



DATES TO REMEMBER

Monday 12th Dec – Safety Week – pyjamas in the water

Saturday 17th Dec – Last day of Term 4

Monday 30th Jan- Term 1 Starts

SAFETY WEEK

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

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.

Holiday intensive program: 3 weeks in January

We have opened and started enrolling families on our contact list. We will be doing the following weeks: 3rd – 6th Jan (4 days @ \$100); 9th – 13th Jan and 16th – 20th Jan (5 days @ \$120). Only two children per class at the same time each day for the week. A \$50/child non-refundable deposit must be paid to secure your position. Please chat with reception if you are interested or on our contact list and haven't yet had a phone call. (Please note, we are unable to accept the AKVs for this program.)

NSW Active Kids Vouchers EXPIRE 31st December!!

The NSW Active Kids Vouchers (AKV) will expire on 31st December. If you have any unused, then please email them and we can apply them as a credit to next term's invoice. We **MUST** redeem them on 31st December so will not be able to accept any after this date.

The second First Lap Voucher was available from 1st July and expires 30th June 2023. This is for **3-6** years who are not enrolled in school. If not yet used, then please email them through when we send the Term 1 invoice to you.

Illness and absences:

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.)

School Next Year, 2023?

We have done our best during the past two terms to allocate all 2023 school starters an afternoon class time. If you are not sure of the time/day, or we have missed you, then please speak with reception.

Staff Roles

Your understanding and patience this term with staff absences is absolutely most appreciated. Illness, family commitments, HSC and university exams/placements have impacted our schedules.

We very sadly farewell **Maria** (uni placements), **Ava** (university), **Liz** (family and work) and **Abi** (overseas exchange) 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 have welcomed some incredible team members, **Ava B, Chelsea, Polly, Belle, Nic, Evie and Izzy**. 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.

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

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.

Kristy, Tom, Janine, Wayne and GSA team thank you for a year of fun, consideration, care and kindness. How marvellous to have a full year of lessons! How amazing to have both parents, grandparents and other loved ones here to watch our incredible little ones!

Be kind to yourself and others, give a big bear hug to loved ones, share good fortune with those less fortunate and create special memories this Christmas and holiday time.

We look forward to seeing you all in the New Year ready for a brighter and kinder 2023!

**Merry Christmas to your family
from our family and GSA team!**