

# Visiting Parramatta Aquatic Centre: A Visual Story

Prepared January 2025



# Acknowledgement of Country



City of Parramatta Council acknowledges the Traditional Owners of the land of Parramatta, the Dharug people. Council also acknowledges the present Aboriginal and Torres Strait Islander people who now reside within Parramatta.



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# **Section 1:** **About this document**

# What is a Visual Story?

Visual stories can help people feel more comfortable with a place or event, and to know what will happen before they go.

Knowing what will happen can make us all feel less worried or stressed.

Visual stories are written in easy-to-understand words and have pictures to make them accessible to everyone.

This visual story was made in partnership with Autism Spectrum Australia's Autism Friendly team.

You can find more information about Autism Spectrum Australia on their website:  
<https://www.autismspectrum.org.au/>



**aspect**

Autism Spectrum Australia

*City of Parramatta  
Council was supported  
by ASPECT to create  
this Visual Story.*

# Symbols used in this Visual Story



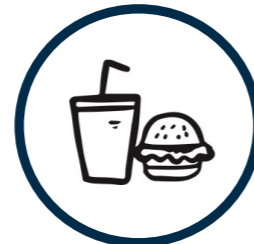
Accessibility features for people with physical disabilities



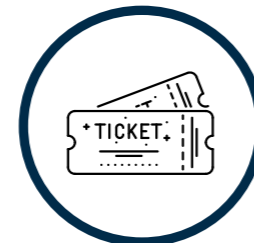
Hidden Disabilities Sunflower information



Sensory information



Food and drink information



Pass & Membership information



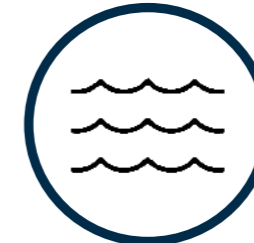
Conditions of entry information



Location information



Arrival information



Aquatic (water) facility information



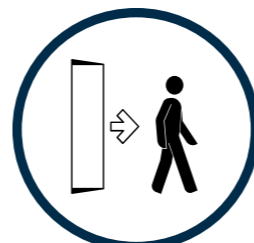
Gym facility information



What to wear information



Frequently Asked Questions



Leaving information

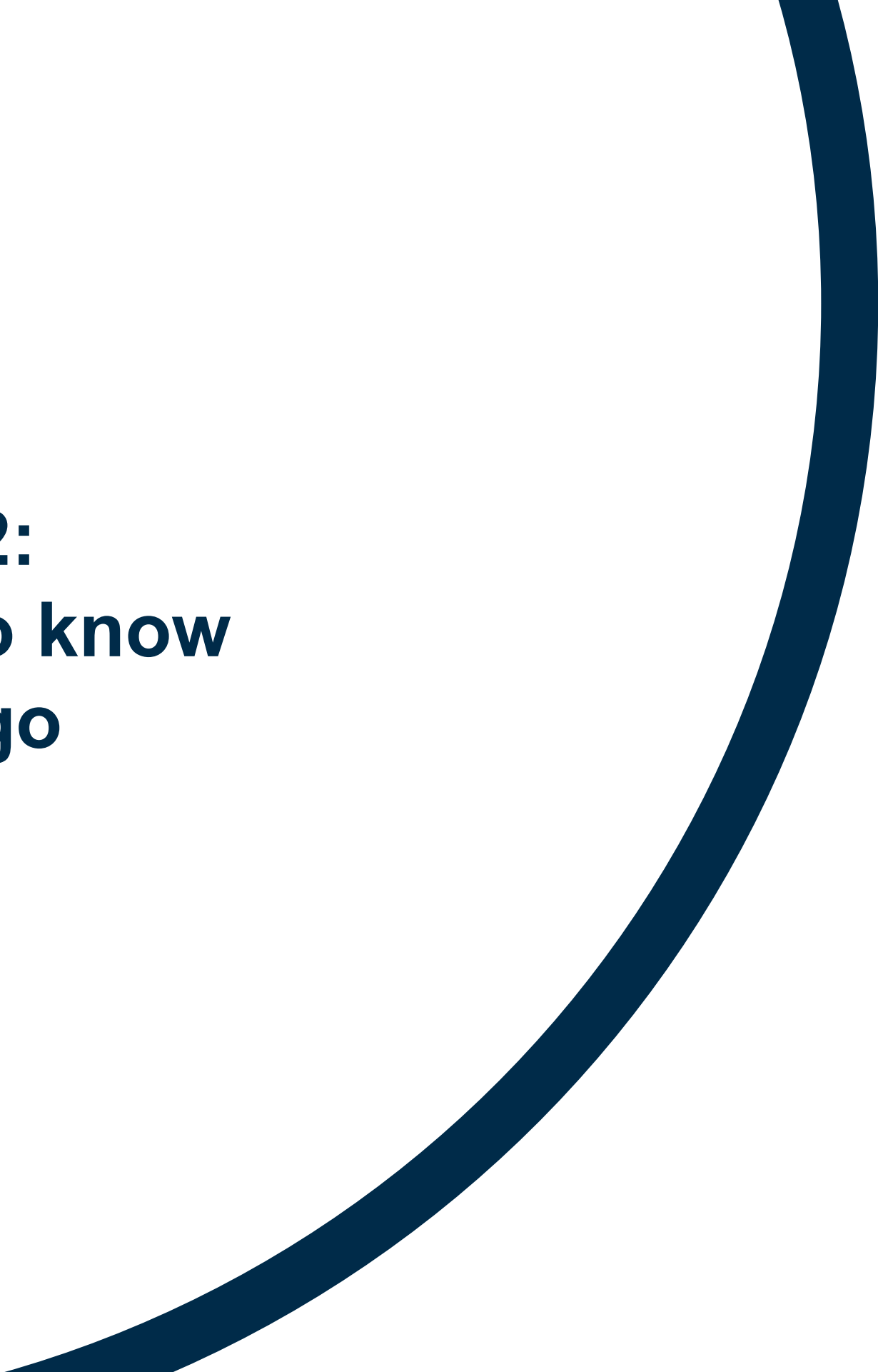
# Inclusion Statement

Everyone is welcome at Parramatta Aquatic Centre (PAC).

We want you to know that you are welcome to be your authentic self here without judgement.

Please let us know if there is anything we can do that would make you feel more comfortable during your visit– for instance show you to a quieter area.





**Section 2:  
Things to know  
before I go**

# About Parramatta Aquatic Centre (PAC)

Parramatta Aquatic Centre (PAC) is a community space offering a range of fitness, wellness and swimming activities.

At the Centre there are:

- 3 heated pools
- a modern gym with group exercise studios
- fitness classes
- children's splash zone
- a wellness area with a spa, steam room and sauna.

The Centre also provides:

- swimming lessons for all ages
- a crèche with child minding services while customers use the facility
- an aquatics shop (swimwear, goggles)
- a café.



