

Message from the CEO

As we move into Autumn and contemplate Winter, it is a good time to look back on the improvements our children have made in their swimming over Summer and to plan ahead for the coming months.

It is a popular myth that we should stop swimming during Winter. In fact, quite the opposite is true – swimming through Winter is not only beneficial for other sports in terms of developing fitness, flexibility and aerobic capacity, it also helps maintain good health and helps avoid some Winter bugs. Indeed, most of our Carlile Swimming families now swim year-round.

Whether your children are gearing up for soccer, netball or other Winter sports, I encourage you to find time in their schedule to continue swimming.

We understand that your current lesson times may conflict with training and game schedules and I recommend that to secure your preferred alternative time, please see our Customer Service staff as early as possible.

Visit our new website

Our new website is now live and I encourage you, as well as friends and family who may want to become customers, to take a look at www.carlile.com.au – we welcome your thoughts and feedback.

Have your say

At Carlile Swimming we are about to embark on our biggest ever research project. We will soon ask you to participate in an online survey to help us understand more about the services, products and facilities that we provide, to ensure we maintain the highest levels of service. I look forward to your participation.

The Rainbow Club

A big thank you to all our customers who generously donated gold coins to the Rainbow Club as part of our Orange Bag promotion – raising \$3,000 in the process! I am pleased that Carlile Swimming is committed to increasing both the involvement of our staff and our financial support for the Rainbow Club to help this worthwhile group meet its objectives. You'll find more details about the Rainbow Club in this issue of Between the Lanes.

New Five Dock Centre

Our new site at Five Dock opens in June 2009. We are very excited to be returning to the Inner West of Sydney where Forbes & Ursula Carlile started Australia's first commercial swim school at Drummoyne Baths in 1955. Our new website has more details on this exciting launch.

As always, enjoy your swimming and please look out for more Carlile promotions and programs to "Kick-on" during the cooler months.

Best regards,
Paul Matthews



Thank you from the Rainbow Club

Thank you to the parents and children of Carlile Swimming who helped us raise a fantastic \$3,000 for the Rainbow Club Australia by participating in our recent 'Orange Bag' promotion.

The Rainbow Club Australia was founded in 1969 by Mr Ron Siddons MBE to provide swimming tuition and raise funds for the special services and modified equipment needed by children with disabilities.

In addition to providing services and special equipment, the Rainbow Club gives children with disabilities, and their families, opportunities to meet other families in similar circumstances – in doing so, creating a valuable network with immeasurable benefits.

Mr Siddons' dream was that Rainbow Clubs would operate across Australia so that any child with a disability could benefit from its services. Today there are fifteen clubs around the country with twelve of them located in NSW at: Bondi, Cronulla, Campbelltown, Epping, Goulburn, Lindfield, Liverpool, Newington / Leichhardt, Revesby, Warringah, Sutherland and Orange.

The money raised from our 'Orange Bag' promotion will ensure these children receive the same opportunities to learn to swim that are currently enjoyed by their peers. Funds will be used to acquire valuable resources including specially trained one-on-one teachers, pool space and purpose-built equipment.

Carlile Swimming is proud to support the Rainbow Club's initiatives and commitment to inspirational work.

If you would like more information regarding Rainbow Club Australia then please visit their website at: www.rainbowclubaust.com.au



Help your child succeed in the pool!

Top tips from Dave DuBois, world-renowned aquatic educator and Carlile Swimming's Head of Learning & Development.

1. Get involved with your children's swimming by actively encouraging them.

It's amazing how often children look to their parents while in their lessons, just to see if they are watching. One of the best things you can do is watch what your child is doing, so when they do glance over, they see that you are interested and attentive. That can really make their day. A smile, a wave and some positive encouragement can let them know you are their biggest fan. Of course, things can go too far and become a distraction, so moderate your "enthusiasm" based on your child's response.

2. Make sure your child is relaxed and ready to swim when they arrive at the pool.

Try to arrive early for the lesson so that your child can be relaxed as they get ready. Having those few extra minutes to calm down beforehand can make a big difference when it comes to being in the best frame of mind possible for the beginning of the class.

3. Always look for something positive to say to support your child's efforts.

Allow the teacher or coach to be the main source of critique and correction. If you have concerns about an aspect of the lesson discuss it with the supervisor, but make sure your child knows you support their efforts and love them no matter what. Greeting them with a warm towel, a big hug and a "well done" can make a great finish to the lesson.

