OIR: 2627/55

27 August 2026

[redacted]

Tēnā koe [redacted],

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of **10 August 2026** requesting the following information:

I request the following information relating to the decision made earlier this year to close the toddler pool at Kāpiti Aquatic Centre (Coastlands) during swim lesson sessions (currently affecting some lessons):

The toddler pool timetable change was a routine operational decision to support reliable delivery of Learn to Swim and water safety programmes in the shared programme pool space.

The change followed repeated hygiene-related closures. As the toddler pool and programme pool share the same body of water, these incidents required both spaces to close, causing lesson cancellations and disruption for participants.

Following requests from the Learn to Swim Coordinator, the 'base' timetable was adjusted during Learn to Swim term to reduce this risk.

Since the revised timetable was introduced, Council has not experienced the same level of programme disruption from these incidents.

1. All data used to support this decision (aggregate fine).

Incident reports are attached.

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

2. ***Any staff report, options paper, briefing, or business case prepared prior to the decision, including any analysis of the impact on public access to the toddler pool for the community.***

   Council does not hold a staff report, options paper, briefing, or business case for this decision. This part of your request is therefore refused under section 17(e) of the Act as the documents alleged to contain the information requested do not exist.

   This was a routine operational decision informed by incident reports and staff and customer feedback about hygiene-related closures.

3. ***Any community impact or equity assessment carried out prior to the decision, particularly regarding low-cost activities for families during weekend hours.***

   Council did not carry out a separate community impact or equity assessment. This part of your request is therefore refused under section 17(e) of the Act as the documents alleged to contain the information requested do not exist.

   This was a routine operational scheduling decision that aquatic centre staff make regularly to manage safety, programme delivery, customer access, and day-to-day facility use.

   Customers have been directed to the shallow end of the main pool during affected times, and staff have observed increased use of that space.

4. ***Records showing how the decision was made, including the decision-making process, any options considered, and the date the decision was finalised.***

   The decision was a minor operational timetable change recommended by the Learn to Swim Coordinator after repeated hygiene-related disruptions.

   The decision was taken 5th February 2026.

   The Operations Manager and Aquatic Facilities Manager supported the change to reduce lesson cancellations and improve programme reliability.

   No formal report, options paper, or business case was prepared. This part of your request is therefore refused under section 17(e) of the Act as the documents alleged to contain the information requested do not exist.

5. ***Any consultation, engagement, or communication with the public, pool users, or community groups prior to the decision being implemented.***

   No consultation or engagement with the public was carried out prior to the decision being implemented. Council regularly adjusts pool availability for programmes,

events, schools, private hire, maintenance, and safety. These decisions support equitable community access and effective use of the facility.

Aquatics Communications are carried out via our website, email, text, newsletter, antenno or one of social media channels dependent upon urgency. In this instance we used posters, emails, and texts.

Council no longer holds copies of those communications. This part of your request is therefore refused under section 17(e) of the Act as the documents alleged to contain the information requested do not exist or cannot be found.

6. ***Confirmation of whether Council holds a formal digital incident reporting or logging system for the aquatic centre, and if not, how hygiene incidents referenced in point 1 were assessed and considered.***

   Attached are the incident reports from the 12 months before the scheduling change. Hygiene Incident reports are not recorded digitally, the response if assessed by the operations manager and is available for the annual Poolsafe Audit.

   Health & Safety incidents referencing injury, a near miss, rescue or customer behaviour are stored digitally.

7. ***The full weekly schedule of toddler pool closures due to swim lessons, including specific days, start/end times, and total hours per week the toddler pool is unavailable for general public use as a result of this change including how this compares to the hours available prior to the decision.***

   During Learn to Swim term, the Toddler Pool is now timetabled unavailable as follows.
   3:30pm – 6:30pm Monday / Wednesday a change of 6 hours per week
   8:00am – 12:15pm Saturday a change of 4.5 hours per week

   The timetable changes weekly based on seasonal, term and daily operational requirements and is published online https://www.kapiticoastaquatics.co.nz/.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to info@ombudsman.parliament.nz, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi,



Brendan Owens
Group Manager Customer and Community
Kaiwhakahaere Rōpū - Kiritaki me te Hapori

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

If you are interested in the attachments which accompany this response, please contact us at: informationrequest@kapiticoast.govt.nz.