



2020

SWIMMING POOL INSPECTOR SURVEY

NSW



ABOUT SPASA AUSTRALIA

The Swimming Pool & Spa Association of Australia (SPASA Australia) is Australia's Peak Swimming Pool & Spa Industry Body. It is dedicated to maintaining and improving the standards and growth within the swimming pool and spa industry for the betterment of members, consumers and the industry in general.

SPASA Australia represents the largest body of swimming pool and spa industry professionals across the nation. Our charter is not only to advocate and respond on issues of importance to our industry, but also proactively create and execute strategies to enhance the credibility and longevity of our members and the broader community.

Members of SPASA Australia include pool builders, service technicians, retailers, manufacturers, suppliers, subcontractors, installers, consultants, inspectors and allied trades, all of whom set themselves apart from the rest of the industry by setting standards of skill, workmanship and ethical business behaviour in the best interests of pool and spa owners.

SPASA Australia through its Registered Training Organisation, the *Institute of Research and Learning* is the only Registered Training Organisation (RTO) nationwide dedicated entirely to the swimming pool and spa and broader industry.

Our qualifications, courses and workshops are designed in consultation with key industry stakeholders and our qualifications and accreditations are highly valued by government, regulators, employers, and the wider community.

INTRODUCTION

The Swimming Pool and Spa Industry takes the role of swimming pool safety very seriously.

SPASA Australia engages with governments frequently raising concerns, providing feedback and offering solutions to improve the NSW Pool Barrier Inspection Program.

SPASA Australia believes that only through our combined efforts can our objectives around pool safety be realised through investing in appropriate consultation, planning, policy, education and support.

In this regard, SPASA Australia is committed to working with industry and government to ensure that the Pool Barrier Inspection Program is being continually reviewed and improved.

The *2020 NSW Swimming Pool Inspector Survey* engages Swimming Pool Inspectors in the field so that we can obtain real data from the very people charged with inspecting and assessing swimming pool and spa barriers in NSW.

SPASA Australia is hopeful that the information enclosed will resonate with government and key industry stakeholders and that positive change will follow.

THE SURVEY

SPASA Australia conducts a survey for Swimming Pool Inspectors every two (2) years.

The *2020 NSW Swimming Pool Inspector Survey* follows similar surveys undertaken in 2018 and 2016.

The importance of holding these Surveys every two (2) years is that it allows industry, stakeholders, and government to track progress of the Pool Barrier Inspection Program in NSW.

Survey results are circulated to Swimming Pool Inspectors, stakeholders and government.

Read the 2020 NSW Swimming Pool Inspector in APPENDIX A.

SURVEY KEY FINDINGS

- 62.75%** Dissatisfied with Regulator Guidance
- 69.23%** Dissatisfied with Regulator Communication
- 71.15%** Advised that a previous *Council* referred to wrong Standard, Reg/Act or Misinterpreted Clause
- 59.61%** Advised that a previous *Swimming Pool Inspector* referred to wrong Standard, Reg/Act or Misinterpreted Clause
- 100%** Agreed that Council Inspectors should be required to undertake E1 course
- 53.85%** Found CPD activities over last 2 years positively added to their development
- 69.23%** Agreed that newly revised CPD Guidelines address previous concerns about content and flexibility
- 57.06%** Swimming Pool Inspector experience when dealing with Council Inspectors was easy
- 88.46%** Advised that Pool owners do not have a good understanding of what is required to meet compliance of their swimming pools and spas

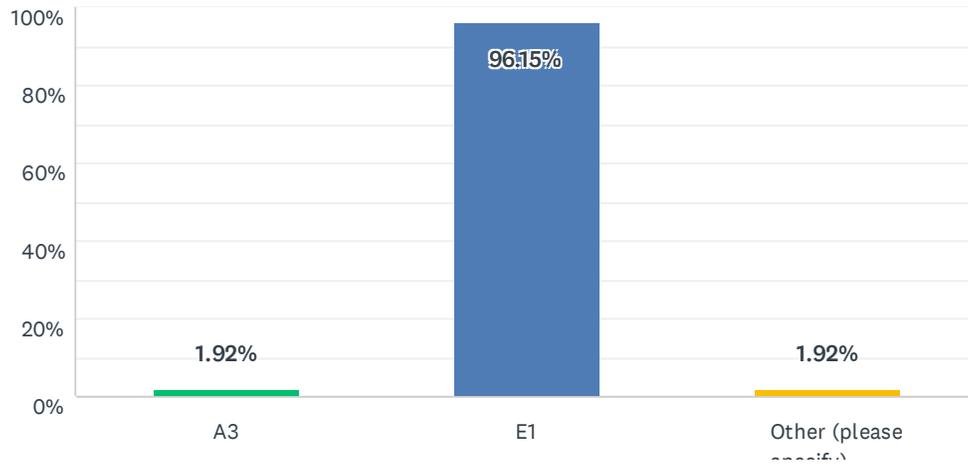
Note: Copies of the 2018 and 2016 Surveys can be found on the SPASA Australia [website](#).



APPENDIX A

Q1 Please advise which category of registration applies to you?

