



AQUATICS &
RECREATION
VICTORIA

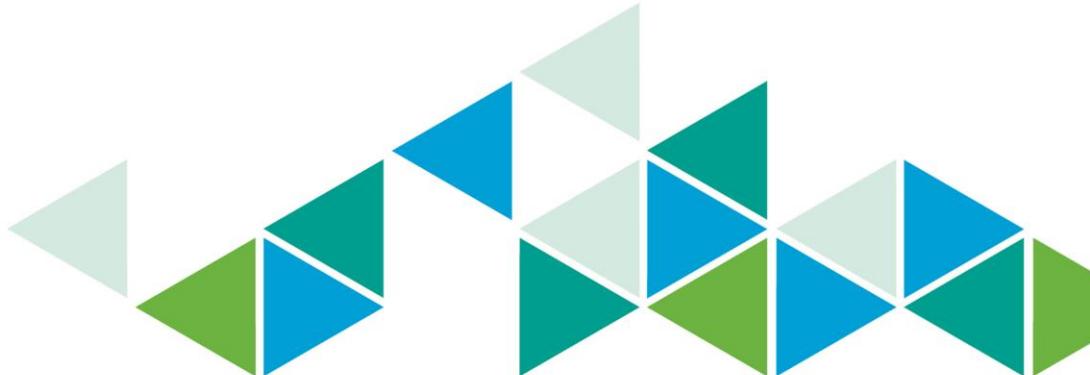


2016/2017

Annual Report

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CHAIRMAN'S REPORT

One of the many great things, and there has been many, of the past year is the wonderful energy, positivity and optimism there is within the aquatics and recreation industry. This has been measured by consistent and increased numbers in at events throughout the past year. Three key occasions that are testament to this are our annual Industry awards Dinner held at The Peninsula Docklands and our two conferences, ARV Victorian Country Pools Conference at the Wangaratta Performing Arts Centre and the ARV Industry Conference at the Pullman Melbourne on the Park. These three major ARV events not only had great numbers, but more importantly a great vibe and were rewarding and successful occasions for the industry acknowledging achievement, excellence, development, knowledge and great collegiality. Similarly, there continues to be strong interest in and support for the Play it Safe by the Water campaign events, seminars, program and breakfasts across all sectors of the industry.

Pleasing to note is the continual support of the Andrews Labor government committed funding for another twelve months of the VICSWIM Summer program announced by the Minister for Sport, The Honourable John Eren. Numbers of young Victorians who are learning to swim and be safer in our pools and natural venues this past January also grew. The importance of this program across all areas of Victoria is paramount as the life skill of swimming and being safe around water is never to be underestimated. We look forward to the continued long term support of government for the VICSWIM program.

Also the strong growth has again been seen this year with the take up of the Swim Australia Teacher training programs which are widely embraced across the industry.

Congratulations to our newest life members Jillian Cooper and Paul Stafford on this great honour and recognition for their longstanding and significant contribution to Aquatics and Recreation Victoria.

ARV is fortunate to have the support of key stakeholders, partners and sponsors across the industry for all that it does. This collegial and cooperative approach by individuals and organisations allows us all to continue to develop, guide and influence positive outcomes for all in the aquatics and recreation industry. On behalf of the Board, I thank all those who attend and support the Facility Management Standing Committee and the Learning and Development Standing Committee for their combined efforts.

I take this opportunity to acknowledge the efforts and commitment of the ARV staff who work tirelessly in support of the programs and opportunities that ARV oversees and co-ordinates. Thank you to Anthony McIntosh for his work as CEO until November 2016 and sincere thanks to our new CEO, Grant Connors for his great leadership and vision since joining us from the start of 2017. Grant has overseen a number of positive changes and initiatives that leave ARV well placed to continue to make a wonderful contribution to the industry. Sincere thanks to the Board of Directors for their time, wisdom and commitment around the board table and in support of the industry.

Working together for a better industry continues to underpin all that we do and I look forward to your continued energy and commitment for a successful year ahead!

Andrew Hocking - Chairman

CEO'S REPORT

Welcome to the 2016-2017 Annual Report for Aquatics and Recreation Victoria.

