

# City of Darwin Pool's Key User Groups

## Quarterly Meeting Terms of Reference



### 1. PURPOSE

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The Key User Group exists to provide a structured forum for collaboration between City of Darwin (CoD), the contracted Pool Operator The Y Northern Territory (YNT), and recognised profit for purpose aquatic user groups and Sporting clubs.

The purpose of the group is to:

- Support regular consultation as required under CoD contract KPI obligations
- Discuss operational matters, shared challenges, and upcoming facility impacts
- Provide early communication regarding closures, upgrades, fees & charges, and service changes
- Strengthen collaboration across Darwin's aquatic community
- Represent the collective interests of the swimming and aquatic sector

This group operates as a collaborative, agreed-principles forum focused on community benefit and shared outcomes.

### 2. SCOPE

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The Key User Group:

- Discusses matters affecting pool operations, programming, access and shared facility use
- Provides feedback to Pool Management and CoD
- Supports transparent communication between stakeholders
- Does not override contractual booking agreements or operational authority

Commercial providers may book facilities but are not considered part of the Key User Group and do not receive priority status.

### 3. USER GROUPS

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The Key User Group is limited to recognised profit for purpose and sporting clubs organisations that:

- Regularly use CoD aquatic facilities
- Hold priority lane allocation status
- May book facilities for approved out-of-hours activities

Current recognised Key User Groups include:

- Royal Life Saving NT
- Swimming NT
- Darwin Swim Club
- Nightcliff Swim Club
- Casuarina Swim Club
- Masters Swimming NT
- Darwin Stingers Masters
- Darwin Canoe Polo
- Darwin Water Polo
- Triathlon NT
- Darwin Triathlon Club

User Group status may be reviewed periodically should an organisation cease operations, significantly reduce usage, or if a new eligible profit for purpose group is established.

## **4. REPRESENTATION**

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- Each recognised User Group must be represented by committee members only
- Representatives must be formally authorised by their organisation
- Coaches, instructors or contracted service providers are not eligible to attend unless they are an elected committee member
- Representatives are responsible for communicating meeting outcomes back to their organisation

## **5. RESPONSIBILITY OF USER GROUPS**

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All user groups agree to:

- Represent their club/organisation accurately and respectfully
- Share operational concerns constructively
- Adhere to booking and access rules
- Participate in problem-solving for shared issues
- Communicate meeting outcomes back to their committees

## **6. MEETING FREQUENCY**

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- Meetings will be held quarterly.
- Additional meetings may be called if significant operational issues arise
- Agendas will be circulated prior to meetings
- Minutes and action items will be distributed following each meeting

## **7. GUIDING PRINCIPALS**

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The Key User Group operates under the following agreed principles:

- Collaboration over competition
- Transparency in communication
- Respect for all aquatic disciplines
- Shared responsibility for facility sustainability
- Recognition that commercial providers do not hold booking preference over recognised User Groups

## **8. CHAIR & ADMINISTRATION**

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- Meetings will be facilitated by YNT as Pool Operator
- City of Darwin representatives may attend to provide updates and strategic context
- YNT will prepare agendas, record actions, and coordinate follow-up

## **9. REVIEW**

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This Terms of Reference will be reviewed annually or as required by contract or operational changes.