



Swim School FAQ's

How do I enrol?

To ensure we place your child in the correct level, we require all new participants to the program to attend a brief swimming skills assessment. Skills assessments are run at varying times and bookings are required.

To make a booking for an assessment, please phone DKHAC Customer Services on 6222 6999. The assessment will take approximately 10 minutes and our Swim School Staff will then be able to provide you with suitable class times.

Enrolments are online and are located on our website.

How do we pay for swimming lessons?

Payments can be made by our preferred method, direct debit or by upfront block payment. All lessons are paid in advance.

For direct debit bookings you may be required to pay a pro rata. This payment is for the number of classes the student will have prior to the next debit run.

Direct debit payments are then taken from your bank account or credit card fortnightly on a Monday. If the due date for a payment falls on a public holiday, the payment will be processed on the next working day.

There will be no direct debit payments taken during the December holiday period. For anyone enrolled in our Infant program (conducted Monday to Friday mornings) there will be no direct debit payments associated with breaks between school terms.

For upfront block lessons you will need to pay for a minimum of 10 lessons prior to attending the first lesson. You will be notified when your family credit has depleted and will then be required to pay for another 10 lessons.

Can I enrol my child any time?

Yes, you may enrol at any time provided there is vacancy available in the appropriate level; however you cannot enrol more than one week in advance.

Do I need to re-enrol each term?

We no longer have terms as our new lesson timetable and framework now allows for a one time enrolment. This means that instead of having to re-enrol in the program each term, lessons continue seamlessly throughout the year. We instead ask that you let us know when you would like to cease lessons and the process for this is outlined in “How do I withdraw from my Swim School lessons?” section below.

Are there lessons every week of the year?

Courage, Active and Squad programs run for 46 weeks of the year, allowing for continuous and consistent learning. There is one week of no lessons over Easter, and another five week period from late December, until early February.

Wonder (Infant) program aligns with the 4 school terms each year.

How long should my child remain in the same level?

There is no set time your child remains in one level. The Swim School program allows participants to progress at their own rate and it is important that all key assessment areas are considered competent before progressing. Additional practice outside of their lesson time will also accelerate their progress.

How do I know how my child is going?

We conduct Parent / Teacher Week during the 4th week of every month (excluding December and January). During this time, parents have the opportunity to spend 5 minutes at the end of their lesson to receive updates on their child’s achievements. For additional feedback, please see our Pool Deck Supervisor and they will organise for the teacher to send feedback via email.

When do participants get upgraded?

Swim school teachers are supervising and continually monitoring your child’s progress against the required skills. Each class has a certain set of skills and requirements that must be met before children are ready to move into the next level. When your child is ready to move classes, the Pool Deck Supervisor will formally assess those skills at the request of the class teacher. If your child is considered ready to progress the supervisor will discuss available times with you and place your child in the appropriate class.

Do I have to get in with my child for their lesson?

Parents are required to be in the water for all Wonder (Infant) levels. This is a vital component of the aquatic education experience for all involved as water familiarisation and water safety skills are important for both parent and child. During these classes teachers will explain how to apply these skills and techniques to other aquatic environments and situations.

For all other classes, parents are not required in the water.

Does my child get access to the pool facilities outside of their lesson time?

Yes, we are excited to announce that from 2019, your child receives unlimited access to the pool facilities so they can practice the new skills they have learnt. This access is provided as long as your Swim School account is up to date. As an added feature and in recognition of your commitment to the swim school, a parent of a child under the age of 10 is able to accompany the child free of charge at any time whilst using the aquatic facilities.

Can I have a term off and still retain the same class time/day if I return later in the year?

Due to the popularity of the program no guarantees can be made that your place in the program will be available to you if you choose to cancel. Should you decide to have a break from the program you will need to re-enrol on your return. To re-enrol into the program participants will need to be reassessed to ensure they are placed in the right level.

Do you have make up classes?

DKHAC does not offer make up classes. As alternatives to these classes, students receive entry for recreational swimming and lesson practice at no extra cost. This system allows students to practice their skills and enjoy the company of family and friends.

How do I change the day/time of the class?

All requests for a change in time of your class need to be made through the Pool Deck Supervisor or Customer Service team, who will know instantaneous class availability. If a suitable class is available, we will change your booking immediately. Alternatively, you can send us an email at dkhac@hobartcity.com.au outlining preferred day, time, level and commencement date for your child / children. We will then look at the availability of classes to suit and respond to you.

What are your general supervision requirements outside of lessons?

All children attending Learn to Swim lessons at the Doone Kennedy Hobart Aquatic Centre must be supervised by a responsible adult aged over 16. This includes before, during and after their lesson. Children will not be accepted into their lesson if an adult is not present. If you wish to stay and play after a lesson, all children 5 and under must be accompanied in the water by an adult.

- Children 0-5 years must be accompanied in the water, within hands reach of a responsible and competent person over the age of 16 years. Maximum 2 children per responsible and competent person.
- Children 6-10 years of age must be accompanied in the Centre by a responsible person over the age of 16 years. Maximum 4 children per responsible person.

Do you offer private lessons?

In nearly all cases, we find that group classes provide a better learning environment for students. However, in certain circumstances, we may be able to offer one-on-one lessons. For more information, please call the Senior Aquatics Officer on 6222 6963

Can I suspend my swim school lessons?

Suspension of swim school lessons is available throughout the year to account for planned holidays, illnesses or other periods where your child cannot attend. (Up to 4 weeks per calendar year which can be taken at any time) The minimum amount of suspension time is seven days. The student will still retain their spot in their regular weekly class for the duration of the suspension and there is no charge for the suspension period. Please note that general centre access will also be affected during the suspension period.

The most efficient way to suspend lessons is to complete a Swim School Suspension Form at the Customer Service Desk. You will be provided a duplicate copy of this form for your records.

How do I withdraw from my Swim School lessons?

You are able to withdraw from lessons with 14 days' notice. Written notice must be provided

The most efficient way to withdraw is to visit the Customer Service desk and lodge a Swim School Withdrawal Form. You will be provided a duplicate copy of this form for your records.

Do lessons run on Public Holidays and am I still charged when my class fall on a Public Holiday?

Classes do not run on public holidays but if your Swim School account is up to date, you are more than welcome to come into the centre and practice your swimming skills.

If your scheduled class falls on a public holiday, you will not be charged the weekly lesson fee in the prior direct debit run.

What qualifications do swim teachers have?

All of our swim teachers hold an Austswim teaching qualification, Working with Vulnerable People registration as well their CPR certificate.

Should my child wear goggles?

We recommend that students wear goggles in their swimming lessons, we feel this helps the child progress at a faster rate. DKHAC offers a wide range of goggles for children located in our retail store.