

Brooke Withers Swim School



July 2017 Newsletter

Learn to swim... Love to swim!

WELCOME

From the entire Brooke Withers Swim School team, we hope you have all had a safe, happy and enjoyable winter school holiday. We would like to extend a warm welcome to all our new swimmers. We truly appreciate your support throughout the winter period, and look forward to seeing you swimming further through 2017.

Regards, *Brooke & the team*

WINTER SWIMMING

You may have noticed we have increased the air temperature inside the centre, as the cooler months are now with us. Babies, young children and beginners need very warm water and air to help with their swimming progressions. We understand that at times it may become uncomfortable on pool deck as a spectator, however we trust that you can appreciate that all children, not just babies and beginners, learn and enjoy swimming much better in an environment where they are comfortable and relaxed.

STAFF CHANGES

Chris Clarke, who was overseeing the *Learn to Swim* program/staff has moved on from Brooke Withers Swim School. Matt McSorley and Marcus Brandon have now taken over this role, and will be job sharing the position of Learn to Swim Coordinator.

Matt will become a point of call and act as a liaison for parents, and will help provide a gateway for parents to gain a deeper insight into their child's swimming lessons. Should you have any questions regarding your child's class, please don't hesitate in asking. It is much easier to answer questions while lessons are still running, than provide feedback over the phone after a class. Should you wish to contact him, please phone **9999 3446** or email matt@BrookeWithersSwimSchool.com.au

Marcus will work alongside Matt and Sean (Manager) in coordinating the staff and teachers. Should you have any questions or enquiries about teachers, please contact Marcus at marcus@BrookeWithersSwimSchool.com.au

Rod has recently been accepted into a TAFE course. This has only been achievable for him once he became a permanent resident. Unfortunately, he is required 3 full days a week for the next term. Due to this, Rod will no longer be working Monday, Thursday, or Fridays throughout term 3. Should you wish to be contacted regarding replacement teachers, please contact Marcus or speak to reception, and we will be more than happy to help out.

ADVERTISING & SPONSORSHIP

Brooke Withers Swim School has recently invested in a large 100" screen that will be visible from the pool deck. We will be using this to promote local businesses by displaying 30-second advertisements on a continuous loop. Should you be interested in advertising with BWSS, please email warriewood@BrookeWithersSwimSchool.com.au (Attn: Brooke Withers) for further information on our various promotional packages.

SWIMDESK PARENT PORTAL

Over the past 12 months Brooke Withers Swim School has been going through several internal reviews.

As you are all aware we have been trialling the *SwimDesk* program, having direct feedback generated via the *Parent Portal*. While we still agree that it is a great and useful tool, we currently feel that it is being under-utilised and not generating the feedback we hoped. We do, however, understand and recognise that children are always more confident and happy to participate when there is a motivating system of recognition / rewards.

As of July 31, 2017, we will be phasing *SwimDesk* out, and revert to our system of issuing certificates to children once they have progressed through a level. Weekly assessments will still be done by teachers and pool deck supervisors. This will help create a better individual rapport with each swimmer, helping each teacher to cater for individual needs. Because of the 'outside' assessments performed on swimmers, teachers have felt they aren't being utilised as well as possible, as they are the ones who know their swimmers best.

We at BWSS have always prided ourselves on our customer relationships, and endeavour to maintain a great relationship with all our swimmers and parents. Our vision has always been '**Learn to Swim... Love to Swim**' and we want all our children to enjoy their swimming lessons. Swimming is a lifelong skill, and something that will stay with them forever and we expect all lessons to be a positive experience for every swimmer.

During the time of *SwimDesk* being phased out, we will still strive to assess as many swimmers through the *Parent Portal*, however, if you want extra feedback please don't hesitate to ask one of our friendly staff – we are all more than happy to help!

DAYDREAM CAFÉ

Daydream St Café is operating under the management of Tom Mackay. Tom is trying different variations including seasonal options on his menu, and appreciates any feedback you may have. Please drop in and meet Tom and his friendly staff, and enjoy his wonderful menu and exceptional coffee. The Brooke Withers team is extremely excited by our partnership, and hope you are enjoying the café as much as we are.

PRIVATE LESSONS

Over the past months we have fielded many enquiries about private lessons. Due to lane space / teacher availability, it has been difficult to run through school term times. We have decided to offer private lessons throughout the school holidays. More information will follow closer to the end of term.

Should you feel your child needs private lessons, we will still try and accommodate when possible. For more information please speak to reception, or email warriewood@BrookeWithersSwimSchool.com.au

MAKE-UP CLASSES

A reminder about our make-up classes. We feel our makeup policy of 10 classes per calendar year is generous, compared to other schools and sports. We would like to remind all clients that to utilise your make-up classes you need to have all your fees paid up-to-date and be a current swimmer. You have the option to do these 10 times during an 11-month program. Make-up classes CANNOT be used during HOLIDAY PROGRAMS (as these are separate programs), and will not roll over to the new year. Once they have been booked, make-up classes cannot be cancelled or re-used.

FEE STRUCTURE

- **Learn to Swim** \$92.50 / month
- **Aqua** \$78.50 / month (unlimited sessions)
- **Squads**
 - 1 x week \$73.50 / month
 - 2 x week \$133.50 / month
 - 3 or more a week \$158.50

BWSS SOCIAL MEDIA & WEBSITE

Over the coming weeks, Brooke Withers Swim School will be increasing our social media presence. We would love for you to follow us on both our *Instagram* and *Facebook* accounts. We would also love for you to share, tag and follow us through our social media posts. We hope to help provide a further insight into the aquatic world with tips, giveaways, fun facts and much more.



The **Brooke Withers Swim School APP** is available free from *Apple Store* and *Google Play*.

Please download our **FREE APP** to help provide you with further information and updates from around the school.



Instagram
brookewithersswimschool_bwss



Facebook
Brooke Withers Swim School

Please visit www.BrookeWithersSwimSchool.com.au for class cancellations, information, news and feedback.

SAFETY IN THE CAR PARK

We thank you for your patience in the recent works of resurfacing the undercover parking at BWSS.

Please only park in our allocated swim school spots, marked with a BWSS stencil in dark grey. If all our spots at the entry level are full, please proceed to the BASEMENT as there are more BWSS spots available there (rather than parking in our neighbours' spots). The basement is sign posted. Building management has advised that BWSS clients are NOT permitted to use spaces not marked BWSS.

Note signs regarding footwear in the car park. Building management have instructed us that all clients are to wear suitable footwear in the car park. Bare feet or thongs are not permitted as they can be slippery and may lead to falls.

Please adhere to the 10km speed limit and be mindful of the many children when arriving and leaving our facility.

CONDITIONS OF ENTRY

All centre users are entitled to enjoy their activity in a pleasant, healthy and safe environment, therefore the following are not permitted:

- Recording devices throughout the facility without a valid media/photo pass displayed. Temporary passes may be obtained from reception upon signature;
- Diving, bombing, backflips, running or pushing;
- Glass or littering;
- Offensive or dangerous behaviour.

Children under the age of 10 years must be closely supervised by an adult at all times. Users must comply with all reasonable requests made by our staff. Children who are not actively participating in a lesson are not the responsibility of Brooke Withers Swim School staff. Please ensure all children are supervised at all times.

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Unit 6, 2 Daydream Street, WARRIEWOOD 2102

For more information telephone **9999 3446** or email warriewood@BrookeWithersSwimSchool.com.au
www.BrookeWithersSwimSchool.com.au