



# SwimVAC

## Customer Handbook



**ROYAL LIFE SAVING**  
NEW SOUTH WALES

# Royal Life Saving NSW SwimVAC Program

## Welcome to the SwimVAC Program, proudly operated by the Royal Life Saving Society – New South Wales.

We believe that every child has the right to learn how to swim. In Australia, drowning remains one of the leading causes of preventable death in children.

We at Royal Life Saving NSW want to help change this statistic by offering our customers quality programs that represent value for money. The SwimVAC program is aimed at children between the ages of 3 to 14 years old.

Through the delivery of Royal Life Savings SwimVAC program, a broad and balanced range of skills and knowledge is developed along with water safety, survival and basic rescue skills. The program aims to develop a strong and safety aware swimmer who has a healthy respect for all aquatic environments.

### Contact us:

**Email:**  
[swimandsurvive@royalnsw.com.au](mailto:swimandsurvive@royalnsw.com.au)

**Phone: (02) 9634 3700**

## Our commitment to you

At Royal Life Saving, we are passionate about preventing drowning and facilitating healthy, active lifestyles by equipping all Australians with swimming and water safety skills. We are committed to providing you with great service, quality programs and a safe, clean venue that meets and exceeds your expectations.

### We are committed to:

- Providing valuable water safety education that meets your needs and those of the community;
- Being honest and sincere in our actions. We believe in fairness and treating everyone equally;
- Providing answers to questions and letting you know what is happening with your enrolment; and
- Helping you achieve your goals in learning to swim.

### How you can help us:

- Keep up to date with communication from RLS regarding the Vacation Program.
- Provide feedback to ensure we meet your needs and expectations;
- Ask us if you have a question and inform us immediately if you have any concerns.

## Our Team

Royal Life Saving NSW is dedicated to the acquisition of vital swimming and water safety skills and knowledge. We pride ourselves on the quality and experience of our Team. We invest heavily in training to ensure we remain at the forefront of the latest developments in swimming and lifesaving education.

All our Teachers and Coaches undertake rigorous training in the education of teaching specialist skills such as stroke development and are qualified to teach groups with diverse needs including infants, preschoolers, adults and people with a disability. We are continually looking to develop our staff through ongoing training and professional development to always deliver the highest standard of instruction to our members.

## Our Teachers

All Royal Life Saving SwimVAC Teachers hold the following qualifications:

\*RLS Swim Teacher, Austswim or Swim Australia Swim Teacher license

\* CPR resuscitation qualification

\* Working with Children Check through NSW Office of Children's Guardians or equivalent

## The importance of Swimming and Water Safety Lessons

Why is learning to swim so important? Swimming lessons are an integral part of a child's education. Living in Australia, we have access to both inland and open water waterways. It is in our culture to recreate around waterways so ensuring all Australians have the skills to swim and survive in aquatic situations is essential. Swimming is a life skill, and a skill for life. Not only does it open up a world of fun and even career opportunities, it carries a wealth of physical and mental wellbeing, social and community benefits that a person carries well into their senior years. It is low-impact, builds endurance, improves coordination and balance, and builds immunity

Drowning risk is greatest in kids aged 12 to 24 months, but the real benefits of swimming skills for drowning prevention are seen in their teen years, when they are more likely to swim with friends than under adult supervision. So, ensuring that they develop a robust set of swimming and lifesaving skills, which includes being able to swim more than 50 meters before leaving primary school and perhaps gain a Bronze Medallion in secondary school, will help to keep them safer as they mature into young adults.

It is vital that all children continue swimming lessons throughout their school years to ensure they have the skills and knowledge to recreate safely in a range of inland and open water environments throughout their life.

## Our Swimming and Lifesaving Programs

Royal Life Saving NSW is proud to launch our new SwimVAC program which is linked directly to that National Swimming and Water Safety Framework.

Programs are running from Monday 9<sup>th</sup> January 2023 to Friday 20<sup>th</sup> January 2023 (weekdays only).

This season's program caters to children from 3 – 14 years of age. SwimVAC programs have several levels that cater to learn to swim and junior lifesaving skills. Each program is developed with local councils/ pool operators to ensure RLS are delivering to the needs of the children in the community.

Prompted by research and the launch of the National Swimming and Water Safety Framework, Royal Life Saving have developed the new SwimVAC program aligning directly to the developmental stages and benchmark measures in the framework. Our aim is to give more children the opportunity to access vital lessons, with as little barriers as possible, and to achieve the age based benchmarks within the framework.