**Address:** 7A Park Parade,  
Parramatta NSW 2150

**Website:**

[www.cityofparramatta.nsw.gov.au/  
the-pac](http://www.cityofparramatta.nsw.gov.au/the-pac)

**Phone number:**

1300 617 058 or 02 9806 5050

**Email:**

[thepac@cityofparramatta.nsw.gov.au](mailto:thepac@cityofparramatta.nsw.gov.au)

# Centre Opening Hours

**Monday to Thursday: 5.30am - 9.00pm**

**Friday: 5.30am - 8.00pm**

**Weekend and Public Holidays:**

6.00am - 8.00pm

**Crèche, Monday – Saturday:**

9am - 12:30pm

We are closed on Christmas Day and Good Friday.

Our aquatic (water) facilities have slightly different hours to the Centre. This gives time for patrons to use our shower and changing facilities before leaving the Centre.

[View All Opening Hours](#)



Use the drop-down menus on the Visit webpage to view Centre and Pool opening hours.

# Accessibility Features



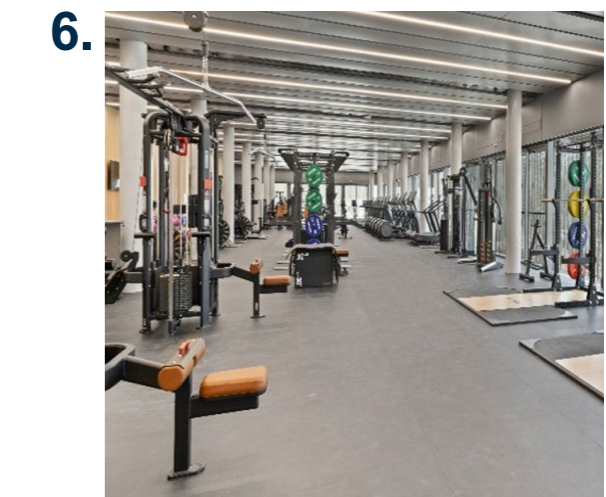
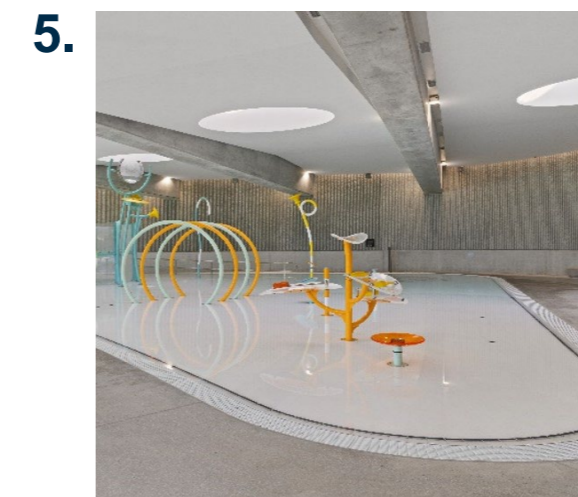
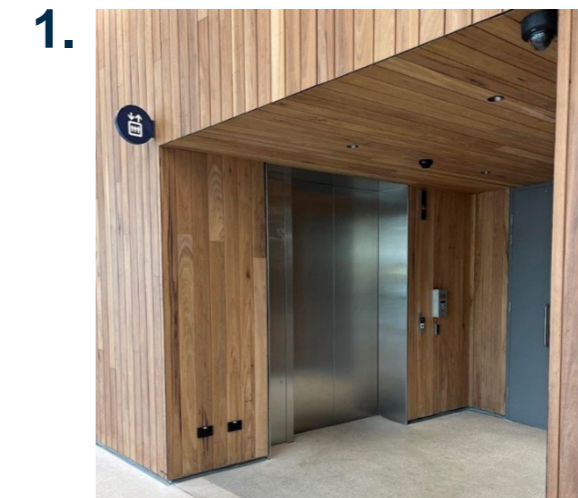
PAC is designed to be accessible and welcoming for everyone in the community.

Accessible features include:

1. A lift from the lower ground entrance.
2. Accessible parking near the entrance.
3. Accessible change rooms for all genders and abilities.
4. Ramps into the pools.
5. No-step entry in the Indoor Splash zone.
6. Accessible gym equipment.

Watch this short video to learn more:

<https://youtu.be/3k51ERdcHHo>



# Hidden Disabilities Sunflower Lanyard



The Sunflower is a globally recognised symbol for hidden disabilities.

Wearing the Sunflower lanyard is a way for people with hidden disabilities to show Centre staff they may need extra support, time and understanding.

It is OK if you don't have a Sunflower lanyard, you can still get help if needed. The Centre has Sunflower Supporters ready to help, and we also keep Sunflower collateral at Reception.

If you already have a Sunflower lanyard, you can bring it with you.



# Sensory Information



PAC understands some people may feel overwhelmed by loud noises and bright lights. While leisure centres are usually busy and noisy places, PAC offers various quiet areas for those who need a break from the activity.

If you need help finding a quiet space or other support, please ask PAC staff.

At PAC there might be:

- **Noise:** Water Splashing, people cheering and talking.
- **Crowds:** There may be lots of people at the Centre.
- **Lights:** Bright sun outside, light on the water.
- **Touch:** People might accidentally bump into each other in crowded areas.
- **Smells:** Chlorine, food and outdoor smells.
- **Emotions:** Winning and losing.



**Some things you can bring to help you:**

- Headphones/earplugs
- Fidgets
- Sunglasses
- Hat

# Green Spaces

1.



2.



## Inside PAC

1. Grassed area next to outdoor pool.
2. Seating area between the café and outdoor pool.

3.



4.



## Outside PAC

3. Natural area alongside PAC, requiring exit from PAC.
4. Garden area on top of PAC, requiring exit from PAC (via CBD walking path)<sub>15</sub>

# Food and Drink



The Centre has an onsite café next to the ground floor side entrance that sells a variety of food and drinks. The café is cashless and only accepts card payments for purchases.

You are allowed to bring your own food and drinks with you to the Centre. There are no facilities available (e.g. microwave) to heat the food you brought to the Centre.

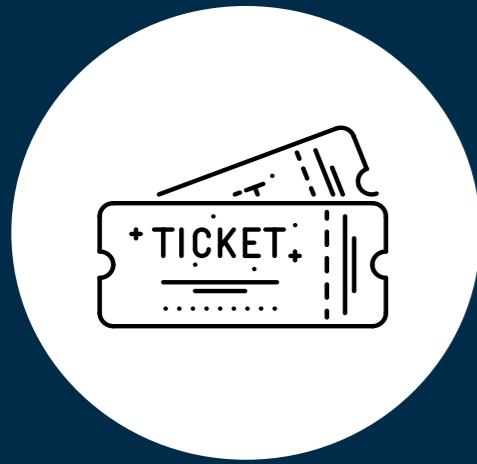
There are seated areas located both inside the Centre near the café, and outside near the swimming pool.

*No glass or alcohol is allowed within the Centre.*





# Passes, Membership and Pricing (Page 1 of 3)



**Casual (day) Passes** can be purchased online before you go, or in-person with the help of staff at Reception.

If you are not a Member, you must first create an account to purchase a PAC Casual Pass. You can use this account to purchase more Passes in the future.

