

# Corowa Aquatic Centre: A Safe Space for Everyone

We're dedicated to making the Corowa Aquatic Centre a welcoming and safe environment for our staff and community. We believe everyone has the right to feel secure and respected.

## Our Commitment to Respectful Communication

We're all in this together! Here's how we can ensure every interaction is positive and productive:



**Speak Calmly:** Use a respectful tone and avoid yelling or shouting in anger.



**Focus on the Facts:** Let's discuss the issue, not attack the person. Personal insults and name-calling have no place here.



**Listen & Respond:** Let's hear each other out and respond to concerns calmly and thoughtfully.

## Our Promise to You

Your safety is our top priority. Our team is trained and empowered to handle challenging situations and will:



**Lead by Example:** We will always model respectful and appropriate communication.



**Encourage a Break:** If a conversation becomes heated, we may ask you to take a moment to calm down before continuing.



**Disengage from Aggression:** We will not continue a discussion with anyone who uses aggressive communication or behavior.



**Ask People to Leave:** If someone is unable to behave respectfully and safely, they will be asked to leave the facility for the day.



**Report Serious Incidents:** All violence, threats, and intimidation will be reported to the NSW Police.



**Implement Permanent Bans:** We will enforce permanent bans for repeat offenders to ensure the ongoing safety of our community.

Thank you for helping us make the Corowa Aquatic Centre a safe and enjoyable place for everyone!

