Swim@Barker

Barker Aquatic Centre
Terms & Conditions
October 2026

Barker
Inspiring Tomorrow

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1 Swimming Pathways

1.1 Learn to Swim Program

The Barker Foundation Aquatic Centre provides Learn to Swim classes from babies to pre-squad, including Teens and Adults, for Barker, Connected and External patrons. Lessons are held 5 days a week, Monday to Friday. Our program is term-based, with ongoing enrolments, allowing swimmers to join at any time throughout the year.

All staff are nationally accredited instructors and coaches. Please keep in mind regular attendance and ongoing lessons maximises skill acquisition and development.

The Swim@Barker Learn to Swim program caters for Barker College students as well as families within the local community. Students are categorised in the following groupings.

- **Barker** - current Barker College students
- **Connected** - children of current Barker College staff, siblings of current Barker College students & future Barker College students with confirmed places.
- **External** - Non-Barker College students (attending other schools) including ex-Barker College students.

Swimmers are assessed on an ongoing basis by our team. Our Deck Supervisors are our most experienced staff and are the main contact point for queries regarding feedback and progressions. Student progression information can also be accessed via the Customer Portal: https://barkercollege.accounts.ud.io.

Our Deck Supervisors will advise parents/guardians when their child has been promoted. Parents/guardians can then arrange enrolment into the next level with our Receptionists.

Further comments or concerns can be forwarded to our Learn to Swim (LTS) Coordinator via swim@barker.nsw.edu.au.

1.2 Learn to Swim Levels and Cap Colours

Learn to Swim

Level/Cap Colour	Duration	Max. Students	Learning Outcomes
Clownfish (Orange Cap) 3 years and over	30 mins	3	• Independent swimming with assistance • Water survival skills
Starfish (Red Cap)	30 mins	4	• Build on independent swimming on both front and back • Streamlined glide and fast kicking • Water survival skills
Seahorse (Purple Cap)	30 mins	4	• Streamlined glide and fast kicking • Introduce freestyle • Introduce backstroke
Octopus (Yellow Cap)	30 mins	4	• Combine breath timing in freestyle • Backstroke
Penguin (Light Blue)	30 mins	5	• Further stroke development in freestyle and backstroke • Introduction to breaststroke • Overall swimming distance increased
Turtle (Green)	30 mins	5	• Stroke technique in freestyle and backstroke • Consolidate breaststroke

Stroke Development and Pre-Squad

Level/Cap Colour	Duration	Max. Students	Learning Outcomes
Dolphin (Grey)	45 mins	6	• Mastering stroke technique in all 4 strokes • Introduction to competitive starts, turns and finishes
Junior Development (Blue)	60 mins	7	• Introduction to coaching and swimming as a sport • Encouraged to join Barker Aquatic Swim Club • Follow swim set instructions and squad swimming protocols • Apply strokes and skills in a club night environment

Teen & Adult Learn to Swim Classes

Level/Cap Colour	Duration	Max. Students
Teen LTS (Aqua Cap)		
Beginner	30 mins	4
Intermediate	30 mins	4
Advanced	45 mins	6
Adult LTS (Black Cap)		
Beginner	30 mins	4
Intermediate	30 mins	4
Advanced	60 mins	5

1.2 Squads Program

Junior through to Senior Squads for both competitive and non-competitive pathways – held at **Barker Aquatics** for Barker and Connected students and at **Hornsby Aquatic Centre** for External students.

At Swim@Barker we believe that swimming is a skill for life.

Current & Future Barker Students

At Swim@Barker we not only develop swimmers but also confident, healthy, and independent individuals who can build on a strong foundation to reach their full potential both in and out of the pool. This will allow them to fully participate in all Barker activities and provide an avenue to more competitive experiences. All swimmers will be able to learn to plan and work towards goals whilst becoming healthy and improving physical fitness.

Squad Structure:

"**Junior School Squad**". This program is suitable for all Junior School (up to year 6) aged swimmers who have progressed past Junior Development squad, or new students to the program who have been graded by our coaches as squad level. Junior School sessions will be run by our experienced team of coaches, developing, and preparing for current and future aquatic activities. This structure gives students access to all our great coaches at Barker, a very exciting addition to our program.

