



Sector Connector

March/April 2011 – Issue 14

Bringing together Leisure and Disability

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Welcome to the 14th edition of the Sector Connector, brought to you by Inclusive Leisure Victoria. This is the final installment focusing leisure centres. If you wish to contribute an article to the next newsletter, please send to marc.mazzeo@afcl.org.au



Inclusive Leisure Initiative: Research

Physical Activity and Disability: The ILI Findings

Introduction

The Inclusive Leisure Initiative works strategically to develop a set of consistent, inclusive standards for Victorian Leisure centres, with the aim to increase opportunities for people with a disability to become physically active.

Focus groups aimed to determine the factors which impact upon the leisure centre experiences of people with a disability and determine actions that can be taken to increase participation.

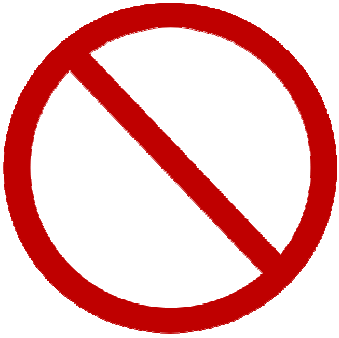
Key Findings

To determine the issues faced by stakeholders, various concepts were explored in the leisure centre user and non-user groups. The key finding that emerged was the need for leisure centres to focus on the level of customer service provided. Overall findings suggested that whilst a few leisure centres have established some inclusive practices, the sector as a whole needs to take further steps towards becoming inclusive. Additionally, health professionals, family, friends and staff within the disability sector can play a positive and influential role in introducing people with disabilities to leisure centres and in promoting the health benefits of physical activity.

Promoting the Benefits of Physical Activity to People with Disabilities

Stakeholders reported that general fitness, exercise, health and weight management were why they began to attend leisure centres. Attending leisure centres to maintain health was important in respect to slowing the deterioration of an individual's physical or degenerative disability and to aid in maintaining mobility. The importance of significant others was reinforced with some stakeholders indicating they began attending a leisure centre because of the suggestion and encouragement of significant individuals (health professionals, caregivers or staff from a disability organisation).





Barriers to Participation in Physical Activity for People with Disabilities

1. Cost and Location

Expense and proximity to the home or workplace were influential factors as to why stakeholders changed or stopped attending leisure centres. Convenience was significant, particularly in the metropolitan region where stakeholders don't always go to a leisure centre because it suited their needs, rather they put up with imperfections. It was expressed that to effectively use facilities within leisure centres, people with disabilities often require the services of a personal trainer, thus adding to the cost. This expense is a major hurdle. Notable was a discussion around periods of extended illnesses, and the inflexibility in the maximum period of time a membership can be suspended. Lack of inflexibility and the limited disposable income of many people with a disability made stakeholders consider if membership is worth the cost.

2. Support from Leisure Centre Staff

Leisure centres can become very busy during particular hours. Some stakeholders expressed being more comfortable attending a centre during the quieter periods. It was articulated that in the off peak hours, centres either have insufficient staff available or staff lack the attentiveness to provide advice and assistance.

3. Customer Service

A lack of customer service was discussed in detail. It was felt staff often have a poor attitude, are more interested in talking with their work colleagues about personal matters, lack respect and are unapproachable. Stakeholders believed staff required greater awareness on how to communicate with people with disabilities and knowledge on how to adapt exercises or programs accordingly.

Dominating the conversations were issues around accessibility and how a lack of customer service discourages patrons from returning to a leisure centre. Although recognising the need, frustrations were expressed that staff focus too much on the need to know about an individual's medications rather than focusing on developing a program. Stakeholders relayed how first experiences are confronting and intimidating, making individuals uncomfortable in a leisure centre setting.

4. Marketing Opportunities

Focus groups indicated that after the initial induction at a leisure centre, areas of a leisure centre not utilised by stakeholders become quickly forgotten. Thoughts on how to overcome this included extended or ongoing inductions or familiarisations on a semi regular basis, free come and try days or take home information. The availability of a DVD for patrons utilising the centre was a popular suggestion. It was expressed that such a tool should not only include general information about the centre but information on the benefits of people with a disability being physically active.

