

Swim@Barker FAQs

Using Our Customer Online Portal

What is the Customer Online Portal and how do I sign up to use it?

Our Customer Online Portal gives our customers access to book make ups and change existing bookings without having to wait in lines to speak to our staff at the Centre, or on the phone. All customers are eligible to use our portal. As part of the enrolment process you will be emailed a link to our portal, where you can create an account to access the system.

How do I sign up for direct debit?

Direct debit is our preferred method of payment. To set up a direct debit payment please login to the Customer Portal. The Billing section allows you to set up direct debit from a bank account or credit card. Once you have entered your details and they have been confirmed, you will receive a confirmation email. Our system also gives you the capability to switch your payments away from direct debit which will require you to manually pay by card or cash.

How do I cancel my child's class if we can't attend this week?

Simply login to the customer portal and click on the date your child will be absent, and select "Unable to Attend". This will mark your child as absent, and issue you a Make-Up Voucher, which you have 3 months to use from the date of issue.

How do I book a make-up?

Login to the portal to access the dashboard where you can check that you have a Make-Up Voucher. Click on the "Book Now" button, and select the child you wish to book a make-up for. Note that you will only have the option to book a make-up for each child who has been allocated a voucher. Please contact our staff if you wish to have a Make-Up Voucher re-allocated to a different child. Select your child, and the system will display all available sessions for the upcoming fortnight. Select the session you wish to book, and confirm.

How do I change my child/ren's day and time?

Login to the portal, select a student, and click through to Upcoming Bookings. At this point you can select Change Day and Time. The system will then display the options available to you. Select your new class and confirm. If your child is enrolled into multiple classes (e.g. swims 2x per week), you will need to select which class to change and which to keep.

General Enquiries

Do lessons continue during school holidays?

As we operate a perpetual program, normal lessons continue during school holidays. The only exception is the December/January period which will be advertised by the Centre well in advance. Swim@Barker is also closed on public holidays. During school holidays we also run intensive holiday classes (or as we call them, HILTS) in addition to normal programming. In our experience these courses are particularly beneficial for children who are new to a level or close to progressing.

What is a Barker only time slot?

As Swim@Barker is owned and operated by Barker College, there are time slots that are only available for current Barker students. This allows for these students to align

their schooling and swimming. As such, all Monday-Friday learn to swim classes up to and including Shark that commence at 3:00pm, 3:15pm, and 3:30pm are designated "Barker Only Timeslots".

Do you accept Active Kids vouchers?

Yes, we do. Please speak with our staff so we can confirm the process with you. In most cases we will ask you to forward the complete voucher to us via email: swim@barker.nsw.edu.au. To obtain your voucher you will need to apply through Service NSW <https://www.service.nsw.gov.au>

What do I do if my child is upset?

It can take young children time to get used to the routine of swimming lessons. For a variety of reasons, swimming lessons can cause children to become upset. This is perfectly natural as children adjust to a new environment and / or routine. In most cases children will settle within a few weeks, but on occasion it may take longer. Our staff are experienced in guiding children through this process, however we encourage you to communicate with our Deck Supervisor so as to provide us with any important details that may assist us.

What do I need to bring with me to the first lesson?

We recommend families arrive early for their first lesson to give you plenty of time to prepare and get settled. Classes start promptly at the designated time, and the late arrival of students can be disruptive. When you arrive speak with our Receptionists or our Deck Supervisor to confirm the location and Instructor for your lesson. Please ensure your child is wearing appropriate swimwear, the correct coloured swim cap, has well-fitting goggles, and has been to the toilet. Remember to bring a towel and clothes to dress following the lesson. Many children are also hungry after a swimming lessons so it's a good idea to bring some healthy snacks too! Squad swimmers may require additional equipment however this will be advised at the time of booking.