This year we acknowledge the support and commitment of our industry members as we, as an organisation transitioned through a new and exciting phase. Firstly, I would like to acknowledge the contribution and leadership of Anthony McIntosh who during the reporting period moved on to Little Athletics Victoria. We wish Anthony all the success in his new role and thank him for his time at ARV. We also acknowledge the long standing contributions of Ian Scholefield (retired), Vicki McNally and George Angelopoulos who also moved on throughout the year.

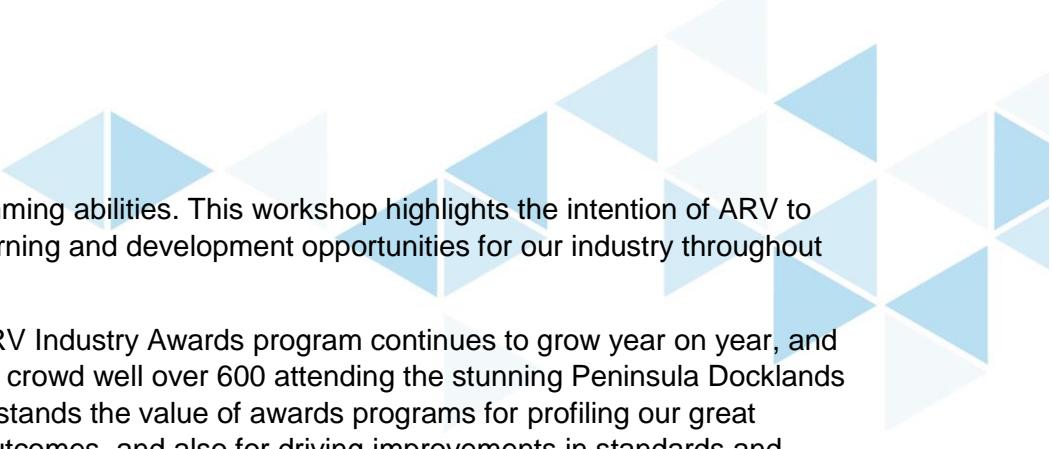
2016/17 provided a significant opportunity to review many aspects of the organisation including restructuring the internal human resources as well as bringing together a new 3 year strategic plan. Under new leadership and with a change of staff, January proved to be an opportune time for the board of directors to formalise the new strategic plan. Following on from the previous year's drafting phase, the board of directors have been able to clearly define and position ARV's core business within the foundations of the new strategic plan. Previously consisting of seven pillars, the 2017-2019 strategic plan takes a holistic industry approach with the consolidation of 7 pillars into 4. The redefined pillars reflect the true purpose of ARV and the services the organisation provides to the industry and its members. The 4 pillars being: Research & Advocacy, Membership, Learning & Development and Industry Programs.

ARV continues to forge new directions with its project work. In June 2017, ARV completed the Guidelines for Active Water Space – drafted to provide a general guide to address the overall planning, design, management and maintenance for active water space. These guidelines are based on Australian and International Standards, the Guidelines for Safe Pool Operation, user experience and case studies.

Another significant project is the 'Before School Energy Active Sports Tribe' (BEAST) – a collaboration with YMCA Active to develop a commercial active recreation program for kids. We need to continually position aquatic recreation centres as fun, social and centres of learning, because after all, why else would kids wish to visit? The review process highlighted a strong show of support from participants proving the program to be popular in a market that is not usually engaged in our leisure centres. Three trial programs have been completed both in metropolitan Melbourne and regional Victoria. We will continue to work with VicHealth and the YMCA to develop a sustainable approach to ensure all regions are given the opportunity to engage their community through BEAST.

Events still remain a significant part of ARV's remit and the calendar continues to grow alongside our membership. In May 2017, ARV held the second annual Victorian Country Pools Conference at the Wangaratta Performing Arts Centre in Wangaratta, which gave voice to issues specific to the management of pools and leisure centres in regional and rural Victoria. This establishment of a regional focused program brings to light common challenges and provides a greater opportunity for regional facilities to network and strive toward shared community outcomes.

2016/17 Year saw the introduction of the first 'Go With The Flow' aquatic professional development workshop held at Sandy By The Bay, Sandringham. This provide aquatic staff a more intimate environment to learn and discuss a range of topics including Inclusion Swimming, Retention of Staff, client customer service, getting the best out of your staff and



working with multiple swimming abilities. This workshop highlights the intention of ARV to continually expand the learning and development opportunities for our industry throughout the year.