Health professionals can play a key role in providing people with disabilities and their caregivers with greater knowledge and education about the facilities available at leisure centres and the associated health benefits. Stakeholders wanted knowledge about what centres offered through the print and electronic media. Discussions surrounded the need for easy to read advertising materials located in a variety of services including local libraries and medical centres.

Another factor raised by stakeholders was the role of local councils, mainly through Access for All Abilities officers. It was felt that councils need a greater knowledge and should play a more proactive role in advertising leisure centre opportunities. Stakeholders aware of Access for All Abilities officers felt they did not adequately promote services and facilities, including leisure centres, available to adults. This is an important gap that centres have not appeared to tap into.

Facilitators to Participation in Physical Activity for People with Disabilities

1. Understanding Health Benefits

The positive impact of leisure centres in maintaining stakeholder's mobility, independence, physical and social health was expressed.





In discussing how this is achieved, the availability of staff on the floor and more importantly, their approachability and awareness of disability or willingness to listen and work with a person with a disability were raised. This extended to the need for management to listen and respond to concerns raised by stakeholders. The appearance and atmosphere of leisure centres, the friendliness and approachability of management and staff were also raised as important factors.

2. Providing Choice

Stakeholders commented that a variety of disability and/or beginner and normal mainstream classes and programs should be offered, to enable adequate choice and the possibility for people with disabilities to move into a mainstream class or program as they become confident and comfortable undertaking physical activity.

3. Disability Awareness

Throughout the focus groups it was expressed that if leisure centre staff had a greater understanding and knowledge of disability, had a greater knowledge on modifying programs and communicating with people with disabilities, patrons with a disability would feel more comfortable in participating in physical activity at a leisure centre.

4. Physically Accessible Environments

A need to improve access to the physical environment of leisure centres through adequate directional signage, adequate lighting, sufficient heating and cooling, and easy access in and around all areas of the centre were expressed. The desire for signage explaining how to use equipment in the gym and adequate equipment including water chairs and flotation devices in wet areas were also expressed by various stakeholders as important for centres to be disability friendly.

5. Partnerships

It was suggested that leisure centres need to liaise more closely with health professionals and disability networks to raise awareness and provide greater information and advertising materials to people with disabilities. Disability networks included day training agencies, schools, Access for All Abilities and other larger, well known disability agencies. Local councils and Access for All Abilities officers are seen as an important source of information.

6. Accessible Information

Stakeholders overwhelmingly mentioned they required information on the services offered by leisure centres. It was expressed that stakeholders did not only want a general awareness of the facilities on offer, but information about the type and accessibility of programs. The importance of knowing if staff had undergone disability awareness training was also expressed by stakeholders.

A way forward: Future Directions

A number of future directions arose out of the key findings from the focus groups:

Disability Focused Advertising. Advertising needs to be targeted towards adults with disabilities and their significant others to encourage people with disabilities to utilise leisure centres. Significant others which include parents, caregivers, health professionals and day placement agencies have an important influence on the actions of people with disabilities.

Electronic and print media are mediums utilised by adults with disabilities to research leisure centres. Advertising should include images of people with disabilities, be easy to read with minimal words that are also represented in a pictorial format. Disability advertising should focus on reasons why adults with disabilities attend leisure centres. Examples include health and fitness, mobility and social benefits. Other important information to include in advertising is accessibility, peak and off peak hours, disability awareness amongst staff, cost and the variety of groups (mainstream, disability or beginner) available for programs offered.





Liaison with disability agencies and councils. Greater collaboration between leisure centres, health professionals and disability networks including day training agencies, schools, local councils and their Access for All Abilities officers, along with larger well known disability agencies is required to raise awareness and promote the opportunities available at leisure centres.

