



As we come to the end of Term 1, we wish to update you with important dates and information.

DATES TO REMEMBER

Mon April 4th to Saturday April 9th – Safety Week – pyjamas in the water

Sat April 9th – Last day of Term 1 2022

Tue April 26th – Term 2 starts

Sat July 2nd – Last day of Term 2 2022

Fees:

Term 1 fees must be paid no later than Friday 8th April. Invoice reminders have been emailed today.

Term 2 fees shall be invoiced in the next two weeks. All enrolments from Tuesdays to Saturdays will be \$170 for the ten-week term. All Monday enrolments shall be \$136 for an eight-week term. Monday 25th April and Monday 13th June are *public holidays*.

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.

COVID STILL IMPACTING:

We note that COVID is still impacting families' ability to attend lessons. It is also impacting our staff. Please let us know if you will NOT be attending your lessons. This assists us to work with you for make-up lessons and arrange our staff appropriately. It also helps if we need to condense or cancel classes due to instructors being out of action.

ALL ENROLMENTS FROM TERM 1 ARE AUTOMATICALLY ROLLED OVER TO TERM 2...so your child/ren will continue to swim in their current lesson unless you have advised us otherwise. Please let us know ASAP if you will not be swimming or wish to change times/days.

Please note if you wish to take your child out of lessons then we cannot guarantee your child will get back in. Be sure your decision is definite!

We offer an opportunity to hold your child's spot for a term at a cost of \$70. This ensures your child remains enrolled in their current lesson, does not swim for the term then returns

to the same class the next term. This fee is in lieu of a full-paying student swimming in that class. Let us know if you wish to do this so we can invoice correctly and record absences.

Administration Change:

Janine will be absent for most of Term 2. During this time Alison, Lucy and Kristy will be sharing the duties. Please be patient as they navigate through a busy term. They will be able to speak with Janine re any doozies or they can be worked out when Janine returns.

Holiday Intensive Program:

Unfortunately, due to instructor unavailability and management absences there will be no Holiday Intensive Program during the April school holidays. All names on our contact list will remain on there for the July holidays. We apologise for any disappointment.

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 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 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 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.

Staff Roles

We will have some changes in Term 2 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.

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.

First Lap Vouchers expire 30 June. Please get them in so they can be applied to your invoice, and we can redeem them.

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.

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.

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.

IF YOU OR YOUR CHILD/REN ARE SICK WITH ANY ILLNESS THEN PLEASE DO NOT COME INTO SWIMMING. STAY HOME AND GET WELL! CALL/EMAIL US TO ADVISE OF ABSENCE AND WE'LL ARRANGE A MAKE UP LESSON WHEN YOU/CHILD ARE FEELING BETTER.

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