

Howlong Swimming Pool New Service Delivery Model Implementation

Tiered Supervision – Frequently Asked Questions

What is Tiered Supervision?

Tiered Supervision means that the pool will adjust the supervision of patrons at the pool based on the number of people in the water.

During periods of low patronage, the pool will enter in “Low Patronage Mode”. Staff will be available in the pool to assist. A Pool Attendant will not be actively watching swimmers in the water from pool deck but will be nearby to assist if needed.

During periods of increased patronage, supervision will be increased and Pool Attendants (lifeguard qualified) will actively watch swimmers in the water and be ready to assist.

What does “Low Patronage Mode” mean?

During “Low Patronage Mode” there will be staff available within the pool to assist. Pool Attendant will not be actively watching swimmers in the water but will be nearby to assist if needed.

When will the pool enter “Low Patronage Mode”?

There are a range of factors that staff will use to determine when the pool 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. Free swimmers do not include people participating in a structured activity, such as aqua aerobics class or learn to swim.

Other factors that will be considered include:

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

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

- Parents and guardians must actively supervise children under their 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 staff member.
- Enjoy our wonderful facility!

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

The pool 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
- Rescue aids and equipment

- First aid room and supplies
- Emergency Evacuation Plans and Procedures

What happens during busy times?

During periods of increased patronage, supervision will be increased. Pool Attendants (lifeguard qualified) will actively watch swimmers in the water and be ready to assist.

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

The pool 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 – parents and guardians to stay within arms’ length
- Children aged 6-10 years & weak swimmers – parents and guardians to be close, be prepared and maintain constant visual contact
- Children aged 11-14 years – parents and guardians to 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 pool is in “Low Patronage Mode” or not.

What shall I do if I need assistance?

Our staff are here to help. Get the attention of a staff member as soon as you can.

What shall I do if I notice someone in trouble?

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