### National Swimming and Water Safety Framework

The National Swimming and Water Safety Framework aims to enable individuals to develop the skills, knowledge, understanding, attitudes and behaviours required to lead safe and active lives in, on and around a range of aquatic environments.

Learning and participating in swimming and water safety activities are vital in reducing the number of fatal and non-fatal drowning incidents in Australia. It

is also vitally important in supporting broader community outcomes such as improving health and welfare, creating a more skilled workforce and increasing the rate of participation in physical activity.

### Guiding principles of the framework

1. Everyone should have the opportunity to participate in a swimming and water safety education
2. Entry and progression may occur at different stages and rates through the framework
3. The framework is adaptable to support achievement
4. Structured programs are essential; however, aquatic play and recreation are also important
5. Learning should transition skills and knowledge to a range of aquatic environments and water based activities
6. The language of the framework aims to be accessible for all facilitators, educators and parents

## Components of the framework

There are three interrelated elements within the framework as well as eight learning strands that together form a holistic framework and approach toward teaching swimming and water safety.

### Elements:

- Knowledge and Understanding
- Skills and Abilities
- Attitudes and Behaviours

### Strands

- Hazards and Personal Safety
- Entries and Exits
- Floatation
- Swimming
- Underwater
- Lifesaving
- Rescue
- Survival Sequence

### Stages

There are three developmental stages that an individual progresses through as they build confidence and competency in swimming and water safety.

These are Fundamental, Acquisition and Application. Each stage has three development milestones.

## National Benchmarks for Swimming and Water Safety

The national benchmarks in the framework are awarded when a child has progressed through all of the development milestones in the relevant stage.

The two benchmarks within the SwimVAC program are the 6- and 12-year-old benchmarks.

Children will achieve these benchmarks at different rates and ages.

During the SwimVAC program children will be assessed by their swimming ability, not their age.

More information about the framework and developmental milestones can be found here: [Swimming and Water Safety Framework | Royal Life Saving \(drowningprevention.org.au\)](https://www.drowningprevention.org.au/swimming-and-water-safety-framework)

## SwimVAC Levels

There are 5 levels in the SwimVAC program, one for preschool children (3-5 years) of all abilities and four for school aged children 5 years and up.

All levels have been created in line with the strands and development milestones in the National Swimming and Water Safety Framework.

The five levels on offer are:

- Parent/carer
- Preschool (all abilities)
- School Age Beginner
- School Age Intermediate
- School Age Advanced

Not all facilities will be running all above levels as councils/ pool operators book in for classes that best suit the needs of the community. Please check our bookings site to see what your pool has on offer.

This season we are also introducing 5 and 10 day programs to provide some extra flexibility and accessibility during the holiday period.

Five (5) and Ten (10) day programs are available for the following levels:

- Parent/carer
- Preschool (all abilities)
- School Age Beginner
- School Age Intermediate
- School Age Advanced

Not sure which level is right for your child? Use our SwimVAC level flowchart [here](#) or on our website to find the perfect level.

For more information on each of the levels and how they are aligned to the National Swimming and Water Safety Framework see our SwimVAC website page.

<https://www.drowningprevention.org.au/swimvac>

## Pricing Structure

Level	Program Length	Pricing
Parent/carer	5 or 10 day	\$37 p/w
Preschool	5 or 10 day	\$37 p/w
SA Beginner	5 or 10 day	\$42.50 p/w
SA Intermediate	5 or 10 day	\$42.50 p/w
SA Advanced	5 or 10 day	\$42.50 p/w

If you are wanting to book into 2x 5 day programs select both weeks when booking. The cost of the 10 day program will be double the 5 day program costs.

## Program Dates

All SwimVAC programs will run across a 2 week period from 9th - 20th January 2023.

## Booking Information

Bookings for all current programs will be live in early October.

To book- head to [drowningprevention.org.au/swimvac](https://drowningprevention.org.au/swimvac)

If you are a new customer, you will be prompted to create a family account, returning customers will be able to log in with past account details.

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## What do I need to bring to swimming lessons?

To ensure your child gets the most out of their lessons, we ask that all children come prepared for their lessons with the following:



FITTED SWIMWEAR MADE FROM LYCRA OR NYLON



TOWEL



A QUALITY PAIR OF GOGGLES WILL NOT ONLY HELP THEM SEE UNDER WATER; IT WILL ALSO MAKE THEM FEEL MORE COMFORTABLE.



A SILICONE SWIMMING CAP, SWIMMING CAPS ARE RECOMMENDED AS IT HELPS KEEP YOUR CHILD'S HAIR OUT OF THEIR FACE.



