in SPLASH! magazine, on [www.splashmagazine.com.au](http://www.splashmagazine.com.au) and in a consumer PR campaign.

**Book your table now 1300 789 845**

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## Duncan Armstrong - Olympian, TV Presenter, Motivational Speaker, Charity Worker - Master of Ceremonies for 2012 SPLASH! Environmental Awards



Duncan approaches everything in life with the same zestful attitude that helped him win Olympic Gold for Australia. This approach has also motivated and inspired thousands of people to achieve their highest corporate and personal goals. He became a household name at 20 years of age with his upset win in the 200 freestyle at the Seoul Olympics in 1988. It was Australia's 100th Olympic swimming medal. Since retiring from international swimming Duncan has enjoyed careers in television and radio, motivational speaking, endorsements and corporate partnerships. Duncan has also won a host of honours including Young Australian of the Year, a Centenary Medal and an Order of Australia Medal. Join us on the 26 July for the awards night.

## Visiting the Gold Coast

Imagine a place that is easy to get to and famous for its brilliant sunshine, superb weather and stunning landscapes of ocean, waterways and rainforests. A place as renowned for its vibrant city life as it is for tranquil rural hinterland.

Everywhere on the Gold Coast there's a new experience waiting for you. Wherever you go, a Gold Coast holiday is full of unforgettable moments. Visit [www.verygc.com.au](http://www.verygc.com.au)

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