Answered: 52 Skipped: 0

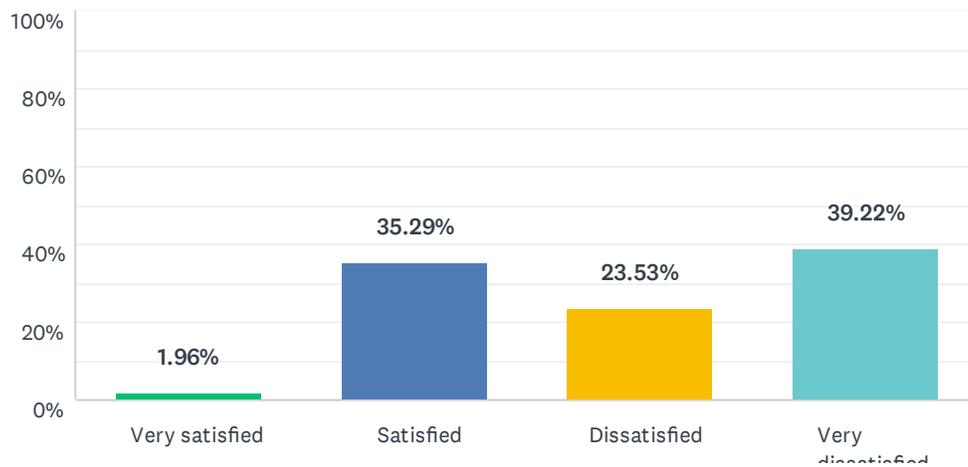


ANSWER CHOICES	RESPONSES
A3	1.92% 1
E1	96.15% 50
Other (please specify)	1.92% 1
TOTAL	52

#	OTHER (PLEASE SPECIFY)	DATE
1	Pool Certifier	9/22/2020 6:03 PM

Q2 Are you satisfied with the guidance being provided by NSW Fair Trading to assist registered Swimming Pool Inspectors to fulfill their duties?

Answered: 51 Skipped: 1



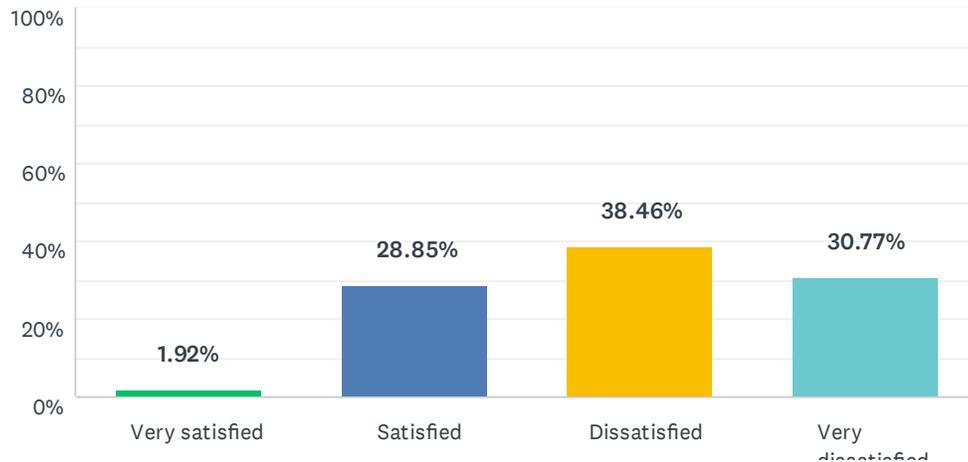
ANSWER CHOICES	RESPONSES	
Very satisfied	1.96%	1
Satisfied	35.29%	18
Dissatisfied	23.53%	12
Very dissatisfied	39.22%	20
TOTAL		51

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#	OTHER (PLEASE SPECIFY)	DATE
1	"You'll have to seek legal advice"	9/23/2020 1:25 PM
2	There is no guidance regarding interpretation of AS's	9/15/2020 7:34 PM
3	Unable to have someone to talk to and clarify questions and queries Apon requests at this point.	9/15/2020 6:16 PM
4	No communication, they still refer to the BPB. No updates on licensing. CPD training is not industry specific with lack of knowledge from Fair trading	9/15/2020 7:53 AM
5	Too early to comment at this stage	8/29/2020 10:26 AM
6	1. They are invincible to our industry 2. What we do is about safety.....What Fair Trading do is not care	8/27/2020 8:50 AM
7	Generalised to cover all types, rather being target messages to specific categories. When questions raised excuses provided for having answers. Significant delays in providing guidance...case in point information on new fact sheet which came into effect on 1/7/20 not released until late August 2020.	8/27/2020 8:29 AM
8	Lack of communication. Lack of identity of Fair Trading Officer when dealing with a matter. No opportunity for direct phone contact. Poor response in regard to new act	8/26/2020 5:57 PM
9	Its very awkward when different organisations and authorities have lacking knowledge as their best results	8/25/2020 9:05 PM
10	This legislative body does not provide advice on any aspects of the pool inspection process.	8/25/2020 2:00 PM
11	Happy to hand the fines out but not interested in helping	8/25/2020 1:55 PM

Q3 Are you satisfied that there is enough communication being sent out by NSW Fair Trading to assist registered Swimming Pool Inspectors stay up to date?