Industry support for the ARV Industry Awards program continues to grow year on year, and culminated with a capacity crowd well over 600 attending the stunning Peninsula Docklands venue. Our industry understands the value of awards programs for profiling our great individual and collective outcomes, and also for driving improvements in standards and expectations. Life membership was awarded to two outstanding industry representatives in Paul Stafford and Jillian Cooper who were both there to accept their life membership on the night.

Thanks to the hard working and passionate staff of the ARV office and to all collaborators who have assisted in delivering our events, workshops, networking sessions and industry programs over the past 12 months.

ARV's passionate Board members, headed by Chair Andrew Hocking, continue to support the direction of ARV and throughout this period in particular have provided great consistency across a time of transition. They are knowledgeable, passionate and committed to our industry, and I thank them for providing our team with the support, inspiration and foresight to allowing us to explore new directions as we continue to support the industry and to deliver against our 4 strategic pillars.

Our team and I, on behalf of our members, look forward to guiding our organisation into a prosperous 2017/18

Grant Connors - Chief Executive Officer



BOARD MEMBERS 2016 / 2017

2016/2017 Board Members:

Mr Andrew Hocking	Board Chair
Mr David Le Page	Director, Finance
Mr Ben Tudhope	Director, Convener Facility Management Standing Committee (Commenced November 2016)
Ms Kara Monaghan	Director, Convener Learning and Development Standing Committee
Ms Esther Burridge	Co-opted Director
Ms Alexia Morgan	Co-opted Director
Mr Jeff Chambers	Co-opted Director
Mr Ray Smith	Co-opted Director
Mr Craig Elvish	Director, Convener Facility Management Standing Committee (Resigned November 2016)
Mr Anthony McIntosh	Chief Executive Officer (Resigned December 2016)
Mr Grant Connors	Chief Executive Officer (Commenced January 2017)

FINANCIAL STATEMENTS:

PROFIT AND LOSS

	2016 \$	2017 \$
REVENUE		
Enrolment & Associated Fees	536,397	567,335
Grants & Sponsorships	684,107	587,073
Interest	3,089	3,413
Membership Subscriptions	68,595	66,413
Total Revenue	1,292,188	1,224,234
EXPENDITURE		
Activity Operating Costs	595,147	656,361
Depreciation of Fixed Assets	32,112	30,691
Energy, Rates & Maintenance	31,154	13,406
Insurance	3,546	2,433
Loss On Disposal of Assets	0	0
Loss on Impairment of Assets	0	0
Marketing	4,950	9,186
Office Costs	9,497	9,943
Other	12,537	11,466
Printing & Photocopying	23,821	25,995
Professional Fees	11,500	20,363
Staffing Costs – Office	480,870	398,825
Telecommunications	33,711	14,243
Travel & Accommodation	9,856	10,634
Total Expenditure	1,248,701	1,203,546
Profit (Loss)	43,487	20,688

BALANCE SHEET

	2016 \$	2017 \$
Current Assets		
Cash & cash equivalents	158,712	153,111
Trade & other receivables	42,910	26,941
Prepayments	14,989	9,891
Inventories	15,159	-
	<hr/> 231,770	<hr/> 189,943
Non-Current Assets		
Property, plant & equipment	552,460	523,853
Intangible Assets	26,386	44,120
	<hr/> 578,846	<hr/> 567,973
Total Assets	<hr/> <hr/> 810,616	<hr/> <hr/> 757,916
Current Liabilities		
Trade & other payables	58,584	56,365
Deferred Income	41,283	37,868
Employee benefits	52,307	4,023
	<hr/> 152,174	<hr/> 98,256
Non-Current Liabilities		
Employee benefits	20,309	839
	<hr/> 20,309	<hr/> 839
Total Liabilities	<hr/> <hr/> 172,483	<hr/> <hr/> 99,095
Net Assets	<hr/> <hr/> 638,133	<hr/> <hr/> 658,821
Equity		
Accumulated Surplus	638,133	658,821
Total Equity	<hr/> <hr/> 638,133	<hr/> <hr/> 658,821

ARV INDUSTRY CONFERENCE 2016



The annual ARV Industry Conference was held on 24-26 August 2016 at Melbourne and Olympic Park Function Centre and is the peak business event for our industry. The

conference program included three content streams (strategic, operational and fitness), a trade exhibition and a networking drinks function. The conference was well attended by a range of industry professionals, managers, directors, government and university staff, along with other industry stakeholders.



