



HAMPTON SWIM SCHOOL

PARENT HANDBOOK

NURTURE • ACHIEVE • CELEBRATE

Our commitment to a safe, nurturing and positive swimming experience for every child.

Version 1.1 | October 2026
Cannon Hill • Morningside

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A simple guide to keeping your child safe and supported at Hampton.

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1. Welcome to Hampton

Welcome to Hampton Swim School.

We believe swimming should be a positive experience where children feel safe, supported, encouraged and proud of their progress.

Swimming is about more than learning strokes. We want every child to develop confidence, water safety skills and a lifelong love of the water — in the safest of hands.

OUR PROMISE

Nurture. Achieve. Celebrate.

Nurture means getting to know each child, listening to them and helping them feel comfortable, cared for and included.

Achieve means supporting children to develop skills and confidence at their own pace.

Celebrate means recognising the little wins, the big milestones and the progress along the way.

This Parent Handbook brings together the information families need to feel informed, supported and confident as part of the Hampton community. It explains how we work together to nurture children, support their learning and keep them safe.

It is our parent-facing reference for key information about child safety, family expectations, supervision, photography, enrolment, payments and our complaints process. The handbook is available through our website, Customer Portal and email and will be redistributed when material changes are made.

Hampton Swim School is committed to communicating with every family in a way that works for you. If you'd like information about HSS explained in a different language, in an alternative format, or with the support of an interpreter, please let our team know — we're glad to arrange this.

We recognise the importance of culturally safe communication with Aboriginal and Torres Strait Islander families and welcome your feedback on how we can do this better.

2. Your enrolment

Hampton Swim School operates continuous enrolment. Our program progresses gradually according to a child's age, comfort and skills. Children generally remain in the same class and with the same teacher unless a change is discussed or required.

There is no need to rebook each term, your child's enrolment continues.

Public holidays are not charged because classes do not operate on those days. Classes generally continue through school holidays, except for the Christmas closure period.

CONTINUITY

Swimming is a progressive skill. Consistent attendance and continuity with a teacher and class can help children feel secure, build confidence and develop their skills.

We want children to feel safe enough to learn, confident enough to try and supported enough to enjoy their swimming journey.

3. What to bring to lessons

BabySteps: Swim pant/nappy & baby swimmers, swimmers & t-shirt/rashie for parent to wear in the water, change mat & 2 towels, change of clothes for parent & baby, water and snacks.

SwimSteps & SwimStrokes: Swimmers, towel, cap & goggles, change of clothes.

Team Accelerate: Swimmers, towel, cap, goggles, kickboard, drink bottle, mesh bag, flippers and pull buoy.

We have an onsite pool shop stocked with many of the essentials.

4. Absences, make-ups and holiday holds

If your child is unable to attend a lesson, please notify Hampton Swim School through the Customer Portal/App before the missed lesson.

Our Customer Portal provides available make-up classes on a rolling basis. Make-up lessons are a complimentary additional service available to actively enrolled customers and are subject to availability.

- make-ups require a notified absence
- make-ups are subject to available classes
- make-ups are available to actively enrolled customers
- make-ups cannot be transferred to another swimmer
- make-ups cannot be replaced with credits or refunds
- make-ups expire after 3 months
- there is no make-up for a missed make-up.

Families may choose not to use a make-up where consistency of teacher, class environment or routine is more beneficial to their child's progress.

HOLIDAY HOLDS

A 50% hold option is available for absences of two or more consecutive lessons where the absence is due to being away. Requests must be made in writing to service@hamptonswimschool.com.au and are applied to subsequent invoices.

PUBLIC HOLIDAYS

As all of our venues are closed on Public Holidays and classes do not run, you are not charged for these days and your invoice is automatically adjusted to reflect this.

WEATHER

We continue to run lessons when it is raining and during storms. Lessons will be cancelled in the event of lightning, and we will notify you via SMS of cancellation and arrange a make-up.

WINTER SWIMMING

We swim all year round and do not stop for the cooler months. We strongly suggest continuing to maintain swimming skills. We keep the pools heated to approximately 33 degrees during the cooler months and have heaters on deck at the change tables. During part of the cooler months, we also offer our 2-for-1 lessons promotion.

5. Stopping lessons

If you wish to stop lessons, submit a Stop Lesson request through the Customer Portal: Student Profile → Enrolments → Drop Request.

Requests received before the 25th of the month will cancel the enrolment and direct debit for the following month. Families are welcome to continue swimming until the end of the current payment period.

