

MSAC pool refurbishment FAQs

January 2025

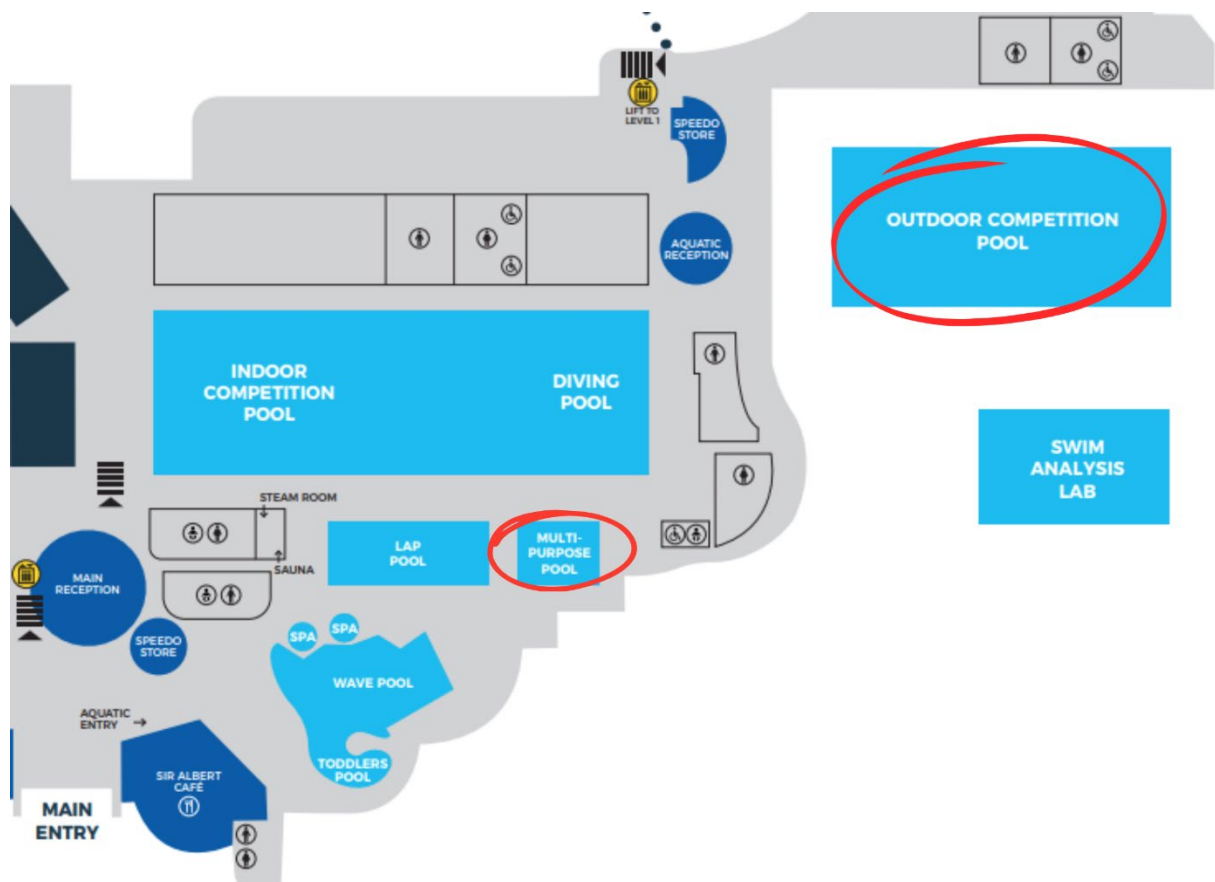
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Project scope

What pools are affected?

The project scope includes replacement of the moveable floors in the outdoor pool and multipurpose pool only.



The multipurpose pool is the square-shaped pool at the city-end of the Leisure Pools zone. The pool is used by many groups, most heavily by Swim School classes.

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This pool is also known as:

- Ground floor hydro pool
- Small square pool
- The warm pool

Why are the pools closing?

The pools will need to be drained and have parts of their floor removed to complete the maintenance work.

The pool's height adjustable floors and latex liner are original (installed 2005), so are at the end of their working life and need replacement. The floor panels are starting to "cup", the buoyancy tanks are fatigued and a waterproof liner has some minor leaks which can only be repaired once the floor has been removed. Other maintenance will also be completed to the pool's structural shells and fittings.

When will the pools close and then reopen?

Both pools will be closed from 1 April 2025. The multipurpose pool will reopen in May 2025. The outdoor pool is expected to reopen in August 2025.

What pools will be available instead?

All our remaining pools, including the indoor competition pool, dive pool and hydrotherapy pool, will remain open. These pools will accommodate some user groups displaced by the outdoor and multipurpose pools closure. Schedules have been adjusted to accommodate as many of our 30+ pool user groups as possible.

Will other MSAC facilities be impacted?

This work is specific to the outdoor and multipurpose pool. All other MSAC facilities, including stadiums, gym and group fitness, are unaffected. No work is currently planned for the Swim Lab and kiosk (both currently not in use) located in the outdoor pool zone.

Access from the aquatics entry to the leisure pools zone will be affected in April and May 2025. During this time easiest access will be via the main entry.