Junior program point of contact, Coach Tyler Jones - *tjones@barker.nsw.edu.au*

"**Secondary School Squads**". The Senior program will now offer an opportunity for every student to swim in a session most convenient to them, tailored to their ability, with other students of similar age and ability. Session will be conducted by our dedicated coaching team who will be using the most up to date techniques and methods to ensure each student achieves their individual goals. Squad categories are: Year 7 (Term 1), Middle School, Senior School, Target and Competitive.

Secondary programs point of contact, Coach Steve Critoph - *scritoph@barker.nsw.edu.au*

External (Non-Barker) Students and Families

If continuing from LTS, External students are required to progress to Barker squad sessions held at Hornsby Aquatic Centre. The Swim@Barker Hornsby squad program is tailored to suit a wide range of ages, abilities, and fitness levels. Whether you are keen to develop a healthy active lifestyle, maintain fitness in the off-season, are using the pool for rehabilitation and recovery, or are working your way back to competitive swimming, we have a squad program to suit your needs.

Hornsby programs point of contact, Coach Steve Critoph - *scritoph@barker.nsw.edu.au*

2. Enrolment Process

2.1 Term-based Enrolment

As our memberships are ongoing, enrolments are accepted at any time during the year. LTS classes run during term-time, with breaks during the Barker College school holidays. Squad sessions continue throughout the year, with differing term-time and holiday schedules.

All new members should complete the following enrolment process:

1. Submit an online registration including contact details, emergency information and account details for your Direct Debit Authority. Registration can be made through our online Customer Portal: https://barkercollege.accounts.ud.io

2. Contact Barker Aquatics Reception via telephone (02 8438 7281) or email (swim@barker.nsw.edu.au) to select lesson days/times or arrange a swim assessment - this may be required at the time of enrolment to ensure your child is placed in the correct level.

For all pre-booking enquiries please contact Aquatics Reception – swim@barker.nsw.edu.au

All bookings continue on an ongoing basis from term to term, meaning you retain your place in lessons without the need to re-enrol each term or each year, until withdrawal is advised. See our withdrawal process for further information.

Please note that Barker Aquatics does not offer temporary enrolment suspensions for any swim programs.

By enrolling your child at Barker Aquatics, it is understood that Customers fully understand and agree to our Terms and Conditions.

2.2 Enrolment Fees

At Barker Aquatics, our only method of payment is by direct debit. Credit/debit card or bank account details must be submitted at the time of registration to confirm enrolment. Enrolments may be voided by Barker Aquatics if account details are not provided.

LTS fees and Hornsby Squad fees are calculated monthly and are deducted in advance on the 1st of each month. A pro-rata discount will apply if enrolment commences part way through a month.

Barker Junior Squad fees are invoiced at the beginning of each Term, and are the only Barker squads to be charged a term fee. There is no charge for holiday swimming for any Barker Squad swimmer.

Customers will not be charged LTS or Barker Squad fees for Public Holidays or for Barker College school holiday periods.

Note that normal weekly LTS lessons do not continue during Barker College school holiday periods.

2.3 Holiday Programs and Clinics

Barker Aquatics runs LTS Holiday Intensive Programs and Holiday Clinics each school holiday period. Families who are not in our regular programs who wish to enrol in a holiday program will be required to complete the aforementioned enrolment process for each child online at: https://barkercollege.accounts.ud.io.

An assessment may be required prior to the holiday program commencement to ensure your child is placed in the correct level.

Holiday program bookings are accepted only for the entire block of lessons - usually 4 or 5 days, with a lesson on each day at the same time. Classes are subject to availability.

Replacement HILTS Vouchers may be given for absences from HILTS Programs due to illness or injury. Medical Certificates must be included with any voucher requests.

2.4 Returning Enrolments

Families returning after a break of less than 6 months must email swim@barker.nsw.edu.au to confirm their re-enrolment process. All students returning after a break of 6 months or more may be required to complete an assessment to confirm their level. Re-enrolment bookings can only be made by Aquatic Centre staff.

2.5 Barker Only Time Slots

As Swim@Barker is owned and operated by Barker College, there are time slots that are only available for current Barker College students. This allows for these students to align their schooling and swimming. It also means Barker students with siblings at other schools have the option to better coordinate their lessons. Barker students are only able to swim 1 session in a Barker time slot (before 4:00pm classes), additional lessons will need to be booked after 4:00pm to allow all Barker students the opportunity to swim after school.