4. Avoid constantly hovering close to your child during the lesson.

Your child will find it difficult to give their undivided attention to their teacher if you are hovering over them during the lesson. Let the teacher or coach establish him / herself as the leader of the group. If you give too much poolside correction and direction during the class your child may become confused about who to listen to – and who is in charge of the group!



5. Encourage your child to focus.

Your child – and all children in the group – will get the most out of their class and learn faster if they concentrate during the lesson and follow their teacher's instructions.

6. Talk to us about any concerns.

If your child is having trouble mastering a skill, talk to our supervisor to get some ideas on how you may be able to support them in their efforts to improve.

Be patient with your child's progress. While we all want to see your child take steps forward in every class, this is not always realistic. Children make significant advancements when their developmental level and readiness allow, and they naturally plateau at times to allow the skills learned to settle.

During these periods it is important to keep swimming and continue attending lessons so that your child doesn't regress.

Meet the Stamfords...

The Stamford family has frequented our Killarney Heights pool for many years – in fact Craig Stamford, learned to swim here some thirty years ago! Now his two children, Kade, 17 months old, and Eloise who will be 3 years old in June, are learning to swim through our Waterbabies program.

Kade and Eloise's Mum, Vivienne, says the children love swimming, but more importantly, she and Craig believe that ensuring their children have regular swimming lessons is absolutely essential right now.

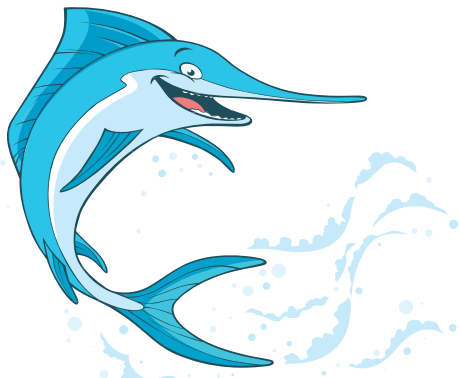
Vivienne commented: "My family is always around water and boats – we do a lot of water skiing so it really is important to make our children as confident and safe in the water as possible."

A family tradition

Vivienne brings her children along to swimming lessons every Wednesday. "It's a family tradition," she says.

Pictured below are four generations of the Stamford Family who were recently together at Killarney Heights pool from left; Vivienne Stamford (the children's mum), Kade (in the pram), toddler Eloise, Craig's mother Jackie and grandmother, Brenda who is now 92 years old.





Meet one of our Team...

Ben Thomas – Carlile Swimming Altona

Ben Thomas is the Afternoon Coordinator at our swimming school located in Altona opening in April. Ben is a keen swimmer and an even keener trainer – of both children and the teachers – as we found out when we recently got together for a chat...

How did you join Carlile Swimming?

I started having lessons in Queensland and Wagga Wagga when I was really young and then I joined Carlile Swimming at Cross St for a few years. When I was seven, I joined Hunters Hill swim club where I was coached by the former Olympian, Sue Dill-Mackey. Under Sue's coaching, I started competing – I favoured breaststroke and backstroke and competed fairly seriously until I was about 17. I swam in the St Josephs College swim team for six years during that period and I was Vice Captain in Year 12.

When did you join Carlile Swimming?

I joined Carlile Swimming as a casual teacher in December 2004 after I'd finished school, and I loved it. In fact that's when I really got truly passionate about swimming.

Along the way, I tried some other professions but none really came close to coaching. I went crawling back to Carlile Swimming and begged for my job back.

As the Afternoon Coordinator at Altona, what does your job entail on a day-to-day basis?

Because Altona is yet to open, to date my job here mainly consists of training and supervising. However, typically, the co-coordinator's role is varied – it keeps me busy, interested and involved with both the teachers and the customers. I teach, coach and supervise, handle some administration, recruitment, teacher training and staff scheduling.

In addition, I organise Swimvac, our school holiday intensive swimming program, and run our Swimmer of the Month recognition program.

What do you enjoy doing best at Carlile Swimming?

Easy! Teaching - when you're in the water with your kids nothing else matters – it's all about having fun and ensuring they are having fun too, no stress, no complaints, no rejection, just you and them.

My other favourite job here is training the teachers – running a workshop and then watching the teachers putting what I've shown them into practice is very rewarding – it's what I enjoy most about the Coordinators role.

