

CONTRACT AQUATIC SERVICES (CAS)

Smart Glasses and Recording Eyewear Policy

Policy Number: CAS-POL-069

Applies to: All CAS-contracted swimming pools and aquatic facilities

Responsible Organisation: Contract Aquatic Services (CAS)

Effective Date: 01 October 2026

Review Date: October 2027

1. Purpose

Contract Aquatic Services (CAS) is committed to providing a safe, respectful and inclusive environment for all patrons, staff, contractors and visitors at the swimming pools and aquatic facilities it manages.

The use of smart glasses and recording eyewear presents privacy and safety concerns, particularly in aquatic environments where children, families and members of the public may be photographed, filmed or recorded without their knowledge or consent.

This policy establishes a consistent approach across all CAS-contracted locations to protect patron privacy and ensure the comfort and safety of everyone using our facilities.

2. Policy Statement

The use of smart glasses and recording eyewear is prohibited at all CAS-contracted swimming pools and aquatic facilities.

This prohibition applies to all patrons, visitors, spectators, contractors and other persons attending a CAS-managed facility, regardless of whether the recording function is actively being used.

Smart glasses and recording eyewear must not be worn or used within the facility during operating hours or at any CAS-managed activity or event.

3. Definition of Smart Glasses and Recording Eyewear

For the purpose of this policy, smart glasses and recording eyewear include, but are not limited to:

- Smart glasses with built-in cameras, video recording or audio recording capabilities.
- Glasses capable of taking photographs or recording video, including products such as Meta smart glasses.
- Eyewear with integrated microphones or other technology capable of capturing audio or visual information.

- Any other wearable eyewear device that enables discreet photography, video recording or audio recording.

The policy applies whether the recording function is switched on or off, and whether or not a recording indicator light is visible.

Ordinary prescription glasses, sunglasses and standard protective eyewear without recording capabilities are not affected by this policy.

4. Scope of Application

This policy applies at every CAS-contracted swimming pool and aquatic facility, including:

- Pool decks and surrounding pool areas.
- Spectator and seating areas.
- Kiosk and public gathering areas.
- Entry points and reception areas.
- Change rooms, toilets and shower facilities.
- Any other area within the boundaries of the facility.

The prohibition applies during normal pool operations, swimming lessons, vacation swimming programs, community events, Mega Splash events and any other activities conducted at a CAS-managed location.

5. Reasons for the Prohibition

The prohibition has been implemented to:

Protect privacy: Ensure patrons are not unknowingly photographed, filmed or recorded while using the facility.

Protect children and vulnerable persons: Reduce the risk of unauthorised images or recordings being captured, particularly in environments frequently attended by children and families.

Maintain public confidence: Provide a welcoming environment where patrons feel comfortable participating in aquatic activities without concerns about discreet recording.

Support safe facility operations: Establish clear and consistent expectations for patrons and staff across all CAS-contracted locations.

Ensure consistency: Apply the same standard across all CAS-managed facilities, regardless of the size or location of the swimming pool.

6. Responsibilities of Pool Managers and Staff

All CAS pool managers and staff are responsible for communicating and implementing this policy.

Where a person is observed wearing smart glasses or recording eyewear, staff must:

1. Politely inform the person that smart glasses and recording eyewear are not permitted at the facility under CAS policy.
2. Request that the person remove the device before continuing to use the facility.
3. Explain that the restriction applies regardless of whether the recording function is being used.
4. Where appropriate, direct the person to securely store the device outside the facility or in another suitable location approved by the pool manager.
5. If the person refuses to comply, advise them that they may be refused entry or required to leave the facility in accordance with the facility's applicable entry conditions and procedures.
6. Notify the pool manager of any refusal to comply, aggressive behaviour or incident requiring further action.

Staff must remain professional and respectful when enforcing this policy. Staff are not authorised to confiscate, search or access a person's device.

Any incident involving refusal to comply should be documented and escalated to the appropriate CAS manager where necessary.

7. Exceptions

Exceptions to this policy may only be considered where there is a legitimate medical, accessibility or other exceptional need.

Any exception must be assessed and approved by the appropriate CAS management representative in consultation with the relevant facility operator or Shire, where required.

Approval must not compromise the privacy, safety or reasonable expectations of other patrons. Alternative arrangements should be considered wherever possible.

8. Signage and Communication

CAS-contracted facilities should display clear signage at entrances and other appropriate locations advising patrons that smart glasses and recording eyewear are not permitted.

Pool managers should ensure that staff are familiar with this policy and understand how to respond to instances of non-compliance.

The policy may also be communicated through facility websites, social media pages, admission conditions and other relevant patron information channels.

9. Non-Compliance

Failure to comply with this policy may result in refusal of entry, suspension of access or a request to leave the facility, subject to applicable facility rules, contractual arrangements and relevant law.

Any enforcement action must be proportionate, documented where appropriate and carried out in accordance with CAS procedures and the requirements of the relevant facility operator.

10. Review

This policy will be reviewed periodically by Contract Aquatic Services to ensure it remains appropriate, effective and consistent with operational requirements, community expectations and applicable legislation.

CAS reserves the right to update this policy as required.

Approved by: Clinton Cheney

Position: Director

Signature: Clinton Cheney

Date: 01/10/2026