Answered: 52 Skipped: 0

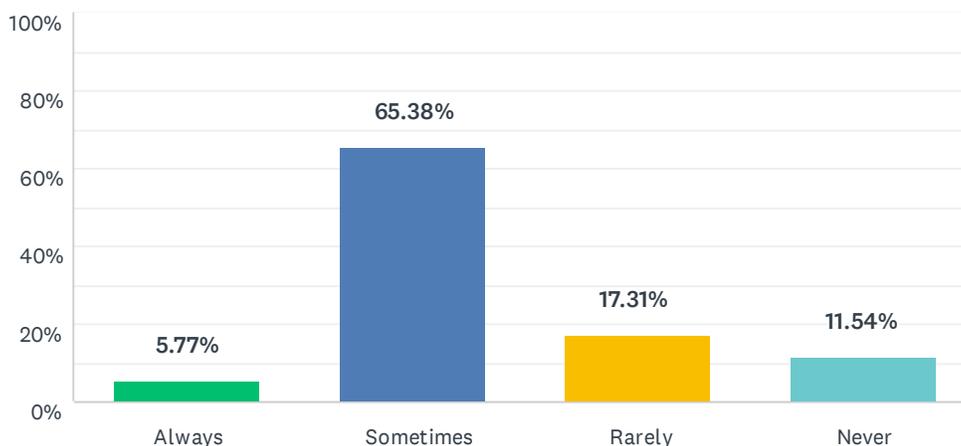


ANSWER CHOICES	RESPONSES	
Very satisfied	1.92%	1
Satisfied	28.85%	15
Dissatisfied	38.46%	20
Very dissatisfied	30.77%	16
TOTAL		52

#	OTHER (PLEASE SPECIFY)	DATE
1	As above	9/15/2020 6:16 PM
2	Too early to comment at this stage	8/29/2020 10:26 AM
3	See response to Q2	8/27/2020 8:29 AM
4	Very minimal communication	8/26/2020 5:57 PM
5	The communication sent by NSW Fair Trading is not intended to assist Inspectors - the communication comes across as being lectured.	8/25/2020 2:00 PM
6	No further education, or training, which we would like to see periodically, or even just an update on all standards used	8/25/2020 1:55 PM

Q4 In the last 2 years, have you inspected a swimming pool or spa and found that a previous Council Inspector has referred to the wrong Standard, Regulation/Act or misinterpreted a clause?

Answered: 52 Skipped: 0

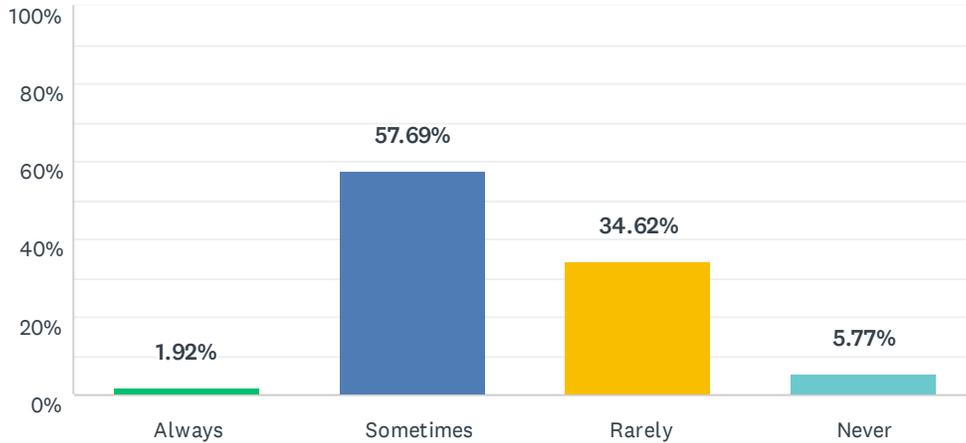


ANSWER CHOICES	RESPONSES	
Always	5.77%	3
Sometimes	65.38%	34
Rarely	17.31%	9
Never	11.54%	6
TOTAL		52

#	OTHER (PLEASE SPECIFY)	DATE
1	I have not inspected any fences in the last 2 years	9/15/2020 7:57 AM
2	very common	9/15/2020 7:53 AM
3	I've seen standards mixed and matched; I've seen Council Reports where the bare minimum of information is not even included; owners allowed to make major changes and retain older standard and council allow certain exemptions (such as retaining vegetation) as long as owners do not sell. I've even seen Council direct owners to make changes to the barrier location to resolve one issue (such as 1200mm clearance zone) yet retain 1986 std so that it benefits other aspect of the enclosure such as BF height of 1200mm.	8/29/2020 10:26 AM
4	There appears to be a common theme that some Council's are not using the prescribed version of the standard, but rather going straight to the 2012 version. This is inconsistent with the Swimming Pools Act 1992.	8/27/2020 8:29 AM
5	Councils appear to be unwilling or unable to apply Standards other than 1926.1 - 2012, This is extremely frustrating as they have direct access to documentation in regard to the age of barriers that may not be (but should be) available to Private Certifies, now Pool Inspectors?? (We inspect and certify pool barriers, NOT swimming pools)	8/26/2020 5:57 PM
6	Council Inspectors are rarely right in their assessments	8/25/2020 9:05 PM
7	yes and quite obvious mistakes which do not fit any standard, and it had passed... leaving us to deal with a customer which claims "council passed it last time like this..." as they are the authority, they set the bench mark the community then reverts to	8/25/2020 1:55 PM

Q5 In the last 2 years, have you inspected a swimming pool or spa and found that a previous Swimming Pool Inspector has referred to the wrong Standard, Regulation/Act or misinterpreted a clause?

