

Newsletter



Term 4 2009

Website

Did you know Paul Sadler Swimland now has an award winning website?

It has lots of news and answers to many of your swimming related questions.

There is even a section where you can ask your own questions and have them answered directly via email.

Check it out at

www.paulsadlerswimland.com

Special events

- Footy Week
- National Water Safety Week
- Christmas Week

Holiday Program

Don't forget to book in early for the Spring Holiday Program. Monday September 21 to Friday September 25. The cost is only \$60 and the program caters for Swordy Tots right through to Squad and Adults.

Swimming consecutive days is an effective way to refine and further extend skills, build confidence or help transition from the Swordy Tot program to the Learner program.

The Holiday Program is also a great way to adapt to a new swimming level.

Now Open Sundays....

Yes..... we have finally taken the plunge and as of Term 4 2009, we will be opening on a Sunday!

This is a great opportunity for you to come to swimming lessons as a family, or better still, mum send the kids off with dad and enjoy the Sunday paper in peace!

If you are interested in swimming on a Sunday please see reception to register your interest.

And remember, for those of you who do not function on a Sunday morning without your caffeine fix, we now have coffee available in the viewing room.

Swordy 1km Medal



At Paul Sadler Swimland we believe that the Swordy 1km medal is the pinnacle of water competency and a valuable skill for all children to achieve.

The ability to swim 1km non-stop freestyle gives a child the knowledge and understanding of how to survive and enjoy themselves in any aquatic environment throughout their lives.

Working together with you, the parents, we can ensure that every child has the opportunity to achieve this goal.

Term 3 Theme Week!!!

During the last week of Term 3, (Monday September 14 to Saturday September 19) Paul Sadler Swimland Narre Warren will be celebrating football finals week.

We are inviting all of the swimmers to come along dressed in the colours of their favourite team, whether it is AFL, NRL, Soccer or any other code.

Prizes will be awarded to the best dressed fans and we will be making a tally of which team has the most supporters. This will prove once and for all which team and code is the most popular.



Family Change Facilities

As we only have one family/disabled change room we would appreciate if you could keep the time taken in there to a minimum.

There are lots of families that would like to utilize the facility and we need to be conscious of everyone's needs.

It would be appreciated if this change room could be kept for the families that really need to use it.

If we work together then we can all get the benefit of the facility.

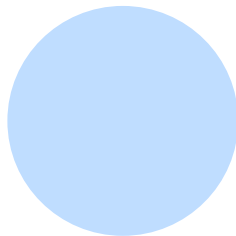
Coffee Machine

Don't forget that we now have our own coffee machine in the Viewing Room.

All proceeds from the coffee machine go to charity, so whilst enjoying freshly ground coffee you know you are helping a worthy cause.

If there is no sugar and/or cups, they can be found at reception.

To help us maintain the coffee machine, please make sure that children are supervised at all times in the viewing room.



Client Surveys

Thank you to all families who filled out our client surveys in term 2.

On the last page of this newsletter we have included some information regarding these results and ways that we can now further enhance your experience at Paul Sadler Swimland and improve our service.

If you have any further suggestions please see the deck supervisors and fill out a feedback form as we are always looking for ways to improve.



Fundraising News

During Term 3, Week 8 and 9 we will be selling raffle tickets to raise money for our charity, The Royal Children's Hospital.

Tickets will be \$1.00 each or 3 for \$2.00.

1st Prize:

A framed Patrick Murphy signed cap, a child related gift basket and a Free Term of Swim Lessons.

2nd Prize:

A child related gift basket and a Free Holiday Program.

3rd Prize:

A Free Holiday Program

Please see the deck supervisor for tickets and thank you in advance for your support.

IGA Cards

If there are customers who shop at IGA then we need your help! Swimland Swim Club has now joined the IGA Community Benefits program.

Every time you shop at an IGA and show your tag a percentage of your shopping total gets donated back to the club.

If you are interested in obtaining a tag please see reception and start shopping.

Thank you for your support.

Important Dates to Remember!!!!