All Monday to Friday Learn to Swim classes will be available for students as follows:

Barker – from 3:15pm to 6:15pm

Connected – from 3:45pm to 6:15pm

External – from 3:45pm to 6:15pm

External Pre-school Students - Mornings and 2:45pm only

3. Fees

3.1 Fee Structure From 1st October 2026

Class Type	Barker Students/ Staff	Connected/ External
Learn to Swim (LTS)	**Price per Lesson**	
Learn to Swim (Clownfish to Turtle levels)*	$22	$25
Learn to Swim (Dolphin level)*	$23	$26
Pre-Squad Transition (Junior Dev level – 2 sessions per week)*	$26	$26
Teen Learn to Swim (Beginner and Intermediate)* (30 mins)	$22	$25
Teen Learn to Swim (Advanced)* (45 mins)	$23	$26
Adult Learn to Swim (Beginner and Intermediate)* (30 mins)	$25	$25
Adult Learn to Swim (Advanced)* (60 mins)	$34	$34
LTS Private Lessons	**Price per Lesson**	
30 mins	$70	$80
Additional Needs Students – 30 mins	$22	$25
Barker Squads – Barker Pool (Unlimited Sessions)**	**Price per Term**	
Barker Junior School Squads	$175	-
Barker Senior School Squads (included in College sports fees)	$0	-
Hornsby Teams – Hornsby Pool (Unlimited Sessions)**	**Price per Month**	**(Valid from Jan 1st, 2026)**
Fit & Fast Team	-	$100
Red Team	-	$125
Bronze Team	-	$135
Silver Team	-	$145
Gold Team	-	$155
Platinum Team (Adults)	-	$145
Platinum Team - 10-Pass Access Card (no expiry)	-	$150 per card

* Discounts apply when booking a second or subsequent lesson per week (Learn to Swim)

** Where available. Sessions must be booked prior to attendance. Unexplained absences of three consecutive weeks or longer may result in your enrolment being withdrawn.

3.2 Payments Schedules

To confirm a place in any of our programs or courses, payment is required at the time of booking. Families will be charged an initial pro-rated fee if commencing part way through the month. Subsequent monthly fees will be deducted on the 1st of each month. Accounts must be settled on this day. Customers should ensure sufficient available funds in their nominated account.

Please note that ongoing outstanding fees may result in your child's enrolment being discontinued. Families should contact the Centre in advance if they anticipate any issues in settling accounts by the due date.

Family account statements can be viewed at any time via the online Customer Portal: https://barkercollege.accounts.ud.io

3.3 Public Holidays, School Holidays and End of Year Centre Shutdown

The Centre is closed on Public Holidays, and for a period over Christmas and into the New Year. The Centre may occasionally be closed during Barker College school holiday periods for repairs and refurbishment. Fees will not be charged for these days.

3.4 Direct Debit Payment Options

Payment Method	Visa	Master Card	Amex	Bank Account	Diner's Club Other Cards	Cash	Cheque
Direct Debit	✓	✓	✓	✓	✗	✗	✗

Direct debit is our only method of payment. By completing the Direct Debit Authorisation via the Customer Portal (https://barkercollege.accounts.ud.io), parents/guardians acknowledge that lesson fees, or other charges, will be automatically debited from their nominated account immediately upon enrolment, and then on the first of each month.

If the debit is declined, the bill payer:

- Will be automatically notified by email
- May be charged a Centre and/or Merchant dishonour fee. Declined payments due to "insufficient funds" may attract a $15.00 dishonour fee
- May be charged additional fees by their financial institution

Customers with current Direct Debit Authorities in place should note that any outstanding fees owing will automatically generate a direct debit deduction/payment, regardless of the due date of the fees.

3.6 Active Kids Vouchers

Barker Aquatics is an Active/Creative Kids Voucher provider. Please email your voucher to swim@barker.nsw.edu.au for it to be applied to your account. **All vouchers must display a QR code** to be accepted.

Services NSW has advised that Active/Creative Kids Vouchers can now also be applied to any Holiday Intensives LTS Program.

We can process 2 vouchers per student per calendar year. Please note that future months' invoices may be raised early in order to credit the full voucher value.

Please refer to the Services NSW website for further information.

3.7 Store Purchases

Barker Aquatic Centre currently sells a range of swimwear and swimming equipment to our customers. Any purchases made at Reception will be billed directly to your Aquatics account, generating a direct debit payment from your nominated credit/debit card or bank account within 24-48 hours.

4. Attendance

4.1 Absences

Families should advise the Centre if their child cannot attend any lesson (including holiday programs), for whatever reason. This frees up spaces in classes that can then be utilised as make-up bookings by other students.