Answered: 52 Skipped: 0

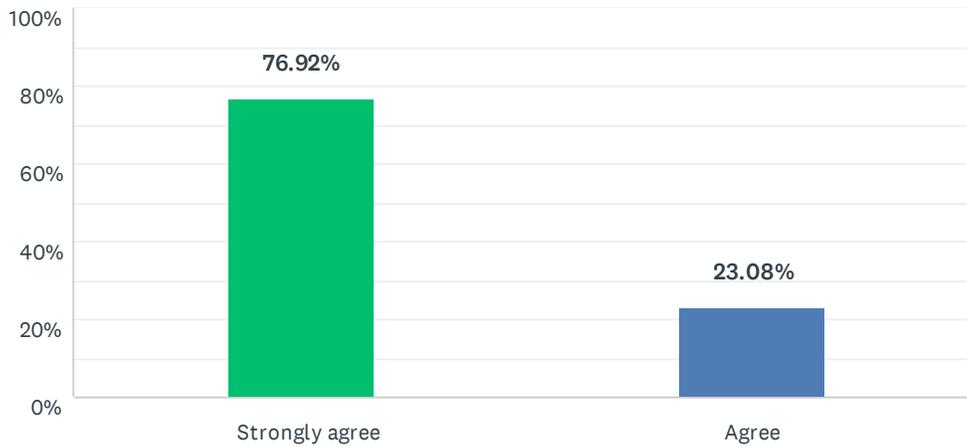


ANSWER CHOICES	RESPONSES
Always	1.92% 1
Sometimes	57.69% 30
Rarely	34.62% 18
Never	5.77% 3
TOTAL	52

#	OTHER (PLEASE SPECIFY)	DATE
1	I have not inspected any fences in the last 2 years	9/15/2020 7:57 AM
2	very common	9/15/2020 7:53 AM
3	Standards mixed and matches, weird determinations that make no sense, references to all three Standards on the one Report, no reference to any clauses for each non compliance and addresses/ pool number / and other important information that identifies the property is not there; photos either very minimal or not included. lacking in formation generally.	8/29/2020 10:26 AM
4	Yes. this appears to be a knock-on effect from the response from Q2. In fact, I have seen a complaint where the response in Q2 was not questioned by the BPB and the certifier had to explain why they used another version of the std which was the correct version to use.	8/27/2020 8:29 AM
5	Often this occurs because the private certifier does not have or does not seek information about the age of the barriers	8/26/2020 5:57 PM

Q6 Do you agree that Council Inspectors should be required to undertake the E1 course before they are able to inspect pools and spas?

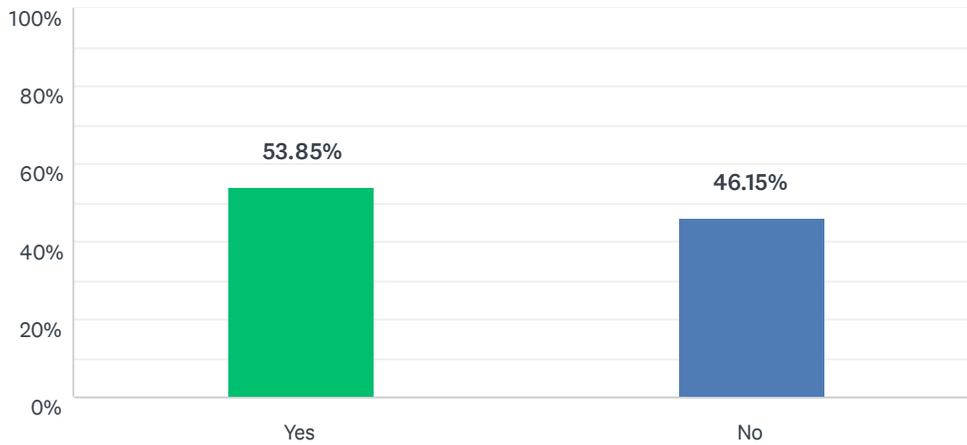
Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	76.92%	40
Agree	23.08%	12
TOTAL		52

Q7 Have the CPD activities you have undertaken over the last 2 years positively added to your knowledge and professional development?

Answered: 52 Skipped: 0



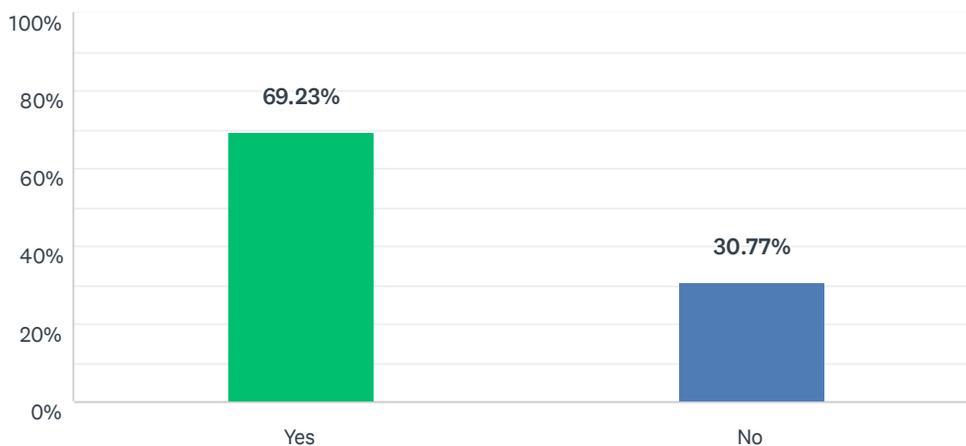
ANSWER CHOICES	RESPONSES	
Yes	53.85%	28
No	46.15%	24
TOTAL		52

