

GOULD SWIM ACADEMY UPDATE - TERM 3 2019

TERM 3 2019 - has started:

This is a ten-week term taking us through to Saturday 22nd September. It is a very busy term for us with schools' programs commencing in Week 3 and continuing for the remainder of the year. We look forward to teaching all the children both enrolled with us and in the school programs.

TERM 3 INVOICES:

The due date is this coming Saturday 3rd August. The Early Bird Discount of \$5 per child is applicable to all payments made in full before or on this date. Please deduct this discount from your balance if paying via direct deposit. If you are unable to pay in full then you **MUST** arrange a payment plan with reception staff by the due date. This plan shall then be noted on your invoice. We understand that families' circumstances may change from time to time for various reasons. We simply ask that you **COMMUNICATE** with us so we may assist you to continue lessons.

Please note the increase in lessons is \$1 per lesson = \$10 per 10-week term. This is due to a significant increase in utilities and wages. We shall continue to deliver an exemplary service to you.

INVOICING:

We follow a procedure with our invoicing each term so that families are aware of the cost and also the payment stipulations. This also assists us to collect fees in a timely and fair manner. The invoice displays your class day/time, term dates and other relevant information too.

- Invoices are emailed to all families at least one week prior to the term start.
- Early Bird Discount is applicable for the first two weeks of term.
- Outstanding invoices are emailed in Week 4 and again in Week 8. If you have arranged a payment plan then this is so you may check your balance and ensure you are on track with your payment plan.
- If no payment or attendance has occurred by Week 4 and we have attempted to contact you then your child/ren shall be removed from lessons.

- Non-payment of fees for the term shall result in your child/ren being removed from all future lessons.

NSW ACTIVE KIDS VOUCHERS:

We continue to accept the vouchers. You are now entitled to two vouchers for 2019 for each school-aged child. You shall have until 31st December 2019 to use the vouchers. We will require either a paper copy or emailed copy of the voucher before we can redeem it. You are then responsible to pay the difference on your invoice. Unfortunately, vouchers will not be redeemable for our Holiday Intensive Program or Schools Programs as the activity is required to be 8 weeks or longer in duration. If you require further information then research the website <https://sport.nsw.gov.au/sectordevelopment/activekids>.

TERM ENROLMENTS:

All CURRENT enrolments are rolled over to the next term. We ask you to please advise us if you will NOT be swimming next term. We keep a list for all in-house changes that are required for the following term so if you need to change days then please let us know. When we open our term schedule for the next term (usually Week 8) then we make these changes before any others. We operate at capacity so it is important that you communicate promptly with us.

SWIM CAPS:

Children 3 years and older are required to wear a swim cap in the pool please. This has always been our policy. It supports the filtration system to work most efficiently and effectively in maintaining a high quality of water. The swim cap policy applies to all children 3 years and older regardless of gender or hair length. If your child is not used to wearing a swim cap then have a play with the cap in the bath at home. Your cooperation is appreciated and assists us to maintain our high standards of cleanliness and water quality for your child's benefit.

STARTING SCHOOL IN 2020:

Does your child currently swim in the mornings? Is your child starting primary school next year? Will your child continue to swim in Term 1? If you answered yes to all three questions then we need to know this term please. We shall compile a list of all children needing to change from a morning to an afternoon lesson. These changes shall then be

made before the end of this year. This is a big task so we ask for your cooperation as early as possible please.

INSTRUCTOR CHANGES:

You may have noticed during the first week of term that we have had a few instructor changes. Some instructors such as Brooke and Lucy have changed shifts due to uni timetable changes whilst a few have had a change in family commitments. We have a few who shall require some shifts off this term and next due to HSC requirements and exams. We welcome Sarah to our team who is qualified but will still receive some training in the GSA program. Whilst we do endeavour to retain consistency in our staff roster unfortunately changes occur that are outside of our control. We ask for your patience and understanding in this process. Whilst change is difficult at times for some, it is also inevitable in life.

KRISTY'S ROLE CHANGES:

During the next few terms you may notice Kristy's role in the business shall alter. Kristy devotes many hours (too many) each week to the business and this impacts on her work, family, health and interests. Her change in role will enable her to best manage and oversee her responsibilities. Kristy will not be instructing as many classes so she will be able to support the instructors with their classes and continued professional development; she can commit time to administration duties; she will be able to educate senior staff in other responsibilities; she will be able to be more efficient and effective with her time. Importantly it allows Kristy to share her expertise and experience with more families. We understand that everyone 'loves' Kristy in the water however as a part-owner and director of GSA her responsibilities are immense. We know you shall appreciate that we need to streamline Kristy's role for the benefit of all families and staff members.

WAITING LIST:

Our waiting list is very lengthy, particularly for school-aged children. Some children have been on the list for two years! We do give priority to these families however as we operate at capacity and the turnover of children is limited then we do not often have availability. This is also impacted on the levels required for children and the days/times being offered being compatible to families' schedules. At the end of each term we make an effort to contact everyone on our list to advise

if we have availability or not. If you wish to be taken off the waiting list at any stage then please advise us.

CLASS SCHEDULING:

Our morning classes generally commence at 8.30am and finish at 12noon Mon to Sat. These classes are primarily for infants, toddlers and preschool-aged children. The mornings are ideal for little ones to learn as they are quieter, calmer and less busy with smaller bodies in the water. Mornings enable little ones to have a swim, perhaps followed by lunch then an afternoon nap.