Where do you see yourself heading in the future?

The future? Well I really enjoy my work with Carlile Swimming – its challenging and fun and you're always learning. I'm just going to work as hard as I can and we'll see where my journey takes me.

Do you have any tips for young teachers?

The easiest thing to do that goes along way towards achieving success and enjoyment is to smile, be positive and use your imagination.



A Yummy Recipe

(that's pretty healthy too!)

Raspberry Muffins

Ingredients

- ½ cup caster sugar
- 80gms butter, melted
- 1 cup of milk
- 2 eggs
- 1 tbsp of lemon/orange zest
- 2.5 cups plain white flour, sifted
- 1tbsp baking powder
- 250gms of frozen raspberries



Method

1. Preheat oven to 200° C and place muffin/patty cases into 12 x ½ cup capacity muffin tray
2. Combine the sugar, butter, milk, lemon/orange zest and eggs in a bowl
3. Add flour and baking powder and mix until thoroughly combined
4. Add raspberries and mix carefully until just combined
5. Divide mixture evenly between the muffin cases and bake for approximately 15-20 minutes or until a skewer comes out clean
6. Remove from tray and cool on a wire rack

Great for an after swim snack!

Thanks to Linda Hosie, whose two daughters swim at Castle Cove, for supplying this delicious recipe. Linda has won a \$50 Myer voucher for her recipe.

Share & Win!

Do you have a yummy, healthy recipe that you would like to share with the Carlile Swimming community? Then send your recipe idea to feedback@carlile.com.au and you could win a \$50 Myer voucher!

Ask Forbesy?



Q. Who should I talk to regarding my child's progress?

A. The best person to talk to about your child's progress is the Supervisor. Our Supervisors are always available to liaise between parents and teachers and address any of your questions or concerns. Supervisors are easily recognised by their royal blue shirts.

Q. Is it a good idea to continue classes during Winter?

A. The best approach is to keep your children swimming throughout the year. This enables them to continue reinforcing and building their swimming skills year round. Experience has shown that when children stop for a prolonged period they can experience a regression in their skills due to lack of practice.

Our indoor heated pools, warm showers and climate controlled environment also ensure that Winter swimming is comfortable and enjoyable for your children.

Winter swimming will also provide health benefits by promoting higher fitness levels, making children more resilient to illness.

If you have a question about our Learn to Swim program, you can email us at: enquiries@carlile.com.au

We'll either answer your email personally or publish an answer in the next edition of Between the Lanes.

We need your feedback?

Our swim schools currently employ over 400 staff that serve the needs of many thousands of families every week. In an effort to maintain our reputation for quality, consistency and innovation, we constantly look for ways to better understand our customers and enhance our customers' experience.

This Autumn we are embarking on our most comprehensive research program and, as part of it, we invite you to share your thoughts and opinions on our business.

Your feedback is extremely important in helping us identify ways to enhance our customer experience, facilities and services in order to meet and exceed your high expectations.

Our research program will be conducted online and will take approximately 10 to 15 minutes to complete in your own time ... so no clipboards and no interruptions at the pool.

You could win a fantastic prize!

To thank you for your time, thoughts and participation, every customer who completes our online research questionnaire will have the opportunity to win one of many fantastic prizes ... keep an eye out at the pool for further details.

For details of Carlile Swimming centres, programs, promotions, latest updates and to download newsletters visit www.carlile.com.au

We are splashing out...

Carlile Swimming is delighted to announce the opening of two new pools at Five Dock and Altona, Victoria.

In April this year, Carlile Swimming will open at Altona, Victoria where we have taken over the management and operation of the Learn to Swim program at Bayfit Leisure Centre. Carlile Swimming Altona will offer a comprehensive learn to swim program, available for everyone from babies to junior squads.

Carlile Swimming Five Dock in Sydney's inner west will open in June. This new pool will run in collaboration with Fitness First and has been designed and built for teaching children to swim. Classes will be available from babies' to Shark level junior squads.

Our Five Dock pool presents the perfect opportunity for friends and family in the inner west to benefit from this great new location. If you have friends in the inner west please let them know that priority enrolment is available prior to opening by calling **8753 0333**.

For more information about our two great new locations go to www.carlile.com.au

Pictured below Carlile Swimming Five Dock – under construction.



Pictured below Forbsey the Frog and some young swimmers visit our new Five Dock pool which opens this June.