2020 Swimming Pool Inspector Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	To a degree, however there are questions and areas that are still not clear- re NCZ	9/15/2020 6:16 PM
2	Same same	9/15/2020 1:44 PM
3	the required training supplied by far trading is conflicting in content	9/15/2020 7:53 AM
4	Fair Trading events worthwhile but CPD Training courses are useless	9/4/2020 4:05 PM
5	Over the last 2 years I have done both on line, webinar based and in person courses, the latter being with the same provider with whom I did the initial 4 day course. I've found that any information/responses that may be put to myself comes with a disclaimer and that I am expected to be and in fact told that I am the expert simply because I am now certified. Any knowledge and professional development is gained by my own experience, my own research and occasionally discussions with other certifiers in an informal setting. Even with only 5 participants at the last 1 day course I undertook, there was no time to spare for questions and the one issue that I did raise was met with a strange reaction directing me to make my own enquiries; this has the effect of making me far less likely to ask any questions. for concern as to the response. Enquiries to Fair Trading is similar in that I am the Certifier so I should know the answer myself. With the right training all certifiers should have identical determinations with no ambiguity. If you look through the huge fines that have been administered to E1's the risk of making even minor errors is far more than it should be given the inadequacy of the initial training, CPD training and general support.	8/29/2020 10:26 AM
6	BPB run sessions were too general. Prior to that, the CPD courses for E1's (now Swimming Pool Inspectors) was just a rehash of the original course to obtain the E1 licence. The course does not provide an avenue to enhance knowledge, ie from novice to immediate to advanced; all appear to be at basic. The course selection is technical in nature and does not cover all facets of an E1's business.	8/27/2020 8:29 AM
7	It has been a rehash of what we (should) know. It is largely focused on AS 1926.1 - 2012, when in fact the vast majority of pools in NSW should correctly be assessed against AS 1926 - 1986	8/26/2020 5:57 PM
8	Most CPD courses available do not have enough breath of subjects to broaden E1's knowledge. Courses run by CPD training are excellent, but once you have completed them, there is little else to choose from.	8/26/2020 5:40 PM
9	The requirements for an E1 are very rigorous and accurate .. sadly the training is repetitive and not always fresh	8/25/2020 9:05 PM
10	Too much generic info and not enough specific about actual examples, record keeping etc	8/25/2020 6:15 PM
11	The latest "building certifiers meeting" was a bloody joke, I dont need to know about building inspections, should of sent them an invoice for my time. We want focused support on pool barriers	8/25/2020 1:55 PM

Q8 Do you agree that the revised CPD Guidelines published in July 2020 are more flexible and may address previous concerns you may have had in terms of content and cost?

Answered: 52 Skipped: 0

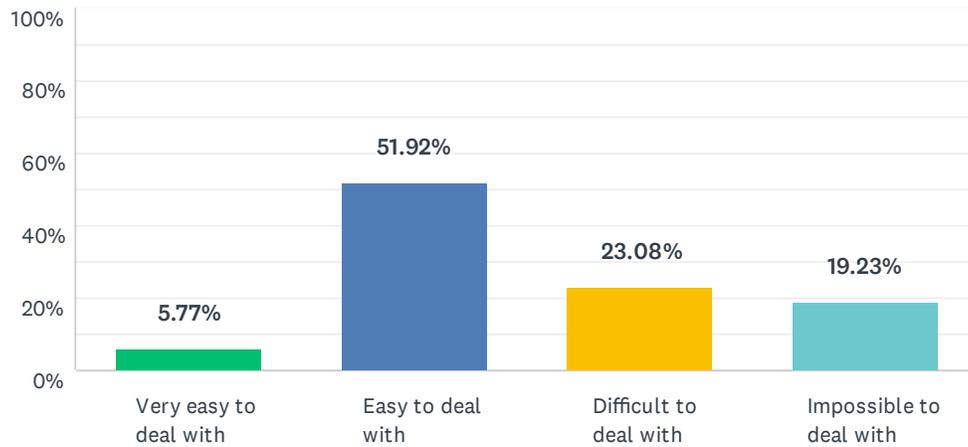


ANSWER CHOICES	RESPONSES	
Yes	69.23%	36
No	30.77%	16
TOTAL		52

#	OTHER (PLEASE SPECIFY)	DATE
1	Especially with COVID-19 we can keep informed and earn points without having to book a one day in person course. I feel its more in line with other categories where CPD points apply, such as for licensed builders.	8/29/2020 10:26 AM
2	This avenue will provide flexibility, but there is still a need to attend a formal course by a DFT approved RTO. This will not address the enhancement aspect of CPD training. How will the DFT ensure that there are course for those with different knowledge levels?....this is unclear	8/27/2020 8:29 AM
3	Sort of. Would like a full explanation and see how it will actually work when it's time to complete CPD	8/25/2020 6:15 PM

Q9 Swimming Pool Inspectors and Council Inspectors share a common objective and should work together to make sure pool & spa environments are compliant and safe. What is your experience working with Council Inspectors?