The ARV Industry Conference continues to play a pivotal role in contributing to the raising of professional standards and discussion of key industry and strategic, operational and aquatic issues.

Program highlights include key note speakers Matt Finnis (St.Kilda Football Club CEO), Kimon Taliadoros (Football Federation), and Robin O'Neil (Tennis Australia).

ARV COUNTRY POOLS CONFERENCE 2017

Working Towards Better **Community** Outcomes

**VICTORIAN COUNTRY
POOLS CONFERENCE
2017** 3RD - 4TH MAY
WANGARATTIA PERFORMING ARTS CENTRE



The Victorian Country Pools Conference is an initiative inspired by the NSW Country Pools Managers Conference

event – a very successful industry event in its own right run annually for twenty years.

The main purposes of our conference is to:

- learn and inform delegates of what's going on in regional Victoria;
- improve understanding of the issues faced;
- discuss solutions and actions;
- acknowledge the successes of the industry,

- Provide an opportunity for industry stakeholders to expand their professional networks.

The venue for the Victorian Country Pools Conference was the Wangaratta Performing Arts Centre. The conference was held over two days (3-14 May 2017) and attracted more than 80 delegates and trade exhibitors.



ARV INDUSTRY AWARDS & GALA DINNER 2017



The ARV Industry Awards gala presented by Links Modular Solutions was held on Friday 16th June 2017 at Peninsula Docklands. The theme was "Magic". This event, hosted by Channel 9 media personality Tony Jones, continues to be the highlight of the year for the aquatics industry in Victoria, attracting over 630 attendees.

ARV received 110 award nominations across 21 award categories with over 50 industry expert judges reviewing and adjudicating the application process and judging criteria.

ARV welcomed Links Modular Solutions as this year's Platinum sponsor for this industry event. ARV is grateful for the continued support that it receives from its range of valued partners, without whose generous contribution the evening would not be the success that it is.

2017 Award recipients and awards sponsors:

Sustainability Award - sponsored by Roejen Services

East Gippsland Shire- Bairnsdale Aquatic and Recreation Centre

Group Exercise Instructor Award - sponsored by Metra Australia

Linda McKenzie - Aquamoves – Shepparton



Personal Trainer Award - sponsored by Technogym

Vicki Tsitos - Maroondah Leisure- Aquanation

Most Valuable Employee Award - sponsored by YMCA Victoria

Sharyn Watson - Wodonga Sports and Leisure Centre

Marketing and Communications Award - sponsored by Swim Australia

Aquamoves-Shepparton

Innovative Program Award - sponsored by YMCA Victoria

Splashy McSplash Town - Peninsula Aquatics and Recreation Centre

Duty Manager Award - sponsored by Roejen Services

Jessica Kallergis – City of Kingston

Membership Sales Award - sponsored by Precor

Demetria Konstantakis – Ascot Vale Leisure Centre

Pool Lifeguard Award - sponsored by Life Saving Victoria

Tanner Redden – Leisurelink- Geelong

Customer Service Award - sponsored by Jonas Leisure

Jen Allen - Active Monash

Swim Teacher Award - sponsored by Quay Clean

Alyssa Danger - Peninsula Aquatics and Recreation Centre

Swim Teacher for Infants, Toddlers and Pre-School Award - sponsored by Belgravia Leisure

Joan Foote - Kyneton Toyota Sports and Aquatic Centre

Swim Teacher for People with a Disability Award - sponsored by YMCA Victoria

Fernando Savaria - Aquamoves-Shepparton

Swim School Award - sponsored by Peninsula Leisure

Glen Eira Sports and Aquatic Centre

Watch Around Water Award - sponsored by Life Saving Victoria

Aquapulse- Western Leisure Services

Health Club Award - sponsored by Belgravia Leisure

Hawthorn Aquatic and Leisure Centre YMCA

Business Excellence Award - sponsored by Aligned Leisure

Endeavour Hills Leisure Centre YMCA

Facility Management Award (Seasonal) - sponsored by Roejen Services

Carnegie Swim Centre YMCA

Facility Management Award (All Year) - sponsored by Roejen Services

Ashburton Pool and Recreation Centre YMCA

Recognition of Outstanding Contribution to the Aquatic and Recreation Industry - sponsored by the Beaurepaire Family