Our afternoon classes commence at 3.30 and finish at 7pm Mon to Thu and 6.30pm finish on Fridays. These classes are primarily school-aged children with a few preschool-aged levels and very few infant levels in the evenings. Due to our extensive waiting list we need to maintain the number of classes in the afternoon devoted to school-aged children. We are unable to fill these classes with younger children when there is the availability and opportunity to swim in the mornings. For some families this may mean that you attend GSA twice in one day or two days a week. Please remember that this is only for a short time and the benefits of your child/ren learning life-saving skills far outweighs any inconvenience.

HOLIDAY INTENSIVE PROGRAM:

This is a 30-minute lesson each day, Monday to Friday, with two children per class at a cost of \$115 each. If you are interested in this program for any holiday period then please let us know so we may add you to our Contact List. This allows us to contact you when we have finalised arrangements for the program. If it doesn't suit you at the time then there is no obligation. This program is open to all, you don't have to be a regular at GSA to get in. This is a great opportunity to have lessons if you don't swim during the term; wish improve particular skills; get in some practice and skill refinement for the school carnival. The next program commences Monday 30th September.

MAKE-UP LESSONS:

We offer make-up lessons ONLY when your child's absence has been advised to us prior to the missed lesson. If your child is absent and we have not been advised then it is recorded as a 'no show'. No shows are NOT entitled to a make-up lesson. It's pretty simple, if your child is ill, you're on holidays or the car has broken down then please call or

email us before your child's scheduled class. We can arrange a make-up lesson straight away or delay it until later in the term. You can arrange the make-up lesson prior to the absence if you know you will miss classes due to a holiday for example. Make-up lessons are not carried over to the following term and they are not redeemable for money. Please do not be offended if we refuse a make-up lesson because you didn't call or email to advise of your absence.

CHRISTMAS GIFTS:

Give the gift of life!!! Are you stuck for a Christmas gift? Are the grandparents wondering what to buy the kids? Are you sick of tossing up the value of toys or how quickly the kids grow out of clothes? Why not invest in their health and wellbeing and buy a GIFT VOUCHER for swimming lessons? You choose the monetary value and the voucher has no use by date. Simply come in and pay at the desk and take the voucher home to place under the Christmas tree!

BACK BUBBLES:

We sell the back bubbles! We often have parents wishing to source the back bubbles that we use in our parent/child classes. These are great if you are going on holidays or swimming at home. The layers can be removed as your child gains in confidence and improves in skills. You can pass the back bubble down to the next child in line. \$25 each.

Note: adult supervision is required at all times 😊

CAR PARKING:

Thank you to the families who use our car park located at the back of our building. Please remember to drive extremely slowly in and out of the drive as children obviously frequent the area. When the car park is full, we ask that you park on the road. Yes, you may have to walk 30, 40 maybe 50 metres! Be sure to get your child/ren out of the car on the kerb side and use this opportunity to teach road safety.

Do NOT park on Braybrook Engineering's front strip. They are entitled to operate their business without being hindered by parked cars on their property. This includes no parking there on Friday nights, Saturday mornings or anytime you think they may not be working. They MUST have ACCESS at all times.

Do NOT park across Merv's Shed driveways as the owners come and go at varying times and again are entitled to do so without having access blocked.

If you park near the driveway of Frauenfelder Gates then please LEAVE AT LEAST 2 metres either side of the drive for semi-trailers to access the driveway. You will no doubt understand the space a semi requires to turn and if not enough room then you may find your car in danger of being damaged. This business is entitled to operate without being hindered by parked cars blocking access.

ASSESSMENT WEEK:

Each term we conduct Assessment Week for all children who are nominated by their instructor. Then Kristy, Nadine or another senior staff member shall assess the nominated children for competency in all skill sets of their current level. If your child is assessed and is deemed competent to progress to the next level then we shall discuss days/ times with you for their new class. If your child is not being assessed then we are always happy to offer feedback. You may ask for feedback at any time. If your instructor is busy in class then we can arrange a time to discuss or call.

SAFETY WEEK:

Is always held the LAST week of term. This is an integral part of our program. Whilst we integrate safety skills into our weekly lessons this allows us to wholly spend a full lesson on safety skills. Children of all ages are asked to wear pyjamas in the pool (or other clothing) so they learn the heaviness and drag of wet clothing should they ever fall in fully dressed. We ask that no goggles be worn as they are unlikely to be wearing these when they are fully dressed. We usually have a theme to focus on and this will be advised closer to the date. The children love Safety Week and look forward to it each term. We have had reports over the years of children using their learned safety skills to assist siblings, themselves and even strangers at local pools. Please do not underestimate the value of Safety Week even when you feel your child may not be taking it all in; they usually absorb it all.

10TH BIRTHDAY CELEBRATIONS!!!!!!!!!!

This year is our tenth year of operation. We will be celebrating very soon and shall be inviting you to join us. We shall notify you of our birthday activities in the near future. Who would have thought.....





FEEDBACK:

Do you have something you appreciate about an instructor? Is there an activity that your child enjoys or gains great confidence from? Do you have a concern about your child's lesson? Is there something in our facility that you feel is unsafe? Please let us know! We welcome your feedback at any time. We don't know if you don't inform us 😊
Feedback enables us to operate at our best by addressing issues and concerns in a timely manner.

COMMUNICATION: PLEASE CHECK THE MANY WAYS WE TRY TO COMMUNICATE WITH YOU: Facebook, Whiteboard, Newsletter, Invoice, SMS, Email, Verbally at reception or pool, Website, Telephone, Signs... we can only try 😊

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