Answered: 52 Skipped: 0



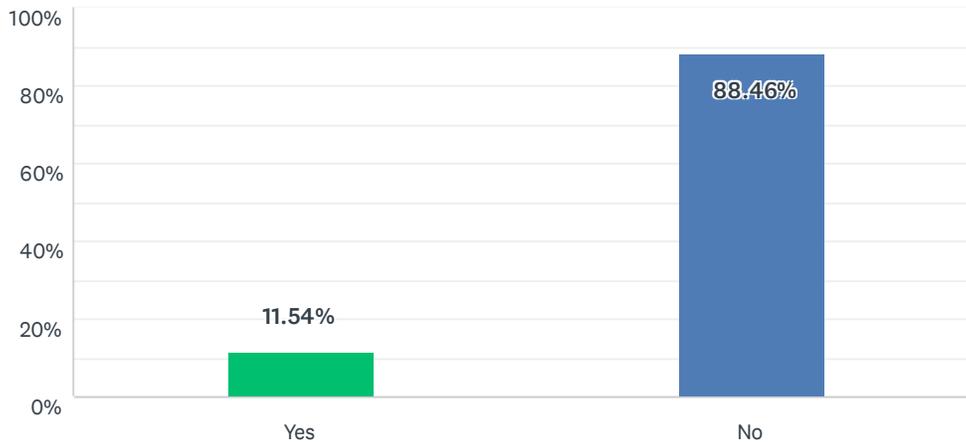
ANSWER CHOICES	RESPONSES	
Very easy to deal with	5.77%	3
Easy to deal with	51.92%	27
Difficult to deal with	23.08%	12
Impossible to deal with	19.23%	10
TOTAL		52

2020 Swimming Pool Inspector Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	I contact our regional council inspectors to gain pool installation dates, as they have suggested i do.	9/15/2020 5:55 PM
2	Part of reason I'm leaving program	9/15/2020 1:44 PM
3	Act as if THEY are above us.	9/15/2020 8:50 AM
4	I dont feel they have the same depth of understanding that we do.	9/15/2020 7:57 AM
5	dealing with some councils becomes abusive	9/15/2020 7:53 AM
6	but some you cant deal with	9/4/2020 4:30 PM
7	Depends upon which Council (and its officers) you are dealing with	9/4/2020 4:05 PM
8	Except for one particular Council although have not crossed paths of late. However what this particular did do is write to all my clients once they received the Notice to Comply 6 weeks after the inspection. The tone of the letter was that I had dobbed my clients in to this Council. All these clients held current Non Compliance Certificates yet had not completed their sale within the 6 weeks. One owner had an auction the next week but was forced to comply by this Council. His issues were very minor yet they still persisted to force him to comply. I voiced my concerns to the authorities and the upshot is that I need to refer this on to OLG. The Non Compliance Certificate should have a expiration 12 months on, not 6 weeks.	8/29/2020 10:26 AM
9	The response is a broad-brush statement, as it varies between councils and those with councils. It would be easier to state that Councils are " consistently inconsistent". The absence of common ground is a reflection of poor knowledge and sub-optimal competency by Council officers which creates confusion within the market place and places the private certifier in a disadvantage as it indicates that the private certifier does not know the requirements, when in fact it is Council. I struggle to see how this model is consistent with the NSW government's position on competitive neutrality.	8/27/2020 8:29 AM
10	Some councils are open to discussion and collaboration. Most are not interested in engaging with private certifiers. Some are overtly aggressive and unwilling to deal with private certifiers at any level.	8/26/2020 5:57 PM
11	In my experience, I have been lucky to find one Council Inspector on each of three local Councils I work in who are approachable over compliance issues. The majority of Inspectors, however, are draconian in their approach to interpretation of the various Standards, that it makes it very difficult to make a different judgement on the veracity of the barrier.	8/26/2020 5:40 PM
12	Only ever dealt with them twice. On both occasions they were difficult to get in contact with but once I could discuss with someone, they were sort of helpful	8/25/2020 6:15 PM
13	I have not had enough interaction to comment	8/25/2020 3:40 PM
14	Only had to deal with Council once, and found they were easy to deal with.	8/25/2020 2:00 PM
15	Good and horribly bad, our local council are fantastic and we communicate about a number of properties. Ku Ring Gai Council... Well. Lets leave this here.	8/25/2020 1:55 PM

Q10 Do you feel that the pool and spa owners have a good understanding of what is required for them to meet compliance of their swimming pool or spa?

Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	11.54%	6
No	88.46%	46
TOTAL		52

Q11 Please list the top 3 things that frustrate your ability to fulfill your role as a Swimming Pool Inspector. Note: Your list may include more than or less than 3 things. Please consider providing any solutions that you feel may address your frustration or concerns.