Peter Watson

Recognition of ARV Life Membership

Jillian Cooper & Paul Stafford



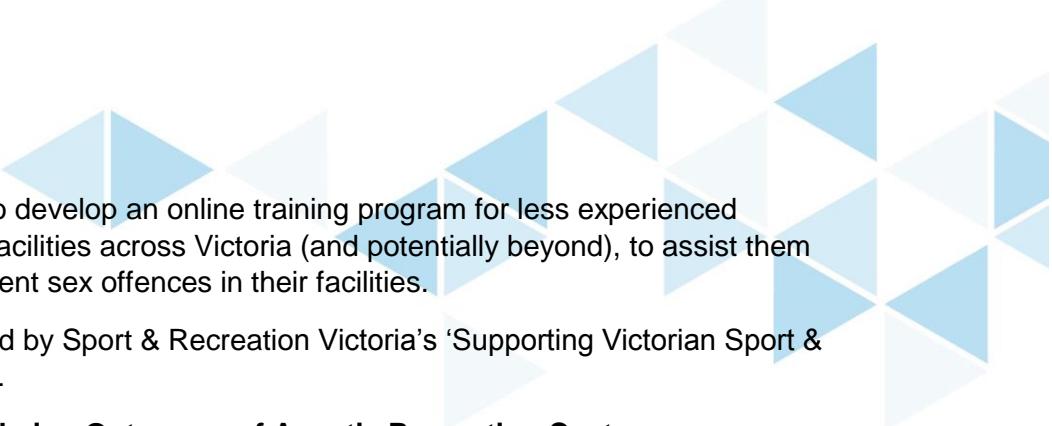
STRATEGIC PROJECTS

2016/2017 has been another busy year continuing previous project work carried forward from 2015/16. It remains an imperative part of ARV's reason for being that it continues to seek new and different ways to progress the industry, and project work is fundamental to this.

ARV relies heavily on goodwill contributions from across the board to produce project outcomes. On behalf of the Victorian aquatics and recreation industry, thank you to those individuals for their individual and collective contributions!

Prevention of Sex Offences in Aquatic Recreation Centres training initiative

Sex offences are perpetrated in aquatic recreation centres from time to time. Few industry staff have specific training in how to recognise, report and prevent sex offences in a leisure centre context, over and above standard inductions and other 'learn on the job' experiences. Our industry employs tens of thousands of young, inexperienced employees in aquatic recreation centres annually who are at high risk of exposure to sex offences perpetrated typically, but not exclusively, by patrons and against patrons. Our industry has a responsibility to protect, as best we can, our patrons, staff and others from the devastating impacts of sexual offending.



The aim of this project is to develop an online training program for less experienced members of staff from all facilities across Victoria (and potentially beyond), to assist them recognise, report and prevent sex offences in their facilities.

This project is being funded by Sport & Recreation Victoria's 'Supporting Victorian Sport & Recreation' grant program.

Measuring Health & Wellbeing Outcomes of Aquatic Recreation Centres

In March 2016, the Victorian Auditor General's Office released a report entitled 'Local Government Service Delivery: Recreational Facilities'. The report includes a wide ranging analysis of the state of Victoria's publicly owned aquatic recreation facilities. Five recommendations were put forward. Four of these suggested Sport & Recreation Victoria make changes in areas relating to strategic facility planning, monitoring of grant spending, regional planning and asset record keeping. The fifth suggests local councils improve the monitoring, reporting and evaluation activities relating to the achievement of council activities and outcomes.

Accordingly, ARV has convened a project steering committee on behalf of Victoria's aquatic and recreation industry to drive the development of a procedure and tool for the measurement of community outcomes from their individual or collective aquatic recreation centres. This project will align with a broad ranging sport and recreation strategy currently in development by Sport and Recreation Victoria.