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Access from the multideck carpark or from aquatics entry will be by the air-bridges, stairs or lift and following the wayfinding signs and “blue line” to main reception and the leisure pools zone.

What are the environmental impacts of draining the pools and construction?

Emptying and refilling the pools is a large undertaking and is coordinated with water authorities who assist with both tasks.

Pools will be emptied into the stormwater system and flow rates coordinated with the water authority to ensure waste management systems are not compromised.

Some of the steel floor structure from the multipurpose pool will be used to replace worn components of the outdoor pool.

The floor panels, remaining steel floor structure and other materials removed from the pools will be sorted for recycling where possible, as none are suitable for repurposing.

Facilities availability

Will members still be able to access pools?

All our remaining pools, including the indoor competition pool, dive pool and hydrotherapy pool, will remain open. We have adjusted schedules to accommodate as many of our 30+ pool user groups as possible, including those displaced by the pool closures. We anticipate there will be reduced lap lane availability during this period.

As the construction period approaches, details of other MSAC pools, opening times and lap lane availability will be updated on our website [here](#).

What is happening to other bookings?

External group booking access will be limited while we use the available pool space to accommodate as many user groups as possible. Pool hirers should contact their Account Manager with any questions.

What is the impact to aqua group fitness?

Our leisure pool will remain open, so we expect minimal interruptions to our aqua group fitness timetable. Please check the [client portal](#) to stay up to date with class scheduling.

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Deep Water Running classes will be scheduled where possible, potentially seeing changes to current timetabling to align with diving pool availability.

Memberships

How does this affect my membership?

Impacts caused by this work are unavoidable and are being mitigated to the greatest possible extent, but we acknowledge it will inconvenience members and regular casual users.

There are several options available to affected members including complimentary upgrades from aquatics to performance memberships so members can access non-aquatic services.

Membership upgrades

Existing aquatics members have the option to upgrade to a performance membership as a trial for a fixed term, at no extra cost. This grants access to our gym and group fitness classes, in addition to accessing all our aquatic spaces that remain open, when available.

If you are interested in upgrading and continuing your membership, please click [here](#) to submit your details.

Membership suspensions

All members have the option to suspend their membership for the duration of the works. If you wish to suspend your membership, please click [here](#) to submit your details.

Can I extend my multi-visit pass expiration?

If you are a multi-visit pass holder and the spaces we have available throughout the outdoor pool closures don't accommodate your needs, we will happily extend the expiration date on your pass. Extensions can be requested by emailing members@ssct.com.au.

Swim School

Will Swim School classes continue?

We will continue running Swim School classes during the construction period. While the multipurpose pool is closed some classes will need to move to different MSAC pools.

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Swim School will not be offering a school holidays swim intensive program in April due to the pool space restrictions.

What pools will Swim School use instead?

The hydrotherapy pool is the most suitable location for 3-5-year-olds due to its temperature, depth and overall space. Students who are younger or have additional needs also require classes to have activities that are engaging and these can be louder than the average swimming lesson. Providing a dedicated space will minimise disruption to other pool users who prefer a quiet environment.

Several levels have been relocated to different pools to accommodate the closure:

Hydrotherapy pool	25m leisure pool	Dive pool
<ul style="list-style-type: none">Waterbabies (Bronze, Silver, and Gold)Preschool (Bronze, Silver, and Gold)Level 1	<ul style="list-style-type: none">Level 2	<ul style="list-style-type: none">Level 5

For levels moving to a pool that is deeper than their usual lesson, our teachers will use steps, platforms, walls or a floating boom so they can stay close to their teacher.

Will my child have a different teacher?

Some children will have a different teacher during these changes. Teachers will not be able to move between pools during this period due to classes being moved to a different area of MSAC.

We are endeavouring to limit these changes where possible to minimise disruption to children's learning and progression.

What happens if my children have split bookings across different pools?

We encourage parents/guardians to stay with the youngest child of the family as they generally require greater supervision and care.

To assist with collecting additional children from the leisure pool area when classes finish, there will be a dedicated Watch Around Water Officer on pool deck.

This officer will be present to assist with the supervised handover between swim school class and parent/guardian.

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We acknowledge that it is unrealistic for parents to travel from the hydrotherapy pool to the 25m pool without a delay, so please advise your child to stand with the Watch Around Water Officer after class until you arrive to collect them.

We will also have additional teachers in the pools during key times for extra supervision and assistance in classes.

Will staffing be impacted?

Swim School classes still go ahead during the works. The reduction of pool space means there will be extra staff available for SSCT to support child safety during the relocated classes.

Lifeguard rosters will be adjusted but overall staff numbers will not be reduced. Some lifeguard staff will assist with other duties, including assisting the swim school team and Watch Around Water.

What comes next?

How can I stay updated on progress?

We are communicating regularly through our existing direct communication channels to specific user groups and members, primarily via email.

We have established a dedicated [project page](#) on our website that will be updated regularly, as well as via our socials.

If you have further enquiries, please contact our Customer Experience staff at reception desks.

What happens once the pool reopens?

As a maintenance project, our focus is on ensuring the ongoing viability of our existing offerings. Our programs will return to the settings that were in place before the pool closure and we will continue to look for opportunities to improve our current offerings and access to facilities.