Answered: 52 Skipped: 0

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#	RESPONSES	DATE
1	nothing comes to mind	9/23/2020 1:32 PM
2	Discrimination between private and council. If everyone were under the same rules and requirements there would be much more unity and brotherhood in the industry.	9/23/2020 1:25 PM
3	1) Lack of available assistance with areas of concern 2) Lack of good education through forums etc. 3) Time taken to receive answers from governing bodies	9/22/2020 6:03 PM
4	real estate agents giving wrong advice to vendors, conveyancers and solicitors not understanding process wanting to include written notice for purchasers , purchasers calling to ask how and how much to fix, inspecting a pool finding it non compliant, it's never been compliant(to 86), it's been modified post 2010, and then have council come in to say it's compliant to 1986. Then have conveyancers and agents ask me why i can't do that!	9/22/2020 10:01 AM
5	boundary fencing, climable and non climable objects	9/16/2020 8:05 PM
6	N/A	9/16/2020 6:14 PM
7	I have no issues with my ability to fulfill my role	9/16/2020 10:59 AM
8	1) Address farm with extra houses private rented but one address 2) reporting would like a system that updates is live. 3) ability to discuss with other E1	9/15/2020 9:21 PM
9	- Industry being flooded by cowboy Certifiers (free inspection etc.) - lack of clarity and inconsistency in application of AS1926 - significant lack of knowledge from fencers and pool builders in basic application of AS1926 (needs to be mandatory modules and training)	9/15/2020 8:43 PM
10	Swimming Pool register Checklist give pool owners an unrealistic expectation of swimming pool compliance The register does not update the checklist when pools have been modified to the required Australian Standard Previous CPD seminars have a massive difference of opinion regarding what is and isn't compliant. We need more information or training on making the correct decisions. for example Pool box within 500mm of boundary fence - what is requirement? fence height 1800 above pool box (fixed object) raise pool box to 1800mm? only enforce NCZ 5relating to pool box? another query is s swim spa a pool or spa? what level of non compliance forces a swimming pool to current standard?	9/15/2020 7:34 PM
11	I don't really have any issues that stop me from performing Swimming pool inspections	9/15/2020 6:26 PM
12	1. Response from the BPB / Fair trading 2.Clarity in regards to questions in relation to standards and related issues from the BPB 3. Better communication from our governing bodies	9/15/2020 6:16 PM
13	Only been doing this for 18 mths 1) homeowners lack of knowledge as to what the process is and our role in it. This comes down to their inability to take these inspection seriously.	9/15/2020 5:55 PM
14	1. Mutual recognition persons from Queensland not understanding the NSW Act and Regulation. 2. People carrying out inspection far too cheap and thus not doing their job properly and then giving up their Registration. 3. PI insurance is way too cheap for Pool Certifiers compared to other Certifiers and the value of a Compliance Certificate in relation to the sale of a 3 to 10million dollar property. 4. A lot of inspectors think their client is the home owner, estate agent etc but in NSW the inspector's first Client always is the Public.	9/15/2020 2:35 PM
15	Boundary fences, Ten year insurance requirement	9/15/2020 1:44 PM
16	Inconsistencies throughout the whole Non-Compliance process. Inability to act as Consultants. FT issuing fines for Non-Compliances yet Councils get off scott-free	9/15/2020 8:50 AM
17	.	9/15/2020 8:24 AM
18	1) I find there are still a lot of pool owners that have not registered their pool and usually have to do so at the last minute when selling their property. 2) Having to explain to pool owners why their pool is not compliant, even after you have advised them prior to the inspection to download the check list on the Swimming Pool Register relevant to their pool, and the pool is non compliant because of items placed within the no climb zones.	9/15/2020 8:10 AM
19	The length of time we have to keep paperwork for. if it is a point in time inspection why 10 years? While i get along with council inspectors I find it only because I manage the situation. I find myself explaining the rules to them a lot.	9/15/2020 7:57 AM

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20	inconsistent dealings with Fair trading, fair trading and BPB refusing to address breaches of the code of conduct by certifiers, BPB and fair trading violating there own legal obligations	9/15/2020 7:53 AM
21	No Support fro BPB now Fair Trading No ability to actually talk to Regulatory contact person Regulator processes are draconian	9/15/2020 7:37 AM
22	The public has incorrect information on the requirements of their pool barrier. Their pool barrier has been approved by the council at the time of installation but never was compliant and I have to explain that the barrier has never been compliant. Owners carrying out substandard repairs to their barrier.	9/11/2020 5:57 AM
23	1. Council officers not having min skills and Knowledge required to do inspections 2. Council do not properly explain their views when making a direction 3. Council officer always try to intimidate certifiers	9/9/2020 7:11 AM
24	- Being able to clearly define which standard to access a pool barrier. There is no register to refer to as a private certifier. - Different council interpretation of the standards and responsibility	9/8/2020 9:39 AM
25	Being easily able to clarify unusual requirements if they comply to the standard.	9/5/2020 4:20 PM
26	Not being allowed to consult, time restrictions, 3 different standards	9/5/2020 10:36 AM
27	nil	9/5/2020 8:49 AM
28	1. Inability to in certain situations to justify the NSW BCA variation regarding swimming pool walls not being an effective barrier. Suggest a variation whereby a 1800 high non climbable pool wall is allowable - alternatively a guidance note advertised by the DFT that provides an acceptable solution; 2. Inability for an E1 to apply a performance solution: have a forum set up whereby a performance solution can be peer reviewed by other E1 to assess viability - such as locating NCZ5 at a height of 2m when you have a 3m retaining boundary wall - Experience shows that A1 certifiers are not interested in providing such performance solutions therefore making it an ineffective tool; and 3. Completing a contract when there is no face to face.	9/5/2020 8:12 AM
29	1-swimming pool owner have no understanding the role of swimming pool inspector 2- lack of communication (client langue barrier) 3-not feel appreciated by client	9/4/2020 5:19 PM
30	interpretation of the rules form a committee to make calls and define the interpretation	9/4/2020 4:30 PM
31	Multiple Standards - there should be just one Ku-ring-gai Council Six week rectification period and not being able to give owners who genuinely are attempting to repair barrier and extension of time before reporting to a council	9/4/2020 4:05 PM
32	Intermittent work maybe government could introduce compliance certificates for all pools not just at sale or lease Accessing CPD points, the same old information every year because of the small scope of work Should be every 2-3 years	9/4/2020 3:50 PM
33	I have had enough.....exiting industry.	9/4/2020 3:28 PM
34	Finding out the age of the pool	9/4/2020 2:31 PM
35	1) pool owners are under-educated - there is little by way of education from local Councils. If there were, owners would not be so shocked at what is required. 2) 95% of pool owners stated on booking that the pool enclosure is compliant. 95% are not and owners are generally shocked at what is involved. It seems to fall on E1's to educate owners whereas it should be Council based education by way of sending out comprehensive information to rate payers - after all they know who has a pool! Include it in the Rates Notice with a different topic each quarter. 3)Repeat work so I can grow my business. Property Managers are not educated in pool compliance. They are not conducting any inspections when they inspect the property. Checklists are easy to obtain but they do not seem to use them. Also I am finding that many previously compliant pools are not maintained and if they fail, the Property Manager never makes another booking as they seem to think its the inspectors fault somehow. Swimming Pool Inspectors who pass more pool enclosures are likely to get repeat work. The Agent will say they are looking for someone "they can work with" to me that implies they do not want to tell their owners that they have a non compliant pool and it will likely cost money to rectify. 4) If council wants to actually get serious with more than 1 toe in the water, amp up the mandate/legislation to require ALL POOLS to comply and actually follow up on that; I see pools never looked at in 40 years! Yes some councils do write to pool owners to warn of impending inspection but if this had been regularly done we would not see so many pools with	8/29/2020 10:26 AM