Absences can be notified online up to one week ahead via the Customer Portal: https://barkercollege.accounts.ud.io

Unexplained absences of three consecutive weeks or longer will be queried via email. No response within seven (7) days will result in your enrolment being withdrawn. **Any unused fees paid will not be credited or refunded.**

Please note that Barker Aquatics does not offer temporary enrolment suspensions for any swim programs.

4.2 Make-Up Lessons

- Absences must be notified via the UDIO Customer Portal or via email (swim@barker.nsw.edu.au) at least **one hour** prior to class time to qualify for a make- up voucher.
- Make-up lessons are applicable to all levels excluding squads i.e. all levels from Clownfish to Adult LTS inclusive. Make up vouchers must be booked in classes within the student's current swimming level.
- Make-up lessons are only available to currently enrolled students and are subject to availability.
- Make-up lessons must be for sessions outside of normal class times, not instead of.
- Make-up vouchers are valid for six months. After that time, they will be forfeited.
- Make-up lessons must be booked online via the UDIO Customer Portal.
- Make-up lessons can only be booked up to one week in advance.
- **All make-up classes must be selected from your corresponding allowable booking periods (see above). Make-up classes booked on any weekday at 3:15pm by non-Barker students will be cancelled and forfeited.**
- **Once booked, make-up lessons cannot be rescheduled and will be forfeited if cancelled.**
- **Unattended booked make-up lessons will be forfeited.**
- Unused make-up vouchers **cannot be redeemed** for a credit or refund.
- Upon graduation from the LTS Program, accrued make-up vouchers can be transferred to another enrolment on the same Aquatics account if available, otherwise they will be forfeited.
- Make-up vouchers for Private lessons can only be used in group classes and are subject to all other terms and conditions.
- LTS Make-up vouchers cannot be used for Holiday Intensive Program classes.
- LTS Make-up vouchers are not redeemable in any other holiday programs or clinics.
- Make-up vouchers are not available for any squad programs.

4.3 Changes in Bookings

- Changes in your booking (day/time) can be made free of charge via the online Customer Portal up to one (1) week in advance: https://barkercollege.accounts.ud.io

5. Withdrawals, Credits, and Refunds

5.1 Withdrawals

Requests for enrolment withdrawal must be made **via email** to swim@barker.nsw.edu.au by the 21st of the month to come into effect from the following month.

Please note that withdrawals received after the 21st of any month may not be processed prior to the following month's fees being debited from your nominated account. Enrolments will then cease at the end of the following month and fees will not be credited/refunded.

5.2 Credits

Requests for credit will only be considered for students who have sustained an injury or illness which has prevented them from swimming for a minimum of four consecutive weeks.

Requests should be made to the Aquatic Centre Reception Coordinator via email swim@barker.nsw.edu.au prior to the completion of the enrolled month. Please attach a medical certificate to your request, which states the commencement date of injury/illness and a projected return to activity date.

Approved credit may then be applied to future months or programs. Credit will only be calculated based on fees already paid, up to a maximum of six (6) consecutive weeks. After this time, if the student is not ready to return to swimming, enrolments will cease, or alternatively, normal fees will be charged, and makeup vouchers will be applied to following weeks' bookings to maintain the student's enrolment.

Please note that only one credit due to medical reasons will be applied to a customer's account per six (6) month period of either January to June, or July to December.

5.3 Refunds

Requests for refunds will only be considered when a participant has sustained major injury or chronic illness requiring long-term withdrawal from the program.

Requests should be made to the Aquatic Centre Reception Coordinator via email swim@barker.nsw.edu.au and must be accompanied by supporting medical documents. Requests must be submitted within two weeks from the date of injury/illness.

Please include bank account details to enable a refund by direct deposit. The refund process takes approximately 15 business days.

5.4 Aquatic Centre Lesson Cancellassions/Closures

The Centre reserves the right to cancel or close classes with low enrolments. If this occurs, staff will work with families to provide suitable alternatives where possible.

At times, the Centre may be closed at short notice due to structural, mechanical, or sanitary reasons, or due to the ongoing Covid-19 requirements of Barker College. If this occurs, credits will be applied to the family account. Credits issued in these circumstances will be valid for a period of six months.

For incidental closures of less than a half a day, make-up lessons or credits will be offered at the discretion of Management.