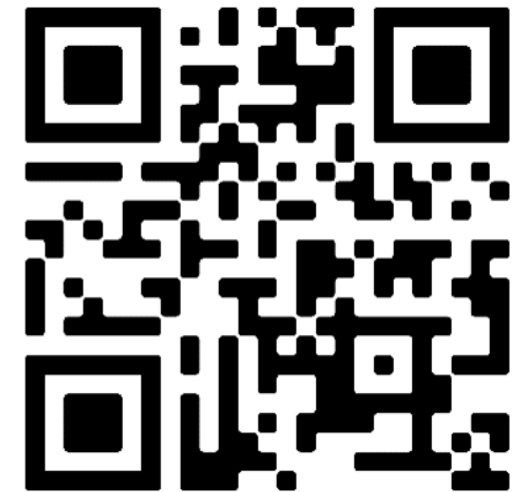
There are a variety of Casual Passes (tickets) that can be purchased, including for:

- Adults
- Children
- Concession &
- Spectators (no swimming allowed)

Passes can also be purchased for entry into only one facility area, including for:

- Aquatic facilities
- Gym facilities
- Relaxation facilities (spa, steam, sauna)

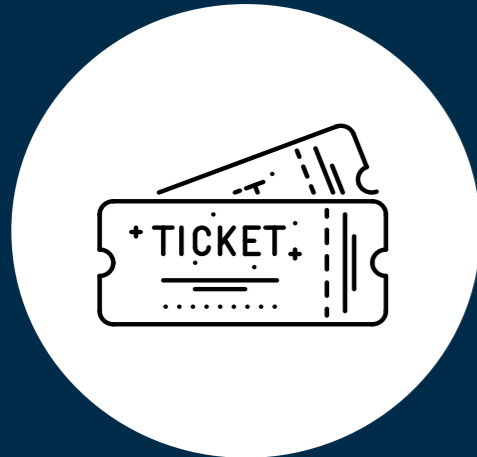
## View Casual Pass Information



Use the drop-down menus on the Casual Pricing webpage to view pass options and prices.

To create an account and purchase a Pass, select the **Purchase Casual Pass** link (blue box) on the Casual Pricing webpage. You will receive a QR Code via email - scan this code at the access gates to water or gym facilities.

# Passes, Membership and Pricing (Page 2 of 3)



**Membership (ongoing access)** can be purchased online before you go, or in-person with the help of staff at Reception.

A variety of **PAC Membership** options are available for purchase, including:

- Concession rates
- Family rates
- All facility access rates
- Aquatic facility only rates
- Gym facility only rates
- 6-15 year-old rates

You can also purchase Membership for different time frames:

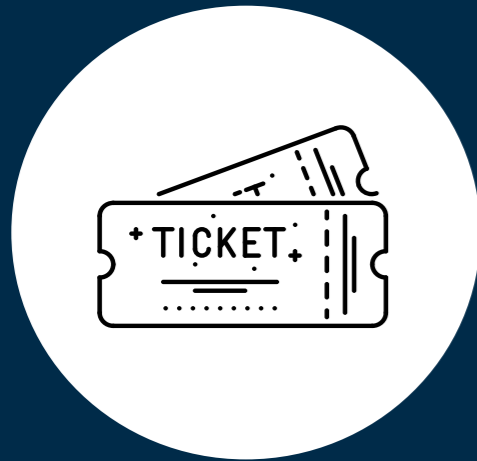
- 14 days
- 3 months
- 6 months

Members receive a fob to access Centre facilities, scanning the fob at access gates.



*Please note: The Parramatta Aquatic Centre is completely cashless. All payments need to be made online via card or tap facilities on site.*

# Passes, Membership and Pricing (Page 3 of 3)



Use the QR Code to view **Membership** (ongoing access) options and to purchase Membership.

**You do not need to join to view options and pricing**, but you will need to join (create an account) to purchase Membership.

To view Membership **options and pricing** as a non-Member:

1. Select the **View All Memberships** links (blue box) on the **Member Pricing** webpage.
2. Select **Non-members and Casual Visitors – Join now** (you do not have to join to view options and pricing).
3. Select the option/s you want information on, and select **Next**.

## View Member Information



To **create an account and purchase** Membership:

4. Continue through each selection until you find and select your desired Membership and Payment Plan, and select **Next**.
5. Provide your personal and online payment details as requested.

# Conditions of Entry



- **Swimming Child Supervision:** Children under 5 years old must stay close to an adult. Kids under 14 years old must always be watched by an adult.
- **Gym Age Requirements:** Patrons must be 16+ years old to access the gym.
- **No Smoking:** Smoking and vaping are not allowed inside or near the Centre.
- **Photography:** No photos or videos in the changing rooms or common areas where patrons are present.
- **Swimwear:** You must wear proper swimwear like lycra or nylon. Regular clothes are not allowed in the pool. The PAC Aquatic Shop sells a variety of swimwear.
- **Swim Nappy:** These are required for children not toilet trained or adults who require them. Swim nappies can be purchased from the PAC Aquatic Shop.
- **Food and Drinks:** Only drinks (water, sports drinks, protein shakes etc.) are allowed in the gym. No glass is permitted. No food is permitted in the gym.

[View Conditions of Entry](#)





# **Section 3: Getting to and being at PAC**



# Getting to PAC

## 1. By Car

- Access the onsite parking via Park Parade, Parramatta.
- Accessible parking is available (display your Mobility Permit).
- Drop-off zone is located near the main entrance.
- 2-hours FREE parking.

## 2. By Public Transport

- 15-minute walk from Parramatta Transport Interchange – Use the CBD walkway to the ground floor side entrance.
- Bus stop within 500m (Routes 811, 810 & T80) – Use the lower ground floor lift entrance

## 3. By Bike

- Bicycle racks available along Park Parade. Ensure you bring a lock and secure your bike.

# Getting to PAC

1. The CBD walking path taking you to the ground floor side entrance.
2. Cycling or driving from the CBD to the car park via Park Parade – this also passes the bus stop (3.) on Park Parade and access to the lower ground floor entrance and lift.



# Arriving: Car



Step-by-step guide for arriving by car:

1. Enter the car park via Park Parade.
2. You do not need to get a ticket, as it is a digital system.
3. Select a car space and park - if you have a Mobility Parking Permit, you can park in one of the marked accessible parking spots.
4. Enter the Centre via the walkway and through the glass-doored entrance.

**You have FREE parking in the PAC car park for 2 hours. After 2 hours, you will need to pay at the kiosk pay station located at the exit to the car park, inside PAC, or at the Car Park exit gate by card.**

**You will require your license plate number to pay for parking after 2 hours.**





# Arriving: Pedestrian - Walking & Wheelchairs (Page 1 of 2)



You can use ANY 1 of 3 entrances when walking to the Centre:

## Entrance 1

The **ground floor side** entrance when walking from the Parramatta Transport Interchange / Parramatta CBD via the CBD Walking Path.



## Entrance 2

The **ground floor car park** entrance from Park Parade through the car park.



