

Welcome to the 2018-19 season at the Unley Swimming Centre

The swimming season will commence on Saturday 15th September, providing the same consistent quality, warm and clean water, friendly service and facilities.

I am pleased to report that the Centre has again had works undertaken over the winter months and look's fantastic for the upcoming swimming season.

Improvements that have occurred over the closure period include:

- Refurbishment of the four umbrella shades around the main 50 pool
- New scan entry machines on the turnstiles including an additional entry point for bikes, prams and wheelchair access
- New delivery driveway and emergency gates at the northern end of centre
- Vandal proof soap holders placed into both change area's
- A full audit of the pavers, clean and re-application of non- slip to the entire pool surrounds

Behind the scenes, we have also:

- Enhanced security on the point of sale system for members and all card holders
- Undertaken upgrades in the kiosk facilities to increase food preparation space and new refrigeration.
- Purchased a new automatic pool cleaner
- Replaced our chlorine delivery lines to all pools

We have recruited eight new team members for season 2018-19. You will see some new faces in the swim school and also on poolside. Please introduce yourself and make these staff welcome. The team will under go an intense training week prior to open day, the week focuses on further enhancing our customer service, barista skills, emergency procedures and ensuring all staff are fully accustomed to doing things the 'Unley' way.

The Café has undergone some further refinements and menu changes based on your feedback. We will be continuing our commitment to reducing waste to land fill, therefore all patrons who re-commit to a season pass will receive a new band for last years 'keep cup' as part of their membership package. All new season pass holders will receive a new 'keep cup'. We have a record of all cups provided last season to pass holders. Like last season, in order to get the traditional discount on coffee this cup will need to be used. Non-season pass holders will also have the opportunity to help the environment and receive this discount by purchasing a 2018-19 band or a keep cup from the café. We will also be rewarding patrons who bring their own 'keep cup' to the Centre if they choose to do so; however, this discount will be less than that offered to our branded cup users.

Benchmarking For Performance Excellence

This season the centre is collaborating with the University of South Australia and will be conducting a user satisfaction survey. Surveys will be able to be undertaken online and in hard copy and we will be encouraging you, our valued members to take part. The survey gathers feedback from centre users about your experiences at the facility and perceptions of service quality, in a range of area's such as staff responsiveness, facility cleanliness, and value for money, overall satisfaction and loyalty. We will also be looking at your ideas for the future. The results of this survey will assist us in many ways; to improve our service provisions, benchmark our performance against industry standards, provide data for future decision making, and finally to attract future grant funding for facility upgrades and improvements. More details on the survey will be available at the commencement of the season.

2018/ 2019 Prices

Season Passes	Price	Ticket Books	Price	Casual Entry	Price
Adult	\$495	Adult 10 Book	\$60.00	Adult	\$7.50
Concession	\$375	Adult 30 Book	\$155.00	Concession	\$6.00
Family (2 + 3)	\$990	Concession 10	\$50.00	Family	\$2.00
		Concession 30	\$130.00	Child 5 – 15	\$6.00
				Child 1 – 4	\$4.00
				Child Under 12 months	Free
				Spectator or Supervising Adult	\$4.00

Age Friendly Discount

Something new and exciting this season is the introduction of our age friendly discount. Concession rates currently exist for students, health care card and pension cardholders; however, patrons aged 70 years and above under this new fee schedule will qualify for further discount on casual entry (fees below). Age is a celebration and the City of Unley celebrates the fact that our community are living longer and healthier. This new fee structure aims to ensure that we continue to think of ways to meet the needs of all our citizens. This fee structure will be the first of its kind in South Australia and is aligned to City of Unley's leadership in active ageing and as an age friendly city

Patrons 70-79 years with appropriate age ID	\$2.30 per visit
Patrons 80-89 years with appropriate age ID	\$1.50 per visit
Patrons 90-99 years with appropriate age ID	\$0.75 per visit
Patrons 100 years + with appropriate age ID	\$0.00 per visit

Programs

	Commencement Date	Conclusion Date
Aquarobics	15 September 2018	25 May 2019
Yoga	24 October 2018	17 April 2019
Swim School – Block One	15 October 2018	16 December 2018
Swim School – Block Two	29 January 2018	9 April 2019
Birthday Parties	22 September 2018	28 April 2019
Private Lessons	17 September 2018	26 May 2019

Regular events

The 2018 Mighty Swim event raised \$90,000 for the Multiple Sclerosis Society of SA & NT. The 14th annual 24 hour Mighty Swim has been scheduled to once again take place in February. I am looking for keen regulars to form a team this year and get involved with the event. It is a great way to meet new people and train with a specific goal in mind, whilst giving to a great cause.

Other things to look forward to during the 2018 - 2019 Season:

- Our regular Learn to Swim, Fitness, Aqua, Yoga and Birthday Party programs
- SA Water VACSWIM program – commencing the first week in January
- Friday for a cause will again operate from early February onwards

Facebook

The Swimming Centre has a Facebook page. This is the best source of up to the minute information on events, lane space and announcements as they occur at the Centre. If you have a Facebook page simply 'Like' our page and you will receive our information and updates in your news feed in real time.

Early Bird Season Pass offer

The early bird gets the worm!

Come to the centre in person between the hours of 2:30pm to 6:30pm on either **Thursday 13 September** or **Friday 14 September** to receive a 10% discount off the purchase of your season pass for the 2018-19 season.

Please note this discount only applies when season passes are purchased in person at the Centre and only on the two days of the promotion. The discount only applies to season passes and not multi-visit passes.

Carnivals / Major Bookings

The Unley Swimming Centre is home to numerous school and club swimming carnivals. We believe we have found a good balance between these carnivals and space available for our lap swimmers. Carnivals are hosted on either a Monday or Friday and limited weekends; this allows our lap swimmers three consecutive days swimming without any major interruptions. This system has been successful and will continue. Below is the list of carnivals booked to date that we will be hosting so you can make an informed decision when purchasing a membership to best suit your needs.

****Please note that even on days of scheduled bookings, we will still have lane space available prior to and or at the conclusion of the scheduled booking.***

Day / Date	Event	Space Restrictions
Fri 30 November 2018	Carnival 9:30 to 12:30pm	Entire Centre
Sat 1 December 2018	Carnival 12.30pm to close	Entire Centre
Mon 3 December 2018	Carnival 9.30am to 2:30pm	Entire Centre
Fri 7 December 2018	Carnival 9am to 2:30pm	Entire Centre
Fri 14 December 2018	Carnival 9.45am to 1:15pm	Entire Centre
Fri 1 February 2019	Carnival 9:30am to 3pm	Entire Centre
Fri 8 February 2019	Carnival 9:30am to 2:30pm	Entire Centre
Sat 9 and Sun 10 February 2019	MS Mighty Swim 12pm Sat to 12:30pm Sun	Entire Centre
Fri 22 February 2019	Carnival 9:15am to 1.45pm	Entire Centre
Fri 18 March 2019	Carnival 9am to 1.30pm	Entire Centre
Fri 22 March 2019	Carnival 9:30am to 2:30pm	Entire Centre

We look forward to seeing you, your family and friends soon for another friendly, enjoyable and relaxing swimming season.

If you have any questions please do not hesitate to contact me on 8372 5456 or at nbyles@unley.sa.gov.au

Kind regards

Nathan Byles
Centre Manager
City of Unley | Unley Swimming Centre