Before school Energy Active Sports Tribe: 'BEAST'

BEAST is a collaboration between ARV and YMCA Victoria to create and deliver a very new concept in kids program delivered by aquatic recreation centres. The BEAST team pitched the concept successfully to VicHealth Innovations Challenge grant scheme, beating a field of over 40 competing proposals. The funding is currently being used to run two pilot programs for the purpose of developing the concept to commercial release stage.

The BEAST concept was borne out of broadly shared concerns around diminishing physical literacy levels amongst Australian kids, a desire to encourage healthy eating habits, and to inspire the next generation of kids to get involved with their local aquatic recreation centre. The BEAST key market is high primary school kids and the program introduces participants to a wide range of sports and activities available from aquatic recreation centres.

BEAST is one of few recreation programs specifically for 10 – 12 year old kids run by aquatic recreation centres.

The BEAST program has been well received throughout the pilot stages demonstrating that we can be confident in its ongoing success as we work towards developing a program that can be offered to facilities across the state.

'Planning, Designing, Managing and Maintaining Active Water Spaces'

Active water spaces are increasingly prevalent and are seen as valuable additions to existing aquatic recreation centres. In some cases, they have completely replaced aquatic recreation centres. This field of aquatics is evolving rapidly - water slides, splash pads, tipping buckets, water cannons, zero depth entry etc. – in alignment with community expectations and demand. Completed in 2017, this project identifies trends, challenges and issues regarding incorporating active water spaces into leisure facilities and beyond. This project was undertaken with generous assistance from Sport and Recreation Victoria.

BUSINESS DEVELOPMENT

Partnership Opportunities

Membership engagement was a critical priority area when reviewing the organisations strategic plan when the executive team met during 2016/17. Significant changes were implemented throughout the year to establish a revitalised vision on how ARV connects with each and every member. The shift has allowed for far better communication and connectivity from ARV staff and its members by moving the membership portfolio under the Member Services and Event coordinator. This will work in conjunction with industry events moving forward allowing all members and sponsorship to connect with ARV through the same avenue.

At the beginning of the reporting period (30th June 2016), ARV's membership comprised of the following members in each category:

- Associate Category: 63 organisations (24 shire councils / 39 corporate entities)
- Facility Category: 58 centres
- Individual Members: 18 persons

As at 30 June 2017, ARV's membership has grown to include the following number of members in each category:

- Associate Category: 72 organisations
- Facility Category: 66 centres
- Individual Members: 23 persons

In summary, organisation membership (associate & facility) increased from 121 to 138 members and individual membership increasing from 18 to 23 members providing a 16% growth in membership numbers with a total of 161 members compared with 139 at the same time last year.

VICSWIM

Since 1976, VICSWIM has taught swimming and water safety skills to almost 700,000 Victorian Children. With a growing population, more and more Australians seek water based recreational activity every year in private pools, public pools, commercial pools, beaches and inland waterways. The VICSWIM program is an essential and critical tool to educate the community on preventative steps to ensure the reduction of fatal and nonfatal drownings by swimming and water safety practices. The VICSWIM delivery model is designed to cater for and target vulnerable groups, such as families of disadvantage and CALD communities.

With the support of the Victorian State Government, ARV were able to provide 10,424 children access to swimming and water safety education lessons in a variety of locations including pools and open water venues in both regional and metropolitan locations across Victoria. Of this number, 28% suggested this was the only opportunity to participate in accessible swimming lessons in their area

Participation figures for the 2017 VICSWIM Summer Kidz program saw an increase of approximately 12.45% from the previous enrolment numbers achieved in the 2016 summer period. 4 of the 6 regions grew by 20% or more from the previous year's numbers highlighting an increased appetite for the program.

The number of participating locations exceeded target with the program being delivered throughout 131 host venues across both metropolitan and regional Victoria.

2017 breakdown of participation numbers at locations throughout Victoria:

- 91 Regional
- 27 Metro
- 13 Open Water (Metropolitan and Regional)

Total = 131 locations

Post program survey results shows an undeniable need for the VICSWIM program throughout the state with 93% of surveyed participants indicating that the swimming lessons ensure more accessibility to aquatic education. Furthermore, 28% of people suggested that without the VICSWIM program they did not have regular access to swimming lessons. With statistics like 28% of participants not having access to swimming lessons regularly throughout the year, the VICSWIM program is essential for more than 2,918 children across the state in providing their only source of practical water safety and swimming lessons for the year.



