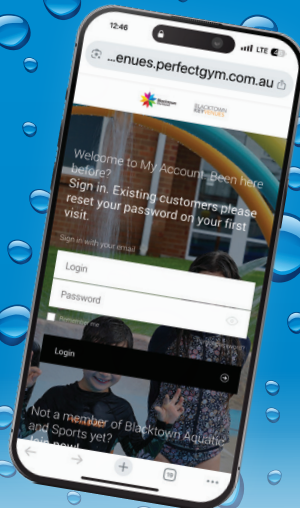


**Aqua Learn
to Swim is
moving online!**



CUSTOMER FAQ

- **Manage your classes online**
- **Fast and simple booking**
- **Easy to use**

**For more
information visit**



**Blacktown
City Council**



Did you know we have a client portal?

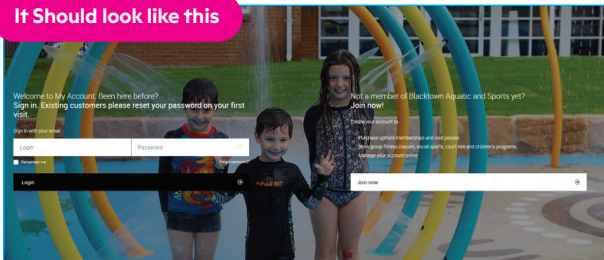
To find the client portal you can head to our website and select About from the top bar, then scroll down to My Account and choose the Log In.

<https://www.blacktownaquaticandsports.com.au/Aqua-Learn-to-Swim>

SCAN TO LOGIN



It Should look like this

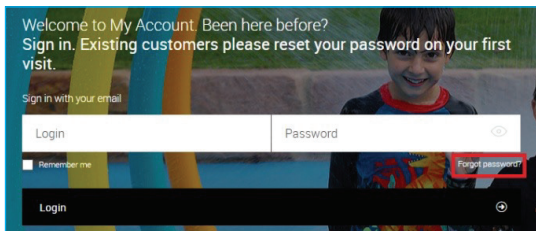


How do I login?

Returning customers

If you are a returning customer of ours, you can access the client portal by selecting Forgot password and entering the email address you provided to us when you enrolled your child.

Once you have selected forgot password and entered your email, it should send you an email prompting you to reset your password then log in once changed.

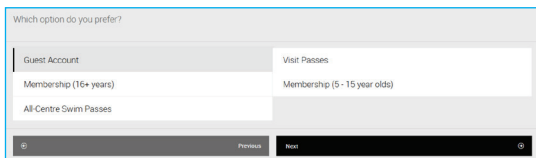
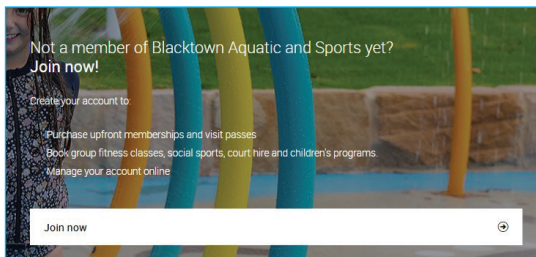


New customers

If you are new to our centre, welcome! You will need to choose the Join now option and follow the prompts to create an account.

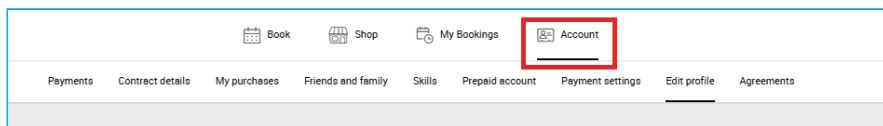
Select the centre you wish to attend (this can be changed later) and select that you would like to create a guest account.

Follow the prompts and enter your details. Once completed you will need to create a password for the account so you can access it later. Once completed you will be able to view your profile.



How do I use the client portal?

You can view everything relating to your profile and your children's profile through the Account button.



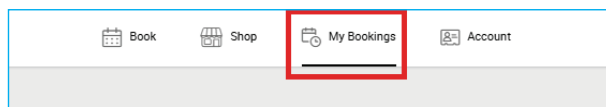
Through your account you can:

- Check your upcoming payments and make a payment if you wish to do so.
- Check the information in your contract agreement.
- Have a recorded history of any purchases made linked to the account.
- View who is linked to your profile – children, spouses.
- View yours or your child's skill progression.
- View your payment details and make any changes necessary.



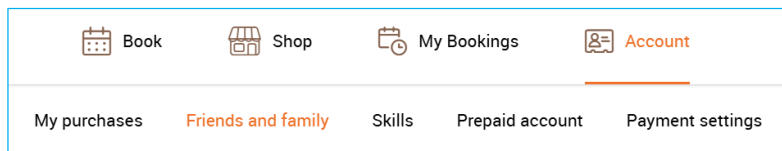
How do I view my bookings?