# Arriving: Pedestrian - Walking & Wheelchairs (Page 2 of 2)

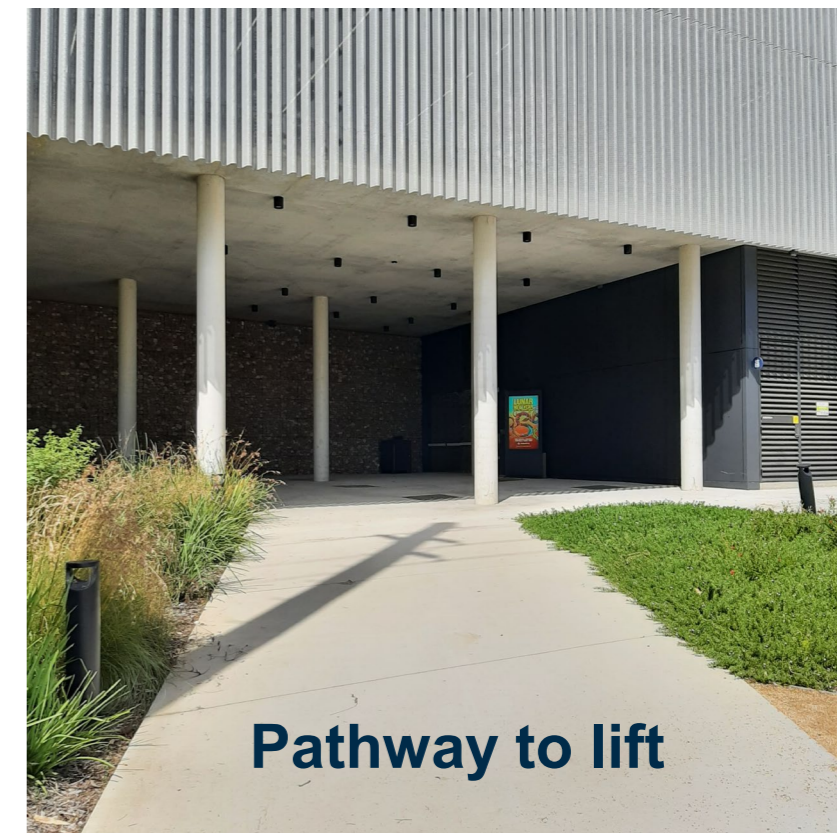


## Entrance 3

The **lower ground floor** Park Parade entrance with a lift that will take you from the loading dock to the Centre reception area.

The nearest bus stop for PAC is located on Park Parade, after crossing the Pitt Street intersection. (Refer to the map on page 22.)

*If travelling by bus, you are advised to enter PAC by this lower ground floor entrance.*



# Arriving with Pre-Purchased Passes or Membership



If you have pre-purchased casual passes for your visit or have PAC Membership, you can go directly to the access gates for the Gym or Swimming Pool facilities:

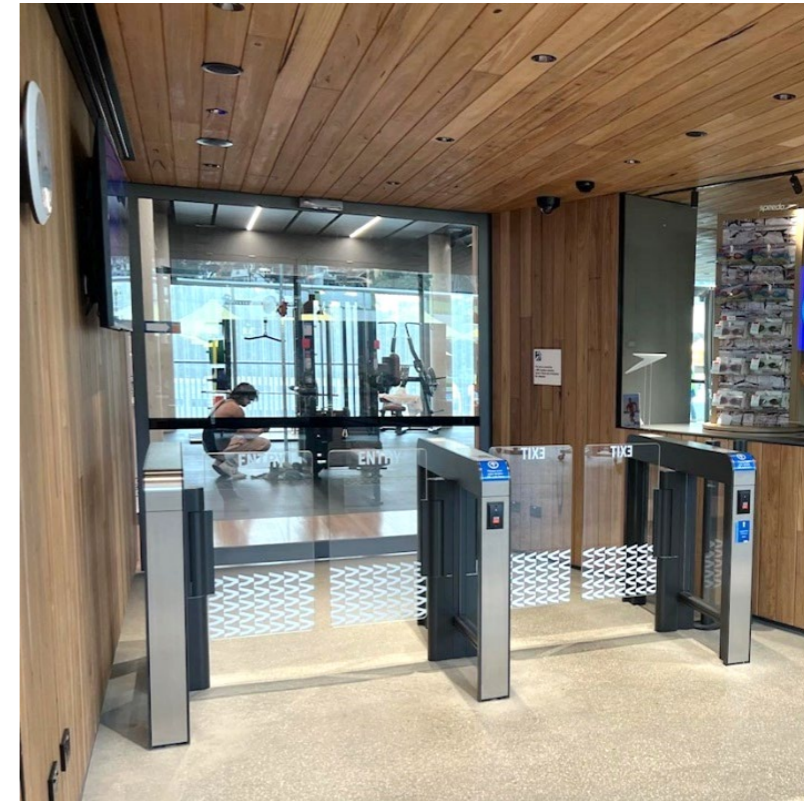
1. Select the area you want to access – Gym or Pools.
2. Scan your entry ticket (QR Code) **on top** of the access gate.

**OR**

Scan your Member Fob **in front** of the access gate.

3. Enter the space through the access gate.

*You do not need to check in with reception if you have pre-purchased your pass.*