Disability Awareness Training. The industry needs to raise staff's awareness of disability and how to work effectively with people with disabilities. Various levels of staff within leisure centres, from a management level, trainers, to reception staff need to undergo disability awareness training. Disability awareness training will aid in improving customer service, promote a friendly environment, allow staff to adapt, thus catering for a range of individual needs, promote respect and dignity and allow staff to effectively communicate with adults with disabilities.

The presence of trained staff that patrons could consult with would not only assist people with disabilities to feel more comfortable, but reduce their need for personal trainers and hence the cost, encouraging participants to participate in physical activity in leisure centres more frequently.



Improving Customer Service. Practices need to be developed within the industry to improve customer service skills. This will encourage both patrons with and without disabilities to frequent a leisure centre. Leisure centres with approachable, attentive staff that have good communication skills, are aware of individuals needs and openly offer advice and assistance would help patrons feel more comfortable, confident and safe in using equipment or partaking in various programs offered.

Improving the physical environment and its accessibility. Leisure centres need to consider adaptations to the physical environment of their centres to promote an accessible, inclusive environment. It is important that centres ensure cosmetic items (eg: pot plants) do not become hazards for patrons with vision impairments or in wheelchairs, and that areas are easily accessible with adequate spacing for patrons in wheelchairs to manoeuvre, while also considering patrons using a walking stick. Centres need to be more aware of potential dangers, including steps, wet areas and handlebars on gymnasium equipment. Many easy, low cost steps can be taken to alert patrons to these dangers. There is a need for directional and informative signage and adequate resources, including information on utilising equipment in the gym and the availability of equipment including water chairs.

For more information on the Inclusive Leisure Initiative, please contact Hanna Phillips, Project Coordinator on 9489 2999 or hanna.phillips@afcl.org.au

Inclusive Leisure Initiative Pilot Site Updates



More accessible equipment for Coburg Leisure Centre

Scope Victoria and Belgravia Leisure recently applied for a Moreland Community Partnership grant and have successfully received close to \$20,000 to fund the installation of an adult sized change table and change room hoist in one of the accessible change rooms off pool deck. This was assessed by Scope Victoria, who is also contributing over \$5,000 to the project, as a need for their clients and it is strongly supported by management at the centre as a desired requirement for their services.

With the installation of this equipment, Moreland residents who have a disability and require this equipment will now be well catered for at the centre. For many people with a disability, swimming is an activity in which the properties of water can be used to perform exercises that will greatly help improve body movements and strength with its therapeutic benefits.

There are 7,552 people or 5.6% of Moreland residents who require assistance with their core activities, including self care, body movements or communication. (Community Profile, Moreland City Council, 2010), this could be due to disability, long term health condition or old age. This is 1.6% higher than the Melbourne Statistical Division which reports a percentage of 4.0% making the attention to accessible services especially critical.





Amy Young from Scope was excited about the funding. “Installing this equipment will allow people who previously felt they couldn’t engage in these community services to access them just like anyone else in the community. Scope is one of the largest disability organisations in Victoria and is proud to be supporting the community in being inclusive and welcoming to people of all abilities.”

Manager of Coburg Leisure Centre, Drew Hildebrandt mirrored these sentiments. “It is vital that as a provider of recreational opportunities we ensure that we are providing the environment for people to confidently participate in their chosen activities and that we help reduce the isolation and segregation of services”

As well as benefiting those requiring this equipment now, this equipment better equips the site for future demographics and an aging population. Installation of the equipment is expected in late January.

Maribyrnong Aquatic Centre: Inclusive Equipment

In addition to a new hoist, MAC has recently purchased a new hand grinder for the gym and new water equipment for the warm water pool.

