

SURREY PARK NEWS

Term One 2021 Edition



Don't stop

*See you at
the next level*

Celebrate your
child's progress.
Confident
swimmers make
strong swimmers.

LEARN TO SWIM AND DIVE

REMINDERS & NEWS

A message from our Swim School Manager, Emily

Thank you for choosing to swim with Surrey Park in term 1, 2021. It has been incredible to see so many of you back at the pool, it has brought a lot of joy to our team to see so many of our wonderful students return and also be able to welcome some new faces.

Thank you all for your patience with the number of staff covers we have had this term unfortunately this was unavoidable due to COVID-19 precautions and for putting up with our turnstile (Aqualink families) and new booking system. There have been some teething issues, and while we still have a few areas to improve with the developer, overall our system should be a much smoother process for all your booking needs and student skill updates moving forward.

The return to normal life after year 2020 has been an adjustment for most, and we hope we have been able to provide some fun and a return to normality for you all. It has been wonderful to see you all progress and learn new swimming or diving skills this term and we look forward to having you back next term!

Re-Enrolment

Re-Enrolment closes Thursday 1st April. All enrolments still with fees that are still outstanding will be removed from our system. To avoid disappointment please ensure you pay your outstanding fees prior to the end of term.

Re-Enrolment into term 2

During re-enrolment, we acknowledge and apologise to customers who experienced delays or struggled to get through to re-enrol into term 2 last week.

During our second phase of the re-enrolment process, we saw an unprecedented volume of phone calls. Call volumes throughout the week spiked to nearly 500 calls per hour and average wait times blew out to well over 20 mins, with a number of calls exceeding an hour wait time.

During this period we upgraded our capacity from 10 lines to 16 lines, but with the call volumes coming in it had little impact and we struggled to keep up with this volume.

As part of an ongoing ethos of delivering a service that has our customer experience at the forefront, we will be reviewing this process before our next re-enrolment period and encourage families to re-enrol within specified enrolment phases, email and utilise our online customer portal to reduce the volume of traffic.

Important dates

Term Dates

Term 1: Last lesson Thursday 1st April

Term 2: First lesson week commencing 19th April - all Sunday swimmers first lesson will be 2nd May due to Anzac day public holiday on the 25th of April.

Term 2 Water safety week – Monday 17th May to Sunday 23rd May

Term 2: Reenrolment – Monday 7th June to Sunday 13th June

Term 2: Last lesson Sunday 27th June

School Holiday Program run at Aqualink Box Hill

Week 1: 6th April to 9th April

Week 2: 12th April to 16th April

Week 1: 28th June to 2nd July

Week 2: 5th July to 9th July

Office trading hours over holidays

Closed Friday 2nd April to Monday 5th April

Aqualink

Monday to Friday: 8.30 to 3.00 pm

Weekends: 9.00 to 1.00 pm

Blackburn

Monday to Friday: 10.00 to 2.00 pm

Weekends: Closed

Get Active Kids Voucher

As a swimming club, our affiliation with Swimming Victoria enables us to participate in the Victorian Government Get Active Kids Voucher Program. This program helps eligible families get their kids involved in organised sport and recreation activities by reimbursing the cost of membership and registration, uniforms, and equipment. Eligible children can receive up to \$200 each. [Click here](#) for more information and to see if you are eligible.

Note: The program closes the 17th April.

School holiday program

There are still a few spots left in our school holiday programs commencing the week of Tuesday 7th April. Book online through the customer portal or speak to our customer service team. Don't forget you can stay and play for free on the day of your lesson. See below for what's happening at Aqualink over the school holidays.

Aqualink and School holidays

Come and play at Aqualink these school holidays!

Enjoy swinging from the Tarzan rope, jumping off the diving boards or playing in our Splash Pad. The Splash Pad has a large tipping bucket, water sprays, small slide, water rainbows, bubblers, geysers and beach entry into our leisure pool. Join us for hours of aquatic fun and entertainment for the kids!

Dive boards and Tarzan rope School Holiday opening hours

Easter Saturday 3 April – Easter Monday 5 April – Closed

Weekdays: 12pm – 4pm

Weekends: 1pm – 4pm

Splash Pad School Holiday opening hours

Weekdays and Weekends 9am – 6pm

More information (link to

<https://www.aqualink.com.au/aquatic/aquatic-play>)

10% discount on Aqualink Merchandise

Enrol in our Learn to Swim program and receive a 10% discount on all Aqualink Merchandise.