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no separation. 5) Write a better simplified standard so that ANYONE can understand it including Pool owners, forget the regulations, the Act and the Standard - 3 legislations to read in conjunction is too much for the pool owner and they vent their frustration on the E1 - it creates so much confusion for pool owners . Start from scratch with fresh set of eyes and get it right this time. Many pool owners tell me their enclosure is just as approved by council in the 1960's with washing, laundry rooms and the like all in the enclosure.

36	-inconsistencies and complexities internally in standards -off the cuff advice from regulatory authority where they do not have the authority to make said directions eg 2.3.1 best practice notice -aggressive attitude from staff of swimming pool register who refuse to take any responsibility for the operation of their site and requests for help with minor matters	8/27/2020 9:25 PM
37	different interpretations of what classes as a climbable object within a no climb zone. rental properties having inspections where the agent signs the inspection contract. I have lost a lot of work because of declining to do an inspection because contract was not signed by the owner. (needs to be checked). Different interpretations of NCZones from inspector to inspector.(I have seen some pretty bad calls).	8/27/2020 10:29 AM
38	1. No Support 2. No Guidance 3. Poor and costly recycled CPD activities 4. Substandard Training 5. Being threatened with action if I do the wring thing but no support or guidance when I ask for it	8/27/2020 8:50 AM
39	1) Pool Owner's low level of knowledge - having said that based on engagements during COVID I've seen an increase in owners reading up on swimming pool barrier compliance 2) Overuse of Directions to achieve compliance by Council's, especially during the sale period. Council's conduct indicates abuse of process (and power) and the erosion of a pool owner's right under the Swimming Pools Regulation 2018 (Reg 22(2)) 3) Council's Incompetence - creates confusion, misinformation and substandard barriers being deemed compliant within the marketplace. Ultimately leading to an erosion of confidence in certifiers (public and private) from pool owners..... This also flows into a general trend by Council's not to approve S22 exemptions...of which an audit on is long overdue. 4) Section 22 Applications - Councils general approach is to deny as they are taking liability. An independent audit of this is long overdue. 5) Inability of DFT as regulator of the Swimming Pools Act to investigate complaints or general oversight of inspection practices of a council. This model is not consistent with NSW Govt's competitive neutrality model and is in fact discriminatory against a class of certifiers..	8/27/2020 8:29 AM
40	Local Council Inspectors using incorrect standards and inconsistent rulings, attempts to manipulate inspections by clients, lack of consistent standard labeling on barrier components and fixtures. The first two could be fixed by education and communication. However it is inconsistent for councils to act in an enforcement role as well as competitor in the commercial inspection role.	8/26/2020 7:52 PM
41	No guidance Practice Guide promised three years ago still unavailable. Lack of access to council records. Unskilled private certifiers Outrageous penalties for minor offences issued by Fair Trading No venue to promote collaboration between private and council certifiers	8/26/2020 5:57 PM
42	1 : Determining the build date of the pool. 2 : Trying to access a pool barrier against the correct Standard, after it has been accessed by Council against a stricter one.	8/26/2020 5:40 PM
43	Grey areas not covered in the standard Owners reluctance to accept our findings Fair trading delayed response to enquiries	8/26/2020 9:26 AM
44	1. Swimming pools register is clumsy and awkward to use 2. Lack of updated information from Fair Trading 3. Lack of simple guidelines available to pool owners 4. Pool owners lack of knowledge at what is required	8/25/2020 10:03 PM
45	Council lack of understanding in many areas of interpretation. Misguided information available to E1 's in the field Different interpretation of the rules between Councils!	8/25/2020 9:05 PM
46	DFT should be helpful when Certifier's contact them with questions/comments/ concerns Record keeping - there should be a standard produced by DFT which everybody follows	8/25/2020 6:15 PM
47	1. Inconsistency in interpretations of standards 2. Lack of communication from Fair Trading 3. Difficulty contacting Fair Trading	8/25/2020 3:40 PM
48	1. The attitude of the owners that think their pool/spa should be passed. 2. The owners idea that they do not have to pay to have the pool/spa reinspected. 3. The owners not wanting to fix	8/25/2020 3:31 PM

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the issues and it having to be passed to council.

49	1. Minimal guidance on issues; 2. Swimming Pool Register should be upgraded for simpler use;	8/25/2020 2:00 PM
50	EDUCATION Support from NSW Fair Trading Fear of a mistake costing us our entire business (and home) due to the fines, contemplating stopping this line of work because of the risk of losing it all, over a 5 page pool inspection	8/25/2020 1:55 PM
51	Council Interaction lack of Fair Trading Interaction	8/24/2020 11:30 AM
52	Clause 2.3.1 being applied to the boundary Out of ground pool walls - we are only state in Australia that does this ???????	8/24/2020 11:00 AM