You can view any upcoming bookings through the My Bookings tab.



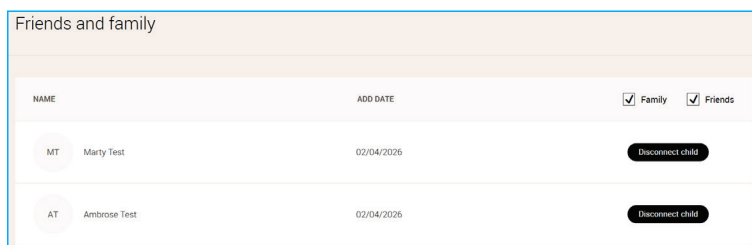
How do I view who is linked to my account?

Through the [Friends and Family](#) tab you can view who is linked to your profile and you can then merge your direct debit payments into one to reduce the transaction fee. This will only occur if your children are linked to your profile and your payment details are located on the parent profile.



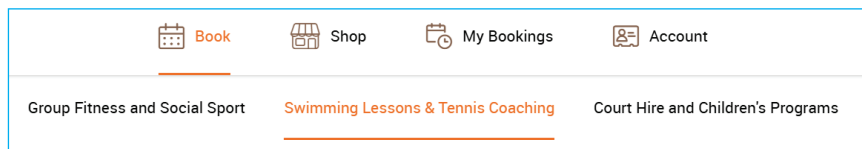
How do I link my child's profile to my account?

If your child already has an existing account, we recommend you contact your Aqua Learn to Swim team so they can assist with linking your profiles together.

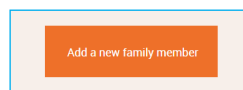


What if my child has never been to your swim school?

If your child is new to our program/centre, you will need to create their profile through the [Book](#) tab, then click [Swimming lessons & Tennis Coaching](#).



Select [Add family member](#) and follow the prompts to accurately enter your child's information. Please ensure you enter any medical conditions that should be made aware of.



You can then complete the age-appropriate questionnaire for your child to find their most suitable level.

What if my child already exists in the system?



If you are new to our program, you can complete an online assessment questionnaire to determine which level is most suitable for your child. If you click on one of the available classes, you will be able to select which person you would like to complete the assessment.

Once the assessment is complete, you will then be able to book your child into the recommended level. If you forget which level was recommended, you can view this in the [Account](#) under the [Skills](#) section.

IMPORTANT NOTE: You are required to answer the assessment questionnaire to the best of your ability. If you answer the questionnaire incorrectly and your child is placed in the wrong level, you will still be charged for the lesson.

Sat 1:00p - Otter

30 minutes Vacancies: 1 Level: Otter Instructor: 4

AT Ambrose Test Assess level
You can't enrol Ambrose at the moment
Member does not meet level requirements

MT Marty Test Assess level
You can't enrol Marty at the moment
Member does not meet level requirements

TT Tristan Test Assess level
You can't enrol Tristan at the moment
Member does not meet level requirements

Add new family member

What should I do if I don't know what skills my child can do?

If you are unsure, you can ask their previous swim school for a progression report or if one cannot be provided, call your Aqua Learn to Swim team so they can perform a verbal assessment for you over the phone or book you in for an on-site assessment.

How do I view the available classes?

To view available classes, you will need to select the [Book](#) tab at the top of the screen. Select [Swimming Lessons & Tennis Coaching](#). From there you can use the filters to show the level you are looking for.

Book Shop My Bookings Account

Group Fitness and Social Sport **Swimming Lessons & Tennis Coaching** Court Hire and Children's Programs

5 selected Any activity level Any age

Type to search... Select filtered

- ☐ Adult Advanced
- ☐ Adult Elite
- ☐ Stork
- ☐ Pelican
- ☐ Puffin
- ☐ Angelfish

Fri 11:00a - Puffin
30' Puffin Instructor

Fri 12:30p - Pelican
30' Pelican Instructor

How do I enrol/book into a class?

Once you have completed the online assessment you can filter to the level that was determined. Find your preferred day and time then select Enrol now.

 **Book**

 **Shop**

 **My Bookings**

 **Account**

Group Fitness and Social Sport

Swimming Lessons & Tennis Coaching

Court Hire and Children's Programs

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Fri 11:00a - Puffin								
 30'  Puffin  Instructor 1  Spots left: 1								
Fri 12:30p - Pelican								
 30'  Pelican  Instructor 3  Spots left: 4								

You will only be able to enrol into the level that has been determined for you. If your child's assessment did not result in that level, they will not be able to enrol into the class. Once you have selected the class, you will then need to select Enrol Now for the child you would like to enrol/book into that class.