**Gym Access Gates**



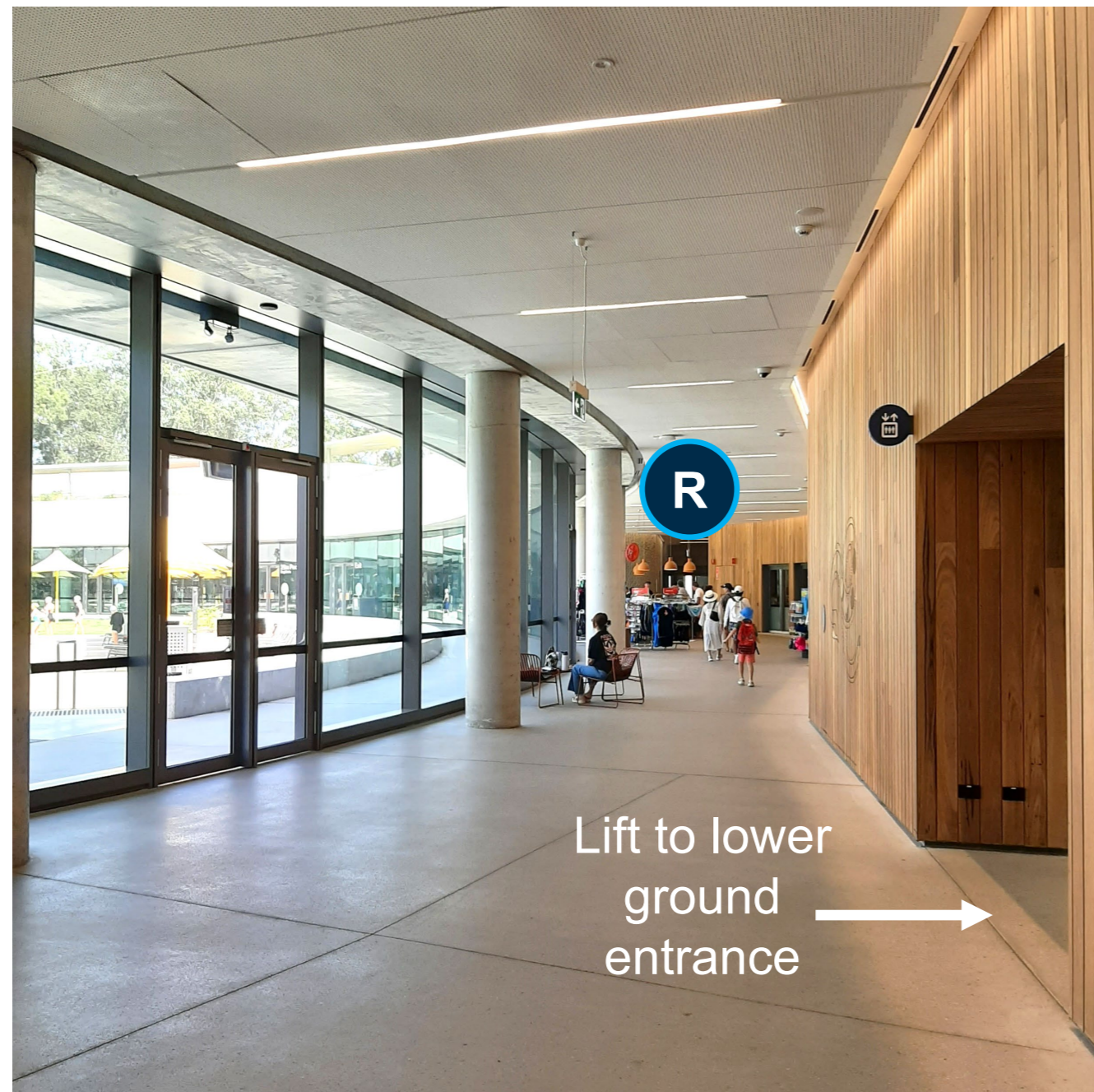
**Pool Access Gates**



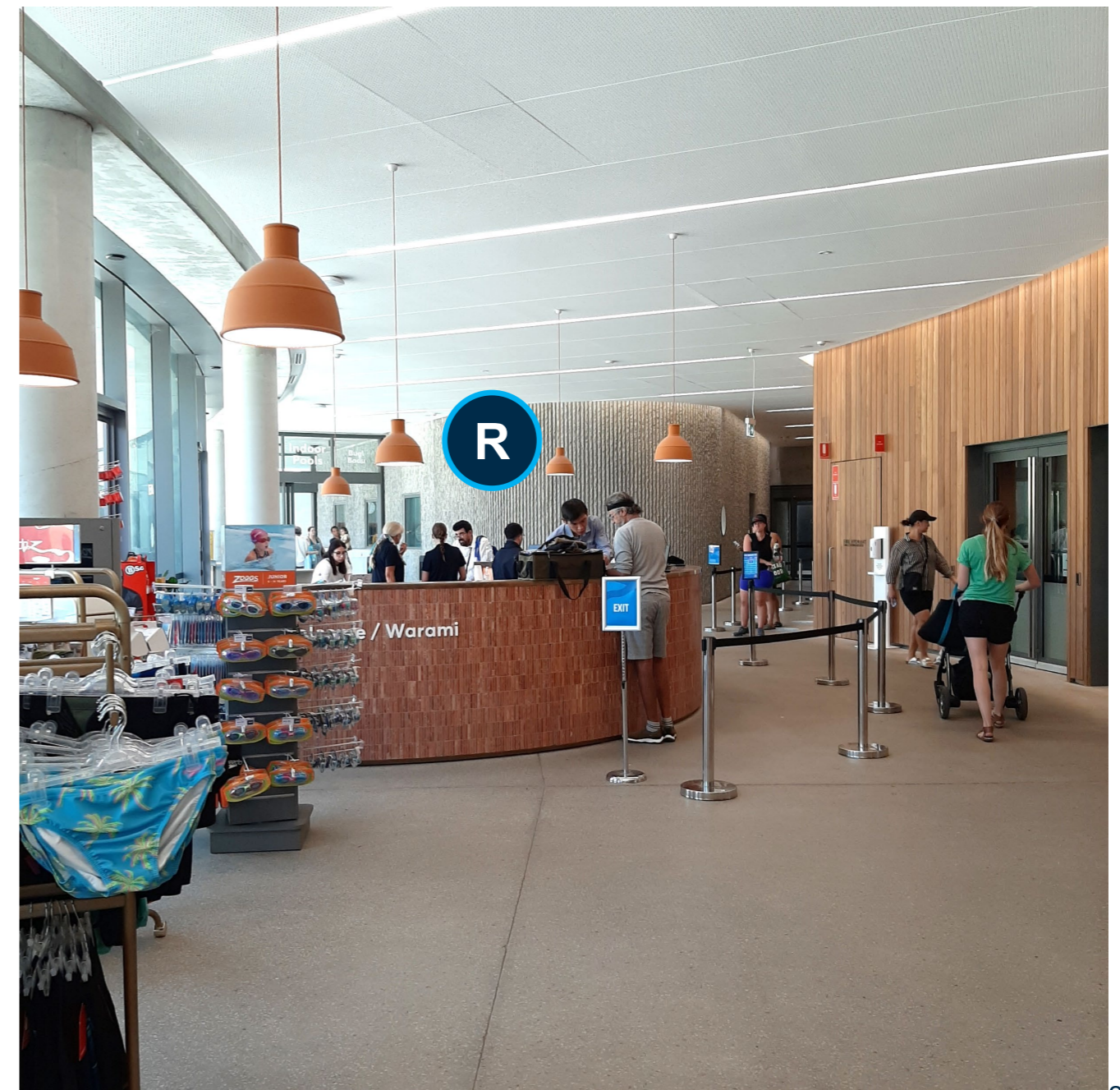
**PAC**  
**Reception Area**  
(from main entrance)

## PAC Reception Area **R**

1. Coming from the ground floor side entrance. The lift to the lower ground entrance is on the right side of the picture.



2. Coming from the side entrance and after passing the lift to the lower ground entrance, with swimming items for purchase on the left side.





