

## ***Thank you for choosing Inner West Aquatics Swim programs.***

*Teaching your child or yourself to swim is one of the most important decisions you will make in life.*

*Classes are all year round with AUSTSWIM qualified, CPR certified instructors, with Working with Children checks.*

*Lessons are professional, happy, and safe and your child's progress is monitored by supervisors, and you can track achievements via our parent portal.*

### ***Learn to Swim***

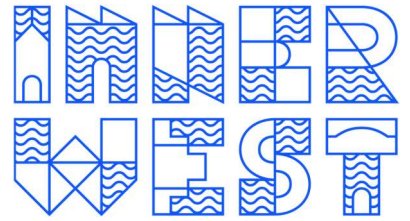
- *48-week year-round program*
- *1 x 30-minute lesson per week*

### ***Squads***

- *Junior Squad – 48-week program*
- *Senior Squad – 50-week program*
- *4 weeks suspension available per calendar year*
- *Minimum 14-week commitment for Direct Debit booking*
- *Minimum 16-week block commitment for Paid in Full booking*

### ***Payment***

- *Direct debits are deducted fortnightly*



### **Your First Lesson**

*When arriving at the centre, please let our friendly customer service officers know that you are here for your first learn to swim class so they can organize an access card for the entry gates.*

*Proceed through to the pool where you will be greeted on pool deck by one of our friendly Wet Deck staff members (they will be wearing a navy-blue polo) who will direct you to your class and teacher.*

*Should you be enrolled in the wrong level our wet deck will arrange for our Swim School management team will contact you the next business day and help find a suitable class for you child.*

### **Suspensions**

- 4 weeks per calendar year with 2 week's written notice.*
- Medical suspensions are required to be submitted within one week of the absence with a supporting medical certificate.*
- No makeup lessons.*

### **Cancellations**

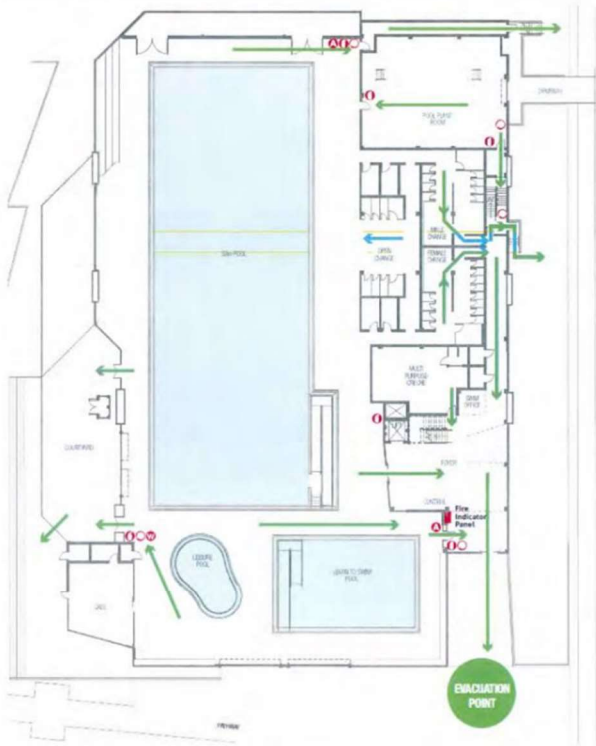
- 2 weeks' written notice is required for cancelations.*
- Enrolments will automatically continue until a written cancellation request is provided.*
- If the cancelation is due to medical reasons a supporting medical certificate is required.*

## Emergency Procedures

In the case of an emergency please follow the instructions provided by staff.

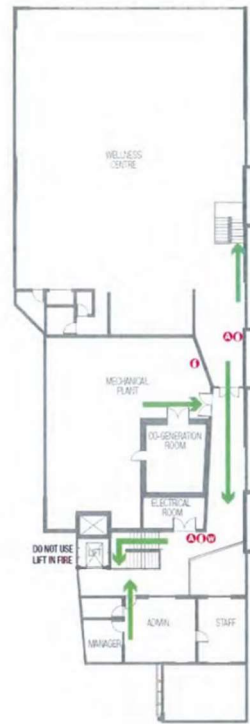
### Ground Floor Evacuation Routes

-  Fire Extinguisher
-  Hose Reel
-  Break Glass Alarm
-  Warden Call Point



### Level 1 Evacuation Routes

-  Fire Extinguisher
-  Hose Reel
-  Break Glass Alarm
-  Warden Call Point



## **Swim Wear Policy**

*All children under the age of four years of age must wear neoprene swimming nappies. These can be bought for a discounted rate for learn to swim participants from our Swim Shop.*