Note: At time of purchase you must show your Surrey Park Swimming Entry Card.

Aqualink stocks a range of speedo bathers, goggles and accessories, plus Aqualink branded merchandise.



Review us

If you have had a positive experience with us we would love you to share your review, as this is invaluable in helping others choose a swim school for their lessons.

Review Us On


Learn to swim [Box Hill](#)

Learn to swim [Blackburn](#)

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COMPETITIVE SQUADS REMINDERS & NEWS

A message from our Head Coach, Justin

Term 1 at Surrey Park Swimming Club has been a busy one, but a time filled with much happiness and success. The ability for the swimmers to get back to full training as of the 4th January allowed us to build back up to our best after 8 months out of the water with COVID restrictions in place. Not only did the swimmers get back to their best, but they far exceeded the coaches' expectations. Recent results have included a record 25 individual medals at the Metro All Junior Championships, 5th position at the Victorian State Championships with a medal tally of 5 Gold, 11 Silver and 10 Bronze, and 23 swimmers who have qualified to compete at The Australian Age and Open Championships in April on the Gold Coast.

We've re-introduced our Club night racing which was held on the 12th March at Aqualink. With a total of 60 swimmers across our Junior Squads and Level 7/8 practicing their racing skills as well as enjoying a free sausage at the BBQ. Our Friday Club nights will recommence when it warms up again in term 4, and we look forward to welcoming as many level 7 and 8 swimmers as possible!

This upcoming holiday we implemented a Development Squad Clinic which will be run by the Clubs Lead Junior Coach, Anthony Di Petta. It will run for 3 days in the first week of the school holidays. All Development Squad swimmers are invited to attend and would've received an email with sign up details. This is a great opportunity to develop some skills and techniques that the club swimmers work on each day.

We hope everyone has a safe and happy Easter and we look forward to another term of great swimming at Surrey Park.

Kind Regards,

Justin Bell

Head Coach

Safe Sport Framework

To access further details about the framework, visit our website <http://surreypark.org.au/safesport>.

The Safe Sport Framework and the Victorian Child Safe Standards confirm the shared responsibility everybody in the swimming community has to ensure that there is an overarching culture of child safety.

Surrey Park members are required, at all times to comply with the Code of Conduct and the Code of Conduct for Dealing with Children and Young People in the Safe Sport Framework. Additional Codes of Conduct apply for Club members participating in team camps, trips and other activities.

In accordance with the Safe Sport Framework all applicants for employment at Surrey Park are required to undergo extensive screening and background checks.

All paid staff, committee members, officials and other volunteers who could potentially have unsupervised contact with children are required to have a valid Working With Children Check.

If you have any concerns about a breach of this code please [click here](#) to view the reporting process.



COMMITTEE REMINDERS & NEWS

A message from our Club President , Shannon

Dear SP families,

It's hard to believe that it was just over a year ago that we were forced to cease all swim school and Club operations due to COVID .

As we draw to the end of our first full term of swimming lessons in 12 months and the end of the 20/21 competitive swimming season, I just wanted to take this opportunity to thank the whole SP community for their support. From families resuming lessons to our Club swimmers who continued to pay fees throughout the lockdown for online training.

I would also like to acknowledge our staff; management, instructors and coaches who have worked hard under incredibly challenging circumstances. From keeping our swimmers connected throughout the lockdown using social media, working tirelessly to get families booked into lessons on reopening and our squad coaches developing online training programs to keep swimmers fit and motivated, our team has been committed to making sure you all get back in the water safely.

Finally, I wish you all a happy Easter and hope to see you back swimming in term 2.

Shannon Clarke - SP President

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The Pancake Parlour is an Australian family-owned pancake restaurant chain, serving sweet and savoury pancakes and crepes in various locations around Victoria.

WE HAVE GIVEN \$5 MILLION TO OUR LOCAL COMMUNITY

Surrey Hills Community Bank® Branch



Great offers for Surrey Park Swimming Members

Special packages are available to Surrey Park Swimming members. Contact the Surrey Hills Branch to learn more about current offers on Lending, Investments & Insurance.

We will support Surrey Park Swimming with sponsorship and grants as members support us. Sponsorship and Grants of up to \$1,000 are available to Surrey Park Swimming for families who take up special packages and offers.

Contact the friendly team at the Surrey Hills Branch to see how we can assist you.

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