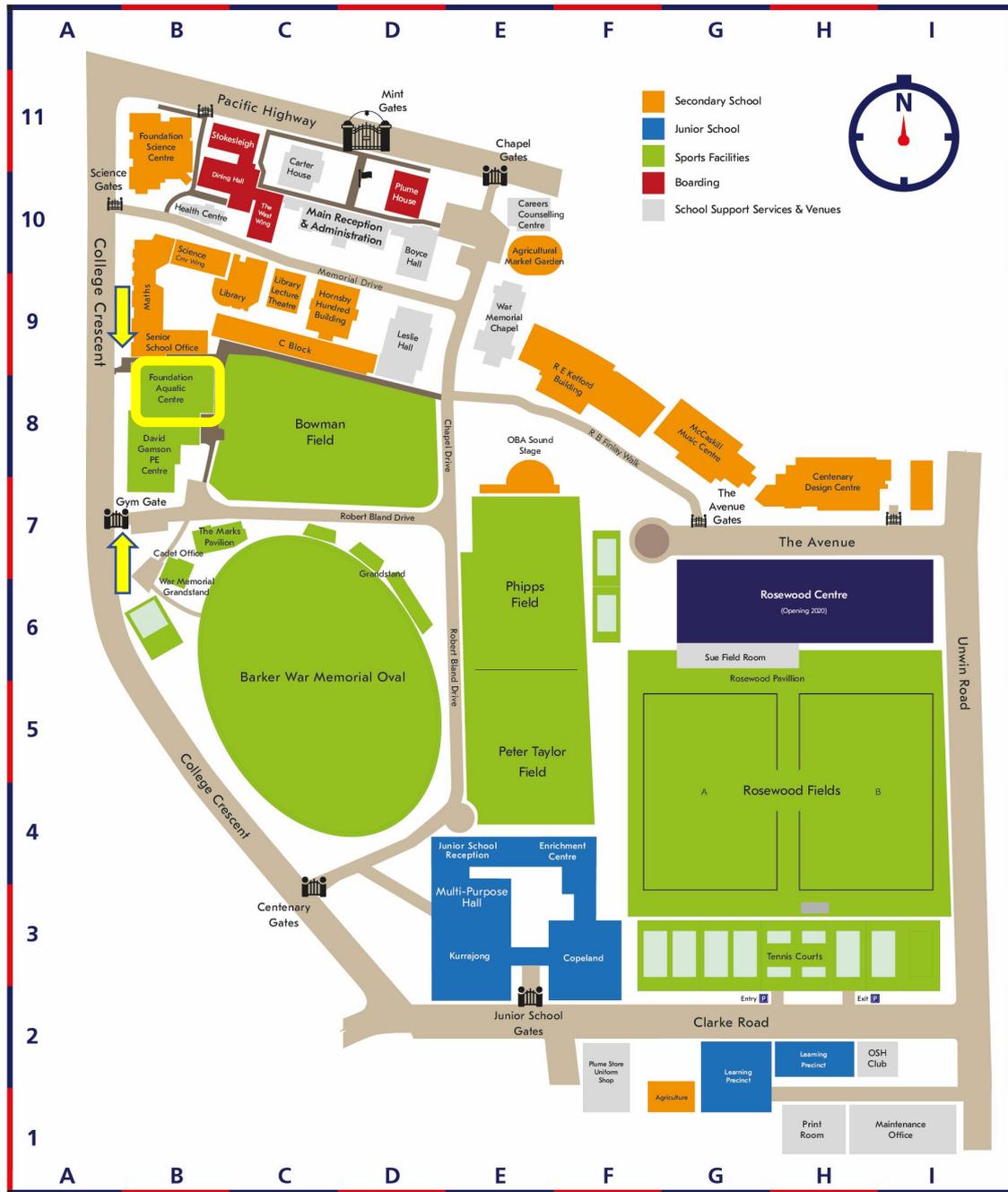
Am I able to transfer makeups between my children?

In most cases the best child to use a makeup lesson is the same child who has missed a lesson. However there may be times when families would like to utilise a makeup for a different child. Please speak with our reception staff if this is the case.

Do I need to remain at the Centre during lessons?

It is a requirement that parents or guardians remain on site during their child's class for all learn to swim levels up to and including Shark, excluding children who attend OSH Club after their class. Once a child's lesson has concluded, a parent or guardian must be available to receive their child immediately. As our staff are focussed on teaching the following group, uncollected children will be unsupervised, which is an acceptable risk in an aquatic centre. Additionally, many children enjoy having their parents watch as they master new skills and we can also communicate with you regarding progress or any issues that may occur during the lesson.

How to find us



Entry via the two pedestrian gates on College Crescent marked on the map

-  = Barker Foundation Aquatic Centre
-  = Pedestrian Gates