## **Learn to Swim Inner West Fitness Pass offer**

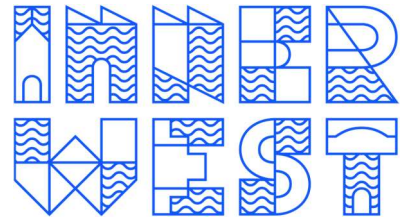
*Inner West Council offer a value gym membership option to encourage healthy lifestyles at a discounted rate to those who have children in LTS or Squads. Two parents or guardians who live in the same household as the first child enrolled in our program can join our fitness pass membership at a discounted rate.\**

*For only \$34.40 per fortnight (usually \$56.40), you get:*

- *Unlimited access to gym*
- *Access to group fitness classes*
- *Free fitness assessment and coaching program*
- *Unlimited access to pools*
- *Full access to Ashfield Aquatic Centre, Annette Kellerman Aquatic Centre, Leichhardt Park Aquatic Centre, Fanny Durack Aquatic Centre, and Dawn Fraser Baths*

*Interested in this offer? Speak to our staff in centre today or call us on 9392 5400*

*\*Additional children enrolled are eligible for 1 additional parent or guardian who lives in the same household per enrolment. Proof of residency is required.*



### **Active Carrot Online Portal**

With your enrolment you gain access to our online portal called Active Carrot. In this portal you can update your contact details, debit details, and see available classes. If you see an available class and would like to move, please call your centre or speak to your wet deck during your next class (if you book this class online you will create a second booking and be charged accordingly)

#### **To access the portal:**

1. Click on the link: <https://secure.activecarrot.com/login?site=1451>
2. Input your email in the username field
3. Enter your password and select 'login'

#### **First time accessing the portal:**

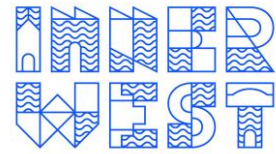
1. Click on the link: <https://secure.activecarrot.com/login?site=1451>
2. Input your email in the username field
3. Enter the password **IWC123** and select 'login'
4. You will now be prompted to input your own password and you will be sent a code via email, please enter this code in and select 'continue to change password'

Please note - if this does not work, refresh the page, and click forgot username/password to try again.

If this does not work, please email [akac.enquiries@innerwest.nsw.gov.au](mailto:akac.enquiries@innerwest.nsw.gov.au) for assistance.

### **Appendix**

1. Inner West Aquatics Swim School Code of Conduct
2. How to update your debit details
3. How to reset your password



# Code of Conduct

## **Introduction to Inner West Aquatics Parent/Guardian and Swimmers**

This Code of Conduct outlines the expected behavioural standards for interactions with each other in our swimming programs.

Inner West Aquatics (IWA) provides an inclusive, welcoming, and safe environment for everyone participating in our programs. We deliver high quality Learn to Swim and Squad Programs for students that encourage healthy and Child Safe practices for all members of the swimming community.

It is the responsibility of everyone involved in swimming to be aware of our responsibilities and expectations and to help safeguard each other and young children involved in our sport.

## **Safeguarding Children and young people**

- Inner West Aquatic facilities have Child Safe Standards in place across all sites.
- Inner West Aquatic staff are mandatory Child Safety Reporters and have an obligation to immediately report any concerns that have been brought to their attention or that they may have witnessed firsthand.
- Inner West Aquatics staff hold a valid Working with Children Check (WWCC), have undergone a Police Check and have been vetted through Councils sound recruitment process.
- Councils 'Model Code of Conduct' sets the minimum standards of conduct for council officials. It is prescribed by regulation to assist council officials to understand and comply with the standards of conduct that are expected of them.
- Inner West Aquatics are committed to ensuring that everyone associated with Swimming Australia complies with the 'Safe Sport Framework' and takes seriously their positive obligation to educate and inform everyone involved in our Sport of each person's responsibilities to:
  - Protect and look after each other.

- Protect and look after Children or Young People, from Child Abuse and Grooming.
- Create and maintain a child-safe culture and a culture of inclusion and safety that is understood, endorsed, and put into action by all.