Make-up lessons cannot be used once the enrolment has ended.

Hampton Swim School does not generally provide refunds. Credits, rather than refunds, may be considered at Hampton Swim School's discretion in extreme circumstances such as a major incident, hospitalisation or a broken limb requiring an absence of at least three consecutive weeks.

6. Payments and billing

Before commencing lessons, families receive access to the Customer Portal/App where they confirm the Enrolment Guidelines and set up payment details with Payrix.

At Hampton Swim School we invoice lessons monthly with your first invoice due at the time of booking as this secures your place in classes. Monthly invoices are emailed on the 25th of each month so you are aware of the exact amount of your direct debit. Ongoing payments are processed on the 28th of each month for the subsequent billing period. The billing period may contain 3, 4 or 5 full weeks, adjusted for public holidays.

Upon activation, you are authorising us to debit your monthly payment using the card or account details provided. Families are responsible for ensuring payment details remain current and sufficient funds are available. A failed bank debit currently incurs a \$5.50 failed payment fee.

KEEP DETAILS CURRENT

Please keep your payment details, contact information and child information up to date in the Customer Portal.

7. If your child's circumstances change

Children grow, develop and change — and we want to grow with them.

Please let us know if there is information that may affect your child's safety, communication, participation, learning, accessibility, support needs, physical participation, or family and collection arrangements.

You do not need to wait until there is a problem. The earlier we understand your child's needs, the better we can work with you to support a safe and positive experience.

There is no such thing as too much information when it helps us understand and support your child.

8. Our expectations of families

We are all part of the Hampton community, and creating a child-safe environment is a shared responsibility.

When enrolling, families are asked to provide information about anything that may affect their child's ability to participate safely and comfortably in swimming lessons. Please let us know about relevant health, medical or other circumstances, or if your child's ability to participate changes, so we can provide appropriate support.

Families are asked to:

- treat children, families and Hampton Swim School staff respectfully
- follow venue safety requirements
- follow teacher and Manager directions
- maintain appropriate supervision of children when they are not under Hampton Swim School supervision
- not photograph or record other children without permission
- raise concerns respectfully and promptly
- provide accurate information that may affect their child's safety, participation or wellbeing
- tell us when circumstances or support needs change
- ensure children are collected according to agreed arrangements
- help us create an environment where every child feels welcome and included.

Our shared goal is to help every child feel safe enough to learn, confident enough to try and supported enough to enjoy their swimming journey.

9. Our Hampton team

The relationships children build with their teachers and the Hampton team are an important part of feeling safe, confident and ready to learn.

We expect every member of the Hampton team to understand their responsibility to protect children and contribute to a safe, nurturing environment.

Our team members are supported to understand:

- their responsibilities for child safety and wellbeing
- professional boundaries and respectful interactions with children
- how to recognise and respond to concerns
- how to listen to children and take their views seriously
- respectful, inclusive and culturally safe practice
- the child-safe policies and procedures that guide their work.

We expect our people to keep developing their knowledge and skills so they can support children well.

Parents can expect our team to treat children with care, respect and professionalism while creating an environment where children can learn, have fun and be themselves.

10. Our commitment to keeping children safe

Safe children learn, grow and flourish.

For us, child safety is not simply a policy. It is part of how we nurture children every time they walk through our doors.

At Hampton Swim School, child safety is everyone's responsibility.

- putting children's safety and wellbeing at the centre of our decisions
- creating an environment where children feel safe to speak, ask questions and tell an adult when something does not feel right
- treating children with dignity, respect and fairness
- listening to children's views and taking their concerns seriously
- providing an inclusive environment for children of different abilities, cultures, backgrounds and circumstances
- maintaining safe physical and online environments
- ensuring our people understand their responsibilities for child safety
- responding appropriately to concerns, complaints and disclosures
- continually reviewing our practices to identify opportunities to make children safer.

Queensland's Child Safe Standards provide a framework for organisations to create environments that prioritise children's safety and wellbeing. Hampton Swim School incorporates child-safe principles into everyday practice.

11. Every child has a voice

Listening matters.

Children have the right to feel safe, be treated with respect, be listened to and express their views and feelings.

Children can:

- ask questions
- participate in decisions that affect them in an age-appropriate way
- tell a trusted adult when something concerns them
- have their concerns taken seriously.

We encourage children to speak with their teacher, the onsite Manager or another trusted adult if they are worried about something.

A child does not have to use particular words or explain something perfectly for us to take them seriously. Sometimes children tell us with words. Sometimes they show us through their behaviour, body language or emotions. We will take the time to listen and understand.

