

Home Pool Assessment System

STAGE ONE: RLSS CUSTOMER CONTACT

- Homes are mailed to book an appointment
- Homes that do not book after 7 days are contacted via phone
- Homes that cannot be contacted by phone are sent mail to contact RLSS as soon as possible

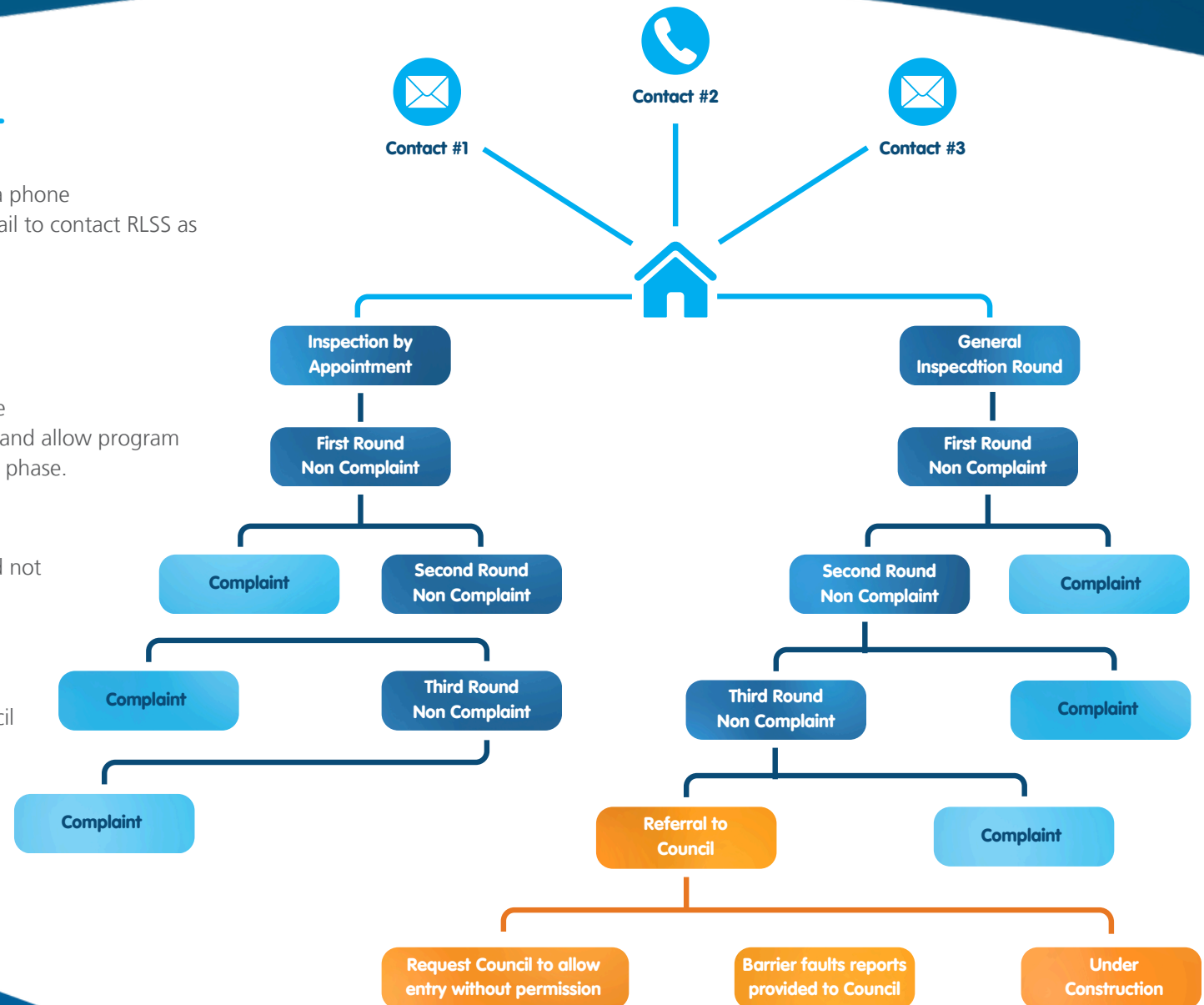
STAGE TWO: RLSS POOL ASSESSOR

- Homes can book an appointment with an assessor
- General Rounds are conducted street-by-street
- Complete Assessment Program has 6 weeks timeframe
- Stage 2 will comply the vast majority of pools (>85%) and allow program to focus on more difficult pools via Case Management phase.

STAGE THREE: CASE MANAGEMENT

- Escalation Report provided to Council of pools that did not comply at completion of Stage 2 Assessment Program
- Recommendation on whether to:
 - delay re-appointment (due to construction),
 - refer to Council for action.
- RLSS provides a Case Management Service with Council and depending on Council requirements.
- Case Management is an additional service. *

* A Flexible Fee Schedule is used based on our chosen course of action.



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