

Welcome to Rapidswim! We look forward to you participating in the Rapidswim Program and helping you achieve your goals and gain water confidence in a supportive environment.

In this document you will find important information regarding the Rapidswim Programs. Please make sure to read through this document in preparation for your first session. If you have any further enquiries about the Program please do not hesitate to call us on 8122 6730.

Preclusions from attending the Rapidswim Program

The following information outlines the different illnesses or symptoms that means a Rapidswim participant should not attend their session. It is extremely important that any person who attends the Rapidswim program, is medically and physically fit and, is not a danger to themselves or to the health and safety of others.

Diarrhoea - Diarrhoea is a symptom of an infection of the bowel caused by a parasite. Other symptoms can include stomach cramps, fever, nausea and vomiting. Diarrhoea is extremely contagious in a swimming pool and it can be spread by infected individuals for up to 14 days

If a participant experiences diarrhoea they are unable to participate in the Rapidswim program and must avoid swimming for **at least 2 weeks** after they have completely recovered from diarrhoea.

Open Wound - Rapidswim participants must not participate in swimming if they have an open wound or a wound with stitches. Participants are unable to swim until the wound has healed or is completely covered with a waterproof plaster.

Injury - Any participant that experiences a physical injury that may impact their Rapidswim session must report this to the Rapidswim team. Some injuries may prevent the participant from being able to take part in their session until the injury has adequately healed.

Conjunctivitis - Rapidswim participants must not participate in swimming if they are experiencing symptoms of conjunctivitis. Symptoms include.

- A red or pink eye (or both eyes)
- Redness behind the eyelid
- Swelling of the eyelids, making them appear puffy
- Excessive tears
- A yellow-green discharge from the eye which dries when you sleeps, causing crusting around the eyelids
- Itchiness of the eyes and eye rubbing.

Conjunctivitis is contagious and other swimmers could develop the same infection if you are in the same pool. Do not return to swimming until the obvious symptoms are no longer present.

Incontinence - If a participant experiences urinary &/or bowel incontinence not related to diarrhoea they must ensure that they wear appropriate waterproof incontinence pants.

Health Issues - Any participant that experiences any of the following symptoms must not attend their Rapidswim session:

- Fever
- Cough
- Sore throat
- Muscle and Joint pain
- Stuffy or runny nose
- Vomiting
- Fatigue

COVID-19 - The World Health Organisation declared the Novel Coronavirus (COVID-19) a Global Health Pandemic on the 11 March 2020.

Inclusive Sport SA will take reasonable, proportionate steps in accordance with published advice, to respond to the current (known) risks associated with the virus.

All participants in the Rapidswim program and their families and caregivers are strongly advised to download the Australian Government COVIDsafe app. This app enables you to be contacted more quickly if you are at risk.

The Australian Government – Department of Health advises that a person must self-isolate for 14 days, and therefore not attend the swimming pool and the Rapidswim program, to help limit the spread of coronavirus if any of the following apply:

- You have travelled internationally and returned to Australia, in the last 14 days.
- You have knowingly been in contact with any person who has returned from overseas in the last 14 days.
- You have been exposed to a confirmed case of COVID-19.
- You have had contact with a person with flu like symptoms.
- You have recently experienced any of the symptoms outline above in the health issues section.

If you are not sure, you should seek medical advice from the National Coronavirus Health Information Line on **1800 020 080**.

If you have attended the Rapidswim program and are confirmed with COVID-19 you must immediately advise the Rapidswim Manager on 8122 6730.

Parent/Carer/Guardian Support

We feel that it is important that Therapists/Instructors introduce themselves firstly to their participant and also to their parents/carers/guardians. We encourage them to ask about the participant and what they would like to see happen in the session. They will continually seek feedback from participants and you the parents/carers/guardians regarding sessions. Therapists/Instructors will make sure sessions are meeting individual goals and needs. Use this as an opportunity to update your Therapist/Instructor on any progress or changes. This is the first step in building supportive relationships.

It is important to keep parents/carers/guardians up to date on progress and similarly if there is something you need to update a Therapist/Instructor on. Please speak to Therapist/Instructor at the end of a session - the session should be finished a few minutes early so that it will not interfere with the next participant's session.

Keeping Up to Date Participant Details

We advise that all Therapists/Instructors are allocated a folder with their participant's details. This folder includes:

- Medical Form and additional health care plans
- NDIS Goals
- Previous Progress Reports

It is important that you provide up to date information to the Rapidswim Office so we can ensure that Therapists/Instructors are familiar with each participant's details. It is of utmost importance that staff are aware of the medical details for every participant that they work with.

By providing the Rapidswim office with NDIS/Personal goals we can ensure that all Therapist/Instructors plan their lessons with this information in mind. All information regarding participants is **STRICTLY CONFIDENTIAL**.

Change of Therapist/Instructor

Although we make every effort to ensure continuity of Therapists/Instructors in our Programs with participants, we wish to advise that unfortunately sometimes there are situations out of our control and some changes to Therapists/Instructors may take place.

What to Bring

There is no mandatory requirement for participants to bring goggles, life jackets, flippers/fins. However for the purposes of hygiene and personal comfort, if you wish to utilise these items, you will need to provide your own. Inclusive Sport SA does not supply these items.