When listening and responding, we consider age, development, communication style, culture, disability and individual circumstances.

12. Inclusive and culturally safe swimming

Every child belongs here.

Every child deserves to feel that they belong, that they are understood and that there is a place for them at Hampton.

When families enrol, we ask whether there is anything we should know that may help us support their child's participation, safety, communication or learning. Sharing this information is voluntary, but it can help us plan appropriate support.

- cultures and family structures
- languages and communication needs
- abilities
- learning and support needs
- individual circumstances.

We will work with families to understand reasonable adjustments or additional support that may help a child participate safely and confidently.

CULTURAL SAFETY

Hampton Swim School is committed to creating an environment where Aboriginal and Torres Strait Islander children and families feel welcome, safe, valued, included and respected.

We recognise that cultural safety is more than awareness or acknowledgement. We will seek to listen to and learn from Aboriginal and Torres Strait Islander children, families and communities and consider their perspectives when developing our practices.

Family-facing information will be made available in accessible formats and, where required, appropriate language support will be considered.

13. Supervision and handover

Swimming pools are active environments and children require appropriate supervision at all times.

STAYING ON SITE

Parents or carers are responsible for supervising their child before and after their lesson and whenever the child is not under the direct supervision of a Hampton Swim School teacher or another agreed service arrangement.

- remain aware of where their child is
- follow pool and venue safety directions
- keep children away from restricted areas
- ensure children do not enter the water outside their scheduled lesson
- advise a Hampton Swim School team member if they have a concern about their child's safety.

DROP & GO

Drop & Go is available for Silver and Black Squad swimmers. It allows eligible swimmers to attend their agreed training session without a parent or carer remaining onsite.

Participation in Drop & Go is subject to the eligibility requirements and venue-specific arrangements communicated by Hampton Swim School.

Parents and carers are responsible for:

- ensuring their child is eligible and appropriately registered for Drop & Go
- ensuring HSS has current and accurate emergency contact and authorised collection information
- ensuring their child understands the Drop & Go arrangements and follows all instructions provided by HSS staff
- remaining contactable for the duration of their child's session
- collecting their child promptly at the agreed end time, unless an alternative collection arrangement has been confirmed with HSS in advance.

Hampton Swim School will supervise the swimmer during the agreed Drop & Go session and within the areas covered by the venue's Drop & Go arrangements. Drop & Go does not provide supervision outside the agreed session time or outside the designated supervision areas.

Children must not leave the designated HSS supervision area or venue independently.

If a child has not been collected at the agreed time, HSS staff will contact the child's parent/carer or emergency contact. Drop & Go arrangements may vary between venues, so families must familiarise themselves with the specific eligibility, supervision, handover and collection requirements that apply at their child's venue.

HSS may suspend or withdraw a child's access to Drop & Go where the eligibility requirements or safety arrangements are not being met.

ATTENDING SWIMMING LESSONS FROM OSHC

Hampton Swim School is committed to maintaining clear supervision and handover arrangements for children attending swimming lessons through an Outside School Hours Care (OSHC) service. This service is currently available on limited days: Monday and Wednesday at St Ollies and Wednesday at Morningside.

Where a child attends HSS through an OSHC arrangement, responsibility for the child transfers between the OSHC service and HSS at defined collection and return points. HSS and the OSHC service each have responsibilities for the child while the child is in their care.

Families are responsible for ensuring that the relevant OSHC service has accurate and up-to-date information about their child's swimming lesson schedule and any changes to collection or return arrangements.

PETS AT THE VENUE

In consultation with Education Queensland / Catholic Education policies, domestic dogs and other animals are not permitted on school grounds, including the pool area. Service dogs are allowed on site with their owner subject to applicable requirements. Dogs on site must be suitably restrained, appropriately registered, have a temperament suited to children and crowds, and hygiene must be maintained.

14. Photography, video, social media and electronic communication

Keeping children safe, online and poolside.

We understand that photographs and videos of children are personal information and must be treated with care. Celebrating progress should feel positive, respectful and comfortable for children and families.

Hampton Swim School may take photographs or video for purposes such as promoting our classes and programs, advertising, social media, and staff training and professional development.

OUR EXPECTATIONS

Photography and video must be taken and used in accordance with Hampton Swim School's photography and recording requirements.

Parents, carers and visitors must not photograph or record other children without appropriate permission.

Hampton Swim School will only use or share images and recordings in accordance with the permissions provided and applicable privacy and child safety requirements. We take care to ensure children are represented appropriately and respectfully.