### **Parent/Guardian Guidelines**

- Parents/guardians (of the age of 16 yrs. or older) must accompany their child to the swimming pool, remain on the premises and be contactable by swim school staff, and actively supervise their child as per the Royal Life Saving Society's 'Keep Watch' Program guidelines.
- Learn to Swim and squad membership cards must be swiped at Customer Service upon entry to the facility.
- Parents or Guardians must not take photographs unless authorised to do so by a member of staff.
- We request Parents/Guardians refrain from approaching teachers/coaches during lesson time unless there is unreasonable doubt for concern or safety. The Wet Deck Supervisor is a member of the Swim School and is located on the pool deck during lessons, and can assist with general queries.
- We request Parents/guardians do not undress their children on the poolside and do so within the changerooms provided. Up until the age of 7 years of age, the child should be accompanied by the parent/guardian in the respective gender changing rooms of the parent. Alternatively family changerooms are available.
- Mobile phones or any other recording devices are prohibited in the changing rooms.
- Behaviour that discriminates against any other person based on gender, race, ability, colour, religion, language, politics or national or ethnic origin will not be tolerated
- Behaviour that is deemed unacceptable includes: physical intimidation or threats, swearing, shouting, pushing, inappropriate touching, spitting, racist or derogatory comments
- Patrons are expected to abide by the T&C's of entry at all Inner West Aquatic facilities.

## **Swimmer Guidelines**

- Swimmers should be punctual and arrive on time for all class and training sessions, meets and team events. Pool time is valuable, and we recommend arriving 10 minutes before your session.
- Swimmers are expected to remember that at training sessions, during swim meets, team activities and in public, they are representing Inner West Aquatics and their respective club. They should represent their association with respect, team spirit, good sportsmanship, and politeness.
- Behaviour that is deemed unacceptable includes: physical intimidation or threats, swearing, shouting, pushing, inappropriate touching, spitting, racist or derogatory comments.

## **Reporting Concerns**

Parents/Guardians are encouraged to report any Child Safety concerns to Inner West Aquatics so Council can take appropriate action. Concerns/feedback can be reported directly to the Swim School Team Leader, Squad Coach, Centre Manager or a member of staff.

Alternatively, you can make contact with the Police or Community Services.

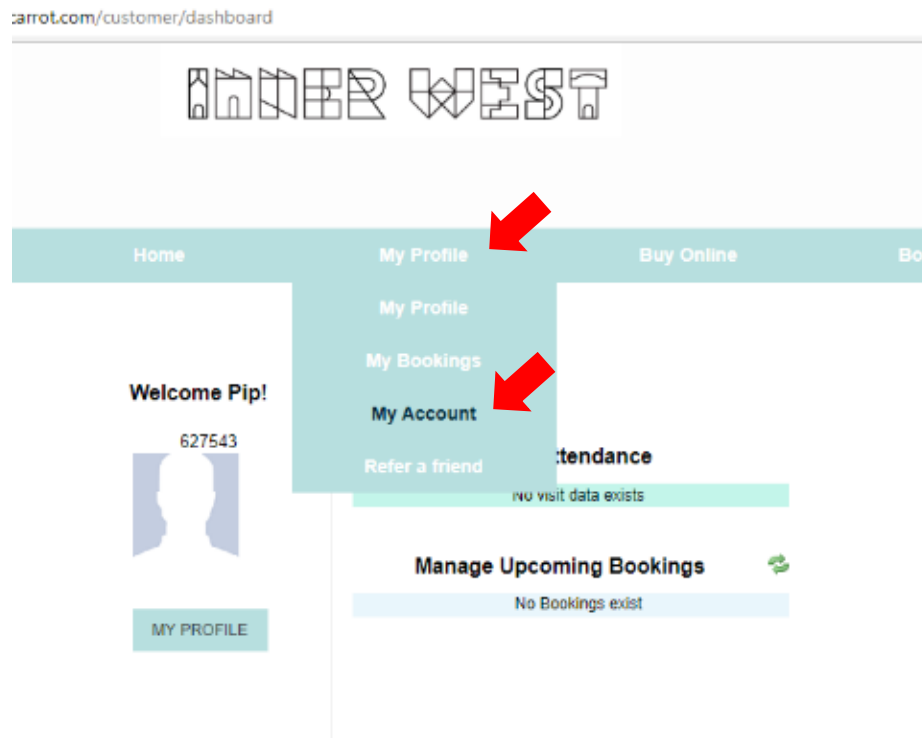
If you are in Australia and in immediate danger or at risk of harm, call your local enforcement agency or dial triple zero (000).