The seat on the grinder can easily be removed for wheelchair access. Equipment for the pool includes the following items;

- 1 x Body sling, support legs in a sling while exercising upper body most appropriate for cerebral palsy/road trauma/ spinal injury
 - 1 x Lilypad ring, support to assist mild balance/stability issues
 - 1 x Large size swim ring, support to assist severe balance/stability issues
 - 1 x Medium size swim ring, support to assist severe balance/stability issues
 - 4 x Floating Bolsters, log shaped support for individual limbs, or general support for body to lean on
 - 2 x Neck Collar, head/neck support to hold head stable for adults
 - 2 x Neck Collar, head/neck support to hold head stable for children
- All stored in its own slim-line trolley for access on the pool edge.

For more information on Maribyrnong Aquatic Centre, call 9317 0250.

Geelong Splashdown – The Champion Card

The Champion Card is designed to give people with a disability greater access to various health, fitness and recreation facilities at the City of Greater Geelong’s Swim Sport & Leisure centres.

The team at Swim Sport & Leisure would like to make access to their venues easier and affordable for people with a disability.

The card provides you access to a wide range of health, fitness and recreation facilities at Splashdown, Waterworld, Leisurelink Aquatic and Recreation Centre, Bellarine Aquatic and Sports Centre, Kardinia Aquatic Centre and Lara Pool.

You can enjoy the use of the gym, pool, spa and sauna or choose to participate in our group exercise and aqua classes that cater for all ages and abilities.

Choose either a 25 visit Swim or Gym Card:

SWIM CARD (Blue)

Pools, spa, sauna and aqua aerobic classes.

GYM CARD (Green)

Pools, spa, sauna, gym, group exercise and aqua aerobic classes.



Includes reciprocal access to six centres!

Please note not all facilities available at all centres.

Who is eligible?

Persons with a Centrelink disability pension card or referral from disability agency. Minimum age 12 years and 16 years to use gym, spa or sauna.

If you have any further questions please contact our administration office on 5272 4335 or 5272 4312.

Inclusive Leisure Programs

Croydon Leisure and Aquatic Centre have some programs more suitable for mature aged people with a disability or those wanting to work on their stability.

- Seated Easy Active - Sitting or supported standing exercises using weights;
- Circuit Easy Active - Slower paced circuit class in the gym
- Living Long, Living Stronger program - Strength based training for mature aged men and women.

The Centre has also partnered with Maroondah City Council and MS Australia to deliver two physical activity groups for people living with a neurological condition, including Multiple Sclerosis. The program called Maximising Your Strength, is an 8 week program. For more information contact the Gym on 9294 5508 or 9294 5500.



Knox Leisureworks has gym and water based programs for people with a disability;

- Enable Fitness is a gym based (weight training) session for people with a disability, held twice a week.
- Access is a water based program for people with intellectual and some physical disabilities over 15 years old. It runs fortnightly on a casual basis. There are two sessions offered;
 - In the first session, participants receive 1:1 assistance
 - In the second session, there is less assistance for participants
- Water Wise is a water familiarisation program for children aged 7-12 with a physical or intellectual disability who have had little or no exposure to aquatic environment.

For more information visit www.knox.ymca.org.au or contact;
Sergio Popa, Gym programs 9762 3133 sergio.popa@ymca.org.au
Vicki Laycock, Aquatics programs 9762 3133 vicki.laycock@ymca.org.au

Ringwood Aquatic Centre has a number of programs for people of all abilities. Their programs and staff help participants to be involved with a focus on progressing them into mainstream aquatic programs. Programs available include;

- Preschool Aquabuddies – for children between the ages of 12 months and 5 years of age
- Young Aquabuddies – for children and young adults with special needs
- Aquabuddies – social aquatic group for adults with an intellectual or physical disability
- Aquasize – water aerobics classes for adults living with a mental health condition
- Private swimming lessons
- School programs

For more information contact Maria Burn on 9298 4520



Swim 4 All

Swim 4 All provides private and group classes to all specialising in children with special needs. Their 17 teachers are all Austswim qualified and attend regular training in teaching swimming to special needs children as well as typically developing children.

Lessons are half an hour in duration and are guided by the swimmers specific needs and the level criteria in the Swim 4 All program.