6. Swimwear and Pool Use

6.1 Swim Caps

All participants must wear the designated coloured swim cap appropriate for their level during their lesson. Doing so will aid water safety and pool water cleanliness.

A complimentary cap is provided at the time of enrolment, and a new one issued when a child progresses to a new level. Replacement caps can always be purchased from Reception at a cost of $10.00 per cap.

6.2 Swim Costumes

Appropriate swim costumes must be worn at all times while in the water. Children who are not fully toilet-trained must also wear protective swim-pants.

Board shorts are not acceptable swim wear for any age/level.

Children over the age of 3 should not wear a rash shirt as it inhibits movement and the learning process.

6.3 Goggles

While goggles are not compulsory, they are recommended for swimmers in Seahorse and above. Goggles can be purchased from Reception.

Please Note: Due to current restrictions, we are no longer able to lend out temporary swim costumes or towels.

6.4 Pool Rules – Post Covid-19

- Instructions by staff are to be followed at all times. Please show our Aquatic Staff respect. Aggressive or abusive behaviour will not be tolerated, and patrons will be asked to leave the College grounds.
- It is a requirement that the parent/guardian be in attendance during their child's lesson for all learn to swim levels up to and including Junior Development (excluding children attending OSH Club). This is to ensure your child is dressed and ready to commence lessons on time. Please note, this is the responsibility of parents/guardians, not pool staff. Waiver forms for Years 5 & 6 to attend and leave the Centre unaccompanied are available from Aquatics Reception.

  Parent/Guardians must be on pool deck to receive students from the Aquatic Staff after-school pick-up by:

  - 2:55pm for K to Year 2 students
  - 3:05pm for Years 3 to 6 students
- Students are not to enter the water until directed by the instructor or Deck Supervisor.
- Students must exit the pool from their allocated lane.
- No glass containers are permitted on pool deck.
- With the exception of water, **no food or drink is permitted to be consumed on pool deck**. Students may eat in the Reception foyer area.
- Chewing gum is not permitted at any time within the Centre.
- No running on pool deck.
- Diving in either pool is only permitted under the direct supervision of Barker staff.
- Should Barker Aquatics offer Parent/Guardian and Child classes, a parent or guardian must be in the water at all times. Please be prepared to get wet! No more than one parent/ guardian per child is permitted.
- Family changeroom facilities are available for families with children of different genders.

7. Recording Devices

No recording devices may be used by families anywhere in the Aquatic Centre. This includes, but is not limited to:

- Mobile phones
- Tablets
- Cameras
- Video / digital recorders

Please note that at times coaching staff may video a child swimming to use the footage as a visual instructional aid. All recordings are deleted daily.

Swim@Barker FAQs

Learning to Swim Programs

How long will it take for my child to learn how to swim?

Learning to swim well is a long-term commitment. Children learn skills at different rates, and need to continue swimming regularly to maintain proficiency. The key to learning to swim is regular attendance and persistence.

When is my child water safe?

Swim Australia recommends children should be able to swim 400m with good style before they can swim well. In conjunction, children should acquire valuable essential water safety skills such as back floating and basic rescue techniques. These attributes build a sound foundation for children to be able to enjoy water-based activities such as competitive swimming, lifesaving, surfing, water polo, and sailing.

Will my child get a cold or flu if they swim through winter?

It's not uncommon for families to ponder taking a break from swimming lessons during winter. However, after 3-6 months of not swimming, children often need to re-learn skills when they return. While the air outside will be cooler, our heated and well-maintained pools provide a safe, warm and comfortable environment for exercise and learning. Being cold in itself will not cause a cold or flu, however we recommend children dress appropriately before they leave the Centre after their lesson.

Are the instructors accredited?

Our instructors hold nationally recognised certifications in the teaching of swimming and water safety through Swim Australia and / or Austswim and/or Royal Life. Our coaches are licensed by Swimming Australia and are members of the Australian Swim Coaches and Teachers Association. All full-time staff are Pool Lifeguard trained and are qualified in CPR & First Aid. All Aquatic staff have current Working With Children Checks (WWCC), and Police Checks.

What can I do outside of lessons to help my child progress?

Spending time in the water away from lessons is not only beneficial, it's also a fun family activity! Our aim during lessons is to reinforce correct technique in a purpose-built learning environment. Swimming outside of lessons provides an opportunity to reinforce these skills, but also to explore and experiment. Exposing children to swimming experiences away from our pool can help children understand that skills they learn at Barker can be transferred to other aquatic experiences. Of course, make sure children around water are always appropriately supervised by an attentive, responsible adult.

