City of Darwin Pools - Key User Group's Quarterly Meetings Terms of Reference

1. PURPOSE

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

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

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

- 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

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

- 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

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

- 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

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