



Thank you all for such a fantastic, rewarding, and fun Term 4. This year has been a challenge, a change and of course, out of the ordinary, so to have familiar faces come back to us after months has been comforting and warming. We have appreciated all your patience, time, and cooperation throughout this term as we have been back to our busiest with our pool space and classes at full capacity. Do not forget to enjoy your break over the school holidays and look after each other! We look forward to seeing you all in the new year starting first week of February. Merry Christmas and Happy New Year!

Holiday Intensive Program

In all our school holidays, we provide our Holiday Intensive Program for a week. The program is extremely helpful in providing the children with extra chances to improve on their technique, confidence and anything else that you may like them to build on. This January, we will be doing the HIP for 2 weeks. The first week is Monday 11th - Fri 15th January and the second week is Monday 18th – Fri 22nd January. Children will swim for 30 minutes with no more than 2 kids in the one class at a time. The cost is \$120 per child per week and the classes run between 8am and 3.30pm each week. Please do not hesitate to contact reception to find out more and book a spot in the program.

Squad Sprint Times

Every term in week 4 and week 8, the squad swimmers do a timed 50-metre swim. This is a great way to see how much they have improved from their first week of sprints. It is also great practice for school swim carnivals coming up in summer! We always notice such incredible improvements each term. Well done swimmers!

You can find their times on our notice board near the bottom of the ramp. Remember, it is not a competition between swimmers, but an opportunity for each swimmer to improve their personal best time.

DATES TO REMEMBER

Sat December 12th – Last day Term 4 2020

Mon January 11th – First week of Holiday Intensive Program

Mon January 18th – Second week of Holiday Intensive Program

Term 1 Invoices emailed by this week's end.

Mon February 1st - First day back for Term 1 2021

Thurs April 1st – Last day of Term 1 2021

In-House changes and Waiting List

We have had many requests for changes of days and times for next term as well as finding places for school starters in the afternoons. We shall contact you all in the next week or two to advise of our availability. Please respond to any missed calls quickly to secure the changes that we are able to offer you. We cannot hold spots and wait for your return call a week later.

The waiting list will be worked through during our Dec/Jan break. This is done in date order from those who have been on the list the longest. Unfortunately, most school-aged children will not get a start in Term 1. If you have a missed call from 60400400 then it is in your best interests to return the call immediately. If we have a spot for you and you do not answer or respond quickly then we are unable to hold spots. We will continue to work through the list and others may well take the available spot.

It is difficult to get newcomers into classes because we rollover all current enrolments at the end of each term; we operate at capacity all year round; Term 4 and Term 1 are extremely flat out due to the hot weather; we have current students changing from mornings to afternoons due to starting school in Term 1; we have current students changing class levels.

We understand that this is frustrating for many families on the waiting list. We appreciate your patience and understanding. If you wish to have swimming lessons sooner then we advise seeking lessons elsewhere. You can remain on the waiting list whilst doing this. A child having lessons anywhere is better than a child not having lessons.

Afternoon Classes

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.

Going on holidays?? Injured?? Illness??

Please let us know in advance if you will be going away during the term, this helps us to ensure that you are getting enough make-up lessons for your child/ren and ensures that we can provide the appropriate teaching for your child if they have been away for some time.

If a child is injured, please do not hesitate to let us know. We are more than happy to discuss how we can best manage the situation so when your child heals they can return to swimming. We find that doctors generally allow children to swim sooner with most injuries because of the hydrotherapy it can provide.

Any illnesses, we ask you send an email or call us to advise of the absence before the class begins. We can then let the instructors know and help you with make-up lessons.

Just the usual inhouse tips....

Please do **not** park on our neighbours' driveways, they have the right to run their businesses without disruption from our activities and we want to keep your families safe too. Please use our carpark at the back of the premises.

Please drive around the premises at a safe speed, it is sign posted as 5km an hour. YOUR CHILDREN'S SAFETY IS OUR PRIORITY AND EVERYONE'S RESPONSIBILITY.

Please remember to **mark your child/ren's names off** before going swimming so that we can keep a record of who is here and it also assists with your make-up lessons.

Our little tin shed gets extremely warm in the summer time, please remember to bring water, wear appropriate clothes and ask for the fans or roller doors to be opened if needed. Please note, the roller door will only be put up if the welfare of the swimmers and instructors is not compromised.

ALL ENROLMENTS FROM TERM 4 ARE AUTOMATICALLY ROLLED OVER TO TERM 1...so your child/ren will continue to swim in their current lesson unless you have advised us otherwise.