Swim 4 All recommends that all Special needs clients do a term of private lessons. Parents have commented on how much improvement is evident in the private lessons within only a few weeks. Swimmers are assessed on an ongoing basis and can have the option to join a group lesson.

Before beginning classes families are invited to visit the centre so children can acquaint themselves with the new environment and parents can pass on all the necessary information a swimming teacher would need to be able to best teach their swimmer. Parents have an opportunity to speak to the teacher to discuss any issues and alleviate any concerns they may have.

For more information, please contact Natalie Clarke

Email: natalie@swim4all.com.au

Phone: 0411 131 641

<http://www.swim4all.com.au/>

My Story – John Conn

Access at Casey RACE

“In life we are all given challenges, some of us greater challenges than most. My challenge is a motorbike accident. I didn’t know what Casey RACE could offer me until I started.

The combination of the gym, pools and classes will give you a positive attitude, a change from I can’t, to I can. A new outlook and sense of belonging, a new social network with people all striving for the same goals. You will soon move from being inspired by what others have accomplished, to inspiring others through your actions.

The wonderful staff have been trained to look after your needs, design and update individual programs that are beneficial and provide any assistance needed. They are also really good for a chat too! My name is Ian and I look forward to meeting you at Casey RACE.”

Casey RACE is committed to providing access and inclusion for persons with a disability to its facilities, services, programs and activities. We recognise that access to positive leisure opportunities should not be a privilege but a part of community life. As such, we have implemented a range of strategies to provide everyone with support to enjoy being active and involved.

We offer car parking close to the entrance of the centre, hand railing and ramps to assist with travelling throughout the centre, accessible changing facilities throughout the centre, ramp access into our lap and warm water pools, water appropriate wheelchairs and hoist access into our spa.

Our staff are trained in dealing with the needs of different individuals. In the health club, we tailor individual programs to assist the needs of those participating; we are available for support and advice any time. In our Aquatics area, we have group and individual programs, that are educational and plenty of fun for all age groups and abilities.

“The staff here are most friendly, and very helpful. The equipment is accessible, well serviced and always clean. I find it easy moving around the gym in my wheelchair.” John Conn

For further information on Casey RACE Access & Programs, please contact the centre on (03) 5990 8600.





Professional Development / Conferences



Learn to Communicate in Auslan Sign Language

AUSLAN LEVEL 1 AND 2

3 courses are being offered in North Ringwood, Glen Waverley and Croydon Hills.

WHERE – North Ringwood N'hood House, 120 Oban Road (49 J2)
DATE – (Level 1) Wed 9th March to Wed 6th April (5 weeks)
 – (Level 2) Wed 4th May to Wed 6th June (5 weeks)
TIME – 6pm to 8pm (20 hours in total)

WHERE – Mount St N'hood House, 6 Mount St, Glen Waverley (71 D2)
DATE – (Level 1) Thurs 10th March to Thurs 7th April (5 weeks)
 – (Level 2) Thurs 5th May to Thurs 7th June (5 weeks)
TIME – 6pm to 8pm (20 hours in total)

WHERE – Yarrunga Com. C, 76-86 Croydon Hills Drv, Croydon Hills (36 G9)
DATE – (Level 1) Thurs 10th March to Thurs 7th April (5 weeks)
 – (Level 2) Thurs 5th May to Thurs 7th
TIME – 6pm to 8pm (20 hours in total)

A fun and interactive Auslan course for professionals, the community, university and TAFE students and families. The expected outcomes of the course are to:

- Learn and to use at least 400 Auslan signs in conversation
- Use Auslan in pair and group signing / conversation activities
- Learn and use Auslan signs from around 15 sub categories such as: Alphabet, numbers, family, instructions, positive and negative signs, social signs, greetings, work related, community
- Be able to converse appropriately in Auslan with a deaf person
- Understand the grammar of Auslan and use it correctly
- Have an understanding of deaf technology, deaf pride and to be aware of all Deaf events through the year
- Have fun learning a visual language and making new friends

Cost

- \$340 per person
- 300 (University/TAFE/HCC/Seniors)
- \$250 primary and high school students aged 8 – 17 yo - includes:
 - A bound workbook with all signs and information taught
 - A Certificate of Attendance (you must attend 8 of the 10 weekly sessions)

Email darren@auslan.net.au

Text 0425 777 208

Web www.auslan.net.au





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The Communication Resource Centre Workshop Calendar

The Communication Resource Centre - Scope provides a range of education and training opportunities throughout the year.