WATER SAFETY ADVOCACY

Play It Safe By The Water

The Play it Safe by the Water campaign (PISBTW) commenced in 1998 and is a collaborative exercise between Victoria's key aquatic agencies - inclusive of ARV, Life Saving Victoria, Swimming Victoria, Marine Safety Victoria, Canoeing Victoria, KidSafe, Triathlon Victoria, Kiteboarding Victoria, Dragon Boat Racing Victoria, YMCA, AUSTSWIM, Belgravia Leisure, Department of Justice, Canoeing Victoria and Yachting Victoria – to promote safe aquatic recreation and anti-drowning messaging to the Victorian community.

In 2016/17 ARV conducted a project to help address key water safety issues confronting children, older adults, the CALD communities, parents & carers and others by leveraging Victoria's expansive network of aquatic recreation centres, thereby reaching in excess of 500,000 Victorians.

The project seeks to:

- Promote and provide swimming lessons and aquatic education opportunities;
- Enhance swimming capability across all groups;
- Promote responsible child supervision techniques when in and around water;
- Educate target audiences about being fully prepared for the water conditions and associated risks;
- Promote industry best practice around minimising aquatic risk;
- Encourage the attainment of greater knowledge about key water risk and safety issues amongst aquatic professionals, and;
- Promote the life-long enjoyment to be had from aquatic recreation.

This year, ARV structured a water safety week which was conducted during the week beginning Monday 28 November 2016. During this week we engaged 210 aquatic and recreation facilities that participated in the program and each delivered water safety awareness and lessons to their target markets of parents and children. Each facility received a merchandise pack which helped them convey the educational messaging.

ARV ran a competition during the week amongst the facilities to encourage more water safety involved awarding five facilities equipment vouchers to increase patronage and safety within facilities. ARV received 15 submissions into the competition titled 'Best Marketing of Water Safety'.

A comprehensive program of marketing and communications activities, inclusive of merchandise distribution, and co-operative engagement with other PISBTW agencies was executed.

This event was designed to encourage aquatic and recreation centres to promote the water safety messages internally to both staff and patrons. The campaign also reached students and the general public. It is estimated 422,000 people took part or were exposed to Water Safety Week across the 210 Victorian facilities.

To finish off the week, ARV ran a Water Safety Fun Day at Oakleigh Recreation Centre which was well received by the general public with over 400+ in attendance to the event. Special guest appearances included Olympic Gold medallist Mack Horton.

STANDING COMMITTEES

The Facility Management Standing Committee acts as a forum for facility managers to discuss issues relevant to the aquatic and recreation industry. The Learning and Development Standing Committee provides a forum for industry to discuss training packages, training requirements and a variety of matters as highlighted by industry as core/improvement focus areas.

Throughout 2016-17, both committees have met several times with a focus of ARV into the next 12 month period to be on the re-invigoration of all committees and networking groups. In the past ARV has provided numerous opportunities for ARV members and industry to discuss both operational and strategic requirements within the industry. 2016-17 showed significant interest from ARV members and non-members which caused a review to be undertaken to explore options available for ARV members and the broader industry to stay connected with information and networking opportunities.

This review resulted in the re-introduction of new committees available to industry that will be launched throughout 2017-18.

Committee	ARV membership required?
Facility Management Standing Committee	Yes
Learning & Development Committee	Yes
School Networking Committee	No
Health Club Networking Committee	No
Operations Networking Committee	No

The above highlights that only ARV members (the two representatives specified for your organization) will be provided access to both the Facility Management Standing Committee and Learning & Development Committee. Non-members of ARV will not be able to attend and contribute to these two committees. This ensures that committee meeting attendances can be monitored leading to greater discussion and outcomes generated for our industry.

These committees are designed to discuss, industry trends, updates and problem solving. Possible agenda items may cover rostering, recruitment, conflict management, class structures and daily operations for facilities.

We thank those who have invested their time to the committees and attended throughout the year and in particular to those who convened and facilitated each meeting we are gratefully thankful. We must acknowledgment the great work done by the conveners of both the Learning & Development Standing Committee, Kara Monaghan, as well as the Facility Management Standing Committee, Ben Tudhope who have committed their time and energy into making such committees successful avenues for industry collaboration.