## Appendix 1

### How to update your direct debit details in Active Carrot

1. Click on the link: <https://secure.activecarrot.com/login?site=1451>
2. Log into your account
3. Click on My Profile
4. Click on My Account



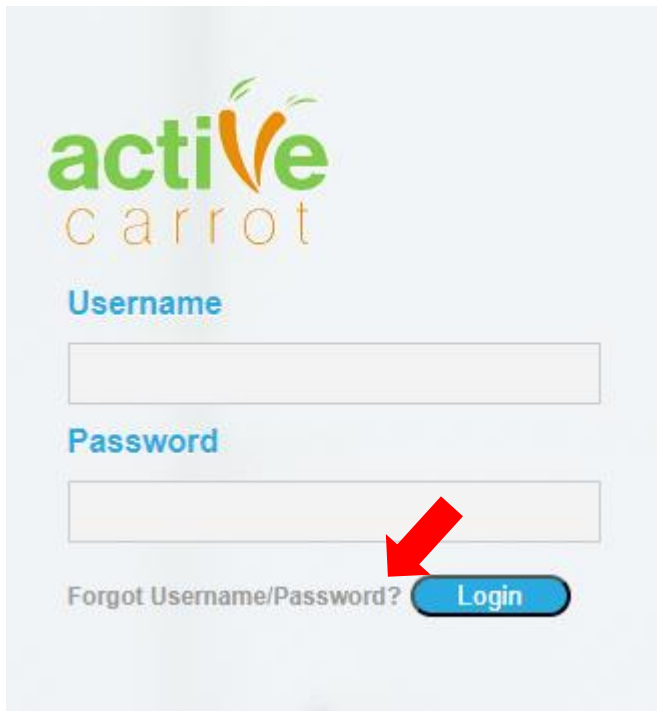
5. Click on Update My Direct Debit Details, and complete the fields



## Appendix 2

### How to reset your Active Carrot password

1. Click on the link: <https://secure.activecarrot.com/login?site=1451>
2. Click forgot username/password



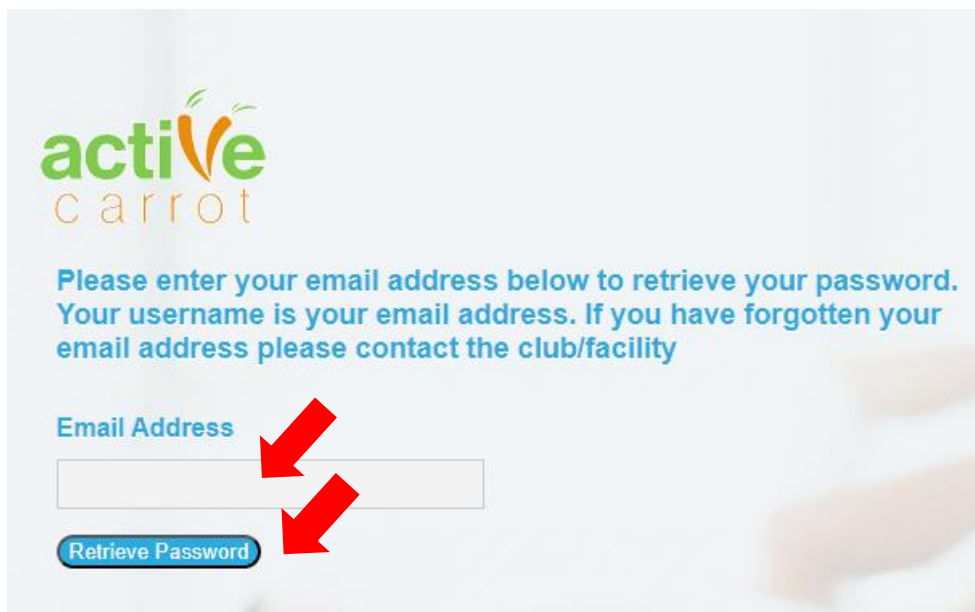
active  
carrot

Username

Password

Forgot Username/Password?

3. Enter your email address and click retrieve password



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carrot

Please enter your email address below to retrieve your password.  
Your username is your email address. If you have forgotten your  
email address please contact the club/facility

Email Address

4. Check your emails for your unique code and enter it in the box before clicking retrieve password



Please enter your email address below to retrieve your password. Your username is your email address. If you have forgotten your email address please contact the club/facility

Email Address

Please check your email for the password retrieve code and enter it below

Password Retrieve Code

Retrieve Password

5. Enter in your new password, re-type your new password, agree to the terms of use and click continue. You have now reset your password.