

Corowa Aquatic Centre
New Service Delivery Model Implementation
Tiered Supervision

Frequently Asked Questions

What is Tiered Supervision?

Tiered Supervision means that the centre will adjust supervision of patrons at the centre depending on the number of patrons at the centre.

During periods of low patronage, the centre will enter in “Low Patronage Mode”. There will be staff available within the centre to assist. There may not be a Pool Attendant actively watching swimmers in the water from pool deck at all times.

During periods of increased patronage, supervision will be increased and Pool Attendants will be actively watching swimmers in the water from the pool deck.

What does “Low Patronage Mode” mean?

During “Low Patronage Mode” there will be staff available within the centre to assist. There may not be a Pool Attendant actively watching swimmers in the water from pool deck at all times.

When will the centre enter “Low Patronage Mode”?

There are a range of factors that staff will use to determine when the centre enters “Low Patronage Mode”.

The main criteria will be the number of free swimmers in the water at any one time. Free swimmers include people entering the pool for swimming, recreation, play or fitness and are not participating in a structured activity, such as aqua aerobic or learn to swim classes.

Other factors that will be considered include:

- what activities are being undertaken in the water (i.e., recreational swimming or a structured activity such as learn to swim classes)
- the season (winter or summer)
- whether it is a peak or non-peak period

What do I need to do when it is “Low Patronage Mode”?

- Actively supervise children under your care.
- Follow the Royal Life Saving Australia’s Keep Watch guidelines for supervision of children at public pools.
- Comply with the pool rules and conditions of entry.
- Follow any directions given by a staff member.
- If you need help, ask a friendly staff member.
- Enjoy our wonderful facility!

What measures does the centre have in place to keep patrons safe during “Low Patronage Mode”?

The centre has a range of measures in place to provide a safe facility for all patrons to enjoy. This includes:

- Well trained staff available to assist
- Conditions of entry
- Pool rules
- Signage and information
- CCTV surveillance and monitoring
- Rescue aids and equipment
- First aid room and supplies
- Defibrillator available
- Emergency Evacuation Plans and Procedures

What happens during busy times?

During periods of increased patronage, supervision will be increased and Pool Attendants will be actively watching swimmers in the water from the pool deck.

What shall I do if I am coming to the centre with children during “Low Patronage Mode”?

The centre supports Royal Life Saving Australia’s Keep Watch safety program for child supervision at public pools.

Royal Life Saving Australia recommends:

- Children aged 0-5 years & non-swimmers – stay within arms’ length
- Children aged 6-10 years & weak swimmers – be close, be prepared and maintain constant visual contact
- Children aged 11-14 years – maintain visual contact

To find out more, visit

www.royallifesaving.com.au/Aquatic-Risk-and-Guidelines/safety-programs/child-supervision/keep-watch-at-public-pools

Parents and guardians should abide by these recommendations, regardless of whether the centre is in “Low Patronage Mode” or not.

What about the splash park?

Pool Attendants will actively watch patrons during splash park opening hours. See our Splash Park Opening Hours here.

What shall I do if I need assistance?

Get the attention of a staff member.

What shall I do if I notice someone in trouble?

Get the attention of a staff member immediately. Call out for help if needed.