



Wow! It is Term 1 of our 13th year of operation! We are excited to welcome you all for a tremendous term of swimming whilst the weather is still warm. We appreciate your patience, time, and cooperation as we start with very full classes and busy pool space.

Lessons started Monday 31st January! If you were a 'no show' during the week then we look forward to seeing you this coming week. Your child's lesson time/day is printed on your invoice as is the term dates. If you are NOT returning, then please advise us immediately. We will be assessing children during the first two weeks as many improve during the summer with lots of water time. We shall advise you of any changes.

DATES TO REMEMBER

Sat February 12th – Due Date for payment of fees in full to receive EBD \$5/child; arrange payment plan; pay holding fees.

Mon February 28th – Assessment Week

Mon April 4th – Safety Week – pyjamas in the water

Sat April 9th – Last day of Term 1 2022

Waiting List

Our waiting list is now CLOSED due to families being on here for three years. Rather than giving families false hope we strongly encourage you to engage with another local swim school and campaign local council for an indoor aquatic centre with the provision of lessons.

Babies 5 – 12 months are the only level we can generally accommodate straight away with toddlers maybe waiting a couple of terms.

We will continue to work through our waiting list in date order offering positions when they become available.

We understand that this is frustrating for many families on the waiting list. We appreciate your patience and understanding.

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 the extensive 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 at any time or day. 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 at reception** before going swimming. This is to assist in the case of an emergency and to operate within 'child-friendly' protocols. It also assists with make-up lessons.

Our little tin shed gets extremely warm in the summer, 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

We have some changes this term 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.

We welcome Alison to our reception/admin team. She is a past GSA parent and has children currently swimming at Albury Swim Club so is familiar with this scene.

During the break we farewelled Brooke, Tahlia, Sharni, Olivea, Emily and Jaime, 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.

COVID Impacts:

Unfortunately, we have already been impacted by COVID protocols with staff having to isolate. This will probably continue to happen throughout the term. We certainly endeavour to cover the absence of staff however there may be times when this is not possible. In this event you will receive a text message advising of your child's lesson being cancelled. We will offer a make up lesson to be taken throughout the term. We apologise for the disappointment of missing a lesson however we are obligated to follow government regulations.

NSW Active Kids and First Lap Vouchers

Yes, we accept both the Active Kids Vouchers (AKV) and First Lap Vouchers (FLV)! The AKV can only be used for a sporting program of eight weeks or more in duration. One is available 1 Jan and another 1 July each year. Both expire 31 Dec. The FLV was available from 1 Dec and expires 30 Jun. 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 were emailed 19th January. If you didn't receive yours then let us know and we can email again.

All outstanding fees from Term 4 must be paid before your child may swim this term.

You have the first two weeks of term to pay in full to receive the Early Bird Discount of \$5 per child. Please deduct the discount if paying via internet transfer. We are more than happy to help by creating a payment plan if needed, please just let us know. We are not here to be difficult; we simply ask you to communicate with us please.

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!

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.

How-to Videos

Our staff created some fantastic how-to videos to assist parents to 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

We are pleased to advise that some restrictions have eased. This will create our wonderful family atmosphere again that we all love. There are no density limits meaning mum, dad and grandparents are all welcome. Please cooperate with the following so we can continue to deliver the lessons that you look forward to each week.

- Use the sanitising stations at the entrance for both staff and clients entering the swim school.
- Physically distance from non-family members.
- No congregating inside or outside our facilities.
- **Stay home** if you or your child/ren are **unwell** and advise us of your absence to secure a make-up lesson.
- Showers and changerooms are open but be mindful of physically distancing.
- Mark your child/ren's name off at reception when arriving for lessons.
- Please check in with the **QR code** placed on the reception desk.

The best way to stay up to date and informed is via our Facebook page. Please jump on and follow us!



Like us on Facebook- Gould Swim Academy