



DATES TO REMEMBER

Friday 31st March – Safety Week – pyjamas in the water

Thursday 6th April – Last day of Term 1

Monday 24th April- Term 2 Starts

Tuesday 25th April- Anzac Day - No Swimming

Saturday 6th May- Due Date for payment of fees in full to receive EBD \$10/child; arrange payment plan; pay holding fees

Monday 12th June- King's Birthday- No Swimming

SAFETY WEEK

This week!!!! Please wear your pyjamas (no goggles!) All children will partake in safety activities.

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.

Ever thought of becoming a swimming instructor?

We are fortunate enough to have an Austswim Teacher of Swimming and Water safety course running here at Gould Swim Academy on April 29th and 30th. For more information, please visit the Austswim Website: <https://austswim.com.au/training>

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.

We really love that families are staying home when a child or parent is unwell! Your consideration for the community is most appreciated. It is also the best place to take some quiet time to recover comfortably. Please let us know you will not be coming in so we can arrange a make-up lesson for you. (See policy below.)

Staff Roles

We have some changes this term due to instructors leaving for university or other employment opportunities; university/school timetable changes; travel; and 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.

Janine is away on Holidays for Term 2, we hope she and Wayne have a lovely time traveling around Australia. In Janine's absence we are leaving the office in the very capable hands of Alison and Lucy.

We very sadly farewell **Sharni** (Travel) and **Brooke** (family and work) from our team. We are so grateful for their time with us and the passion, care and kindness they contributed to GSA and your children's lessons. We wish each one the absolute best for their futures.

We are very excited to formally welcome some of our new team members, **Molly M, Molly W, Tilly, Toby, Josh and Isabella**. We know that you will give them the opportunity to learn the GSA craft and your children will be rewarded with amazing swim instructors.

Make-Up Lesson policy

Notice must be given to the reception staff by phone, email or in person, or a message left on the answering machine at least two (2) hours prior to the lesson. If notice is received, then a Make-Up lesson shall be granted.

- # A Make-Up lesson shall only be given when notice of absence is given 2 hours prior to lesson.
- # No Make-Up lesson shall be granted if notice of absence is given during or after the missed lesson.
- # All Make-Up lessons must be taken within the term. They are not transferable to the following term.
- # We cannot guarantee the same instructor and the day and time shall be determined by availability.
- # If you miss your Make-Up lesson then the lesson is forfeited.
- # Make-Up lessons cannot be used as credits for the next term.
- # Refunds are not given if you are unable to arrange a Make-Up lesson.

Operating at Capacity!

We have been operating at capacity for some years now. This is for a few different reasons:

- Your loyal patronage...thank you!
- We roll enrolments over at the end of each term.
- We have the best instructors! (Educated, experienced and passionate.)
- Limited swim schools and lessons in our local area.
- Morning pre-schoolers moving to afternoon lessons in the new school year as kindies.
- We are firmly established with a proven program for advancing skills.
- NSW Government funded vouchers (although we were at capacity before then).

Operating at capacity does throw up some challenges at times such as:

- Families having to attend different days for different children.
- Families not always getting ideal times/days for their schedules.
- Difficulties in assigning make up lessons and meeting your specific requests.
- Increased instructors and receptionists' workloads.

It is often interesting therefore that swimming is sometimes deemed not as important as other sports/activities and it is juggled around them. Most children at GSA, who started as toddlers, are very competent swimmers by the age of seven or so. How cool that kids can acquire a potentially life-saving skill around that age!! Other sports/activities don't require any great skill or know-how until early teens or beyond. Just food for thought next time you are forgoing your child's swimming lesson in the great juggling act.

Waiting List

Our waiting list is 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.

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.

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.