IMPORTANT NOTE: your enrolment cannot be completed without correct payment details for the direct debit. Your enrolment will be held for up to an hour, should you not enter your payment details within the hour your enrolment will be removed.

You can then view your child's enrolment in the My Bookings tab, where it will show you your upcoming bookings.

Sat 1:00p - Otter 

 30 minutes  Vacancies: 1  Level: Otter  Instructor: 4

AT Ambrose Test

Enrol now

BB Billy Bob

Enrol now

BT Belinda Test

 **You can't enrol Belinda at the moment**
Member does not meet age requirements

Assess level

 **Book**

 **Shop**

 **My Bookings**

 **Account**

Reserved classes

Next 7 days

Add to my calendar

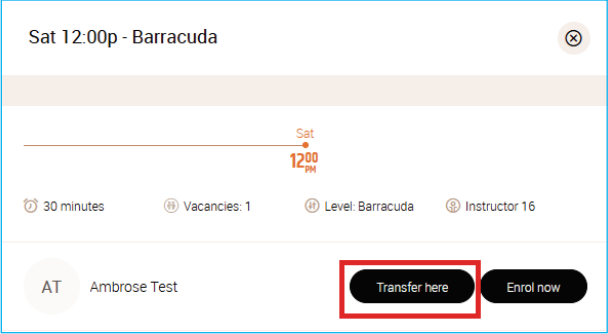
01:00 PM - 01:30 PM SATURDAY 11/07/2026	Otter  Instructor 4  Blacktown Leisure Centre Stanhope / Lane 2 Program Pool	MT	Manage bookings
11:00 AM - 11:30 AM SUNDAY 12/07/2026	Barracuda  Instructor 1  Blacktown Leisure Centre Stanhope / Lane 3 Program Pool	AT	Manage bookings

How can I change my class?

To change your class, you will need to go through the Book tab, find the suitable class, day and time and select Enrol Now and then for the respective child you are wishing to move to that class select Transfer here. You can follow the same process if you accidentally book into the wrong class.

If you are unable to transfer your class or you are unsure of which class to transfer to, we recommend you contact your Aqua Learn to Swim team so they can assist you.

IMPORTANT NOTE: if you purposely book yourself or your child into the incorrect class and do not attempt to change the class or contact the Learn to Swim team you will be charged for the lesson whether it is correct or not. Your enrolment is your responsibility, should you have any issues please do not hesitate to contact the Aqua Learn to Swim team.



Sat 12:00p - Barracuda

Sat 12:00 PM

30 minutes Vacancies: 1 Level: Barracuda Instructor 16

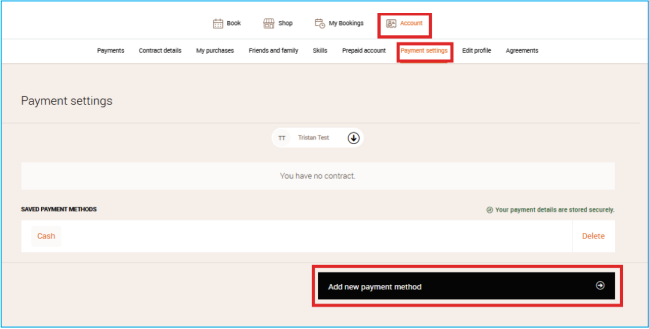
AT Ambrose Test

Transfer here Enrol now

How to update payment details

Should you need to update your payment details you can do so through the client portal.

By selecting Add new payment method you will be able to provide your new payment details. Once entered, select the child whose payment details you would like to change and then select the drop-down box to choose your preferred payment details.



Book Shop My Bookings Account

Payments Contract details My purchases Friends and family Skills Prepaid account Payment settings Edit profile Agreements

Payment settings

TT Tristan Test

You have no contract.

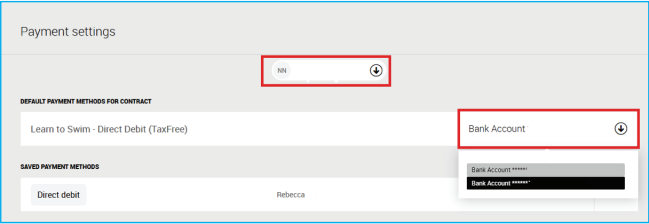
SAVED PAYMENT METHODS

Cash

Ⓢ Your payment details are stored securely.

Delete

Add new payment method



Payment settings

NI

DEFAULT PAYMENT METHODS FOR CONTRACT

Learn to Swim - Direct Debit (TaxFree)

Bank Account

Bank Account ****

Bank Account ****

SAVED PAYMENT METHODS

Direct debit Rebecca

**Aqua Learn
to Swim is
moving online!**



Click. Enrol. Swim. It's that easy!



Blacktown
City Council