YOUR CHOICE

Families are asked to provide their photography and video consent preferences when enrolling, and these preferences are recorded on their Hampton Swim School account.

Even where consent has been provided, we will check with families again before taking photographs or video at the pool. Where appropriate, we will also respect a child's wishes if they do not want to be photographed or recorded.

You can change your photography or video preferences at any time. Please let us know so we can update our records.

ELECTRONIC COMMUNICATION

Hampton Swim School uses electronic communication to keep families informed about lessons, programs, events and other relevant information.

Communication with children and young people must be appropriate, professional and transparent. Where communication relates directly to a child or young person, we will communicate with or include their parent or carer wherever practicable.

Hampton Swim School staff must not use personal social media accounts or private messaging channels to establish or maintain private contact with children or young people they know through their role at Hampton Swim School.

15. Speaking up — complaints and concerns

Your voice matters.

We want families and children to feel comfortable telling us when something does not feel right. If something concerns you, please tell us. Speaking up gives us the opportunity to listen, understand and take appropriate action.

Concerns can include:

- something that has happened to your child
- something you have observed
- the behaviour of an employee, teacher, volunteer or other person
- the physical or online environment
- the way your child has been treated
- a safety concern
- discrimination or exclusion
- a concern about another child
- a Hampton Swim School process or decision.

YOU DO NOT HAVE TO BE CERTAIN

You do not need to be certain that something is wrong before raising a concern. If something concerns you, please tell us.

HOW TO RAISE A CONCERN

You can speak directly with your child's teacher or the onsite Hampton Swim School Manager. You can also contact Hampton Swim School using the contact details at the end of this handbook.

For urgent concerns about a child's immediate safety, speak to the onsite Manager immediately. If you believe a child is in immediate danger, contact emergency services on 000.

16. What happens when you raise a concern?

- 1. LISTEN — We will listen respectfully and take your concern seriously.**
- 2. RECORD — Where appropriate, we will document the concern and relevant information so it can be followed up properly.**
- 3. ASSESS — We will consider the nature and seriousness of the concern, including any immediate safety or wellbeing needs.**
- 4. RESPOND — We will determine what action is appropriate and whether the concern needs to be escalated or referred.**
- 5. COMMUNICATE — Where appropriate and lawful, we will keep you informed about progress and outcome.**
- 6. IMPROVE — We will consider whether the concern identifies an opportunity to improve our practices, systems or environment.**

Information relating to a complaint or concern will be handled respectfully and in accordance with applicable privacy and legal requirements. We cannot always provide every detail about an investigation or action taken, particularly where privacy or legal obligations apply.

OUR AIM

Families should understand where to raise a concern, what will happen next and how their feedback can contribute to a safer organisation.

17. We keep learning and improving

We know creating a safe and nurturing environment is ongoing.

We listen to children and families, learn from feedback and concerns, and regularly review how we work. When something can be done better, we want to know.

Feedback helps us identify opportunities to improve teaching, communication, supervision, facilities, policies and practices.

Your feedback can help make Hampton safer, kinder and better.

18. Important contacts

Hampton Swim School (07) 3399 2004

Enrolments enrol@hamptonswimschool.com.au

Customer Support service@hamptonswimschool.com.au

Website www.hamptonswimschool.com.au

Cannon Hill 51 Stanton Street, Cannon Hill QLD 4170

Morningside 67 Pashen Street, Morningside QLD 4170

Emergency 000

For child-safety concerns, speak to the onsite Hampton Swim School Manager or use the designated child-safety contact pathway communicated by HSS.

19. Our commitment to families

EVERY CHILD HAS THE RIGHT TO BE SAFE.

We want Hampton Swim School to be a place where children can learn, grow, achieve and enjoy the water while knowing they are safe, supported and valued.

We welcome feedback from children and families about what we are doing well and where we can improve.

We will celebrate children's achievements, support children who need more time and listen when children or families tell us something does not feel right.

If something does not feel right, please speak up. Thank you for helping us create a safe, welcoming and positive swimming community.

NURTURE • ACHIEVE • CELEBRATE

Document control

Internal governance information

Document: Hampton Swim School Parent Handbook

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Effective date: October 2026

Owner: Hampton Swim School

Next review: September 2027, or earlier following material change

APPROVAL NOTE

This handbook should be approved against the current HSS child-safety, complaints, photography/recording, enrolment, supervision, Drop & Go and OSHC procedures before publication. Site-specific arrangements must be kept consistent across the handbook, portal and staff procedures.