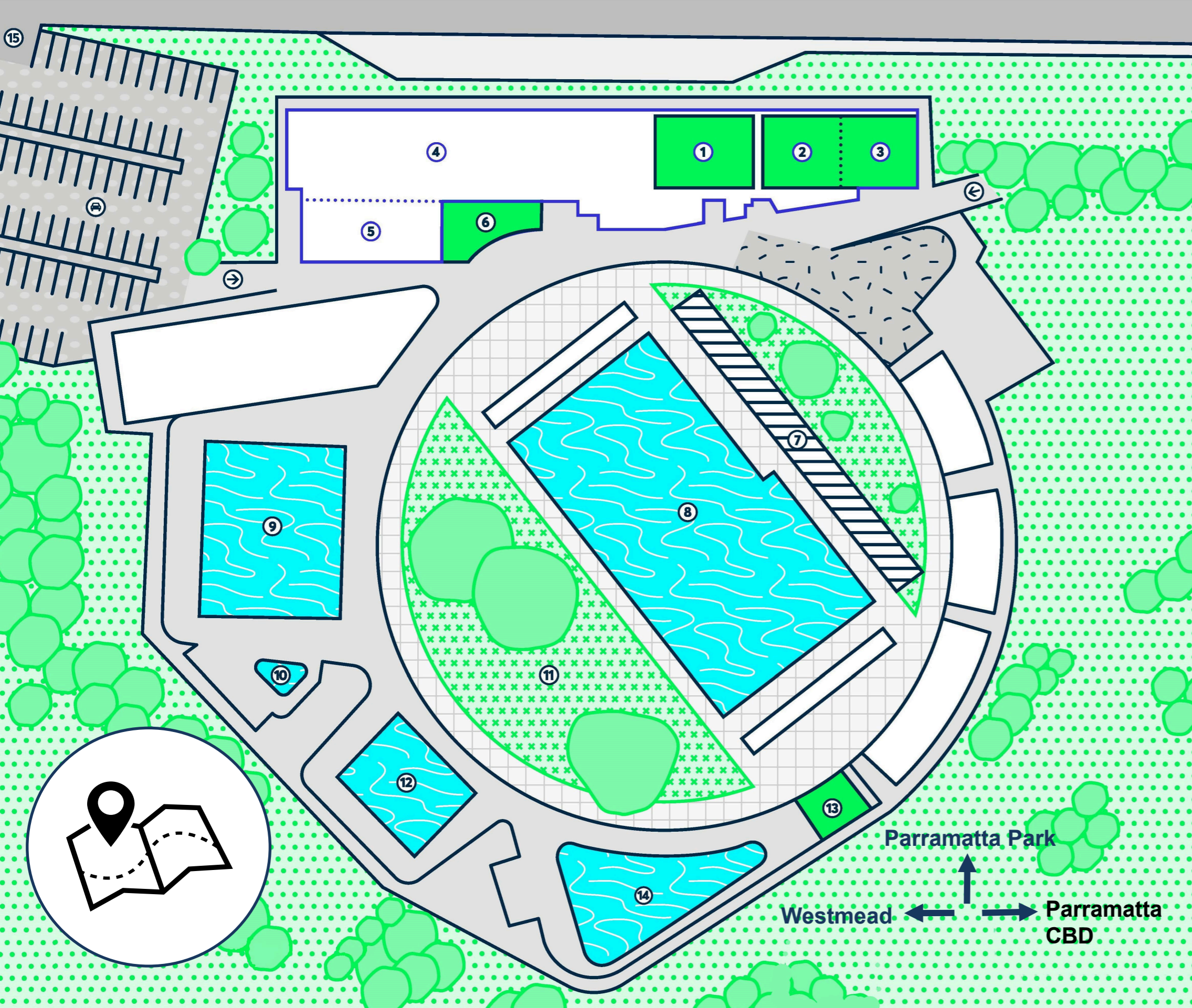
# Map of PAC Facilities

## LEGEND

- |   |                      |   |                            |
|---|----------------------|---|----------------------------|
|  | Pool                 |  | Main Pool Area             |
|  | Lawn                 |  | Grandstand                 |
|  | Natural Surroundings |  | Buildings & Structures     |
|  | Birthday Party Room  |  | Indoor Facilities          |
|  | Carpark              |  | Health & Wellness facility |
|  | Cafe                 |   |                            |

## KEY

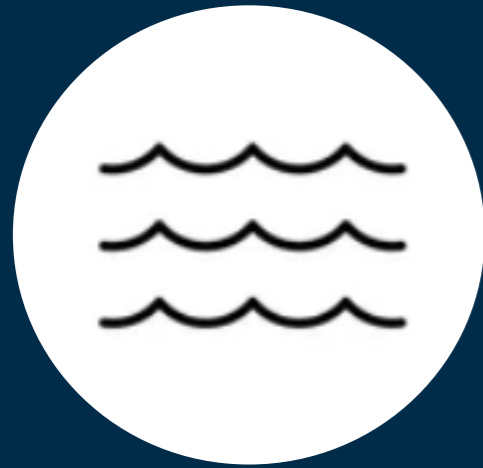
- |  |   |
|--|---|
| <b>1</b> Studio 1 Guman Ngurang                    | <b>10</b> Steam, Sauna and Spa Budyari Badu   |
| <b>2</b> Studio 2 Barra Ngurang                    | <b>11</b> Lawn  |
| <b>3</b> Studio 3 Yanada Ngurang                   | <b>12</b> Learn To swim pool Gulyangarri Badu   |
| <b>4</b> Health & Wellness facility                | <b>13</b> Activity Room Baraba Ngurang  |
| <b>5</b> Change rooms and Lockers                  | <b>14</b> Splash Play Area Gunggung Badu  |
| <b>6</b> Multipurpose Room / Creche Gurang Ngurang | <b>15</b> Car Park entry 7A Park Parade   |
| <b>7</b> Kevin Hession Stand                       |  Entry Point |
| <b>8</b> 50m Pool Memorial Pool                    |  Carpark     |
| <b>9</b> 25m Pool Budi Badu                        |   |



Westmead ← ↑ ↓ → Parramatta CBD  
Parramatta Park

# Aquatic Facilities

(Page 1 of 3)



## 50m Outdoor Pool and Lawn

- 10 lanes
- Heated
- Shaded pool-side seating
- Accessible ramp entry
- Available for recreational lap and leisure swimming
- Pool depth: 1.2m to 2.0m

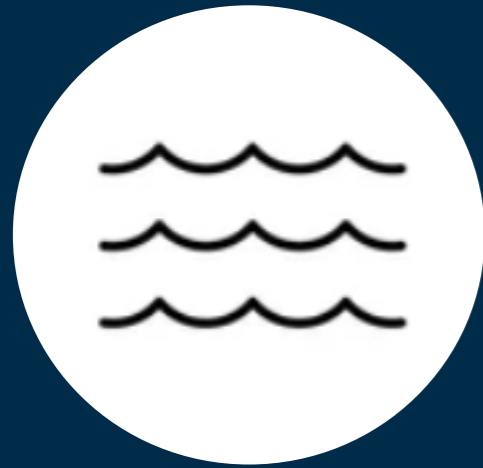


## Indoor 25m Leisure Pool

- 8 lanes
- Heated
- Accessible ramp entry
- Available for rehabilitation, aquatic fitness classes, lap and recreational swimming
- Pool depth: 1.2m to 1.4m

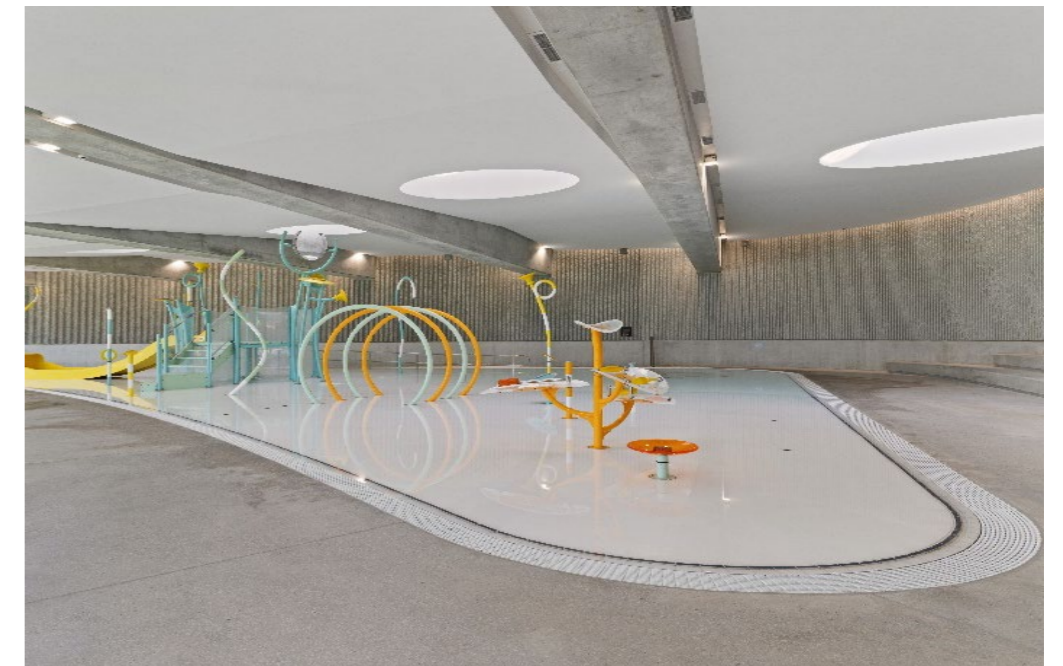
# Aquatic Facilities

(Page 2 of 3)