What should I do if my child is not progressing?

Learning to swim well takes time and there are times where progress may seem to stagnate. This is normal! Some skills are particularly complex to master, and require repetition and coordination. We've often found holiday intensive programs (or as we call them, HILTS) an effective way to give plateauing students a boost. However, if you have concerns regarding your child's progress, we invite you to speak with our Deck Supervisors, who monitor progress and ensure the smooth operation of our programs.

How long will my child spend in each level?

There is no set length of time that children should spend in each level, as our program is skills-based. While repetition is an important component of skill acquisition, our instructors are also trained in student-engagement to keep your children interested and motivated. However, if you have concerns about the length of time your child has been in a certain level we invite you to please speak with our Deck Supervisors, who monitor progress and ensure the smooth operation of our programs.

What age should my child start lessons?

It's never too early or late to learn to swim! We welcome all ages and abilities, however starting when young provides a range of benefits. Research indicates early-age swimming lessons assist physical and psychological development including strength, mobility, self-esteem, and social skills acquisition. Our infant classes are designed to aid in water awareness, water safety, water confidence, and social interaction. Swim@Barker enrols children from 36 months of age into our Clownfish classes, which are also a great bonding activity for parents or guardians with their children.

Do you use floatation aids?

While floatation aids such as arm bands or bubbles can provide a child with greater independence in the water, we find that they are not conducive to teaching swimming. They tend to place the child into a more vertical body position, whereas the most efficient swimming posture is a horizontal, streamlined position. A good streamline is the foundation of all other important swimming skills.

Why does my child have to wear a swimming cap?

Wearing caps help keep a child's hair away from their face which is often a distraction and impediment to effective learning, even for children with shorter hair. Additionally, wearing caps makes a significant difference to the load on our filtration system, helping us keep our pool water quality pristine.

What kind of nappy should my infant wear in parent and child classes?

All children in our infants' classes or not fully toilet-trained must wear a disposable swim nappy. Additionally, we strongly recommend the wearing of a durable, re-usable firmly-fitting "Happy Nappy" as they are the most effective way of preventing accidents, and hence keeping our water quality at the high standard our customers are used to.

General Enquiries

Do I need to be at the Centre during lessons?

Yes. It is a requirement that parents/guardians be on the pool deck for the duration of their child's lesson, for all learn to swim classes up to and including Junior Development level (excluding children attending OSH Club). This is to ensure all students are dressed and ready to commence lessons on time and you are available to receive students immediately at the completion of lessons. As our staff are focused on teaching the following group, uncollected children will be unsupervised, which is an unacceptable 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.

Please note, students are the responsibility of parents/guardians before and after class times, not pool staff. Waiver forms for Years 5 & 6 to attend and leave the Centre unaccompanied are available from Aquatics Reception.

Parent/Guardians must be on pool deck by:

- 2:55pm for K to Year 2 students
- 3:05pm for Years 3 to 6 students

Do lessons continue during school holidays?

No. During school holidays we run holiday intensive classes (or as we call them, HILTS) instead of normal programming. In our experience these courses are particularly beneficial for children who are new to a level or close to progressing.

Holiday Programs will be advertised by the Centre well in advance. Bookings can be made from week 5 each school term for Barker & Connected students, and from week 7 for External students.

A reminder that Swim@Barker is closed on public holidays.

What is a Barker only time slot?

As Swim@Barker is owned and operated by Barker College, there is a weekday time slot that is only available for current Barker College students – 3:15pm. This allows for these students to align their schooling and swimming. It also means Barker students with siblings at other schools have the option to better coordinate their lessons.

Moving into 2025 students are only able to book into one (1) time slot prior to 4:00pm (either 3:15pm or 3:45pm classes), and additional lessons will need to be booked from 4:15pm to allow all Barker students the opportunity to swim after school.

All Monday to Friday Learn to Swim classes will be available for students as follows:

Barker – mornings or from 3:15pm to 6:15pm

Connected – mornings or from 3:45pm to 6:15pm

External – mornings or from 3:45pm to 6:15pm

Do you accept Active/Creative Kids Vouchers?

Yes, we do.

To obtain your voucher you will need to apply through Services NSW: https://www.service.nsw.gov.au.
Just forward the complete Voucher to our Reception staff via email: swim@barker.nsw.edu.au.
All vouchers must display a QR code to be accepted

Please note that we can accept two Active/Creative Kids Voucher per student per year towards weekly LTS lessons or Squad fees. Active/Creative Kids Vouchers can also be used for any Barker Holiday Programs.