Workshops can also be tailored to suit specific needs and delivered at your work site.

Workshop descriptions, presenter details and registration form are available on the Scope website at <http://www.scopevic.org.au/index.php/site/whatweoffer/communicationresourcecentre/educationtraining/trainingworkshops>

Webinar Series

The Sports CONNECT webinar series will allow you to communicate with a range of people from the sport and disability sector and hear practical examples of how working together can result in getting people with disability involved in their local community through sport.

Upcoming topics include:

- Benefits for sport by involving people with disability
- Creating opportunities for participation by working together
- Bringing it all together (recap on all webinars)

For more information, go to:

http://www.ausport.gov.au/participating/disability/get_involved/webinar_series



Funding Opportunities

Emergency Grant: Sporting and Recreation Equipment

Sourced from the **EasyGrants** newsletter

Provider: Sport and Recreation Victoria

Funding: max per grant: \$2,000

Closes: Ongoing

Purpose: To provide assistance to local sport and active recreation clubs and organisations to replace essential sports equipment that has been lost or destroyed as a consequence of fire, flood, significant storm event, theft or criminal damage.

Website: <http://www.dpcd.vic.gov.au/home/grants/all-grants/emergency-grant-to-replace-essential-sports-equipment>

Email: grantapplications@dvc.vic.gov.au

Sport Incentive Program

Provider: Australian Sports Foundation

Funding: Various

Closes: Ongoing

Purpose: To assist in the development of sport and communities in Australia by providing funding for potential and current projects.

For information visit:

http://www.asf.org.au/news/story_307580_sport_incentive_program_guidelines



General Information

YMCA

Free consumer guide to choosing a gym

At a time when health issues including obesity and heart disease are rocketing, the YMCA has provided additional benefits to those wishing to get active in the interests of supporting more Victorians into healthier lifestyles.

"We know that joining a gym can be intimidating and daunting for many people, and that they're frightened of being locked in to contracts," said YMCA Victoria Chief Executive Peter Burns. "So this new temporary incentive, coupled with our no lock-in contracts, makes our gyms even more affordable and accessible for people of all ages and abilities."

Free consumer guide to choosing a gym

We've created a guide to choosing a gym, to help you to avoid the pitfalls of getting locked in to a contract that isn't right for you.

Download the [Guide to choosing a gym](#).

For more information visit;

http://victoria.ymca.org.au/cpa/htm/htm_news_detail.asp?page_id=13&news_id=184



GoVolunteer – new volunteering website

GoVolunteer is an initiative of Volunteering Australia and is Australia's first volunteer recruitment website. It is a **not-for-profit** site that provides **free** Internet advertising for not-for-profit community organisations looking for volunteers. If you have wanted to volunteer in sport and recreation this is a good way to find opportunities. Alternatively, if you are looking for volunteers, get your opportunities up on this site.

For more information visit the site, www.govolunteer.com.au

Useful Links

Embracing Inclusion Report: The experiences of people with disabilities at Victorian leisure centres

Inclusive Leisure Victoria, 2008.

http://www.aquaticsandrecreation.org.au/images/data/Embracing_Inclusion_Stakeholder_Consultation.pdf

Leisure Centres and People with a Disability Fact Sheet

Inclusive Leisure Victoria and Aquatics & Recreation Victoria, 2010.

<http://afcl.org.au/ilv/resources/Documents/People%20with%20Disabilities%20and%20Leisure%20Centres%20Fact%20Sheet.doc>

The Inclusive Fitness Initiative (in the UK)

<http://www.inclusivefitness.org>



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