## Indoor Program Pool

- Heated
- Learn to Swim lessons year round
- Suitable for babies and children
- Pool depth 1.1m to 1.2m



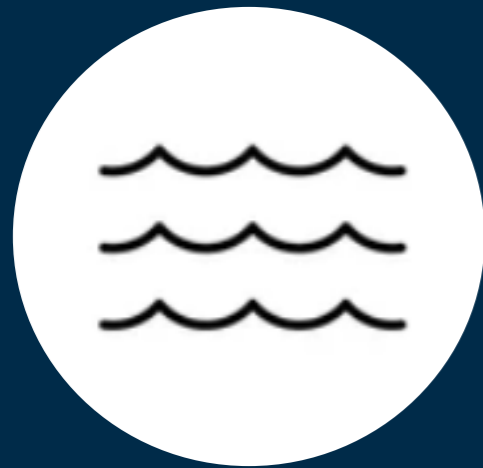
## Indoor Splash Zone

- Heated
- Fun for babies to primary aged children
- Zero depth entry point
- Pool depth 0.0m to 0.4m



# Aquatic Facilities

(Page 3 of 3)



## Spa, Steam and Sauna

- Must be over 16 years old to access.
- Bookings are available in 30-minute timeslots – a maximum of two bookings, i.e. 60 minutes per day allowed.
- Users will be asked to provide evidence of their booking time when in this area.

## View Pool Virtual Tours

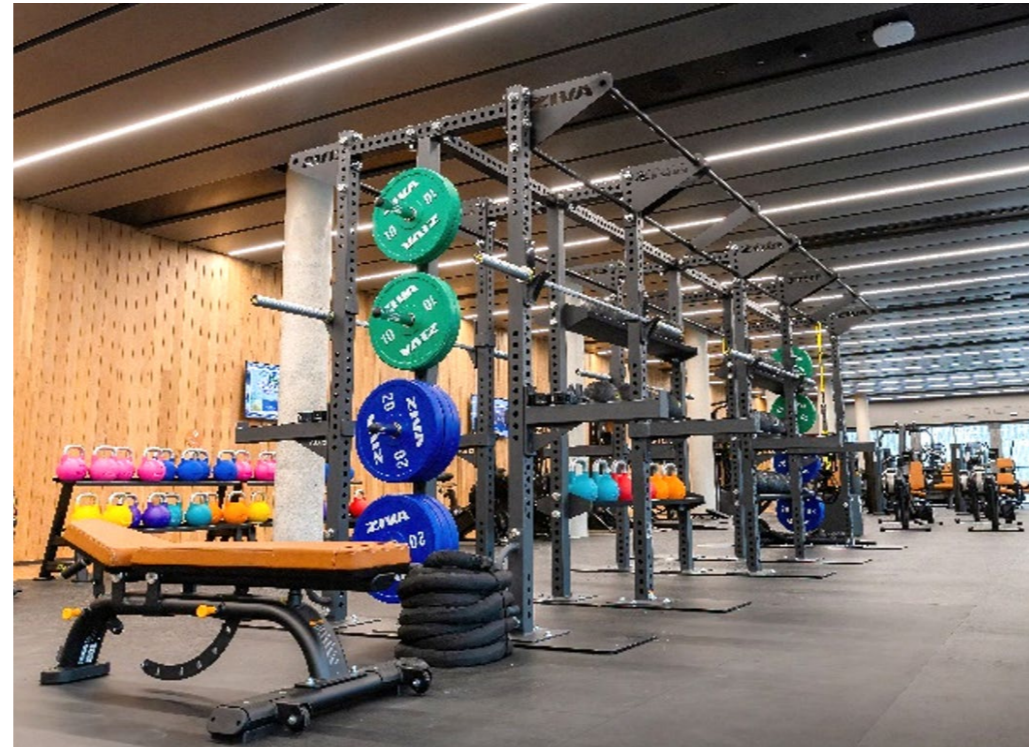
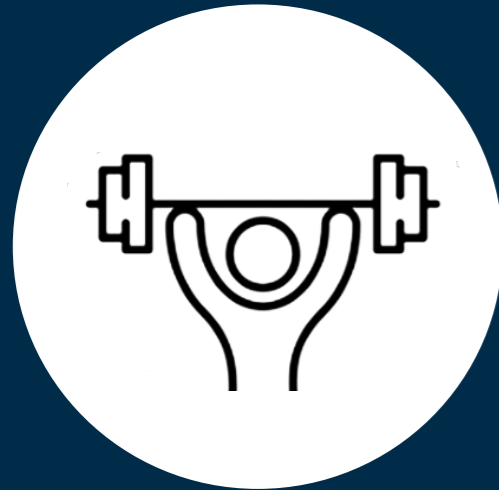


Use the drop-down menus on the Swimming webpage to view pool virtual tours.