IMPORTANT: If your child is in nappies or requires additional protection when in the pool, please ensure that they wear an appropriate disposable nappy (e.g. Huggies Little Swimmers) or reusable aquatic nappy (eg. Zoggs -these have a good seal around the waist and legs). Any incidence of faecal matter in the pool will result in the closure of the pool and the cancellation of the full program.

Safety at the Pool

All participants, under the age of 18 years or participants over 18 years who require the assistance of a Carer, must be accompanied by a parent/carer/guardian who are required to remain in the immediate pool vicinity prior to the lesson, for the duration of the participant's lesson and after the lesson.

Rapidswim equipment or any equipment in store rooms or around the pool edge must not be used by anyone other than Rapidswim staff and participants.

Playing around the pool deck area by spectators, i.e. family, friends or siblings is STRICTLY PROHIBITED. Distractions have a negative impact on the quality and effectiveness of lessons and also pose serious safety risks. All family members or carers are asked to remain seated at all times when in the pool area and talking is to be kept to a minimum.

Incident Reports

If an incident or injury occurs during the Rapidswim program an Incident Report will be immediately completed by our staff. This may include an incident involving injury to a participant, their parents/carer/guardian, or Therapist/Instructor, OR any incident which places a participant, parent/carer/guardian, staff member or venue in danger. This report will be completed by the relevant Therapist/Instructor and signed by the Therapist/Instructor In Charge (IC) and then forwarded immediately to the Rapidswim office. Please report any incidents or injuries to the Rapidswim staff immediately.

Hot Weather Policy

If the forecast temperature for the following day is **38 degrees** or above, all Programs will be CANCELLED for that day. Eg. Wednesday Programs will be cancelled if the forecast given on Tuesday's 6pm television news is 38 degrees or above. Inclusive Sport SA will notify all participants in the event of cancellation of a Program. If you would like to seek clarification, please contact us on 8122 6730.

Use of Cameras at Programs

Photographs or videos are not to be taken at any Rapidswim Program at any time and are STRICTLY PROHIBITED.

Inclusive Sport SA may from time to time organise to take promotional photography/video for the Rapidswim programs at venues for organisational marketing collateral. Intention to do so will take into consideration Use of Image preference given by participant (or Guardian if Under 18) at time of registration. The Rapidswim Manager will communicate to participants and families attending the relevant program prior to promotional photography/video being conducted. Any participant NOT wanting to be included in this marketing material must communicate this to the Rapidswim Manager in writing.

Service Agreements & NDIS Funding

It is acknowledged that by participating in the Rapidswim Program that you agree to the Terms and Conditions of Inclusive Sport SA's Service Agreement. This also includes any updates and changes in pricing (pursuant to the NDIS Price Guide). It is a requirement that you advise us of any new NDIS Plan dates and any changes in relation to funding that may affect your participation in the Rapidswim Program.

Participant Absence / Program Cancellation Information

By participating in the Rapidswim Program you are acknowledging that you understand the Rapidswim Short Notice Cancellation Policy and that repeated non-attendance without prior notice may lead to a loss of the participant's regular position in the program.

Please Note: "Where a provider has a short notice cancellation (or no show) they are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the Price Guide and the terms of the service agreement with the participant.

A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support; or
- Has given less than 2 clear business days' notice.

During a 10-week period participants are required to attend 60% or more of their allocated sessions. If this does not occur Inclusive Sport SA reserves the right to withdraw a participant and return them to the appropriate waitlist. Please be mindful that Rapidswim has many participants waiting for a position and continuous non-attendance, whether deliberate or not, affects our ability to service everyone.

Not Expecting to Return?

Please advise the Inclusive Sport SA office as soon as possible if you do not intend to return to your Rapidswim program. Failure to notify our office will result in other participants missing out on the opportunity to participate in our Program.

Taking Time Out

If you wish to be taken out of a Program for any reason, including medical, your place cannot be guaranteed for return. Your name will be placed on the waiting list and Rapidswim office staff will advise you when the next vacancy arises.

Public Use of Swimming Centres

Inclusive Sport SA hires pool space from some centres that are also open to the public at the same time Rapidswim operates. These centres include the Thebarton Aquatic Centre, Noarlunga Leisure Centre and the ARC Campbelltown.

If a Rapidswim participant (or accompanying family member or carer) wishes to use the pool/s at any of the public centres whilst Rapidswim is in operation, or immediately before or after Rapidswim (ie. any pool use outside the booked Rapidswim lesson), the "public entry" fee must be paid at the Reception Desk.

Good News Stories

Finally, Inclusive Sport SA want to recognise participants that have achieved a significant individual goal. Please let the Rapidswim office staff know if you think your child/participant should be recognised for their achievement(s). This may be in the form of a certificate, opportunity to feature in newspaper editorials and Inclusive Sport SA Facebook and website stories to name a few.

Contact Details

Rapidswim enquires: p: 8122 6730
e: rapidswim@inclusivesportsa.com.au

Rapidswim accounts: e: accounts@inclusivesportsa.com.au