



Bluewater Leisure Centre

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Frequently Asked Questions – Bluewater COVID-19 Operations

INTRODUCTION

Bluewater Leisure Centre is currently open with a number of measures in place to ensure compliance with current State Government COVID-19 restrictions.

This document has been prepared to assist patrons to understand the changes at Bluewater that have been implemented in line with the State Government COVID-19 restrictions in Victoria. For further information on these restrictions, visit www.coronavirus.vic.gov.au/coronavirus-covidsafe-settings

VACCINATIONS

Why do I have to be fully vaccinated against COVID-19 to attend Bluewater?

Bluewater Leisure Centre is required to operate in accordance with the State Government COVID-19 restrictions in Victoria. Current restrictions for Recreation and Leisure Facilities detail that all users aged 12 years old and above must be fully vaccinated against COVID-19 or have a valid medical exemption in order to attend these facilities.

Can I come to the centre if I am not vaccinated?

No. Under the State Government COVID-19 restrictions, only people who are fully vaccinated or provide proof of a valid medical exemption can access Bluewater.

I have only had one Covid-19 vaccination, can I use the centre?

No. Under the State Government COVID-19 restrictions, only people that are fully vaccinated or provide proof of a valid medical exemption can access Bluewater.

Do I have to be fully vaccinated to bring my child to the centre?

Yes. All Bluewater patrons aged 12 years and above will be required to provide evidence that they are fully vaccinated against COVID-19 or provide proof of a valid medical exemption.

Do I have to be fully vaccinated to bring my child to swimming lessons?

Yes. All Bluewater patrons aged 12 years and above will be required to provide evidence that they are fully vaccinated against COVID-19 or provide proof of a valid medical exemption.

Do I have to show proof every time I use the centre that I have been fully vaccinated against COVID-19 or proof of a medical exemption?

Yes. All patrons must check in using the QR Code and provide proof of your COVID-19 vaccination or a valid medical exemption each time you visit the centre. This is to ensure all users are complying with State Government COVID-19 restrictions.



What proof can I use to demonstrate I am fully vaccinated against COVID-19?

The following will be accepted as evidence of your vaccination status and must be shown to Bluewater staff each time you visit the centre:

- Immunisation history statement (Medicare)
- MyGov Covid-19 digital certificate
- Green 'Valid Certificate' tick on your Services Australia App when you use the QR Code to check in.

Patrons 16 years or older may also be requested to provide photo identification to confirm you identify.

What is considered a valid medical exemption?

In accordance with State Government COVID-19 restrictions, Patrons can no longer use a medical certificate as evidence of COVID-19 vaccination exemption.

The following will be accepted as evidence of your valid medical exemption and **must** be shown to Bluewater staff every time you visit the centre:

- MyGov COVID-19 digital certificate
- Immunisation history statement (printed by your Doctor)
- Australian Immunisation medical exemption form (completed by your Doctor)

I need help obtaining a copy of my COVID-19 digital certificate, where I can I get more information?

If you need assistance in obtaining your COVID-19 digital certificate for proof of vaccination or a valid medical exemption, please visit the Coronavirus (COVID-19) Victoria website link here: [How to get your COVID-19 digital certificate](#)

What if I received my COVID-19 vaccinations overseas, can I use my vaccine passport as proof?

No. The following will be accepted as evidence of your vaccination status and must be shown to Bluewater staff each time you visit the centre:

- Immunisation history statement (Medicare)
- MyGov Covid-19 digital certificate
- Green 'Valid Certificate' tick on your Services Australia App when you use the QR Code to check in.

If you need assistance in obtaining proof of your COVID-19 vaccination you received overseas, please visit the Services Australia website link here: [How to get proof of your Covid-19 vaccination](#)

Do you keep a record of my vaccination or medical exemption?

No. Businesses cannot keep or store this information.



MEMBERSHIPS

Can I get a refund on my membership / multipass / swim school payment if I am not vaccinated and cannot attend the centre?

No. Refunds will not be approved for patrons that choose not to comply with the entry requirements of the facility. Members may choose to suspend their membership for the maximum suspension period of 56 days per annum as per the centre's Terms and Conditions.

24/7 Gym

Can I access the gym 24/7?

Yes. All patrons must still comply with the following Conditions of Entry:

- **QR Code check in**
Each patron must check into the centre upon arrival using the QR Code or by using the paper based form located on the gym desk to check in.
- **Proof of COVID-19 vaccination or medical exemption**
Patrons will be required to provide evidence prior to access the gym 24/7 that they are fully vaccinated (received two doses of an approved COVID-19 vaccine) or have a valid medical exemption from receiving the COVID-19 vaccine. Your access card will not work until Bluewater staff have sited this evidence.

Patrons who breach the Centre's Conditions of Entry will risk their membership being suspended or cancelled.

GYM

Can I work out with a friend in the gym?

Yes. As long as you maintain adequate social distancing, you're welcome to come along to the gym together.

Can I do a personal training sessions?

Yes. Bluewater is now offering personal training sessions subject to instructor availability, please enquire at Customer Service.

What happens if I can't get on to the machine that is on my program due to social distancing?

Bluewater Gym users must adhere to social distancing practices at all times. This means if you cannot use a piece of equipment because you will be too close to another patron, you will have to come back at another time or complete an alternate exercise.

What happens if I forget a towel?

Gym users are required to bring a towel and they must wipe down equipment with sanitising equipment provided, before and after use. Users may be denied entry if they do not follow these strict hygiene practices which are in place to keep all of our users as safe as possible. Gym towels are available for purchase at reception.



FEEDBACK

The operations at Bluewater Leisure have been significantly impacted by the ongoing COVID-19 pandemic. We appreciate and thank our users for their ongoing support and understanding while we continue to adapt to the necessary changes under the State Government COVID-19 restrictions.

If you wish to provide feedback to Bluewater, you can do so by the following means:

- Fill out a feedback form at the centre
- Send an email to bluewater@colacotway.vic.gov.au
- Send a letter to
Bluewater Leisure Centre
PO Box 283
COLAC VIC 3250

If you wish to provide feedback to Council, you can do so via the following means:

- Send an email to inq@colacotway.vic.gov.au
- Submit a request form on Council's Website under the complaints & compliments page
- Send a letter to
Colac Otway Shire
PO Box 283
COLAC VIC 3250

SAFETY

If I have tested positive to Coronavirus and have been to Bluewater, do I need to tell the centre?

No. If you have tested positive for the virus, the Victorian Department of Health will provide advice directly to Bluewater that a confirmed case has been in contact with the centre.

Will Bluewater close again if there's a confirmed coronavirus case?

Bluewater will act on the advice of the Victorian Department of Health if there is a case connected to the centre. Any closures will be advertised to members and users.