## View Spa Virtual Tours



# Gym Facilities (Gym)



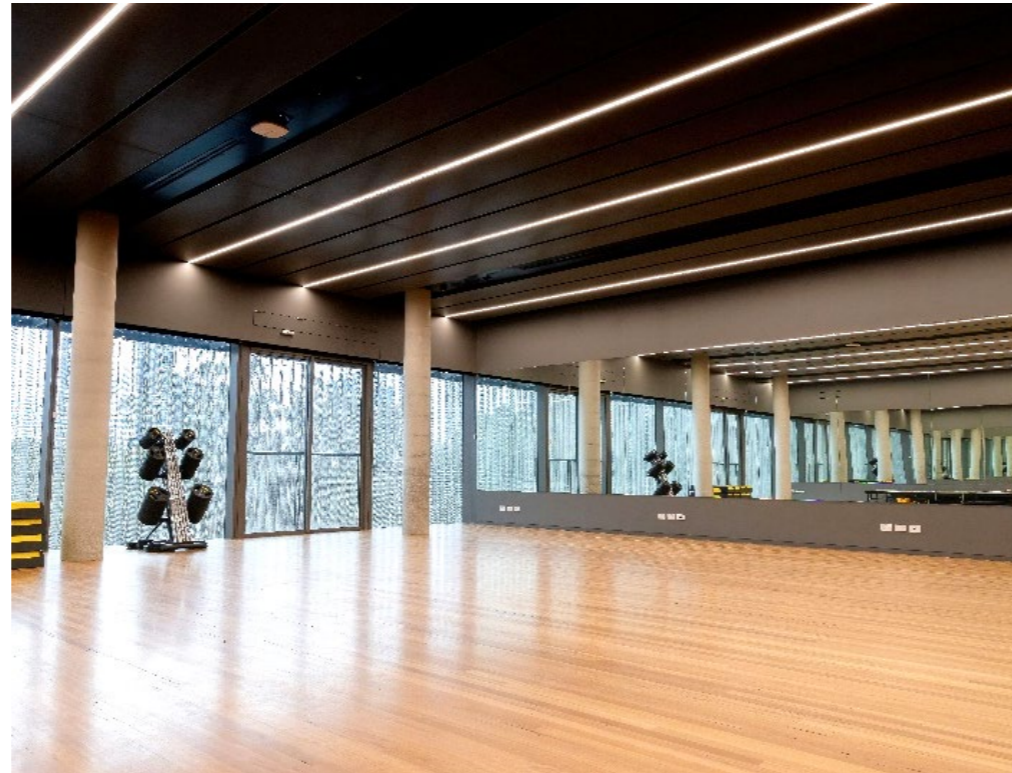
## The Gym

- Open plan space.
- Precor Cardio machines with 38cm screens for entertainment and workout progress.
- Functional training zone for group training sessions.
- Free weight equipment.
- Olympic lifting platforms and squat racks.

[View Gym Virtual Tour](#)



# Gym Facilities (Group Fitness)



## Group Fitness Studios

- Three dedicated group fitness studios.
- Wide range of classes available including Cycle, Yoga, Pilates, Aqua Aerobics and Zumba.
- Online bookings available 25 hours in advance via our PAC Fitness App and Group Fitness webpage.

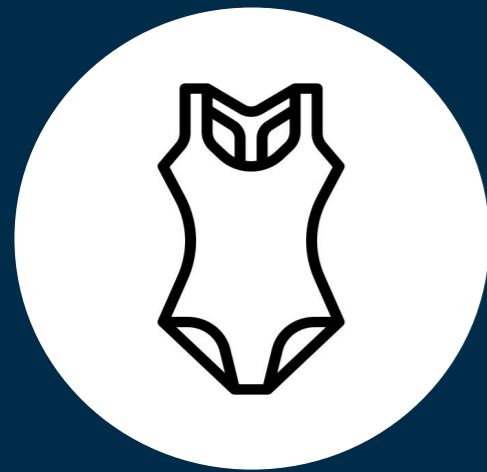
View Studio Virtual Tour



PAC Fitness App  
(via Google Play and AppStore)



# What to Wear (Aquatic & Gym Facilities)



## What to wear when swimming:

- To help keep the water clean, you cannot wear your regular clothes in the pool.
- You must wear swimwear made from lycra or nylon, including culturally appropriate swimwear (examples shown on the right).

## Swim Nappies:

- Swimmers who are not toilet trained must wear a swim nappy.
- Children under 3 years old need to wear a disposable swim nappy with a reusable swim nappy on top. You can buy swim nappies at the Service Desk.

## What to wear in the Gym:

- You must wear sports shoes, a t-shirt or singlet, and pants or shorts in the gym.
- Work clothes, boots, sandals, or thongs (flip-flops) are not allowed in the gym.



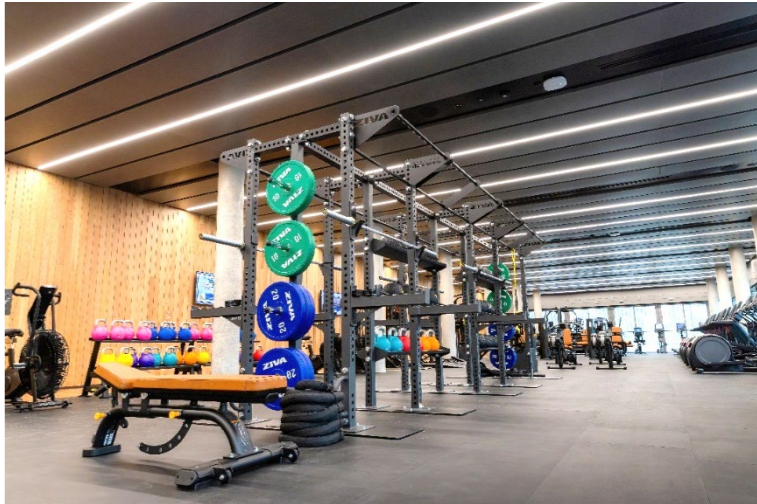
# Frequently Asked Questions



[View Centre FAQs](#)



[View Swimming FAQs](#)



[View Fitness FAQs](#)



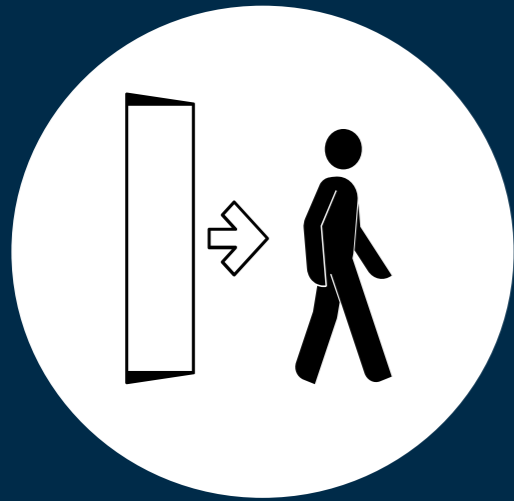


## Have a question when at PAC?

Feel free to ask our friendly PAC staff at Reception or seen walking around the facilities.

We are a Sunflower Friendly site, so understand some people may need some extra time and understanding when communicating.

# Leaving PAC / Going Home



## 1. Leaving via the car park:

- Parking is FREE for 2 hours.
- After 2 hours, you need to pay for any additional parking time before leaving PAC via the kiosk pay station located before you exit the building or at the car park exit gate by card. You need to know your license plate number to do this.



## 2. Leaving via walking or public transport:

- You can exit via the ground floor side entrance doors located next to the café. These lead you to the CBD walking path.
- If you require the lift to the lower ground entrance, the lift is closer to Reception.





**Path to natural green spaces & top of PAC.**

# Leaving PAC via the CBD Walking Path

1. From the ground floor side entrance, this path can be taken to return to the Parramatta Transport Interchange and CBD.
2. You can also use this path to access the natural green spaces located next to PAC and garden area on top of PAC (taking a pathway on the right side).



1.

2.



# Message from Aspect

We hope you have a wonderful time visiting PAC, and have found this Visual Story helpful!

Our Autism Friendly team are working hard to make more places autism-friendly. If you have any questions or feedback, or want more information, you can:

- Email us at [autismfriendly@aspect.org.au](mailto:autismfriendly@aspect.org.au)
- Check out our webpage: <https://www.aspect.org.au/our-services/autism-friendly>



**Thank you for visiting the  
Parramatta Aquatic Centre.  
We hope you visit us again  
soon.**

**PARRAMATTA  
AQUATIC CENTRE**