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 activity. 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 do encourage you to communicate with our Deck Supervisor to provide us with any important details that may assist us.

What do I need to bring 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 correctly coloured swim cap, has well-fitting goggles, and has been to the toilet. Remember to bring a towel and clothes to dress in following the lesson. Many children are also hungry after a swimming lesson 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 make-up vouchers 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 make-up voucher for a different child. Make-up voucher bookings can only be made for students currently booked into ongoing weekly lessons. Please speak with our reception staff if you have any queries regarding make-up classes.

Using Our Customer Online Portal - *https://barkercollege.accounts.ud.io*

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-up classes 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 now our only 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/debit card. Once you have entered your details and they have been confirmed, you will receive a confirmation email. Our system also gives you the ability to switch your preferred direct debit payment account at any time.

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

At least one hour prior to your child's scheduled lesson time, simply login to the customer portal, 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 6 months to use from the date of issue. Please note, online absences can only notified up to one week in advance.

How do I book a make-up class?

Login to the portal and click on the 'Voucher' tab to 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 week. Select the session you wish to book and confirm.

Please ensure that you are booking a makeup lesson into the correct time allocations as per your billing group (see above). Makeup vouchers booked outside of these times will be cancelled and forfeited.

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 for the next fortnight. Please ensure you take note of the date from which your new class will start. 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.

How do I check my child/ren's progression?
Please speak to our Pool Deck Supervisor at any time during your child's lesson.

Pick-up Procedures

How do I access the Aquatic Centre?

There is no parent/guardian parking available anywhere on the school grounds. Parents must park off-site and access the College as follows:

- Monday to Friday - via the pedestrian gate at the north-western corner of the Aquatic Centre on College Crescent.
- Saturdays – via the pedestrian gate adjacent to the Aquatics vehicular gate at the south-western corner of the David Gamson Building on College Crescent.

Please enter the complex via either of the north-eastern (stroller-friendly ramp) or south-eastern doors (stairs).

What is the after-school pick-up process for Barker students?

The current arrangements for student collection are as follows:

Pre-K students are to be collected by parents/guardians and brought up to the Aquatic Centre for their lessons as follows:

- Students enrolled in 3:15pm classes need to be collected on foot at the Clarke Road gate.
- Students enrolled in 3:45pm classes need to be collected from the Car Line under the Kurrajong Building
- Should parents need to make alternate arrangements to the above please ensure that Aquatic Centre staff are notified for both regular lessons and any makeup lessons booked.

All Kindergarten to Year 6 Barker students who are enrolled in LTS classes commencing between 3:00pm and 4:00pm on school days can be collected by Aquatic Staff from Prep/Junior Schools prior to 3:00pm. Please advise on enrolment if you would like your child to be added to the pick-up list.

Please note that arrangements may change in response to social conditions such as the Covid-19 pandemic. All customers will be advised via email should changes need to be made.

What Covid-19 related restrictions may be in place at the Aquatic Centre?

The Barker Aquatic Centre agrees to comply with all potential/future Covid-19 or other major pandemic restrictions. Should a major pandemic situation here in NSW escalate again, the following restrictions may be implemented with minimal notice:

- Mandatory QR Code sign in for anyone 18 years and over attending the Aquatic Centre
- Mandatory sighting of Vaccination Certificate from Services NSW for anyone 18 years and over attending the Aquatic Centre
- The mandatory wearing of masks for all visitors
- The limiting of access for families to only one parent/caregiver at each visit
- Social distancing with respect to visitor seating
- Limiting the number of students in and around the pool per session
- Potential pool closures at short notice

My child seems unwell. What do we do?

Any parent or student that has symptoms including (but not limited to) fever, cough, sore throat, fatigue and shortness of breath **must** not attend the Aquatic Centre. Staff have been briefed and will not allow swimmers showing these symptoms to get in the water. As a protective measure for all our Barker community, families of these students will be asked to remove their sick child from the College grounds immediately.

If you and/or your child are unwell, simply login to the customer portal, click on the date your child will be absent and select “Unable to Attend”. If this is completed prior to your child’s lesson, this will mark your child as absent, and issue you a Make-Up Voucher. Vouchers have a 6-month expiry from the date of issue.

Notes

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