Footy theme week: Starting Monday Sept 14
Term 3 Ends: Saturday Sept 19
Term 4 Begins: Monday Oct 5
Water Safety Week: Starting Monday Nov 30
Christmas Theme Week: Starting Sunday Dec 13
Term 4 Ends: Saturday Dec 19

Squad Dates:

1km Time Trials: Starting Monday Sept 14
Relay Day: Saturday Oct 17
3km & 4km: Saturday Nov 7
5km & 6km: Sunday Nov 8
8km plus: Saturday Nov 7
Top Gun: Sunday Oct 25
All Star Top Gun: Sunday Nov 15
Presentation Night: Wednesday Dec 9



Challenge Club

Parents and Swimmer's we need your support!

Every year, Paul Sadler Swimland challenge their staff to complete a physical activity and in doing so, to raise money for charity.

For the last few years we have done the Run for the Kids, which is between a 14 and 16km fun run and over 100 staff for all of our centres complete this challenge each year.

This year we decided to make the challenge something a little more physically exhausting and have challenged our staff to compete in the 'Eureka Climb 09' on November 22.

The Eureka climb is an 89 level, 1958 stair climb/race up Eureka towers with a 300m vertical elevation. This is going to require the staff doing lots of training and will no doubt see some very weary legs by the end of it.

How can you help?

We will be placing sponsorship forms up on the window of the viewing room and ask that you help us by sponsoring the staff to complete the event. All money raised will go to the Royal Children's hospital. This year we hope to raise \$3000 from this event.

Results of 2009 Client Survey

THINGS YOU LIKED THE BEST ABOUT SWIMLAND

These were the top 3 responses we received.

36.1% of clients enjoyed the friendly teachers and staff.

We like to think that all staff here at Swimland Narre Warren enjoy what they do and as a result an extra friendly atmosphere is created.

15.4% of clients expressed their belief in the program/structure here at Swimland, and 12% of clients appreciated the professionalism at Swimland. Our program is unique and has evolved over 35 years. Pauls' background in teaching, together with his swimming knowledge and his philosophy on survival, formed the basis of what our program is today. The certificates, professionalism and technology have come a long way in 35 years, however the incentive-based program with its structured certificate levels still give great reasons for children to want to continue swimming.

There were many other positive things mentioned in the surveys including, the teaching of survival skills, patience with children, encouragement, child's progression, use of flotation, fun approach, use of deck supervisors and more.

THINGS YOU FELT WE COULD IMPROVE UPON AT SWIMLAND

These were the top 3 responses.

37% of clients commented on the air temperature on pool deck.

We acknowledge that at times pool deck can feel quite hot, especially in the summer months. If you feel the air temperature is uncomfortable, we have an air conditioned viewing room available for your convenience.

The air heaters are set at 26 degrees and cut out once this temperature is achieved. The water is set at 32 degrees and the differential of 6 degrees allows the swimmers to remain comfortable in the water. If we have the air any cooler the children, parents and teachers in the water will feel the cold, and if we have the air any warmer it becomes too uncomfortable on deck.

Sometimes you will feel hotter or cooler on deck depending on what you are wearing, how you are feeling (health wise), and what the weather is like outside, however the air on pool deck is always set at 26 degrees.

22% of clients commented on the change rooms.

The size of our change rooms and the limited family change room space are two of the areas we would definitely improve upon if we had the opportunity to expand our facility. We understand that at times these two areas can cause some frustration and appreciate your patience in working around what is a situation that at this point can not be rectified. We hope (as many of you have stated), that the quality of our lessons outweigh the small inconvenience of the limited change facilities.

9% of clients expressed concern over the class sizes.

The sizes of our classes still remain significantly below the industry recommendations for class size. We provide trainee teachers within the many of our classes to further reduce the student to teacher ratio and we keep the children moving within the class to allow for maximum teaching time.

We appreciated your suggestions on how we can improve your experience here. We have ordered new name badges for our deck & reception staff, and we were pleased to be able to add a coffee machine to our facility as suggested by nine of our clients.

We are committed to offering you the highest level of swimming tuition and a positive experience every time you and your family come to Paul Sadler Swimland Narre Warren and we welcome any further feedback you could give us that would enable us to further improve the service we provide.