Staff Roles

This term we trialled Nadine being out of the water and working her magic in the office and on pool deck communicating with staff and parents. This proved invaluable to our program and will be continued where our roster allows. Kristy was also out of the water at times to allow her to attend to administrative tasks and to take some time away from work. This too shall continue.

We have some changes coming up in 2021 due to instructors leaving for university or other employment opportunities; university/school timetable changes; and possibly some new team members. We appreciate that not all students are comfortable with change and are happy to work with your child to manage this. It is important to work through this as best we can as change is a part of everyday life.

Farewell

During the COVID closure we farewelled Vanessa, Monica and Margot, three valued and much-loved members of our team. All have taken on new and exciting opportunities. We wish them the absolute best and thank them for their incredible work and energy.

We now farewell Darcy who leaves town to venture to Melbourne to start university in 2021. We wish Darcy every success pursuing her studies and future career. Thank you for your high-level of instructing.

NSW Active Kids Vouchers

Yes, we accept the Active Kids Vouchers! You can apply for two vouchers each year from 1st January and 1st July. Both must be used by 31st December of that calendar year. Be sure to

read the regulations for use such as the sporting program is to be eight weeks or more in duration. We are obligated to follow these regulations if we wish to continue as a service provider. Hence, vouchers are not accepted for our Holiday Intensive Program. We ask that you email or print the voucher. We shall speak with you if we have any difficulties redeeming the voucher. If you have difficulties acquiring a voucher then contact Services NSW.

Feedback is welcome

Do you have any compliments for our staff? Do you think we could improve on something? Please let us know by sending an email or talking to our staff. We are more than happy to take on any feedback and try our best to make sure we are giving you and your child a wonderful experience both in the pool and on our premises. We also truly appreciate the kind words that people have sent us about their child/ren's teachers, we make sure to pass the compliments on.

If you are wanting to speak to any instructors, please speak to reception and we can organise the teachers to give you a call for feedback or to speak about your child's progress. Unfortunately, the instructors' timetable does not give them enough time to speak between lessons.

Invoices for Term 1 2021

Invoices will be sent out before Term 1 begins. Please look out for your emails and spam folder closer to the middle of January.

No payment is required until you receive this.

All outstanding fees from Term 4 must be paid before your child's enrolment for Term 1 is secured.

You shall then have the first two weeks of term to pay in full to receive the Early Bird Discount of \$5 per child. If you require more time to pay then we are more than happy to help by creating a payment plan if needed, please just let us know.

Office hours during break

Our office shall be closed from 12.00n Saturday 12th December and will reopen Monday 11th January. If you wish to contact us then please leave a message on the answering machine 60 400 400 or email janine@gouldswimacademy.com.au. We will be in and out of the office attending to tasks at different times so will get back to you. We will not have set hours to do this hence being 'closed'.

Videos

Our staff created some fantastic how-to videos to assist parents familiarise their child with water and be comfortable and relaxed. These are easy to do skills in the shower and bath at home with babies and toddlers. They will also get them lesson ready and reinforce skills learnt during class time. Take note of the use of cues and being gentle and patient. Please

also recommend these to any new parents or others who may benefit. The videos are on our Facebook page.

Covid-19 guidelines at GSA

Just like many other businesses, we have had to make a few changes in order to re-open, **stay open** and to maintain your families' health as our priority. We are also susceptible to fines if there is non-adherence.

There have been some slight changes this week to restrictions. We now can accommodate one person per two square metres. All adults must continue to physically distance, where practical. In line with this we are happy for both parents to attend this week's lessons.

We shall update guidelines prior to Term 1 commencing as hopefully there may be further changes.

Please continue to do the following:

- Use the sanitising stations at the entrance for both staff and clients entering the swim school.
- Only **Two** parents/adults per family; no extras.
- No congregating inside or outside our facilities.
- Stay home if you or your child/ren are unwell and use our make-up lessons if required.
- Sit in the non-taped sections of bench seating and use chairs on the Eastern side of pool deck to physically distance.
- Showers and changerooms are open but be mindful of physically distancing.
- Follow signs and reminders to keep sticking to the guidelines including how to wash your hands properly.
- Mark your child/ren's name, your name and your phone number off at reception (includes all patrons entering the building).
- Please check in with the **QR code** placed on the reception desk. This is now regulation in all NSW businesses.

We truly and whole-heartedly appreciate everyone's cooperation throughout this challenging year.

Merry Christmas to each and every one!

Cheers to a more adventurous and happier New Year!! (Can't wait to farewell 2020) 😊

Kristy, Tom, Janine and Wayne, families and staff xoxo



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