CHANGE OF DRY CLOTHES

All children not yet toilet trained are required to wear a tight-fitting swim nappy / or aqua nappy.

It is a good idea to pack a healthy snack for after the lesson. Sunscreen may also be required depending on the Venue location. Some classes will require children to bring a spare set of clothes to wear as part of their water safety activities. You will be notified in advance when they will be needed.





# SwimVAC Terms and Conditions + Policies

## Covid Safe Plan

Royal Life Saving NSW have a general Covid Safe Strategy which is available on our website. Part of the agreement we hold with SwimVAC partner facilities is that we follow their specific Covid Safe Plan as each pool has varying conditions regarding spacing, entry, use of amenities etc. Please follow the Covid Safe plan at your pool during the SwimVAC program.

## Shower and changing facilities:

Please refer to the policies at the pool you are undertaking lessons at. Each council/ pool operator is responsible for their own policies and procedures.

## Make up policy

Should your child be sick or absent from their class, we are happy to offer a makeup lesson free of charge if available at your facility. If your child is sick with vomiting or diarrhea, please do not bring them to the pool. These are NSW Ministry of Health Guidelines.

If your child is sick with cold or flu symptoms please do not bring them to lessons.

Make up lessons are only available under the following circumstances:

- Make up lessons can only be offered if we have availability
- Make up lessons must be used within the same vacation swimming program
- Make up lessons cannot be cancelled or transferred; swimmers cannot make up a makeup.
- To arrange a makeup lesson, please contact the SwimVAC team at [swimandsurvive@royalnsw.com.au](mailto:swimandsurvive@royalnsw.com.au)

## Weather Policy

Royal Life Saving have developed 'dry lesson plans' for instances where the weather prevents the lessons from running in the water safety. This could include extreme heat or thunderstorms. These lessons can be conducted indoors or under shelter. Skills include dry rescues, CPR awareness and scenario-based learning.

## Refund and Cancellation Policy

Refunds will be given in extreme circumstances. E.g. major incident, hospitalisation or broken limbs requiring an absence from swimming for more than half of the program duration.

Refunds will not be given due to holidays, religious reasons, general sickness or for absences less than four consecutive lessons.

## In the Event of an emergency

If the facility was to be subject to an emergency evacuation, please do not panic and follow the directions of staff. It is important that when moving through the facility that you and your children do not run.

If the evacuation occurs during your child's lesson the child will remain with their class and their teacher and follow the emergency evacuation procedures.

Please meet their class and teacher at the designated assembly area. Your child's teacher has a duty of care for the class until they are given authority to release them back into your care.

## Floatation Statement

The Royal Life Saving Swim and Survive program have made a conscious decision to not use floatation (back bubbles) during swimming lessons. The aim of the SwimVAC Program is to prepare children to help themselves and others in these events through activities that reflect many different aquatic environments.

We encourage parents to educate themselves on the use of floatation aids prior to using them on children.

## Feedback

We encourage feedback and suggestions from our customers. There will be a survey at the end of the program to give our team feedback however feel free to contact us during the program.

Send us an email at [swimandsurvive@royalnsw.com.au](mailto:swimandsurvive@royalnsw.com.au) or give us a call on 02 9634 3700

## Child Protection / Child Safe practices

Royal Life Saving acknowledges that children and young people have a right to feel safe and to be respected. We are committed to making Royal Life Saving NSW and our Venues a safe environment for all children and young people.

In response to the Royal Commission into Institutional Responses to Child Sexual Abuse, Royal Life Saving is committed to meeting the 10 Child Safe Standards. These are:

1. Child Safety is embedded in the organisation's leadership,

2. governance and culture.
2. Children participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved.
4. Equity is upheld and diverse needs are considered.
5. People working with children are suitable and supported.
6. Processes to respond to complaints of child sexual abuse are child focused.
7. Staff are equipped with the knowledge, skill & awareness to keep children safe through continual education & training.
8. Physical and online environments minimize the opportunity for abuse to occur.
9. Implementation of the Child Safe Standards is continuously reviewed & improved.
10. Policies and procedures document how the institution is child safe.

The Royal Life Saving NSW Child Safe policy can be reviewed [here](#) on our website.

## Complaints handling process

Complaint handling within Royal Life Saving NSW is fair, efficient, and accessible. The organisation has a respectful and productive workplace culture where customers, members of the community, and staff can raise their concerns directly.

1. Complaints can be made via the website or directly to the SwimVAC Program Manager via the following email:  
[swimandsurvive@royalnsw.com.au](mailto:swimandsurvive@royalnsw.com.au)



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