

FREQUENTLY ASKED QUESTIONS

WHAT IS WESTERN SYDNEY AQUATICS?

Western Sydney Aquatics is a specialist stroke development and squad training company. We are dedicated to producing the highest quality technical swimming education service to meet the needs of our students from 7 years to open level competition.

Our promise is to ensure that the people who run the company are also the people you will meet delivering our service. We will be there, on pool deck, meeting all our clients swimming needs in:

- stroke development;
- competition introduction and
- coaching for State, National & Open Level Competitions.

WHO IS WESTERN SYDNEY AQUATICS?

Western Sydney Aquatics is owned and run by qualified swimming coaches who have a strong passion to increase swimming performance of all ages.

Jake Miller was a national level swimmer who has used his experiences as an athlete to become an innovative aquatics educator. Jake has completed a Bachelor of Exercise Science and is a qualified Strength and Conditioning Coach. Jake has also excelled in the Recreation and Aquatics industry, becoming one of the youngest Operations Managers for Belgravia Leisure.

Germán Pujol is a dedicated swim coach who is in Australia completing his Masters Degree. Germán began his coaching career in Mexico where he was a competitive swimmer. Germán has worked with all levels of swimmers in Australia but really enjoys seeing swimmers develop from junior levels to State Representation.

Nicholas Miller is committed to improving fitness and achieving client goals. Nicholas was a national age medallist who strived on performing to the best of his ability in a wide range of events. Since finishing school Nicholas has completed his Certificate III and IV in fitness.

WHERE IS WESTERN SYDNEY AQUATICS LOCATED?

Western Sydney Aquatics is located at Oakhill College, training from Oakhill swimming pool. Our address is 423/513 Old Northern Road, Castle Hill 2154.

WHAT ARE THE WESTERN SYDNEY AQUATICS SQUAD FEES AND CHARGES?

Please email swim@westernsydneyaquatics.com.au for squad fees and charges.

WHAT HAPPENS IF A PAYMENT FAILS OR DOESN'T GO THROUGH CORRECTLY?

Outstanding fees or declined credit card payments will continue to be payable by the client and any bank or transaction payments will be passed onto the client for payments. Outstanding fees may forfeit your swimming position in our squads.

IS THERE A COMPETITIVE SWIMMING CLUB ASSOCIATED WITH THE PROGRAM?

Western Sydney Aquatics is home to the Norwest Swimming Club.

WHAT IS THE SQUAD TIMETABLE?

Please find the squad timetable attached separately.

DO SWIMMERS HAVE TO JOIN THE SWIMMING CLUB?

All swimmers in Development, Intermediate and Advanced will be required to be members of Norwest Swimming Club. It is recommended that Junior and Stingray swimmers join the club to improve their swimming and performance ability.

HOW DO I ENROL INTO WESTERN SYDNEY AQUATICS?

Please email swim@westernsydneyaquatics.com.au with the following information:

- Swimmer's full name
- Date of birth
- Swimming history
- Current swimming program and club
- Parent/Guardian name and contact number

WHAT WILL HAPPEN AFTER I ENROL?

After enrolment you will be provided with payment details, timetables and additional information to ensure you are ready prior to getting in the water at Western Sydney Aquatics.

HOW WILL YOU DETERMINE WHAT SQUAD THE SWIMMER WILL BE IN?

Swimmers will be assessed on their swimming history, current swimming performance and technique before being allocated to a squad. Each swimmer may be asked to complete a swim assessment. This ensures the swimmer is allocated and enrolled into the correct training group suitable to their swimming ability.

WILL THERE BE MAKE UP LESSONS?

Make up lessons will only be offered if there is an equipment breakdown or health direction from the State or Federal Government to lose operations. If a make up lesson is required, we will provide you with a booking time, day and roster staff accordingly.

For long-term medical absences, if swimmers incur long term sickness or injury, we will, upon production of a medical certificate hold your booking at no cost beyond the monthly payment period or until you rescind your booking.

CAN THE POOL BE USED OUTSIDE OF ALLOCATED TRAINING SESSIONS?

The Oakhill College facility can only be used within Western Sydney Aquatic session times. The facility can not be used by our swimmers outside of these times.

DO SWIMMERS NEED TO SUPPLY THEIR OWN EQUIPMENT?

All swimmers will be required to supply their own training equipment:

SQUAD	EQUIPMENT
Advanced Squad	Net bag, kick board, fins, pull buoy, paddles, snorkel, drag pants, 2 x goggles
Intermediate Squad	Net bag, kick board, fins, pull buoy, paddles, snorkel, 2 x goggles
Development Squad	Net bag, kick board, fins, pull buoy, snorkel, 2 x goggles
Junior Squad	Net bag, kick board, fins, pull buoy, 2 x goggles
Stingrays	Net bag, kick board, fins, pull buoy, 2 x goggles
Swordfish	Net bag, kick board, fins, 2 x goggles
Youth	Net bag, kick board, fins, pull buoy, snorkel, 2 x goggles

WHAT HAPPENS IF I DECIDE TO CANCEL MY BOOKING?

To cancel your booking, you will be required to provide written notice to Western Sydney Aquatics prior to the next payment period. There are no refunds once payments have been made.

IS THERE A NORWEST SWIMMING CLUB COMMITTEE? HOW CAN I BECOME INVOLVED?

As Norwest Swimming Club is a newly affiliated club within NSW swimming, we kindly request some parent volunteers to assist the coaches with the club committee. If you are interested in joining the Norwest Swimming Club committee, please email swim@westernsydneyaquatics.com.au.

ARE THERE BE FRIDAY NIGHT RACES?

Friday night races currently take place fortnightly. Parent volunteers are required to assist in conducting these races. Entries must be submitted before 11:59pm the Wednesday prior to the scheduled event. Entries cost \$2 per event and are limited to 3 races per swimmer. Manual and late entries will NOT be accepted. All race registrations are to be made through Swim Central.

IS WESTERN SYDNEY AQUATICS A COVID SAFE BUSINESS?

Western Sydney Aquatics is a COVID Safe business with the correct safety plans and risk assessments in place to ensure all swimmers, families and staff are safe. Safety plans are set in line with NSW Health and Swimming Australia guidelines.

I HAVE ADDITIONAL QUESTIONS, WHO SHOULD I CONTACT?

Please contact swim@westernsydneyaquatics.com.au and your question will be answered in a timely manner.